



PSI Services LLC
 3210 E Tropicana
 Las Vegas, NV 89121
 www.psiexams.com

Before paying for your examination registration, be sure you understand the contents of this bulletin. Please retain and use it as a reference when contacting PSI!

State of Tennessee
Department of Commerce and Insurance



TENNESSEE PROTECTIVE SERVICES EXAMINATION
CANDIDATE INFORMATION BULLETIN

CONTENT OUTLINE

Examinations by PSI Services LLC	3	Reporting to the Examination Site	5
Examination Registration and Scheduling	3	Required Identification at the Examination Site ..	5
Examination Fee	3	Security Procedures	5
Online Registration	3	Taking the Examination by Computer	5
Telephone Registration	3	Identification Screen	6
Fax Registration	3	Tutorial	6
Email Registration	3	Examination Question Example	6
Standard Mail Registration	3	Examination Review	6
Canceling and Rescheduling an Examination	4	Score Reporting	6
Missed Appointment or Late Cancellation	4	Duplicate Score Reports	7
Special Examination Arrangements	4	Tips for Preparing for Your License Examination	7
Examination Site Closing for an Emergency	4	Description of Examinations	7
Examination Site Locations	4	Examination Registration Form	End of Bulletin
		Special Arrangement Request Form	End of Bulletin

Please refer to our website to check for the most updated information at www.psiexams.com

YOU DO NOT NEED APPROVAL FROM THE TENNESSEE DEPARTMENT OF COMMERCE AND INSURANCE TO TEST.

Contact PSI to register and pay for your exam.

➤ Complete the registration form **online**, at www.psiexams.com. On the homepage “Create an account” can be found on the right hand column under “New Users” or;

- Completely fill out the PSI Registration Form (found at the end of this bulletin) and mail, e-mail, or fax to PSI or;
- Call (800) 733-9267 to register.

Sent online _____ (no wait time for scheduling the examination date).

Mailed on _____ (allow 2 weeks for processing before scheduling the examination date).

Faxed on _____ (allow 4 business days for processing before scheduling the examination date).

Emailed on _____ (allow 4 business days for processing before scheduling the examination date).

Called on _____ (no wait for scheduling the examination date).

Schedule your examination.

Once you have paid, you must contact PSI to schedule an appointment to take the examination. You may either schedule via the Internet, or schedule over the telephone at (800) 733-9267. Scheduled for:

Examination Date: _____ Examination Time: _____

Test Center Location: _____

To change scheduled date, call back by _____

Take the scheduled examination, bringing required identification to the test center.

- Must bring two forms of identification, which bear your signature. One of these must also have your photograph.
 - Your name as shown on the application form must exactly match the name on the photo I.D. used when checking in at the examination site.

IMPORTANT! *Your name as shown while registering must exactly match the name on the photo I.D. used when checking in at the examination center.*

- Arrive 30 minutes prior to appointment.

Get your score report. You will receive your results immediately after the examination.



EXAMINATIONS BY PSI SERVICES LLC

[ONLINE \(WWW.PSIEXAMS.COM\)](http://WWW.PSIEXAMS.COM)

This Candidate Information Bulletin provides you with information about the examination and application process for the contract security company licensure in the State of Tennessee.

Tennessee state laws stipulate that a person may not act in this field without first obtaining a license issued by the Tennessee Department of Commerce and Insurance. To be licensed, you may be required to pass an examination to confirm that you have attained at least a minimum level of knowledge regarding the principles, practices, statutes, and regulations relating to contract security company qualifiers.

The Tennessee Department of Commerce and Insurance has contracted with PSI Services LLC (PSI) to conduct the examination program. PSI provides examinations through a network of computer examination centers in Tennessee. PSI works closely with the State to be certain that examinations meet local as well as national requirements in basic principles and examination development standards.

Following are the examinations offered by PSI Examination Services:

Name of Exam
Contract Security Company Qualifier

CONTACT INFORMATION

All questions and requests for information pertaining to the examination should be directed to PSI.

PSI Services LLC
3210 E Tropicana
Las Vegas, NV 89121
(800) 733-9267 Fax (702) 932-2666
www.psiexams.com

All questions and requests for information pertaining to licensure should be directed to the Department of Commerce and Insurance.

