California Bureau of Security and Investigative Services

Licensing Examinations
Candidate Information Bulletin

PSI licensure:certification
3210 E Tropicana
Las Vegas, NV 89121
www.psiexams.com

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

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Revised June 2015
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PURPOSE

This bulletin is designed to provide you with general information regarding the Bureau of Security and Investigative Services’ (BSIS) Private Investigator, Private Patrol Operator, Alarm Company Qualified Manager and Repossession Agency Qualified Manager examination processes.

EXAMINATION DEVELOPMENT

The BSIS examinations are developed and maintained by the Office of Professional Examination Services (OPES), a division of the California Department of Consumer Affairs. The OPES staff consists of test validation and development specialists who are trained to develop and analyze occupational licensing examinations. Individual examination items are developed in Item Development Conferences in a multiple-choice question format. Each item is carefully researched and validated with published references to ensure accuracy and consistency with entry-level practice for the respective BSIS license.

ESTABLISHING THE PASSING STANDARDS

A licensing examination determines whether an examinee is competent to practice, not whether the examinee performs better or worse than others who take the test.

In accordance with Business and Professions Code section 101.6, the purpose of Boards, Bureaus and Commissions is to “…establish minimum qualifications and levels of competency and license persons desiring to engage in the occupations they regulate upon determining that such persons possess the requisite skills and qualifications necessary to provide safe and effective services to the public, or register or otherwise certify persons in order to identify practitioners and ensure performance according to set and accepted professional standards.”

EXAMINATION REGISTRATION PAYMENT AND SCHEDULING PROCEDURES

Once you have been approved by BSIS, you are responsible for contacting PSI to schedule an appointment to take the examination. You may do so via the Internet at www.psiexams.com, or schedule over the telephone at (877) 392-6422, TTY (800) 735-2929.

FIRST TIME EXAMINEES: Examination eligibility expires, and an application is deemed abandoned, if the applicant fails to sit for the respective examination within one year after being notified of eligibility.

RE-EXAMINATION APPLICANTS: Examination eligibility expires, and an application is deemed abandoned, if an applicant fails any written examination and does not retake the examination within one year after initially being notified of eligibility.

In most California testing centers, testing does not take place on the following major holidays:

<table>
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<td>Independence Day</td>
<td>Closed July 4, 2015</td>
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<tr>
<td>Labor Day</td>
<td>Closed September 5-7, 2015</td>
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<tr>
<td>Thanksgiving</td>
<td>Closed November 26-29, 2015</td>
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<tr>
<td>Christmas</td>
<td>Closed December 25, 2015</td>
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<tr>
<td>New Years</td>
<td>Closed January 1, 2016</td>
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<tr>
<td>Martin Luther King Jr.</td>
<td>Closed January 18, 2016</td>
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<tr>
<td>Memorial Day</td>
<td>Closed May 28-30, 2016</td>
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INTERNET SCHEDULING

You may schedule for your test by completing the online Test Registration Form. The Test Registration Form is available at PSI’s website, www.psiexams.com. You may schedule for a test via the Internet 24 hours a day.

1. Complete the registration form online and submit your information to PSI via the Internet.
2. Upon completion of the online registration form, you will be given the available dates for scheduling your test.
3. You will need to choose a date to complete your registration.
4. Upon successful registration, you will receive a traceable confirmation number.

TELEPHONE SCHEDULING

PSI has two scheduling methods available if you wish to schedule by telephone. First, call PSI at (877) 392-6422, 24 hours a day and schedule using the Automated Registration System. Second, if you wish to contact a live operator, use this same telephone number to contact PSI registrars Monday through Friday between 4:30 am and 7:00 pm, and Saturday-Sunday between 6:00 am and 2:30 pm, Pacific Time, to schedule your appointment for the test.

