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 January 2020
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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:

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<td>Memorial Day</td>
<td>Closed May 25, 2020</td>
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<td>Independence Day</td>
<td>Closed July 4, 2020</td>
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<tr>
<td>Labor Day</td>
<td>Closed September 7, 2020</td>
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<tr>
<td>Thanksgiving Day</td>
<td>Closed November 26-27, 2020</td>
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<td>Christmas Day</td>
<td>Closed December 24-25, 2020</td>
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<tr>
<td>New Years Day</td>
<td>Closed January 1, 2021</td>
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<td>Martin Luther King Jr.</td>
<td>Closed January 18, 2021</td>
</tr>
<tr>
<td>Memorial Day</td>
<td>Closed January 31, 2021</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

You may call PSI at (877) 392-6422, Monday through Friday between 4:30 am and 7:00 pm, or 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.

Note: A voicemail or email message is not an acceptable form of cancellation. Please use the PSI Website 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:

**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.**

**CARSON**
- 17420 AVALON BLVD, SUITE 205
  - CARSON, CA 90746
  - (310) 400-7393
- **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).

**EL MONTE - SANTA FE SPRINGS**
- 10330 PIONEER BOULEVARD, SUITE 285
  - SANTA FE SPRINGS, CA 90670
  - (562) 325-8113
- **FROM THE I-5 NORTH TAKE NORWALK BLVD EXIT #121, TURN RIGHT ONTO NORWALK BLVD. TURN LEFT ONTO IMPERIAL HWY/CA-90. TURN RIGHT ONTO PIONEER BLVD. TESTING CENTER WILL BE ON YOUR RIGHT.**

**FRESNO**
- 351 E. BARSTOW, SUITE 101
  - FRESNO, CA 93710
  - (559) 538-3975
- **FROM CA-41 N, TAKE THE SHAW AVE EXIT TOWARDS CLOVIS. TURN RIGHT ONTO E SHAW AVE. TURN LEFT ONTO N FRESNO ST. TURN LEFT INTO THE LAST DRIVEWAY BEFORE BARSTOW AVE. TESTING CENTER IS IN THE OFFICE COMPLEX ON THE SW CORNER OF BARSTOW AND FRESNO ST.**

**HAYWARD**
- 32960 ALVARADO-NILES RD, SUITE 650
  - UNION CITY, CA 94587
- **FROM I-880 N - AT EXIT 23, TAKE RAMP RIGHT AND FOLLOW SIGNS FOR ALVARADO NILES RD. TURN RIGHT ONTO ALVARADO NILES RD.**
  - **AFTER ABOUT A MILE, MAKE A U-TURN AT DOWE AVE. TAKE THE FIRST RIGHT INTO THE OFFICE PARK AND THEN TAKE THE FIRST LEFT ONCE ON THE PROPERTY. SUITE 650 WILL BE IN THE FIRST BUILDING ON YOUR RIGHT.**

**IRVINE**
- 8 CORPORATE PARK, SUITE 200
  - 2301 W. LINCOLN AVE, SUITE 252
  - IRVINE, CA 92606
  - (949) 418-9653
- **FROM I-405 S - USE THE 2ND LANE FROM RIGHT TO TAKE EXIT 7 FOR JAMBOREE RD, THEN USE THE LEFT 2 LANES TO TURN LEFT ONTO JAMBOREE RD.**
  - **GO ABOUT 1.5 MILES THEN TURN RIGHT ONTO BECKMAN AVE. TAKE THE FIRST RIGHT INTO CORPORATE PARK. 8 CORPORATE PARK IS THE SECOND BUILDING ON THE RIGHT.**

**IRVINE**
- **FROM I-5 S - TAKE EXIT 100 FOR JAMBOREE RD. USE THE 2ND FROM RIGHT LANE TO TURN RIGHT ONTO JAMBOREE RD.**
  - **TAKE THE RAMP TO JAMBOREE RD THEN KEEP LEFT AT THE FORK TO CONTINUE ONTO JAMBOREE RD.**
  - **GO ABOUT 2.2 MILES THEN TURN LEFT ONTO BECKMAN AVE. TAKE THE FIRST RIGHT INTO CORPORATE PARK. 8 CORPORATE PARK IS THE SECOND BUILDING ON THE RIGHT.**