Tennessee Private Protective Services
500 James Robertson Pkwy
Nashville, TN 37243
(615) 741-6382
<http://regboards.tn.gov>

EXAMINATION REGISTRATION PAYMENT AND SCHEDULING PROCEDURES

Contract Security Company Qualifier examination fee \$125

NOTE: EXAMINATION FEES ARE NOT REFUNDABLE OR TRANSFERABLE. THE EXAMINATION FEE IS VALID FOR ONE YEAR FROM THE DATE OF PAYMENT.

For the fastest and most convenient examination scheduling process, register for your examinations online by accessing PSI's registration Web site at www.psiexams.com. Internet registration is available 24 hours a day.

- Log onto PSI's Web site and create an account. The online form will ask you to enter your email address and to spell your name exactly as it appears on the identification that you will be presenting at the examination center.
- The form will ask you to choose the examination you wish to take, to enter personal and contact information, and to pay for and schedule the examination. The form allows you to enter a ZIP code to see a list of examination centers closest to you. Once you select the desired examination center, you will be able to choose an available date and time for your examination.

TELEPHONE

The second fastest method of registering and scheduling is via the telephone.

- To register by phone, you need a valid credit card Visa, MasterCard, American Express or Discover).
- Call (800) 733-9267 to speak to a live registrar Monday through Friday between 6:30 am and 9:00 pm, or Saturday-Sunday between 8:00 am and 4:30 pm, Central Time.

FAX REGISTRATION

Complete the PSI registration form (found at the end of this bulletin), including your credit card number and expiration date. Fax the completed form to PSI at (702) 932-2666. Fax registrations are accepted 24 hours a day.

Please allow 4 business days to process your Registration. After 4 business days, you may go online or call PSI to schedule the examination.

EMAIL REGISTRATION

Complete the PSI registration form (found at the end of this bulletin), including your credit card number and expiration date. Email the completed form to PSI at examschedule@psionline.com. Email registrations are accepted 24 hours a day.

Please allow 4 business days to process your Registration. After 4 business days, you may go online or call PSI to schedule the examination.

STANDARD MAIL REGISTRATION

- Complete the PSI registration form (found at the end of this bulletin).
- Send the registration form with the appropriate examination fee to PSI. You may pay fees by credit card (Visa, MasterCard, American Express or Discover), money order, company check, cashier's check. Make your



money order or check payable to PSI and print your name on it to ensure the payment is applied to your registration. CASH and PERSONAL CHECKS ARE NOT ACCEPTED.

- Please allow PSI 2 weeks to process a mailed registration. After 2 weeks, you may go online or call PSI to schedule the examination.

RESCHEDULING/CANCELING AN EXAMINATION APPOINTMENT

You may cancel and reschedule an examination appointment without forfeiting your fee if PSI receives your *cancellation at least 2 days before the scheduled examination date*. For example, for a Monday appointment, you would need to cancel your appointment on or before the previous Saturday.

To cancel an appointment, you can use PSI's Internet web site, call PSI at (800) 733-9267.

Note: You cannot cancel an appointment by leaving a voice mail message. You must use the Internet or speak to a PSI customer service representative.

MISSED APPOINTMENT OR LATE CANCELLATION

You will forfeit your examination fee if you:

- Do not cancel your appointment at least 2 days before the scheduled examination date;
- Do not appear for your examination appointment;
- Arrive after examination start time; or
- Do not present proper identification when you arrive for the examination.

SPECIAL EXAMINATION ARRANGEMENTS

All PSI examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990, and every reasonable accommodation will be made in meeting a candidate's needs. An applicant with a disability or an applicant who would otherwise have difficulty taking the examination must complete the Special Arrangement Request Form at the end of this Candidate Information Bulletin and must fax to PSI (702) 932-2666 or Email to PSI at examschedule@psionline.com.

EXAMINATION TEST CENTER CLOSING FOR AN EMERGENCY

If severe weather or another emergency forces the closure of an examination center on a scheduled examination date, your examination will be rescheduled. PSI personnel will attempt to contact you in this situation. However, you may check the status of your examination appointment by calling (800) 733-9267 or viewing the website at www.psiexam.com. Every effort will be made to reschedule your examination at a convenient time as soon as possible. You will not be penalized. Your exam will be rescheduled at no additional charge to you.