CANCELING AN EXAMINATION APPOINTMENT

You may cancel and reschedule an examination appointment without forfeiting your fee if your cancellation notice is received two (2) days prior to the scheduled examination date. For example, for a 9:00 a.m. Monday appointment, the cancellation notice would need to be received before 9:00 a.m. on the previous Saturday. You may call PSI at (877) 392-6422. Please note that you may also use the automated system, using a touch-tone phone, 24 hours a day in order to cancel and reschedule your appointment.

Note: A voice mail message is not an acceptable form of cancellation. Please use the PSI Website, automated telephone system, or call PSI and speak to a Customer Service Representative.
MISSED APPOINTMENT OR LATE CANCELLATION

If you miss your appointment, you will not be able to take the examination as scheduled, further you will forfeit your examination fee, if:

- You do not cancel your appointment 2 days before the scheduled examination date;
- You do not appear for your examination appointment;
- You arrive after examination start time;
- You do not present proper identification when you arrive for the examination.

RE-EXAMINATION

Candidates who fail are eligible to re-take this examination. A Request for Re-examination form will be provided with the score report at the test center, or may be obtained by contacting the BSIS. EXAMINEES MUST PARTICIPATE IN AND PASS THE EXAMINATION WITHIN ONE YEAR OF RECEIVING THE INITIAL ELIGIBILITY NOTIFICATION.

EXAMINATION SITE CLOSING FOR AN EMERGENCY

In the event that severe weather or another emergency forces the closure of an examination site 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 schedule by calling (877) 392-6422. Every effort will be made to reschedule your examination at a convenient time as soon as possible. You will not be penalized. You will be rescheduled at no additional charge.

SPECIAL ACCOMMODATIONS AVAILABLE

If you need special accommodations to take the exam, call the Department’s Licensing Division at 916-322-4000 to request a form. They will mail you a Request for Special Accommodations form, which must be completed and returned with your license application. You will be required to explain the disability and what special accommodation is needed. A letter from your health-care provider must be included, confirming the disability and justifying the need for special accommodations using the criteria in the request form.

NOT: English as a second language is NOT a disability, and special accommodations are not granted.

EXAMINATION SITE LOCATIONS

The California examinations are administered at the PSI examination centers in California as listed below:

ANAHEIM
2301 W. LINCOLN AVE, SUITE 252
ANAHEIM, CA 92801
(714) 254-1453

DIRECTIONS FROM LA: TAKE 5 SOUTH EXIT BROOKHURST AND TURN LEFT. TURN RIGHT ON LINCOLN (PASS A SMALL STREET NAMED MONTEREY), AND GO TO THE FIRST OPEN DRIVEWAY ON THE RIGHT.

(ORANGE COUNTY) DIRECTIONS FROM SAN DIEGO, IRVINE, MISSION VIEJO, ETC.: TAKE 5N EXIT BROOKHURST AND TURN LEFT. TURN RIGHT ON LINCOLN (PASS A SMALL STREET NAMED MONTEREY) AND GO TO THE FIRST OPEN DRIVEWAY ON THE RIGHT.

IF BROOKHURST EXIT IS CLOSED: TAKE 5 N EXIT EUCLID AND TURN LEFT. TURN RIGHT ON LINCOLN (PASS BROOKHURST AND SMALL STREET NAMED MONTEREY) AND GO TO THE FIRST OPEN DRIVEWAY ON THE RIGHT.

***KEEP IN MIND THAT THE EUCLID EXIT COMES FIRST AND THEN BROOKHURST.***

OR 91 FREEWAY: TAKE 91 W EXIT BROOKHURST AND TURN LEFT. TURN RIGHT ON LINCOLN (PASS A SMALL STREET NAMED MONTEREY) AND GO TO THE FIRST OPEN DRIVEWAY ON THE RIGHT.

ATASCADERO
7305 MORRO RD, SUITE 201A
ATASCADERO, CA 93422
(805) 462-8983

FROM US-101 N, TAKE THE CA-41 EXIT- EXIT 219-TOWARD MORRO RD. TURN LEFT ONTO EL CAMINO REAL. Turn LEFT onto CA-41/MORRO RD.