**SYDNEY**
- **ONCE PARKED, PROCEED THROUGH THE FRONT ENTRANCE AND TAKE THE ELEVATOR TO THE SECOND FLOOR. THE TEST CENTER IS IN SUITE 200.**

www.psiexams.com
REDDING
2861 CHURN CREEK, UNIT C
REDDING, CA 96002
(530) 221-0945
FROM 1-5 S, TAKE THE CYPRESS AVENUE EXIT (677). TURN RIGHT ONTO E. CYPRESS AVE. TURN RIGHT ON CHURN CREEK RD.
FROM I-5 N TOWARDS SACRAMENTO, TAKE THE CYPRESS AVE EXIT (677). TURN LEFT ONTO E. CYPRESS AVE. TURN RIGHT ONTO CHURN CREEK RD.

FROM 299 E TOWARDS REDDING, START GOING WEST ON CA-299. MERGE ONTO 1-5 S RAMP ON THE LEFT TOWARDS SACRAMENTO. TAKE THE CYPRESS AVE EXIT (677). TURN LEFT ONTO E. CYPRESS AVE. TURN RIGHT ONTO CHURN CREEK RD.

FROM 299 W TOWARDS REDDING. START GOING EAST ON CA-299 TOWARDS WEAVERVILLE/REDDING. FROM 299 EAST TURN RIGHT ONTO CA-273/CA-299 E/MARKET STREET. TURN LEFT ONTO CA-299-E. MERGE ONTO 1-5 S VIA EXIT 2A TOWARDS RED BLUFF/SACRAMENTO. TAKE THE CYPRESS AVE EXIT (677). TURN LEFT ONTO E. CYPRESS AVE. TURN RIGHT ONTO CHURN CREEK RD.

RIVERSIDE
7888 MISSION GROVE PARKWAY S., SUITE 130
RIVERSIDE, CA 92508
951-565-8037
FROM THE CA-91W TOWARD RIVERSIDE/BEACH CITIES, TAKE THE CENTRAL AVENUE EXIT TOWARD MAGNOLIA CENTER. TURN LEFT ONTO CENTRAL AVE. CENTRAL AVE BECOMES ALESSANDRO BLVD. VEER TO THE RIGHT; THEN STAY STRAIGHT TO GO ONTO TRAUTWEIN RD (YOU WILL PASS COMMUNICATIONS CENTER DR). TURN LEFT ONTO MISSION GROVE PKWY W.

FROM THE HIGH DESERT/ SAN BERNARDINO AREA 215 S, WHERE THE 60 FWY, 91 FWY AND THE 215 FWY SPLIT, TAKE 215S (SIGNS FOR THE 60 EAST INDIO). TAKE EXIT 27C FOR ALESSANDRO BLVD, TURN RIGHT ONTO E ALESSANDRO BLVD, TURN LEFT ONTO MISSION GROVE PKWY S.

SACRAMENTO
8950 CAL CENTER DR, SUITE 158
SACRAMENTO, CA 95826
916-476-5926
FROM US-50 E: USE THE RIGHT TWO LANES TO TAKE EXIT 11 FOR WATT AVE. USE THE LEFT 2 LANES TO TURN LEFT ONTO WATT AVE. USE THE LEFT LANE TO TURN LEFT AT THE FIRST CROSS STREET ONTO FOLSOM BLVD. USE THE LEFT TWO LANES TO TURN LEFT ONTO MANLOVE RD. TURN LEFT ONTO CAL CENTER DR. BUILDING 8950 WILL BE ON THE LEFT.

FROM US-50 W: USE THE RIGHT TWO LANES TO TAKE EXIT 11 FOR WATT AVE. USE THE LEFT 2 LANES TO TURN LEFT ONTO WATT AVE. USE THE LEFT LANE TO TURN LEFT AT THE FIRST CROSS STREET ONTO FOLSOM BLVD. USE THE LEFT TWO LANES TO TURN LEFT ONTO MANLOVE RD. TURN LEFT ONTO CAL CENTER DR. BUILDING 8950 WILL BE ON THE LEFT.