EXAMINATION SITE LOCATIONS

The examinations are administered at the examination centers listed below:

Chattanooga

6918 Shallowford Rd, Suite 314
Chattanooga, TN 37421

Take I-24 thru Chattanooga. Merge onto I-75 N (toward Knoxville). Take Exit #5 - Shallowford Rd. Turn Left onto Shallowford. The office is on the left.

Jackson

368 North Parkway, #3
Jackson, TN 38305

From I-40, Exit 80A onto South 45 Bypass. Third Signal light is North Parkway. Go left onto North Parkway and then go right into the first driveway on your right.

From the South, take Bypass 45 North to North Parkway and go right onto North Parkway and right into first driveway on the right.

North Parkway is also known as Business Route 412. Coming from the east on 412, turn left into last driveway on the left. Coming from the West on North Parkway, turn right into the first driveway on the right, after crossing the 45 Bypass. PSI is directly across the street (North Parkway) from the China Palace Buffet.

Johnson City

904 Sunset Drive, Ste 7A
Johnson City, TN 37604

Take I-26 to Exit 19 (Old number 36). Go South on Highway 381 (North State of Franklin Road) approximately 2.2 miles. At the 4th light turn left (this is Sunset Drive), go approximately .7 tenths of a mile. There is a large building on the left hand side of the road. This is 904 Sunset Drive. Suite 7A is in the row of office spaces behind this building.

Knoxville

308 North Peters Rd, Ste 205
Knoxville, TN 37922

From East Knoxville

I-40 West (I-75 South) to exit #378 (Cedar Bluff). Take a left upon exiting (under freeway). Take a right on N Peters Rd at the second traffic light (Market Place). Take a right into Advantage Place (across from Microtel Hotel). Take first left into parking lot.

From West Knoxville (Farragut or anywhere west of Knoxville)

I-40 East (I-75 North) to exit #378 (Cedar Bluff). Take a right onto Cedar Bluff Rd. Take a right on N Peters Rd at the first traffic light (Market Place). Take a right into Advantage Place (across from Microtel Hotel). Take first left into parking lot.

From North Knoxville

I-275 South to I-40 West I-40 West (I-75 South) to exit #378 (Cedar Bluff). Take a left upon exiting (under freeway). Take a right on N Peters Rd at the second traffic light (Market Place). Take a right into Advantage Place (across from Microtel Hotel). Take first left into parking lot.

From Kingston Pike

Head west on Kingston. Take a right at Cedar Bluff Rd. Take a left on N Peters Rd at the first traffic light (Market Place). Take a right into Advantage Place (across from Microtel Hotel). Take first left into parking lot.



Memphis

Apple Tree Center
6099 Mt. Moriah Extended, Suite 17
Memphis, TN 38115

Coming North from Mississippi on Interstate Hwy 55, take Interstate Hwy 240 East. Proceed 8.5 miles to Mt. Moriah Rd. Exit. Go South on Mt. Moriah Road 2.2 miles. Apple Tree Center is on the right (just past the intersection with Hickory Hill and Ridgeway roads).

Coming West on Interstate Hwy 40 from Nashville, exit on Interstate Hwy 240 West (the ring road). Proceed approx. 6.5 miles. Pass Poplar Ave. exit and then take Mt. Moriah Road Exit. Turn left (South) on Mt. Moriah and proceed 2.2 miles to Apple Tree Center on the right.

Coming East on Interstate Hwy 40, exit onto Interstate Hwy 240 South. Go approx. 6 miles to the junction with Interstate Hwy 55. Then proceed another 8.5 miles on Interstate Hwy 240 East, passing Airways Blvd., Lamar Ave., Getwell and Perkins Road exits, before exiting on Mt. Moriah Road.

For all going South on Mt. Moriah Rd., take the second entrance into Apple Tree Center. Turn left between the two buildings on the left. Then, proceed to Suite 17, which is the last suite on the left (in Bldg. 6099).

Nashville

The Oaks
1100 Kermit, Suite 103
Nashville, TN 37217

From I-40 East, take exit onto I-24 (Exit 213-A). Take Murfreesboro Road at the first exit (Exit 52). Stay in the right lane on the ramp, as the exit appears while you are still in the curve. On Murfreesboro, stay in the left lane. Turn left onto Kermit St when there is a McDonald's on your right. PSI is in the first building on your left.