FROM US-101 S, TAKE THE MORRO RD/CA-41 EXIT- EXIT 219, TURN RIGHT ONTO CA-41/MORRO RD.

BURBANK
2950 N. HOLLYWOOD WAY, STE 150
BURBANK, CA 91505

FROM I-5, TAKE THE HOLLYWOOD WAY EXIT. HEAD TOWARDS THE AIRPORT. BUILDING WILL BE ON YOUR LEFT HAND SIDE APPROXIMATELY 0.7 MILES FROM FREEWAY EXIT.

IF TRAVELING WEST ON I-134, EXIT HOLLYWOOD WAY AT HEAD NORTH TOWARDS THE AIRPORT. BUILDING WILL BE ON YOUR RIGHT SIDE IN APPROXIMATELY 4 MILES.

IF TRAVELING EAST ON I-134, EXIT PASS AVENUE. TURN RIGHT ON PASS AVE. TURN LEFT ON WEST ALAMEDA. TURN LEFT ON HOLLYWOOD WAY. YOU WILL BE HEADING NORTH TOWARDS THE AIRPORT. BUILDING WILL BE ON YOUR RIGHT SIDE IN APPROXIMATELY 4 MILES.

CARSON
17420 S. AVALON BLVD, SUITE 205
CARSON, CA 90746
(310) 217-1066

FROM CA-91 E/GARDENA FWY TAKE THE AVALON EXIT. OFF RAMP WILL LEAD YOU ONTO ALBERTONI ST. MAKE A RIGHT ONTO AVALON BLVD AND WE ARE LOCATED ON THE RIGHT HANDSIDE (SAME PARKING LOT AS CARL’S JR).

FROM CA-91 W TAKE THE AVALON EXIT. MAKE A LEFT ONTO AVALON BLVD. MAKE A U-TURN ON AVALON BLVD AND ALBERTONI ST. WE ARE LOCATED ON THE RIGHT HANDSIDE. (SAME PARKING LOT AS CARL’S JR).

EL MONTE
4399 SANTA ANITA AVENUE, SUITE 110
EL MONTE, CA 91731
(626) 279-2705

FROM THE I-10 EAST, TAKE THE SANTA ANITA AVE EXIT. TURN LEFT ONTO SANTA ANITA AVE. MAKE A U-TURN AT EMERY STREET ONTO SANTA ANITA AVE. THE TESTING SITE WILL BE ON THE RIGHT.

FRESNO
351 E. BARSTOW, SUITE 101
FRESNO, CA 93710
(559) 221-9006

FROM CA-41 S, TAKE THE BULLARD AVE EXIT. TURN LEFT ONTO E BULLARD AVE. TURN RIGHT ONTO N FRESNO ST. PASS THROUGH THE INTERSECTION OF FRESNO AND BASTOW AVE. TAKE THE FIRST DRIVEWAY ON THE RIGHT HAND SIDE.

FROM CA-41 N, TAKE THE SHAW AVE EXIT TOWARD CLOVIS. TURN RIGHT ONTO E SHAW AVE. TURN LEFT ONTO N FRESNO ST. TURN LEFT INTO THE LAST DRIVEWAY BEFORE BARSTOW AVE.

WWW.PSIEXAMS.COM
TESTING CENTER IS IN THE OFFICE COMPLEX ON THE SW CORNER OF BARSTOW AND FRESNO ST.

HAYWARD
24301 SOUTHLAND DRIVE, SUITE B-1
HAYWARD, CA 94545
(510) 784-1114
FROM I-880 N TOWARD OAKLAND, TAKE THE WINTON AVENUE EXIT. MERGE ONTO W WINTON AVE TOWARD HEALD COLLEGE. TURN LEFT ONTO SOUTHLAND DR.
FROM I-880 S TOWARD SAN JOSE/SAN MATEO BR, TAKE THE WINTON AVE WEST EXIT TOWARD HEALD COLLEGE. MERGE ONTO W WINTON AVE. TURN LEFT ONTO SOUTHLAND DR.