SAN DIEGO
5440 MOREHOUSE DRIVE, SUITE 2300
SAN DIEGO, CA 92121
(858) 550-5940
FROM 1-805 S, TAKE THE SORRENTO VALLEY RD/MIRA MESA BLVD EXIT. TURN LEFT ONTO MIRA MESA BLVD, TURN LEFT ONTO SCRANTON ROAD. TURN RIGHT ONTO MOREHOUSE DRIVE.
FROM 1-805 N TOWARDS LOS ANGELES, TAKE THE MIRA MESA BLVD/VISTA SORRENTO PKWY EXIT. TURN RIGHT ONTO MIRA MESA BLVD. TURN LEFT ONTO SCRANTON RD. TURN RIGHT ONMOREHOUSE 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 2400
SAN FRANCISCO, CA 94134
(415) 844-0008
I-80 W BECOMES US-101 S. TAKE EXIT 429 A TOWARD MONSTER PARK/TUNNEL AVE. TAKE THE RAMP TOWARD 3COM PARK. TURN RIGHT ONTO ALANNA RD. TURN LEFT ONTO EXECUTIVE PARK BLVD.

SANTA CLARA
2936 SCOTT BLVD
SANTA CLARA, CA 95054
(408) 844-0008

SANTA ROSA
160 WIKILIP DRIVE, SUITE 105
SANTA ROSA, CA 95403
(707) 791-3113
FROM US-101 N, TAKE MARK WEST SPRINGS/RIVER ROAD EXIT. TURN RIGHT ON MARK WEST SPRINGS. TURN LEFT AT OLD REDWOOD HIGHWAY. TURN RIGHT ON WIKILIP 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 ON 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 ON LENNON LANE.

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

ALBUQUERQUE
2820 BROADBENT PARKWAY
SUITE E & F
ALBUQUERQUE, NM 87107
FROM I-40 W TAKE EXIT 159D, FOLLOW FRONTAGE RD. N TO MENAUL BLVD NE, MAKE A LEFT ONTO MENAUL BLVD NE, MAKE A RIGHT ONTO BROADBENT PKWY NE. BUILDING WILL BE ON THE RIGHT.

OUT-OF-STATE EXAMINATION SITE LOCATIONS

WWW.PSIEXAMS.COM
ATLANTA (MARIETTA)
2100 ROSWELL ROAD NE, SUITE 2128
MARIETTA, GA 30062
FROM I-75 NORTHBOUND, TAKE EXIT #263 - THE 120 LOOP, EAST TOWARD ROSWELL. DRIVE APPROXIMATELY 1.5 MILES (PAST POWERS FERRY AND LOWER ROSWELL ROADS) AND EXIT RIGHT TOWARD ROSWELL. MAKE A RIGHT AT THE LIGHT OFF OF THE EXIT AND ONTO ROSWELL ROAD. PAVILIONS AT EAST LAKE SHOPPING CENTER IS 1/2 MILE ON RIGHT. THE SITE IS LOCATED IN SUITE 2128 IN THE SAME SHOPPING CENTER AS KROGERS.

FROM I-75 SOUTHBOUND, TAKE EXIT#265 - GA 120 LOOP/EAST. TURN LEFT ONTO NORTH MARIETTA PKWY. AFTER 1.4 MILES, TAKE THE RIGHT-SIDE OFF RAM TO GA-3/Roswell/Marietta. TURN LEFT ONTO GA-120 EAST/ROSWELL RD. GO .3MILE TO PAVILIONS AT EAST LAKE SHOPPING CENTER. TURN RIGHT INTO CENTER. THE SITE IS LOCATED IN SUITE 2128 IN THE SAME SHOPPING CENTER AS KROGERS.

