ARIZONA REGISTRAR OF CONTRACTORS

RESIDENTIAL AND COMMERCIAL CONTRACTOR LICENSE EXAMINATIONS CANDIDATE INFORMATION BULLETIN

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

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EXAMINATIONS BY PSI

This Candidate Information Bulletin provides you with information about the examination and application process for Contractors Licensure in the State of Arizona.

The Arizona Registrar of Contractors (the ROC) has contracted with PSI to conduct its examination program. PSI provides examinations through a network of computer examination centers in Arizona and in many areas throughout the United States. 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.

GUIDELINES FOR LICENSURE

HOW TO OBTAIN A LICENSE

Request a licensure packet from the ROC and use the License Classification Requirements form to determine which examination(s) you are required to take.

The State of Arizona
Registrar of Contractors
1700 West Washington Street, Suite 105
Phoenix, AZ 85007
Phone: 602.542.1525
https://roc.az.gov/

Upon completion of all licensure requirements, including passing the necessary examination(s), submit a completed licensure application and your original score report to the ROC for processing within two years from the date of passing the examination. Licensure applications cannot be accepted until all examination requirements have been completed.

Exam requirements must be completed by the person who will act as the Qualifying Party as defined in Arizona Revised Statute §32-1127.

EXAMINATION SCHEDULING PROCEDURES

FEES

The following fee table lists the applicable fee for each examination. The fee is for each examination, whether you are taking the examination for the first time or repeating.

- Candidates must wait 30 days before retaking the examination they did not pass.
- Candidates are allowed 3 attempts to pass each examination. Attempting the test a 4th and subsequent time, there is then a 90 day waiting period between schedules.

<table>
<thead>
<tr>
<th>Fee Description</th>
<th>Fee</th>
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<tr>
<td>One Examination</td>
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<td>Two Examinations</td>
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<td>Solar Portion ONLY</td>
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Note: Registration fees are not refundable or transferable. The examination fee is valid for one year.

INTERNET REGISTRATION

For the fastest and most convenient test scheduling process, PSI recommends that candidates register for their exams using the Internet. Candidates register online by accessing PSI’s registration website at www.psiexams.com. Internet registration is available 24 hours a day.

- Log onto PSI’s website and create an account. Please enter your email address and first and last name. This information must match exactly with the information PSI has on file. Be sure to check the box next to “Check here to attempt to locate existing records for you in the system”
- You will be asked to select the examination and enter your SS#. Your record will be found, and you will now be ready to pay and schedule for the exam. Enter your zip code and a list of the testing sites closest to you will appear. Once you select the desired test site, available dates will appear. If you have problems, contact PSI at (800) 733-9267 for help.

TELEPHONE REGISTRATION

Call PSI registrars at 800-733-9267 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 receive the information listed on your Examination Registration Form and to schedule your appointment for the examination.

For telephone registration, you will need a valid credit card (VISA, MasterCard, American Express, or Discover).

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 (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.

STANDARD MAIL REGISTRATION

Complete the PSI registration form (found at the end of this bulletin) and send with appropriate examination fee to PSI. Payment of fees may be made by credit card (VISA, MasterCard, American Express, or Discover), company check, money order or cashier’s check, made payable to PSI. Print your name on the check or money order to ensure that your fees are properly assigned. CASH AND PERSONAL CHECKS ARE NOT ACCEPTED.

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

RETAKING A FAILED EXAMINATION

It is not possible to make a new examination appointment on the same day you have taken an examination; this is due to processing and reporting scores. You may access a registration
form at www.psiexams.com. You may also call PSI at (800) 733-9267.

Candidates must wait 30 days before retaking the examination they did not pass.
Candidates are allowed 3 attempts to pass each examination. After 3 failed attempts, they must wait 90 days before retaking the examination they did not pass.

CANCELING AN EXAMINATION APPOINTMENT

You may cancel and reschedule an examination appointment without forfeiting your fee if your cancellation notice is received 2 days before the scheduled examination date. For example, for a Monday appointment, the cancellation notice would need to be received on the previous Saturday. You may call PSI at (800) 733-9267 or use the PSI website.

Note: A voicemail or email message is NOT an acceptable form of cancellation. Please use the PSI Website or call PSI to speak directly to a Customer Service Representative.

