



Department  
of Commerce

Division of Industrial Compliance

## **Manufactured Homes Licensing Exam Bulletin**

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## **EXAMINATION INFORMATION**

The Ohio Department of Commerce, Division of Industrial Compliance (“Division”) licenses and regulates manufactured home installers and inspectors in Ohio. To become a licensed manufactured home installer or a certified manufactured home inspector, an applicant must submit an application to the Division and provide proof that they have met all of the requirements to be issued a license or certification. One of the requirements to become a licensed manufactured home installer or certified manufactured home inspector is to obtain a passing score on the respective licensing exam that is offered and administered by the Division.

### Where is the exam offered?

The licensing exam is online and can be taken by anyone who has access to a laptop or desktop computer with internet access.

### When is the exam offered?

The licensing exam is online and can be taken at any time of the applicant’s choosing once the Division has approved the request to take the exam and the exam has been assigned to the applicant on the MHP Licensing Exam website.

### Is the exam open book?

Yes.

### How can I request to take an exam?

Please see the “Request to Take an Exam” section below.

### How long do I have to take the exam?

Applicants have a maximum of two and a half hours to complete the exam.

### What is a passing score?

An applicant must achieve a minimum score of 70% or higher to attain a passing score on the exam.

### Is there a penalty for incorrect answers?

No. There is no penalty for incorrect answers, so, applicants are advised to answer all questions within the allotted time period.

### What is the format of questions on the exam?

All questions are multiple-choice and can be in various formats (e.g., true/false).

### How do I prepare for the exam?

The Division recommends applicants read through and study this Bulletin and all of the codes and reference standards listed in the table below. The Division also recommends you complete the [approved pre-licensing/approved training course](#) beforehand.

### What is the fee for the exam?

For each request to take an exam, the applicant must pay a non-refundable fee in the amount of \$25.00.

How long do I have to take an exam once it has been assigned and approved for me to take?

You will have one (1) calendar year to take the exam once it has been assigned and approved.

When will I get my exam results?

You will immediately receive the results of your exam after the exam has been submitted for scoring. Exams are submitted either voluntarily by the applicant or automatically after the allotted exam time has expired. Applicants will be taken to a score screen after submission, informing them of whether they achieved a passing score or not. Additionally, an e-mail will be sent to the applicant with the results.

If I do not pass an exam, how soon can I retake the exam?

If you do not pass an exam, you must wait thirty (30) days before being able to retake the exam.

How can I request an exam accommodation?

The Ohio Department of Commerce is committed to providing access, inclusion, and reasonable accommodation in its services, activities, programs, and employment opportunities in accordance with the Americans with Disabilities Act (ADA) and other applicable laws. To request an ADA reasonable accommodation due to a disability, please contact Dwanna Bagner, Human Resources Administrator, at (614) 728-4292 or [Dwanna.Bagner@com.state.oh.us](mailto:Dwanna.Bagner@com.state.oh.us) at least 14 days prior to when you wish to take the exam.

**Topics**

The list of exam topics covered is provided below:

<u>Topics</u>
Ohio law governing manufactured home installations and the permit/inspection process
Floodplain requirements for installations
Preparation of the manufactured home site, including drainage
Installer and inspector responsibilities (e.g., Notice of Installation, updating MHP Seal Report)
Setbacks and fire separation distances
Installation of foundation systems, including calculation of loads from roof to column to footing and calculation of footing size
Blocking, perimeter support, and leveling of the manufactured home
Connections of sections and components
Installation of anchoring systems and components

Installation of vapor barriers, curtain walls, access, and ventilation for crawlspace areas
Optional features and accessory structures
Utility connections and systems
Code of ethics for installer or inspectors, whichever is applicable

### **Codes and Standards**

The codes and standards that may be covered in the exam are listed below:

<u>Codes and Standards</u>
O.A.C. refers to the Ohio Administrative Code
Chapter 4781 of the Ohio Revised Code
All rules in Chapter 4781-6 of the O.A.C.
O.A.C. 4781-7-01
O.A.C. 4781-7-03
O.A.C. 4781-7-04 (inspector exam only)
O.A.C. 4781-7-05 (inspector exam only)
O.A.C. 4781-7-06 (inspector exam only)
O.A.C. 4781-7-08
O.A.C. 4781-7-09
O.A.C. 4781-8-05
O.A.C. 4781-8-05.1
O.A.C. 4781-8-10 (installer exam only)
O.A.C. 4781-12-08
O.A.C. 4781-12-08.2
All codes or standards referenced in the above-listed code sections or rules (e.g., National Electrical Code, NFPA 501A, FEMA P-85, etc.)