BOSTON (CHARLESTOWN)
WASHINGTON CROSSING
56 ROLAND ST, SUITE 305
CHARLESTOWN, MA 02129
FROM THE NORTH: TAKE I-93 SOUTH. EXIT 28 -BOSTON/SULLIVAN SQ./CHARLESTOWN. MERGE INTO MYSTIC AVE. TAKE I-935 RAM TO BOSTON/SULLIVAN SQ./CHARLESTOWN (TAKE RAM DO NOT GET ON HIGHWAY). MAKE SLIGHT RIGHT TURN ON TO MAFFA WAY. MAKE SLIGHT RIGHT TURN ON TO CAMBRIDGE STREET. AT FIRST TRAFFIC LIGHT, MAKE LEFT ON TO CATER STREET. TURN RIGHT ON TO ROLAND ST. END AT 56 ROLAND. ENTER THROUGH NORTH LOBBY. DO NOT PARK IN THE BUILDING'S PARKING LOT.

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
FROM THE NEW JERSEY TPKE S, TAKE EXIT #4/PHILADELPHIA/CAMDEN ONTO RT-73 N TOWARD CAMDEN/PHILADELPHIA. TAKE RAM ONTO I-295 S TOWARD DEL MEM BR. TAKE EXIT #34B/CHERRY HILL/CAMDEN ONTO MARLTON PIKE (RT-70 W.). TURN RIGHT ON TO KINGS HWY N (RT-41). NOTE BUILDING 950 IS BEHIND BUILDINGS #900 AND #1030.

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.

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 TO MOJAVE, TURN RIGHT INTO THE PARKING LOT.
FROM I-95 - EXIT WEST ON TROPICANA, TRAVEL APPROXIMATELY 1 MILE, TURN RIGHT ON TO 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 DRIVE, 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 RAM, AS THE EXIT APPEARS WHILE YOU ARE STILL IN THE CURVE. ON MURFREESBORO, STAY IN THE LEFT LANE. TURN LEFT ONTO KERMIT DRIVE 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 DRIVE. PSI IS IN THE FIRST BUILDING ON YOUR LEFT.

NORTH OREM (PROVO)
581 WEST 1600 NORTH, SUITE C
NORTH OREM, UT 84057

NORTH SALT LAKE CITY
25 NORTH 400 WEST, SUITE 7
NORTH SALT LAKE CITY, UT 84054
(THE CITY OF NORTH SALT LAKE NOT SALT LAKE CITY PROPER. THE PSI TEST SITE IS IN DAVIS COUNTY JUST NORTH OF THE FLYING J REFINERY.)
FROM SALT LAKE CITY AND THE SOUTH. MERGE ON TO I-15N. TAKE EXIT 312 AND MERGE ON TO US89 NORTH FOR ABOUT 1.8 MILES. TURN LEFT ONTO E CENTER ST AND GO WEST FOR ABOUT .6 MILES. TURN RIGHT ON TO 400 W.
FROM THE NORTH
MERGE ONTO I-15 S SALT LAKE. TAKE THE CENTER ST., EXIT 314. TURN RIGHT ONTO W CENTER ST. TURN RIGHT ONTO 400 W. FROM I-80 EAST MERGE TO I-215 NORTH. TAKE THE REDWOOD RD/UT-68 EXIT 28 AND TURN RIGHT ONTO CENTER STREET.

PHOENIX
5727 N 7TH ST.
SUITE 301
PHOENIX, AZ 85014
FROM I-17 SOUTH EXIT TO BETHANY HOME ROAD. GO LEFT (EAST) ON BETHANY HOME. TURN RIGHT (SOUTH) ON 7TH STREET. THE PSI SITE IS ON THE EAST SIDE OF THE STREET JUST BEFORE MISSOURI. IT IS A 4 STORY GLASS BUILDING.