ADDITIONAL PARKING CAN BE FOUND (on top of the AT&T building) BY CONTINUING ON MOREHOUSE PAST OUR BUILDING AND TURNING LEFT AT THE NEXT DRIVEWAY UP THE HILL

SAN FRANCISCO
150 EXECUTIVE PARK BLVD., STE 1100
SAN FRANCISCO, CA 94134
(415) 330-9700

SANTA ROSA
160 WIKIUP DRIVE, SUITE 105
SANTA ROSA, CA 95403
(707) 544-6723
FROM US-101 N, TAKE MARK WEST SPRINGS/RIVER ROAD EXIT. TURN RIGHT AT OLD REDWOOD HIGHWAY. TURN RIGHT ON WIKIUP DRIVE. FIRST DRIVEWAY ON RIGHT.
FROM US-101 S, TAKE MARK WEST SPRINGS/RIVER ROAD EXIT. TURN LEFT AT OLD REDWOOD HIGHWAY. TURN RIGHT ON WIKIUP DRIVE. FIRST DRIVEWAY ON RIGHT.

SAN DIEGO
5440 MOREHOUSE DRIVE, SUITE 2300
SAN DIEGO, CA 92121
(858) 550-5940
FROM I-805 N TOWARD LOS ANGELES, TAKE THE MIRA MESA BLVD/VISTA SORRENTO PKWY EXIT. TURN RIGHT ONTO MIRA MESA BLVD. TURN LEFT ONTO SCRANTON RD. TURN RIGHT ONTO MOREHOUSE DR.
FROM I-805 S TOWARD SAN DIEGO, TAKE THE MIRA MESA BLVD/VISTA SORRENTO PKWY EXIT. TURN RIGHT ONTO MIRA MESA BLVD. TURN LEFT ONTO SCRANTON RD. TURN RIGHT ONTO MOREHOUSE DR.

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FROM US-101 S, TAKE MARK WEST SPRINGS/RIVER ROAD EXIT. TURN LEFT AT OLD REDWOOD HIGHWAY. TURN RIGHT ON WIKIUP DRIVE. FIRST DRIVEWAY ON RIGHT.

VENTURA
4245 MARKET ST, SUITE 208
VENTURA, CA 93003
(805) 650-5220
FROM US-101N, TAKE THE TELEPHONE ROAD EXIT 65. TURN LEFT ONTO TELEPHONE ROAD. TURN RIGHT ONTO MARKET STREET.

VISALIA
3400 W MINERAL KING AVE, SUITE D
VISALIA, CA 93291
(559) 627-6700
FROM CA-99N, MERGE ONTO CA-198E VIA EXIT 96 TOWARD VISALIA/SEQUOIA NAT’L PARK. TAKE THE EXIT TOWARD DEMAREE STREET. MERGE ONTO W NOBLE AVENUE. TURN LEFT ONTO S COUNTY CENTER DRIVE. TAKE THE 1ST LEFT ONTO W MINERAL KING AVENUE.

WALNUT CREEK
175 LENNON LANE, SUITE 203
WALNUT CREEK, CA 94598
(925) 906-9165
FROM I-5N, KEEP LEFT TO TAKE I-580W TOWARD TRACY/SAN FRANCISCO. MERGE ONTO I-680N VIA EXIT 44B TOWARD SACRAMENTO/WALNUT CREEK/CONCORD. TAKE THE YGNACIO VALLEY ROAD EXIT AND TURN RIGHT. TURN LEFT ONTO LENNON LANE.
OUT-OF-STATE EXAMINATION SITE LOCATIONS

The following out-of-state sites will also offer this examination.