From I-40 West, take exit onto Briley Parkway, turn left onto Briley. Exit onto Murfreesboro Rd. Stay in the right lane. Turn right onto Kermit St between a Firestone store and Silverado Dance Hall. Turn right onto Kermit St. PSI is in the first building on your left.

Additionally, PSI has examination centers in many other regions across the United States. You may take this examination at any of these locations by submitting the out-of-state request form found in the back of this bulletin.

REPORTING TO THE EXAMINATION SITE

On the day of the examination, you should arrive at least 30 minutes prior to your scheduled appointment time. This allows time for the sign-in and identification verification procedure as well as providing time for you to familiarize yourself with the examination process. *If you arrive late, you may not be admitted to the examination site and you will forfeit your examination registration fee.*

REQUIRED IDENTIFICATION AT EXAMINATION SITE

You must provide 2 forms of identification. One must be a VALID form of government issued identification (driver's license, state ID, passport), which bears your signature and has your photograph. The second ID must have your signature and preprinted legal name.

PRIMARY IDENTIFICATION (with photo) - Choose One

- State issued driver's license
 - State issued identification card
 - US Government Issued Passport
 - US Government Issued Military Identification Card
 - US Government Issued Alien Registration Card
- NOTE: ID must contain candidate's photo, be valid and unexpired.

SECONDARY IDENTIFICATION - Choose One

- Credit Card (must be signed)
- Social Security Card

If you cannot provide the required identification, you must call (800) 733-9267 at least 3 weeks prior to your scheduled appointment to arrange a way to meet this security requirement. *Failure to provide all of the required identification at the time of the examination without notifying PSI is considered a missed appointment, and you will not be able to take the examination.*

SECURITY PROCEDURES

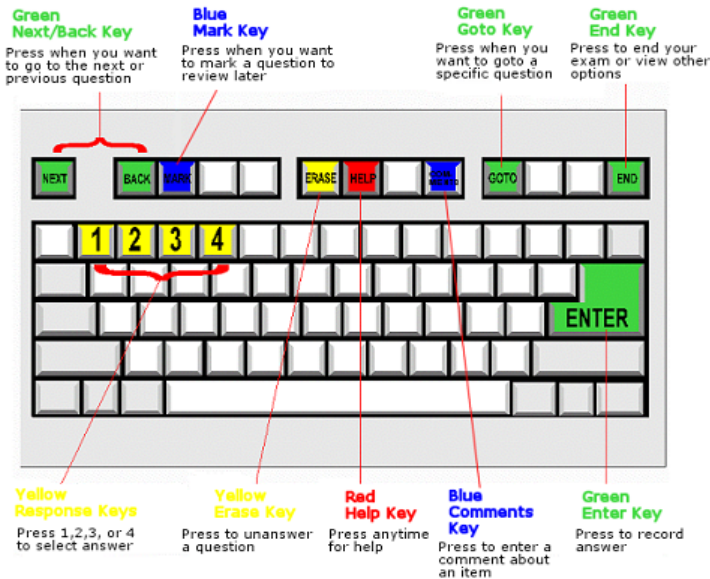
The following security procedures will apply during the examination:

- Cell phones, pagers, and children are not allowed in the examination site.
- Only non-programmable calculators that are silent, battery-operated, do not have paper tape printing capabilities, and do not have a keyboard containing the alphabet will be allowed in the examination site.
- No smoking, eating, or drinking will be allowed in the examination site.
- Copying or communicating examination content is a violation of PSI security policy and Tennessee State Law. Either one may result in the disqualification of examination results and may lead to legal action.

TAKING THE EXAMINATION BY COMPUTER

Taking the PSI examination by computer is simple. You do not need any computer experience or typing skills. You will use fewer keys than you use on a touch-tone telephone. All response keys are colored and have prominent characters. An illustration of the special keyboard is shown here. You may also use the mouse.





IMPORTANT: After you have entered your responses, you will later be able to return to any question(s) and change your response, provided the examination time has not run out or you have ended your examination.

EXAMINATION REVIEW

Failing candidates will have the option of reviewing their examination in a secure environment and challenging any questions or answers that they feel should be eliminated, or changed. The review is one hour in length.

The fee for reviewing your examination is \$50. You may register for the examination review via IVR, telephone, internet, mail or fax. If you would like to register by Mail or Fax, please fill out the Registration form found on the last page of this bulletin. You may pay with credit card (Visa, MasterCard, American Express or Discover), money order, company check or cashier's check. Cash and personal checks are not accepted.