QUEENS
THE SHOPS AT ATLAS PARK
71-19 80TH STREET, SUITE 8307
GLENDALE (QUEENS), NY 11385
FROM I-678 S, TAKE THE J ROBINSON PKWY EXIT- EXIT 7. TAKE THE FOREST PARK DR EXIT- EXIT 4- TOWARD MYRTLE AVE / WOODHAVEN BLVD. TAKE THE RAMP TOWARD MYRTLE AVE / WOODHAVEN BLVD. TURN SLIGHT RIGHT ONTO FOREST PARK DR. TURN RIGHT ONTO MYRTLE AVE. TURN LEFT ONTO 80TH ST. GO TO 2ND LIGHT PAST MYRTLE AVE OVER SMALL OVERPASS MAKE A RIGHT INTO ATLAS PARK. MAKE A RIGHT AT STOP SIGN TO GET INTO PARKING LOT. ONCE PARKED, GO TO TOP FLOOR OF PARKING LOT, TURN RIGHT AND WALK UNTIL YOU SEE “MARKET PLAZA”. TAKE ELEVATOR TO THE 3RD FLOOR. OFFICES ARE LOCATED IN THE RED BRICK BUILDING.

RICHMOND
MOOREFIELD VI BUILDING
620 MOOREFIELD PARK DRIVE
SUITE 205
RICHMOND, VA 23236
FROM I-64E, TAKE THE PARHAM RD EXIT AND TURN RIGHT. N PARHAM RD/VA-73 S BECOMES VA-150 S/CHIPPENHAM PKWY. MERGE ONTO VA-76 S/POWHITE PKWY. MERGE ONTO MIDLOTHIAN TURNPIKE WEST. TURN LEFT ON MOOREFIELD PARK DR.

SOUTHFIELD (DETOUR AREA)
2640 LAHSER ROAD, SUITE 150
SOUTHFIELD, MI 48033
FROM I-96 E MERGE ONTO I-696 E. THEN MERGE ONTO MI-10 S. TAKE THE LAHSER ROAD EXIT. KEEP LEFT AT THE FORK IN THE RAMP. TURN LEFT ONTO NORTHWESTERN HWY. TURN RIGHT ONTO LAHSER ROAD. YOU MAY ACCESS THE BUILDING FROM THE BACK USING THE NW DOOR.

WEST DES MOINES
1001 OFFICE PARK ROAD, SUITE 315
WEST DES MOINES, IA 50265
FROM I-225, EXIT 8TH ST/73RD ST AND PROCEED SOUTH. TURN RIGHT ON OFFICE PARK ROAD. TURN RIGHT INTO THE DRIVEWAY.

WEST HARTFORD
1245 FARMINGTON AVENUE, SUITE 203
WEST HARTFORD CT.
FROM I-84 WEST, TAKE EXIT 40 TOWARD CT-71/NORTH BRITAIN AVE/CORBINS CORNER. TURN RIGHT ONTO RIDGEWOOD RD. TURN LEFT ONTO WOOD PONT RD. TURN LEFT ONTO TUNKIS RD. TURN RIGHT ONTO BROOKMOR RD. TURN RIGHT ONTO BUENA VISTA RD. TURN LEFT ONTO EVERETT AVE. TURN RIGHT ONTO FARMINGTON AVE. DESTINATION IS ON THE RIGHT.

WILSONVILLE
25195 SW PARKWAY AVENUE, SUITE 105
WILSONVILLE, OR 97070
GOING SOUTH: OFF I5, TAKE EXIT 286 (ELLINGENS/BOONES FERRY RD). TURN LEFT AND CROS RBACK OVER THE FREeway. TURN LEFT AT 2ND SIGNAL LIGHT (PARKWAY AVE.) TURN INTO PARKWAY PLAZA PARKING LOT (ACROSS THE STREET FROM SHRINNER’S). WE ARE LOCATED IN THE MAIN ENTRANCE FIRST DOOR ON THE RIGHT.

WOODBURY
6053 HUDSON RD, SUITE 210
WOODBURY, MN 55125
FROM I-94 GO SOUTH ON CENTURY TO THE FIRST LEFT (WHICH IS THE FRONTAGE ROAD ENTRANCE TO THE COUNTRY INN). ENTER THE OFFICE COMPLEX THROUGH THE SINCLAIR GAS STATION AND ALONG BACK OF THE INN. 6053 IS THE BUILDING DIRECTLY AHEAD. THE ENTRANCE ON THAT (WEST) SIDE IS ACTUALLY ON THE 2ND FLOOR. SUITE 210 IS DOWN THE CORRIDOR TO THE RIGHT. PLEASE USE THE WEST ENTRANCE ON SATURDAYS.