ALBUQUERQUE
2301 YALE BLVD, SE
BUILDING C, SUITE 4
ALBUQUERQUE, NM 87106
FROM INTERSTATE 25, TAKE THE GIBSON BLVD EXIT AND TRAVEL EAST ON GIBSON BLVD UNTIL YOU REACH YALE BLVD SOUTHEAST. TURN RIGHT ON YALE BLVD S.E. (HEADING SOUTH), JUST PAST RENARD PLACE AND THEN TURN RIGHT INTO THE COMMERCE CENTER. THE SITE IS ACROSS THE STREET FROM THE WAFFLE HOUSE AND COMFORT INN.

ATLANTA
CIRCLE 75 OFFICE PARK
1000 CIRCLE 75 PARKWAY, SUITE 720
ATLANTA, GA 30339

BOSTON
INNER TECH PARK, 56 ROLAND ST., SUITE 211
BOSTON, MA 02129
FROM NORTH: TAKE I-93 SOUTH. EXIT 28 - BOSTON/SULLIVAN SQ./CHARLESTOWN. MERGE INTO MYSTIC AVE. TAKE I-935 RAMP TO BOSTON/SULLIVAN SQ./CHARLESTOWN (TAKE RAMP DO NOT GET ON HIGHWAY). MAKE SLIGHT LEFT TURN ON TO MAFFA WAY. MAKE SLIGHT RIGHT TURN ON TO CAMBRIDGE STREET. AT FIRST TRAFFIC LIGHT, MAKE LEFT ON TO CARTER STREET - THERE IS A SIGN FOR INNER TECH PARK. RIGHT ON TO ROLAND STREET. END AT 56 ROLAND STREET (BUILDING ON LEFT, PARKING LOT ON RIGHT). ENTER THROUGH NORTH LOBBY

CHARLOTTE
TYVOLA EXECUTIVE PARK 1
5701 WESTPARK DR, #202
CHARLOTTE, NC 28217
FROM I-77S TOWARDS COLUMBIA, EXIT TYVOLA ROAD (EXIT #5). TURN LEFT AT TYVOLA ROAD. MAKE A RIGHT AT WESTPARK DR. FROM I-77N, EXIT TYVOLA ROAD (EXIT #5). BEAR RIGHT AT TYVOLA ROAD. TURN RIGHT AT WESTPARK DR.

CHERRY HILL
950 N. KINGS HWY, SUITE 301
CHERRY HILL, NJ 08034

CHICAGO
332 S. MICHIGAN AVENUE
SUITE 410
CHICAGO, IL 60604

CRANBERRY TOWNSHIP
CRANBERRY CORPORATE BUSINESS CENTER
213 EXECUTIVE DR., SUITE 150
CRANBERRY TOWNSHIP, PA 16066

FROM I-79 EXIT CRANBERRY-MARS ROUTE 228, GO WEST. CROSS OVER ROUTE 19 ONTO FREEDOM ROAD. GO THREE TRAFFIC LIGHTS THEN TURN RIGHT ONTO EXECUTIVE DRIVE. BUILDING IS DIRECTLY ACROSS FROM HAMPTON INN.

DALLAS
300 N COIT, SUITE 172
RICHARDSON, TX 75080
FROM 75 SOUTH, TAKE THE BELT LINE ROAD EXIT AND TURN RIGHT ON BELT LINE ROAD. STAY ON BELT LINE ROAD UNTIL YOU REACH COIT. TURN RIGHT ONTO N COIT. THE BUILDING IS ON THE RIGHT HAND SIDE. IF YOU ARE COMING IN FROM LBJ (1635) AND GOING NORTH ON 75, YOU WILL TURN LEFT ONTO BELT LINE AND TURN RIGHT ONTO COIT.

HAMILTON SQUARE AREA
IBIS PLAZA SOUTH
3525 QUAKERBRIDGE ROAD, SUITE 1000
HAMILTON TOWNSHIP, NJ 08619

HOUStON (NORTHWEST)
9800 NORTHWEST FREEWAY
SUITE 200
HOUStON, TX 77092
FROM HWY 290 DRIVING SOUTHEAST, MERGE ONTO LOOP 610 NORTH. EXIT AT T.C.JESTER AND THEN U-TURN UNDER LOOP 610. STAY ON THE FEEDER ROAD, SHERATON HOTEL IS ON THE RIGHT AS THE ROAD CURVES RIGHT. TURN INTO THE PARKING LOT IMMEDIATELY AFTER THE SHERATON HOTEL AND BEFORE THE OFFICE BUILDING. CENTER IS ON THE 2ND FLOOR.