IDENTIFICATION SCREEN

You will be directed to a semi-/private testing station to take the examination. When you are seated at the testing station, you will be prompted to confirm your name, identification number, and the examination for which you are registered.

TUTORIAL

Before you start your examination, an introductory tutorial to the computer and keyboard is provided on the computer screen. The time you spend on this tutorial, up to 15 minutes, DOES NOT count as part of your examination time. Sample questions are included following the tutorial so that you may practice using the keys, answering questions, and reviewing your answers.

One question appears on the screen at a time. During the examination, minutes remaining will be displayed at the top of the screen and updated as you record your answers.

EXAMINATION QUESTION EXAMPLE

During the examination, you should press 1, 2, 3, or 4 to select your answer or press "MARK" to mark it for later review. Or you may simply click on the box to the left of your answer with the mouse. You should then press "ENTER" to record your answer (or click on Next with the mouse) and move on to the next question. A sample question display follows:



SCORE REPORTING

Your score will be given to you immediately following completion of the examination. The following summary describes the score reporting process:

- **On screen** - Your score will appear on the computer screen, either when you complete all the exam questions or automatically at the end of the time allowed for the examination.
 - If you pass, you will immediately be notified that you passed the examination.
 - If you do not pass, you will immediately be notified that you failed the examination.
- **On paper** - Make sure to obtain your printed score report from test center staff before you leave the test center.

DUPLICATE SCORE REPORTS

You may request a duplicate score report after your examination by emailing scorereport@psionline.com or by calling 800-733-9267.

TIPS FOR PREPARING FOR YOUR LICENSE EXAMINATION

The following suggestions will help you prepare for your examination.

- A practice examination is not available for this examination.
- Planned preparation increases your likelihood of passing.
- Start with a current copy of this Candidate Information Bulletin and use the examination content outline as the basis of your study.
- Read study materials that cover all the topics in the content outline.
- Take notes on what you study. Putting information in writing helps you commit it to memory and it is also an excellent business practice. Underline or highlight key ideas that will help with a later review.
- Discuss new terms or concepts as frequently as you can with colleagues. This will test your understanding and reinforce ideas.
- Your studies will be most effective if you study frequently, for periods of about 45 to 60 minutes. Concentration tends to wander when you study for longer periods of time.

EXPERIMENTAL QUESTIONS

In addition to the number of examination questions specified in the "Examination Content Outlines", a small number (5 to 10) of "experimental" questions may be administered to candidates during the examinations. These questions will not be scored and the time taken to answer them will not count against examination time. The administration of such unscored, experimental questions is an essential step in developing future licensing examinations.

DESCRIPTION OF EXAMINATIONS

CONTRACT SECURITY COMPANY QUALIFIER

Name of Exam	# of Items	Length of Exam	Passing Score
Contract Security Company Qualifier	50	2 Hours	70%

CONTENT OUTLINE

Subject Area	# of Items
Rules and Regulations	25
Physical Security and Personnel Management <ul style="list-style-type: none">A. Physical SecurityB. AdministrationC. Personnel	12
Emergency Policy, Procedures, Alarms, Criminal Justice <ul style="list-style-type: none">A. JurisprudenceB. Security and the LawC. Health and SafetyD. Fire Prevention and Contingency PlanningE. Alarm Systems	13

REFERENCE LIST

The reference material listed below was used to prepare the questions for this examination. The examination may also contain questions based on trade knowledge or general industry practices.

Candidates may use a silent, nonprinting, non-programmable calculator in the examination center. This examination is CLOSED BOOK.

The following reference materials are NOT allowed in the examination center:

Effective Security Management, Fifth Edition, 2011, Butterworth-Heinemann/Elsevier, 30 Corporate Drive, Suite 400, Burlington, MA 01803, <https://www.elsevier.com/>

Introduction to Security, Ninth Edition, 2013, Butterworth-Heinemann/Elsevier, 30 Corporate Drive, Suite 400, Burlington, MA 01803, <https://www.elsevier.com/>

Private Protective Services Licensing and Regulatory Act, T.C.A. 62-35, Tennessee Private Protective Services, 500 James Robertson Parkway, Nashville, TN 37243, <http://share.tn.gov/sos/rules/0780/0780-05/0780-05.htm>