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
- U.S. Government-issued Passport Card

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

www.psiexams.com
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. The thumbprint must be matched after candidates return from a restroom break and any time the candidate leaves and returns to the test site after check-in.

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 or hoods. These items must be worn upon check-in, while you wait to enter the testing room, and during your initial seating for the examination. If the layered item is removed during the examination, you will be required to store it in the lobby while time continues to count down on your examination. Outerwear (coats, heavy jackets, vests, shawls, scarves, etc.) is not allowed in the testing rooms.

3. There are timing mechanisms available in the testing room and on the computer console to help candidates keep track of time during the test administration. Candidates are not permitted to bring watches or other timekeeping devices into the testing rooms.

4. Only one candidate will be allowed to take a restroom break at a time. Candidates are required to sign out when leaving and returning to the testing room. 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. The regulatory entity will investigate and take appropriate action.

5. The following is a non-exhaustive list of personal items that are not permitted in the testing rooms:

<table>
<thead>
<tr>
<th>Purses</th>
<th>Briefcases/daypacks/luggage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cellular phones</td>
<td>Pagers</td>
</tr>
<tr>
<td>Drinks (including water)</td>
<td>Food/candy/snacks/gum</td>
</tr>
<tr>
<td>Good luck items</td>
<td>Luggage</td>
</tr>
<tr>
<td>Calculators</td>
<td>Reading materials</td>
</tr>
<tr>
<td>Textbooks</td>
<td>Notes</td>
</tr>
<tr>
<td>Any recording device</td>
<td>Smart devices</td>
</tr>
<tr>
<td>Electronic devices</td>
<td>Headphones or earbuds</td>
</tr>
<tr>
<td>Personal pens or pencils</td>
<td>Therapeutic items</td>
</tr>
<tr>
<td>Cameras</td>
<td>Over-the-counter medication</td>
</tr>
<tr>
<td>Weapons</td>
<td>Fashion scarves</td>
</tr>
<tr>
<td>Hats/baseball caps/visors*</td>
<td>Sunglasses**</td>
</tr>
<tr>
<td>Bulky, large or noisy jewelry***</td>
<td>Prescription drugs****</td>
</tr>
</tbody>
</table>

*Headwear worn for religious purposes is subject to inspection.
**Prescription and non-prescription eyeglasses may not be worn for the photo. Eyeglasses subject to inspection.
***Jewelry that is allowed into the examination room is subject to inspection.
****Drugs that are medically necessary during the pendency of the examination may be brought into the examination site, in a container bearing a proper prescription label with the name of the candidate and of the drug; any such medication is subject to examination by a proctor upon check-in.

Examination proctors will have considerable discretion to refuse permission of clothing and/or items that compromise the integrity or security of the examination.

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 must return these items to their vehicle or other place of safekeeping. Neither PSI nor the Department of Consumer Affairs will be responsible for the items. Any candidate possessing prohibited items in the testing room will have his or her examination results invalidated, and PSI will notify the appropriate regulatory entity of the occurrence.

6. Shoes must be worn at all times and feet are not permitted on the chairs. Feet must remain on the floor during examinations.

7. Copying any portion of the examination content by any means or communicating examination content for the purpose of aiding its unauthorized reproduction, whether before, during, or after the examination, is a violation of PSI security policy and existing law. Either one may result in the disqualification or invalidation of examination results, the denial of your license, and may result in criminal prosecution.

8. If a candidate is asked by a proctor to step into the lobby during your examination, the proctor will suspend the candidate’s examination, so all remaining test time will be retained.
Only candidates, and those individuals with prior regulatory entity approval, are allowed to be present in the testing sites.

If candidates require that an exception be made to ANY of the abovementioned security procedures, candidates must contact their regulatory entity PRIOR to the date of their examination. The regulatory entity must provide the exception to PSI. NO EXCEPTIONS WILL BE MADE ON THE DAY OF THE EXAMINATION.