LAS VEGAS
3210 E TROPICANA AVENUE
LAS VEGAS, NEVADA 89121
FROM I-15 - EXIT EAST ON TROPICANA, TRAVEL APPROXIMATELY 4 MILES, TURN LEFT ON MOJAVE, TURN RIGHT INTO THE PARKING LOT. FROM I-95 - EXIT WEST ON TROPICANA, TRAVEL APPROXIMATELY 1 MILE, TURN RIGHT ON MOJAVE, TURN RIGHT INTO THE PARKING LOT.

MILFORD
500 BIC DRIVE
SUITE 101
MILFORD, CT 06461
FROM HIGHWAY I-95 EXIT 35. GO TOWARD BIC DRIVE. GO 5 MILES TO 500 BIC DRIVE WHICH IS AT GATE 1 OF THE FORMER BIC COMPLEX. GO TO THE REAR OF THE LOT AND PARK. WALK DOWN THE HILL IN FRONT OF THE BUILDING AND ENTER THE FRONT DOOR. SIGNS WILL DIRECT YOU TO SUITE 101 (PSI).

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.
REPORTING TO THE EXAMINATION SITE

On the day of the examination, you must arrive at least 30 minutes prior to your scheduled appointment time. This allows time for check-in and identification verification and provides time to familiarize yourself with the examination process. If you arrive late, you may not be admitted to the examination site and you may forfeit your examination registration fee. Even though candidates will be thumb printed, you are still required to comply with any identification requirements established by the appropriate regulatory entity.

REQUIRED IDENTIFICATION AT EXAMINATION SITE

You must provide one of the following valid forms of government-issued identification before you may examine:

- Valid photographic Driver's License (any state)
- Valid State identification card (any state)
- Valid U.S. military identification
- Valid passport

All photographs must be recognizable as the person to whom the identification card was issued. The name on the application must match the photographic I.D. card.

If you cannot provide the required identification, you must call (877) 392-6422 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.

CALIFORNIA LAW SECURITY PROCEDURES

Section 123 of the California Business and Professions Code states: It is a misdemeanor for any person to engage in any conduct which subverts or attempts to subvert any licensing examination or the administration of an examination, including, but not limited to:

- Conduct which violates the security of the examination materials;
Removing from the examination room any examination materials without authorization;

The unauthorized reproduction by any means of any portion of the actual licensing examination;

Aiding by any means the unauthorized reproduction of any portion of the licensing examination;

Paying or using professional or paid examination-takers for the purpose of reconstructing any portion of the licensing examination;

Obtaining examination questions or other examination material, except by specific authorization either before, during, or after an examination; or

Selling, distributing, buying, receiving, or having unauthorized possession of any portion of a future, current, or previously administered licensing examination.

Communicating with any other examinee during the administration of a licensing examination.

Copying answers from another examinee or permitting one’s answers to be copied by another examinee.

Having in one’s possession during the administration of the licensing examination any books, equipment, notes, written or printed materials, or data of any kind, other than the examination materials distributed, or otherwise authorized to be in one’s possession during the examination.

Impersonating any examinee or having an impersonator take the licensing examination on one’s behalf.

Nothing in this section shall preclude prosecution under authority provided for in any other provision of law. In addition to any other penalties, a person found guilty of violating this section, shall be liable for the actual damages sustained by the agency administering the examination not to exceed ten thousand dollars ($10,000) and the costs of litigation.