MISSING APPOINTMENT OR LATE CANCELLATION

Your registration will be invalid, you will not be able to take the examination as scheduled, and you will forfeit your examination fee, if you:

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

EXAM ACCOMMODATIONS

All PSI examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990, and exam accommodations will be made in meeting a candidate's needs. A candidate with a disability or a candidate who would otherwise have difficulty taking the examination must follow the instructions on the Exam Accommodations Request Form at the end of this Candidate Information Bulletin.

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 (800) 733-9267. Every effort will be made to reschedule your examination at a convenient time as soon as possible. You may also check our website at www.psiexams.com.

REPORTING TO THE EXAMINATION SITE

On the day of the examination, you should arrive 30 minutes before your appointment. This extra time is for sign-in, identification, and familiarizing you 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 two (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. All identification provided must match the name provided upon registration.

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 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:

- You will be given a piece of scratch paper and pencil, both of which must be returned at the end of the examination.
- 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.
- Candidates may take only approved items into the examination room.
- All personal belongings of candidates should be placed in the secure storage provided at each site prior to entering the examination room. Personal belongings include, but are not limited to, the following items:
  - Electronic devices of any type, including cellular / mobile phones, recording devices, electronic watches, cameras, pagers, laptop computers, tablet computers (e.g., iPads), music players (e.g., iPods), smart watches, radios, or electronic games.
  - Bulky or loose clothing or coats that could be used to conceal recording devices or notes. For security purposes outerwear such as, but not limited to: open sweaters, cardigans, shawls, scarves, hoodies, vests, jackets and coats are not permitted in the testing room. In the event you are asked to remove the outerwear, appropriate attire, such as a shirt or blouse should be worn underneath.
  - Hats or headgear not worn for religious reasons or as religious apparel, including hats, baseball caps, or visors.
  - Other personal items, including purses, notebooks, reference or reading material, briefcases, backpacks, wallets, pens, pencils, other writing devices, food, drinks, and good luck items.
- Although secure storage for personal items is provided at the examination site for your convenience, PSI is not responsible for any damage, loss, or theft of any personal belongings or prohibited items brought to, stored at, or left behind at the examination site. PSI assumes no duty of care with respect to such items and makes no representation that the secure storage provided would be effective in protecting such items. If you leave any items at the examination site after your examination and do not claim them within 30 days, they will be disposed of or donated, at PSI’s sole discretion.
- Other personal items, including purses, notebooks, reference or reading material, briefcases, backpacks, wallets, pens, pencils, other writing devices, food, drinks, and good luck items.
- Person(s) accompanying an examination candidate may not wait in the examination center, inside the building or on the building's property. This applies to guests of any nature, including drivers, children, friends, family, colleagues or instructors.
- No smoking, eating, or drinking is allowed in the examination center.
- During the check in process, all candidates will be asked if they possess any prohibited items. Candidates may also be asked to empty their pockets and turn them out for the proctor to ensure they are empty. The proctor may also ask candidates to lift up the ends of their sleeves and the bottoms of their pant legs to ensure that notes or recording devices are not being hidden there.
- Proctors will also carefully inspect eyeglass frames, tacks, or any other apparel that could be used to harbor a recording device. Proctors will ask to inspect any such items in candidates’ pockets.
- If prohibited items are found during check-in, candidates shall put them in the provided secure storage or return these items to their vehicle. PSI will not be responsible for the security of any personal belongings or prohibited items.
- Any candidate possessing prohibited items in the examination room shall immediately have his or her test results invalidated, and PSI shall notify the examination sponsor of the occurrence.
- Any candidate seen giving or receiving assistance on an examination, found with unauthorized materials, or who violates any security regulations will be asked to surrender all examination materials and to leave the examination center. All such instances will be reported to the examination sponsor.
- Copying or communicating examination content is violation of a candidate’s contract with PSI, and federal and state law. Either may result in the disqualification of examination results and may lead to legal action.
- Once candidates have been seated and the examination begins, they may leave the examination room only to use the restroom, and only after obtaining permission from the proctor. Candidate will not receive extra time to complete the examination.

TAKING THE EXAMINATION BY COMPUTER AT A PSI TEST CENTER

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. The “Function Bar” at the top of the sample question provides mouse-click access to the features available while taking the examination.

EXAM 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.
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.

- 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. 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.

EXAMINATION REVIEW

PSI, in cooperation with the ROC, will be consistently evaluating the examinations being administered to ensure that the examinations accurately measure competency in the required knowledge areas. While taking the examination, examinees will have the opportunity to provide comments on any questions. Comments may be entered by clicking on the Comments link on the function bar of the test question screen. These comments will be analyzed by PSI examination development staff. PSI does not respond to individuals regarding these comments, all substantive comments are reviewed. This is the only review of examination materials available to candidates.