### **Obtaining Copies of Reference Materials**

You must supply your own reference materials. Links for (free or paid) access to the reference materials are available below:

- [24 C.F.R. 3280](#)
- [24 C.F.R. 3285](#)
- [Air Conditioning Contractors of America Technical Manuals](#)

- [American Society of Heating, Refrigerating and Air Conditioning Engineers \(ASHRAE\) Handbook](#)
- [American Society for Testing and Materials \(ASTM\) Standards & Publications](#)
- [Chapter 4781 of the Ohio Revised Code](#)
- [Chapter 4781 of the Ohio Administrative Code](#)
- [The Engineered Wood Association/APA Publications](#)
- [FEMA P-85](#)
- [NFPA Codes and Standards](#)

## **REQUEST TO TAKE AN EXAM**

To be able to take a licensing exam, applicants must submit a completed Request to Take MH Licensing Exam form (“Request”) to the Division and pay the examination fee online at the eLicense Portal. To be able to submit a Request, an applicant must have an OH|ID account in their own individual name and have started an application in the State of Ohio’s eLicense Portal for the license/certification for which the applicant is taking the exam.

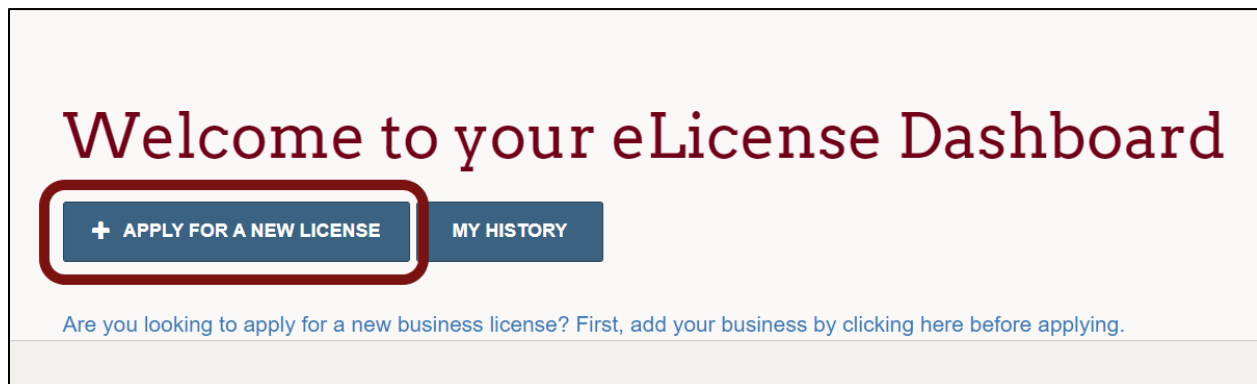
### **OH|ID Account**

The MHP Licensing Exam website requires an applicant to have their own OH|ID account to log into and take a licensing exam. An OH|ID account is a secure account that allows individuals to interact with various State of Ohio agencies and their websites. If an applicant does not have an OH|ID account, they will need to create one by clicking on the following link and following the instructions: [Create OH ID Account](#).

### **eLicense Account and Application**

Manufactured home installer licenses and manufactured home inspector certifications are applied for, managed, and renewed on the State of Ohio’s eLicense Portal. To be able to pay the non-refundable examination fee, applicants must have an existing individual eLicense user account in their individual name and have started an application for the relevant license/certification. If an applicant does not have an existing individual eLicense user account, they will need to create one by going to the following link and following the instructions: [Create New Individual eLicense User Account](#).

To start an application, once you are on your eLicense Dashboard (home page), click on “Apply for a New License”:



On the License Selection page, select “Dept of Commerce Manufactured Homes” for the Board and the applicable license and application type. Then read through the instructions click “Save and Continue.”

On the first page of the application (“Personal Information”), go to the bottom of the page and click on “Save & Finish Later”:



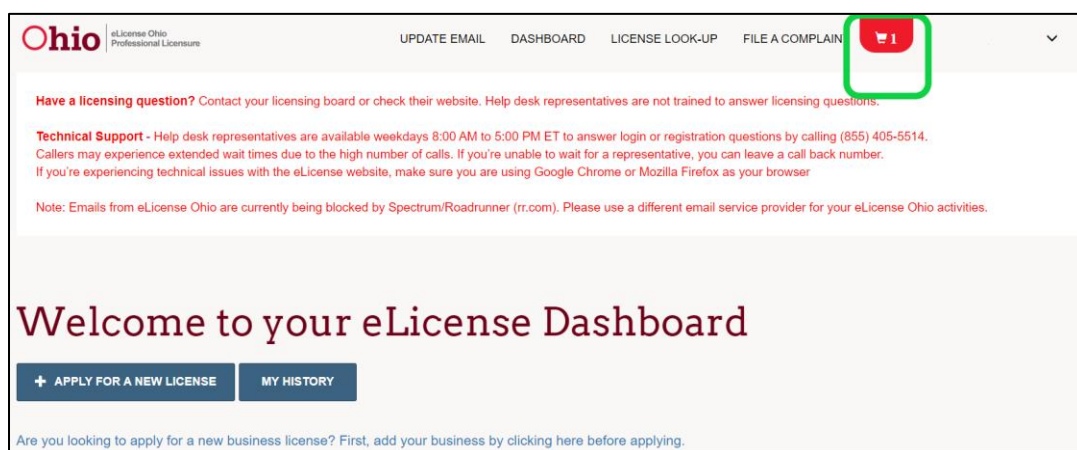
This will allow you to come back anytime to complete the application, which is saved under “New License Applications” on your eLicense Dashboard. Once you have started and saved an application for the license/certification you are seeking, you do not need to do anything further to be able to submit a Request to Take MH Licensing Exam.