IMPORTANT INFORMATION ABOUT TAKING AN EXAMINATION

1. All candidates will have their thumbprint taken during examination check-in and re-entry into the testing room after an approved absence. If a candidate passes the examination, the thumbprint record will be destroyed. If a candidate abandons his or her application for licensure, as determined by the appropriate regulatory authority, the thumbprint will also be destroyed. If a candidate is unsuccessful, the thumbprint record will be retained by PSI to ensure proper identification on any subsequent examination attempts. If the thumbprint doesn’t match upon exit and re-entry, the candidate shall be disqualified from the examination, his or her test results invalidated, and the appropriate regulatory entity will be notified of the occurrence. The taking of the thumbprint is an additional measure to enhance examination security. The Department’s Office of Professional Examination Services shall ensure that the appropriate safeguards for the storage and destruction of the thumbprint records are in place.

2. The temperature in the testing room is maintained at a moderate level. Candidates are advised to layer clothing. Acceptable layered clothing includes lightweight shirts, sweaters, and pullovers without pockets. These items must be worn upon check-in, while you wait to enter the testing room, and during your initial seating for the examination.

3. There are timing mechanisms available at the test site and on the computer console to help candidates keep track of time during the test administration. Watches or other timekeeping devices are not permitted in the examination rooms.

4. Only one candidate will be allowed to take a restroom break at a time. Candidates are required to sign out when you leave the room and when you return. If a candidate’s restroom break takes longer than 5 (five) minutes, a proctor will check on the candidate and will notify the applicable regulatory entity of the occurrence, which will take appropriate action.

5. The following items are not permitted in the examination rooms:

- All personal electronic devices except those that are a medical necessity.
- Cellular telephones, personal digital assistants (PDAs), recording devices, cameras, pagers, purses, notebooks, notebook computers, reference or readings material, music players, radios, electronic games, calculators, or briefcases.
- Personal items including watches, backpacks, wallets, pens, pencils, or other writing devices, food, drinks (unless prior approval is obtained by your regulatory entity) and good-luck items.
- Hats, baseball caps, or visors (with the exception of religious apparel), coats, shawls, hooded clothing, heavy jackets or overcoats.

During the check-in process, all candidates will be asked if they possess any of the prohibited items and all candidates will be asked to empty their pockets. If prohibited items are found during check-in, candidates shall return these items to their vehicle or other place of safekeeping. Neither PSI, nor the Department of Consumer Affairs, shall be responsible for the items. Any candidate possessing the prohibited items in the examination room shall have his or her test results invalidated, and PSI shall notify the appropriate regulatory entity of the occurrence.

6. Copying or communicating examination content is a violation of PSI security policy and existing law. Either one shall result in the disqualification or invalidation of examination results, the denial of your license, and may subject the candidate to criminal prosecution.

7. If you are asked by a proctor to step into the lobby during your examination, the proctor will suspend your examination and you will not lose any remaining test time.

8. Weapons are not permitted in the examination sites.

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.
IDENTIFICATION SCREEN

You will be directed to a semiprivate 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 as part of 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. You should then press “ENTER” to record your answer and move on to the next question. A sample question display follows:

```
3. What do the stars on the United States of America’s flag represent?

(Choose from the following options)

- 1. Presidents
- 2. Colonies
- 3. States
- 4. Wars
```

TIPS FOR PREPARING FOR YOUR EXAMINATION

The following suggestions will help you prepare for your 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.

STUDY COURSES AND PUBLICATIONS

Some persons may offer examination preparation courses or publications. We have no information to indicate that applicants who use these sources have a higher pass rate than those who do not. Training courses, other than BSIS specified courses (i.e., Powers to Arrest training), are not associated with BSIS. No publishers or training sponsors have legal access to BSIS’s examination materials. We make every effort to ensure that the contents of our examinations remain confidential and that the questions are changed frequently.

THE LICENSING EXAMINATIONS

The Alarm Company Operator examination contains approximately 100 multiple-choice items.

The Private Patrol Operator examination contains approximately 100 multiple-choice items.

The Private Investigator examination contains approximately 150 multiple-choice items.

The Repossession examination contains approximately 100 multiple-choice items.