Private Protective Services Rules, Chapter 0780-5-2, Tennessee Private Protective Services, 500 James Robertson Parkway, Nashville, TN 37243, <http://share.tn.gov/sos/rules/0780/0780-05/0780-05.htm>

American Red Cross First Aid/CPR/AED Participant's Manual 2011; http://www.uwec.edu/Kin/outreach/upload/Lay-CPR_Handbook_Participant.pdf



TENNESSEE DEPARTMENT OF COMMERCE AND INSURANCE
EXAMINATION REGISTRATION FORM

Be prepared with the following information before you begin the registration process. Read the Candidate Information Bulletin before filling out this registration form. You must provide all information requested and submit the appropriate fee. Registration forms that are incomplete or not accompanied by the proper fee will be returned unprocessed. Examination fees are not refundable or transferable.

Form with fields for: Last Name, Full First Name, Full Middle Name, Social Security Number, Mailing Address, City, State, Zip Code, Cell Phone Number, Other Phone Number, Email Address.

Examination

Contract Security Company Qualifier (\$125 exam fee)

Examination Review

Contract Security Company Qualifier (\$50 exam review)

First Time, Retake

NOTE: EXAMINATION FEES ARE NOT REFUNDABLE OR TRANSFERABLE. THE EXAMINATION FEE IS VALID FOR ONE YEAR FROM THE DATE OF PAYMENT.

Total Fee Included: \$. You may pay by credit card, company check, cashier's check or money order. Make your check or money order payable to PSI and note your Social Security # on it.

If paying by credit card, check one: VISA, MasterCard, American Express, Discover

Card Number: Exp. Date:

Card Verification No: The card verification number may be located on the back of the card (the last three digits on the signature strip) or on the front of the card (the four digits to the right and above the card account number).

Billing Street Address: Billing Zip Code:

Cardholder Name (Print): Signature:

I am faxing the Special Arrangement Request Form and required documentation (see next page). Yes No

Affidavit: I certify that the information provided on this registration form (and/or telephonically to PSI) is correct. I understand that any falsification of information may result in denial of licensure. I have read and understand the Candidate Information Bulletin.

Signature: Date:

If you are registering by mail, email or fax, sign and date this registration form on the lines provided. Complete and forward this registration form with the applicable examination fee to:

PSI Services LLC * ATTN: Examination Registration TN SEC
3210 E Tropicana Ave * Las Vegas, NV* 89121
Email examschedule@psionline.com * Fax (702) 932-2666 * (800) 733-9267 * TTY (800) 735-2929 * www.psiexams.com



SPECIAL ARRANGEMENT REQUEST FORM OR OUT-OF-STATE TESTING REQUEST

All examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990. Applicants with disabilities or those who would otherwise have difficulty taking the examination may request special examination arrangements.

Candidates who wish to request special arrangements because of a disability should fax this form and supporting documentation to PSI at (702) 932-2666.

Requirements for special arrangement requests:

You are required to submit documentation from the medical authority or learning institution that rendered a diagnosis. Verification must be submitted to PSI on the letterhead stationery of the authority or specialist and include the following:

- Description of the disability and limitations related to testing
- Recommended accommodation/modification
- Name, title and telephone number of the medical authority or specialist
- Original signature of the medical authority or specialist

Date: _____ Social Security or ID #: _____

Legal Name: _____

Last Name

First Name

Address: _____

Street

City, State, Zip Code

Telephone: (_____) _____ - _____ (_____) _____ - _____

Home

Work

Email Address: _____

Check any special arrangements you require (requests must concur with documentation submitted):

- Reader (as accommodation for visual impairment)
- Extended time (Additional time requested: _____)
- Reader (as accommodation for learning disability)
- Other _____
- Large-print written examination _____
- Out-of-State Testing Request (this request does not require additional documentation)

Site requested: _____

- Complete and fax this form, along with supporting documentation, to (702) 932-2666.
- After 4 business days, please call (800) 367-1565, ext 6750 and leave a voice message.
- PSI Special Accommodations will call you back to schedule the examination within 48 hours.

DO NOT SCHEDULE YOUR EXAMINATION UNTIL THIS DOCUMENTATION HAS BEEN RECEIVED AND PROCESSED BY PSI SPECIAL ACCOMMODATIONS.

PSI Services LLC
3210 E Tropicana
Las Vegas, NV 89121