### Completing and Submitting the Request to Take MH Licensing Exam Form

Once an applicant has both an OH|ID account and has started and saved an application, the applicant should complete the Request to Take MH Licensing Exam form that is available on the Manufactured Homes Program’s website. Once the Request has been signed and completed in full, the applicant should e-mail the completed form in PDF format to the Division at [MHPProgram@com.state.oh.us](mailto:MHPProgram@com.state.oh.us). Applicant should include “Request to Take MH Licensing Exam” in the subject line of the e-mail.

### Paying the Non-Refundable Examination Fee

Once a completed Request form has been submitted to the Division and the applicant is eligible to take an exam, the Division will e-mail the applicant and inform them when the non-refundable examination fee in the amount of \$25.00 is available to be paid online at the eLicense Portal. At that time, the applicant should log on to the [eLicense Portal](#) with their individual user account. Once the applicant has logged in and is on their eLicense Dashboard (home page), the applicant should click on the white shopping cart icon located on a red ribbon on the right, top side of their screen:



Applicants will then be taken to a page that shows the available examination fee. Applicant should select the fee (or click on the box by “Select All”) and then press “Continue” at the bottom of the screen. Applicant will then be taken to a payment gateway where the applicant can pay for the fee by credit card or e-check. After the payment has been made, the applicant

should e-mail the Division at [MHProgram@com.state.oh.us](mailto:MHProgram@com.state.oh.us) to notify the Division of the payment. Once the Division confirms payment of the examination fee, the Division will assign the applicant the appropriate exam in the MH Licensing Exam website and notify the applicant by e-mail when the exam is available to be taken.



## **EXAM RULES, GUIDELINES, AND INSTRUCTIONS**

### **Rules**

By submitting a request to the Division to take an examination, each applicant acknowledges that they have read this Bulletin in full and agrees to abide by the following rules:

- The name of the applicant that is on the Request to Take MH Licensing Exam form shall be the only individual who views and takes the examination assigned on the MH Licensing Exam website.
- Each applicant shall take the examination independently and without assistance from another individual or party.
- Each applicant shall not communicate, verbally or non-verbally, with another individual or party during the examination.
- Each applicant shall not copy, photograph, record, or share any questions or answers on the examination. Applicant understands that all examination content is the property of the Division. Failure to comply with this requirement may subject applicant to legal action by the Division, in addition to the cancellation of the exam score and/or suspension, revocation, or other discipline.
- Once the exam has begun, the applicant shall not navigate away from the active exam screen, refresh the active exam screen, or open another browser tab or window until the exam has been submitted.
- An applicant cannot retake an exam before the 30-day waiting period expires and without having to submit a new Request to Take MH Licensing Exam form and fee, unless the Division determines that a technical or other issue caused by the Division prevented the applicant from taking and passing an exam.
- If an applicant believes a technical or other issue caused by the Division prevented the applicant from taking and passing an exam assigned to the applicant on the MH Licensing Exam website, applicant may request that the Division waive the 30-day waiting period. To make such a request, an applicant must submit an e-mail to [MHProgram@com.state.oh.us](mailto:MHProgram@com.state.oh.us) and explain what technical or other issue caused by the Division prevented the applicant from taking and passing an exam. Applicant should attach any documentation or other evidence (e.g., screenshots) that supports their request and include in the subject line of the e-mail: "Request to Waive 30-Day Exam Waiting Period." The Division has sole discretion to determine whether to waive the 30-day waiting period and/or the Request to Take MH Licensing Exam form and fee.

### **Guidelines**

To avoid technical issues and for best results, the Division recommends the following to applicants using the MH Licensing Exam website:

- Applicant should take the examination in an environment and during a time period where there will be no interruptions.
  - Once the applicant starts the examination, the timer with the allotted exam time will start and cannot be paused or stopped at any time for any reason.
- Applicant should take the examination using the most updated version of the Google Chrome web browser on a laptop or desktop computer that has a reliable and strong internet connection, is fully charged, and is connected to an energy source.