You will have 2 hours to take the examination.

EXAMINATION CONTENT OUTLINES

The following identifies the specific content areas for each of the BSIS examinations. The percentage of total examination items that correspond to these content areas are also identified. The actual number of items per content area included on an examination may vary due to exam development considerations.
STUDY MATERIALS

The materials listed in this bulletin are or identify the recommended study guides for the examination in which you have been approved to participate. Also listed below are other suggested study materials.

<table>
<thead>
<tr>
<th>Exam Title</th>
<th>Material</th>
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California Code of Regulations, Title 16, Division 7 [http://www.bsis.ca.gov/about_us/laws/index.shtml](http://www.bsis.ca.gov/about_us/laws/index.shtml) |
California Code of Regulations, Title 16, Division 7 [http://www.bsis.ca.gov/about_us/laws/index.shtml](http://www.bsis.ca.gov/about_us/laws/index.shtml) |
California Code of Regulations, Title 16, Division 7 [http://www.bsis.ca.gov/about_us/laws/index.shtml](http://www.bsis.ca.gov/about_us/laws/index.shtml) |

Please refer to the following links for additional study material:
- [http://www.bsis.ca.gov/exams/examoutline_acq.pdf](http://www.bsis.ca.gov/exams/examoutline_acq.pdf)
- [http://www.bsis.ca.gov/exams/studyguide_ppo.pdf](http://www.bsis.ca.gov/exams/studyguide_ppo.pdf)
- [http://www.bsis.ca.gov/exams/studyguide_pi.pdf](http://www.bsis.ca.gov/exams/studyguide_pi.pdf)
- [http://www.bsis.ca.gov/exams/examoutline_repo.pdf](http://www.bsis.ca.gov/exams/examoutline_repo.pdf)
EXAMINATION RESULTS

At the end of your test, you will receive a pass/fail result notice. Your test results are confidential and are released only to you and your state-licensing agency. To protect your privacy and to maintain the confidentiality of test results, score information is not given over the telephone.

DUPLICATE SCORE REPORTS

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

LICENSING INFORMATION

If you pass the BSIS examination, you will receive a letter from BSIS requesting confirmation of your Business Name, Business Address and the Licensing Fee.

LICENSING FEE

You are not licensed until you pay your initial license fee, complete all licensing requirements, including clearances from the Department of Justice and the Federal Bureau of Investigations, and your license number has been issued by the Bureau. To obtain your license, complete the confirmation letter and return it with the required licensing fee. Make your check or money order payable, and mail to:

Department of Consumer Affairs
Bureau of Security and Investigative Services
PO Box 989002
West Sacramento, CA 95798-9002

If you have met the listed requirements above, your license number will be available approximately four weeks after your confirmation letter is received by the Bureau of Security and Investigative Services. Please indicate if there has been any change to your address. It is vital that you keep the Bureau informed of your current address. The California Code of Regulations Section 606 requires that you notify the Bureau within 30 days of any change of address. In considering the address you list on the form, be aware that it will be your address of record and that it will be available to the public by phone, in writing and through the Bureau of Security and Investigative Services.

The license that you receive will specify an expiration date of 24 months after initial licensure. As a courtesy, the Bureau will send a renewal notice to your address of record approximately 60 days prior to the expiration date of your license. However, it is your responsibility to renew your license whether or not you receive the renewal notice.
STATE OF CALIFORNIA
NOTICE OF ELIGIBILITY

You are eligible to participate in the written examination for licensure as a Private Investigator, Private Patrol Operator, Alarm Company Operator, or Repossessor.

Your address label contains important date information. In the upper left corner of the address label (above your name) is the date your application for examination was approved; following that is the date by which you must take your examination. You must take your examination by the date specified on the label, or you will need to reapply for the examination and submit another application fee. (See Examination Eligibility Expiration in this Candidate Information Bulletin)

This bulletin is designed to provide you with information regarding examination procedures. To schedule your examination, please refer to the instructions in this bulletin.