EXAMINATION REFERENCE MATERIAL AND CONTENT OUTLINE

If a test question answer could differ because of conflicting information in test reference sources, a legal requirement such as a code, law or regulation overrides any other reference. If two legal requirements appear to conflict, the state-specific code, law or regulation overrides the national one. Information from sources on the test reference list override information from other sources or persons.

AZ STATUTES AND RULES EXAMINATION

All contractor license classifications must take the AZ Statutes and Rules Examination in addition to any required trade-specific examination (this includes the NASCLA Accredited Examination for Commercial General Building Contractors.)

<table>
<thead>
<tr>
<th>Subject Area</th>
<th># of questions</th>
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<tbody>
<tr>
<td>Arizona Registrar of Contractors Statutes</td>
<td>25</td>
</tr>
<tr>
<td>Arizona Registrar of Contractors Rules</td>
<td>10</td>
</tr>
<tr>
<td>Arizona Registrar of Contractors Workmanship Standards</td>
<td>4</td>
</tr>
</tbody>
</table>

CONTENT OUTLINE

<table>
<thead>
<tr>
<th># of Questions</th>
<th>% Required to Pass</th>
<th>Time Allowed</th>
</tr>
</thead>
<tbody>
<tr>
<td>80</td>
<td>70%</td>
<td>180 Minutes</td>
</tr>
</tbody>
</table>

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 immediately on the computer screen. This will happen automatically at the end of the time allowed for the examination;
  - If you **pass**, you will immediately receive a successful notification.
  - If you **do not pass**, you will receive a diagnostic report indicating your strengths and weaknesses by examination type with the score report.
  - **On paper** - an unofficial score report will be printed at the examination site.

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.

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.

EXPERIMENTAL QUESTIONS

In addition to the number of questions per examination, a small number of up to ten “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 non-scored experimental questions is an essential step in developing future licensing examinations.

Experimental questions are not scored, so they will not affect your score.

EXAMINATION SITE

On paper – an experimental score report will be printed at the examination site.

The examination is taken on a computer screen. This computer is the only one you will have access to during the examination. It may be a multiple use system in which you are not the only person using the examination. You are only allowed to take the examination once. You will not be allowed to return for an examination if you fail.
The following reference material is allowed in the examination center:

  OR

Candidates are responsible for bringing their own references to the examination center. Reference materials may be highlighted, underlined, annotated and/or indexed prior to the examination session. However, references may not be written in during the examination session. Any candidate caught writing, highlighting, underlining and/or indexing in the references during the examination will be reported to the Arizona Registrar of Contractors. Furthermore, candidates are not permitted to bring in any additional papers (loose or attached) with their approved references. References may be tabbed/indexed with permanent tabs only. (Permanent tabs are defined as tabs that would tear the page if removed). Temporary tabs, (defined as Post-it notes) or other tabs that may be removed without tearing the page) are not allowed and must be removed from the reference before the exam will begin. If you are downloading from the Internet, you may bring this reference into the testing center with you as long as it is bound or stapled. You can have it spiral bound, stapled or you may hole-punch it and put it in a binder.

## TRADE-SPECIFIC EXAMINATIONS

In addition to the AZ Statutes and Rules examination, you may also be required to pass a second test covering the specific trade for which you are applying, and a third examination for solar. To determine if you are required to pass a trade examination and/or solar examination, refer to the License Classification Requirements form RC-L-206B found on the ROC’s Web site at https://roc.az.gov/.

The trade-specific and solar-specific content outlines are available from PSI for each examination. Content outlines indicate the examination time limit, subject area and the number of items in each area. It also provides a list of references. To view the content outline for your specific examination, click on a link on page 7 of this Bulletin or call Customer Service at 800-733-9267.

## SAMPLE QUESTIONS

The following questions are offered as examples of the types of questions you will be asked during the course of examination. They are intended primarily to familiarize you with the style and format of questions you can expect to find in the examinations. The examples do NOT represent the full range of content or difficulty levels found in the actual examinations.