TAKING THE EXAMINATION BY COMPUTER

The examination will be administered via computer. You will be using a mouse and computer keyboard.

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 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 answering questions and reviewing your answers.

TEST QUESTION SCREEN
The “function bar” at the top of the test question screen provides mouse-click access to the features available while taking the examination.

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.

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.

ALARM COMPANY OPERATOR

<table>
<thead>
<tr>
<th>Content Area Name</th>
<th>Approximate Percent of Exam Items</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consultation</td>
<td>15%</td>
</tr>
<tr>
<td>Installation</td>
<td>27%</td>
</tr>
<tr>
<td>Service and Repair</td>
<td>14%</td>
</tr>
<tr>
<td>Management</td>
<td>20%</td>
</tr>
<tr>
<td>Monitoring</td>
<td>8%</td>
</tr>
<tr>
<td>False Alarms</td>
<td>16%</td>
</tr>
</tbody>
</table>

PRIVATE PATROL OPERATOR

<table>
<thead>
<tr>
<th>Content Area Name</th>
<th>Approximate Percent of Exam Items</th>
</tr>
</thead>
<tbody>
<tr>
<td>Security Services</td>
<td>14%</td>
</tr>
<tr>
<td>Personnel</td>
<td>16%</td>
</tr>
<tr>
<td>MGTA (Management A - Records)</td>
<td>18%</td>
</tr>
<tr>
<td>MGTB (Management B - Employees)</td>
<td>11%</td>
</tr>
<tr>
<td>MGTC (Management C - Legal Reqs)</td>
<td>8%</td>
</tr>
<tr>
<td>BUSA (Bus Admin A - Supervision)</td>
<td>8%</td>
</tr>
<tr>
<td>BUSB (Bus Admin B - Service Agreement)</td>
<td>7%</td>
</tr>
<tr>
<td>Screening</td>
<td>10%</td>
</tr>
<tr>
<td>Training</td>
<td>8%</td>
</tr>
</tbody>
</table>

PRIVATE INVESTIGATOR

<table>
<thead>
<tr>
<th>Content Area Name</th>
<th>Approximate Percent of Exam Items</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ethics</td>
<td>18%</td>
</tr>
<tr>
<td>Planning</td>
<td>18%</td>
</tr>
<tr>
<td>Information Gathering</td>
<td>26%</td>
</tr>
<tr>
<td>Evidentiary Evaluation</td>
<td>10%</td>
</tr>
<tr>
<td>Case Documentation</td>
<td>17%</td>
</tr>
<tr>
<td>Trial Preparation</td>
<td>11%</td>
</tr>
</tbody>
</table>

REPOSSESSOR

<table>
<thead>
<tr>
<th>Content Area Name</th>
<th>Approximate Percent of Exam Items</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operations</td>
<td>23%</td>
</tr>
<tr>
<td>Repossession</td>
<td>32%</td>
</tr>
<tr>
<td>Process Report</td>
<td>25%</td>
</tr>
<tr>
<td>Release/Dispose</td>
<td>20%</td>
</tr>
</tbody>
</table>

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.

Exam Title | Material
--- | ---
Other Suggested Study Material:
- The National Electrical Code
- Underwriters Laboratories Standards for Safety #681 and #1641
- California Civil Code and Labor Code

Other Suggested Study Material:
- California Civil Code and Labor Code

Other Suggested Study Material:
- California Civil Code
- California Code of Civil Procedure
- California Evidence Code
- California Financial Information Privacy Act
- California Labor Code
- California Penal Code
- California Vehicle Code
- Fair Credit Reporting Act
- Graham Leach Billey Act
- United State Code
- US Postal Service Administrative
- Support Manual books and publications on private investigation work practices such as obtaining records, and investigating insurance fraud and accidents.

Other Suggested Study Material:
- California Civil Code and Labor Code
- California Vehicle Code
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/studyguide_ppo.pdf
http://www.bsis.ca.gov/exams/studyguide_pi.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.