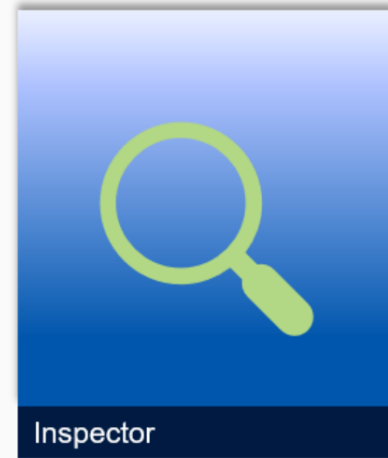
**\*\*\*EXAM RESET\*\*\***

Please be aware that if you navigate away from or close the browser window with the active exam at any time prior to submission, your questions and answers will be deleted. The timer with your allotted exam time will continue to run and will not reset, so, if you no longer are on the active exam screen, you should return to the MH Licensing Exam website, log in, and start the exam as soon as possible. A new exam will be generated, and you will have whatever time remains on the timer to take the newly generated exam. An exam reset, whether voluntary or accidental, will not be grounds for the Division to approve a Request to Waive 30-Day Exam Waiting Period, unless the Division determines the reset was caused by a technical issue on the Division's side.

**Instructions**

Once the Division has notified the applicant that an exam is available to be taken on the MH Licensing Exam website, the applicant may do so at any time within a year of when the exam becomes available. Below are instructions for how an applicant may take an exam on the MH Licensing Exam website:

1. Open a Google Chrome internet browser window.
2. Go to [mhpexam.com.ohio.gov](http://mhpexam.com.ohio.gov).
3. Make sure any other internet browser windows or tabs are closed and that the MH Licensing Exam website is the only open and active window.
4. Log in with your OH|ID username and password.
5. You should see a webpage that has "Select Exam" at the top and an exam tile with the type of exam that you have been assigned to take. The tiles will look as follows:



6. Before clicking on the exam tile, make sure you have read through all of the rules, guidelines, and instructions and are ready to take the exam.
7. When you are ready to begin, click on the exam tile, and you will be prompted with reminders about the exam and asked to confirm that you wish to begin the exam. If you wish to begin, click "Begin Exam." If you are not ready to begin the exam, click the "Cancel" button.
8. Once you click "Begin Exam," you will be taken to the exam screen. A timer in the top right corner will begin to run and show you how much time you have left to take the exam.
9. Go through each question and click the radio button next to your chosen answer. You will be able to change the answer at any time prior to submission of the exam for scoring.
10. When you are ready to submit the exam, click the "Submit" button at the bottom of the page. You will be prompted to confirm whether or not you wish to submit the exam. If you wish to submit the exam for scoring, click "Submit." If you are not ready to submit the exam, click the "Cancel" button.
11. If you have not submitted the exam when the timer runs out, the exam will be automatically submitted for scoring.
12. Once your exam is submitted, voluntarily or automatically, you will be taken to a score screen, informing you whether you achieved a passing score or did not achieve a passing score.
13. You will also receive an e-mail from [MHPProgram@com.state.oh.us](mailto:MHPProgram@com.state.oh.us) with your results. If you achieved a passing score, save that e-mail, as it is proof that you passed the licensing/certification exam. A PDF of that e-mail will need to be uploaded into the eLicense Portal when you apply for a license/certification.
14. If you have any issues or questions while taking the exam, contact the Division at [MHPProgram@com.state.oh.us](mailto:MHPProgram@com.state.oh.us) or 614-752-7127.

### **GROUNDINGS FOR INVALIDATION OF EXAM SCORE**

The Division reserves the right to nullify any exam score if it has reason to believe that an applicant was involved in a violation of any term or rule set forth in this Bulletin or if any other circumstances exist that call into question the validity of an exam score.

### **APPLYING AFTER ACHIEVING A PASSING SCORE**

Once an applicant has achieved a passing score on the exam, the applicant has one year to submit an application for the respective license/certification to the Division in the eLicense Portal. If an applicant has not submitted an application for the respective license/certification within a year of the date that the applicant achieved a passing score, applicant will need to take and pass the exam again before being able to successfully apply for a license/certification.

Information about applying for a license/certification:

- [Manufactured Home Installer License](#)
- [Manufactured Home Inspector Certification](#)

**QUESTIONS**

For any questions about the manufactured home installer licensing exam, manufactured home inspector certification exam, or the Manufactured Homes Licensing Exam website, please contact the Division at [MHProgram@com.state.oh.us](mailto:MHProgram@com.state.oh.us) or 614-752-7127.