1. A contractor’s license may be suspended or revoked for all of the following EXCEPT
   a. the conviction of a felony.
   b. the violation of any rule adopted by the Registrar.
   c. failing to pay for job materials valued at $500, when due.
   d. knowingly contracting beyond the scope of the license or licenses of the licensee.
2. Pigments that are used for coloring concrete generally DO NOT affect concrete properties when the percentage by weight is kept below what MAXIMUM amount?
   a. 3%
   b. 6%
   c. 8%
   d. 10%

3. What MINIMUM size copper conductor type THW is required for a feeder circuit that is providing 3-phase, 480-volt power to a 10-horsepower and a 5-horsepower, wound rotor, motor load?
   a. 8 AWG
   b. 10 AWG
   c. 12 AWG
   d. 14 AWG

4. If the flow through a stream nozzle used on a non-sodded bank is greatly reduced, what is the most likely cause?
   a. Reduced supply pressure
   b. Cavitation
   c. Back-siphonage
   d. Clogged orifices

5. Vibration isolators used between a mechanical system and attached ducts shall be what MAXIMUM length?
   a. 10”
   b. 12”
   c. 16”
   d. 20”

6. Where is the shut-off valve installed in the relief discharge piping on a hot water heater?
   a. A shut-off valve is not permitted
   b. Between the relief valve and the heater tank
   c. Not more than 12 inches downstream from the relief valve
   d. Not more than 12 inches upstream from the connection to the building drainage system

Answers to sample questions: 1-c; 2-b; 3-d; 4-d; 5-a; 6-a.
Click the Link to View Your Arizona Contractor Trade-Specific Content Outline

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<td>B General Residential Contractor Content Outline</td>
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<td>B-6 Swimming Pools, Including Solar (Commercial)/General Swimming Pool Contractor, Including Solar (Residential) Content Outline</td>
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<td>CR-74 Boilers, Steamfitting and Process Piping, Including Solar (Commercial) Content Outline</td>
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<td>CR-78 Solar Plumbing, Liquid Systems Only (Residential/Commercial) Content Outline</td>
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<td>CR-79 Air Conditioning and Refrigeration, Including Solar (Residential/Commercial) Content Outline</td>
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<td>CR-80 Sewers, Drains, and Pipe Laying (Commercial) Content Outline</td>
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<td>KA-5 Swimming Pools (Commercial)/General Swimming Pool Contractor (Residential) Content Outline</td>
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ARIZONA RESIDENTIAL AND COMMERCIAL CONTRACTOR EXAMINATION REGISTRATION FORM

Before you begin...

Read the Candidate Information Bulletin before filling out this registration form. You must provide all information requested and submit the appropriate fee. PLEASE TYPE OR PRINT LEGIBLY. Registration forms that are incomplete, illegible, or not accompanied by the proper fee will be returned unprocessed. Registration fees are not refundable.

1. Legal Name: [Last Name] [First Name] [M.I.]

2. Social Security: [_______ - _______ - _______] (FOR IDENTIFICATION PURPOSES ONLY)

3. Mailing Address: [Number, Street] [Apt/Ste] [City] [State] [Zip Code]

4. Telephone: [Home] [Office]

5. Email: [____________________] [____________________] [____________________] [____________________] [____________________]

6. Date of Birth: [MM] [DD] [YY]

7. Examination: Please check all examinations that you are registering for. All contractor license classifications must take the AZ Statutes and Rules Examination in addition to any required trade-specific and/or solar-specific examinations.

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<tr>
<th>Exam Code</th>
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<tr>
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<td>A-9</td>
<td>Swimming Pools (Commercial)/General Swimming Pool Contractor (Residential)</td>
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<td>A-11</td>
<td>Steel and Aluminum Erection (Commercial)/(Residential)</td>
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<td>A-12</td>
<td>Sewers, Drains, and Pipe Laying (Commercial)</td>
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<td>A-15</td>
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<td>A-16</td>
<td>Waterworks (Commercial)</td>
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<td>A-17</td>
<td>Electrical and Transmission Lines (Commercial)</td>
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<td>B</td>
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<td>Finish Carpentry</td>
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<td>CR-78</td>
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<td>CR-77</td>
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CR-80  Sewers, Drains, and Pipe Laying (Commercial)
KA  General Engineering (Commercial)
KA-5  Swimming Pools (Commercial)/General Swimming Pool Contractor (Residential)
KA-6  Swimming Pools, Including Solar (Commercial)/General Swimming Pool Contractor, Including Solar (Residential)**
KB-1  General Commercial Contractor
KB-2  General Residential Contractor/General Small Commercial Contractor
NASCLA  NASCLA Accredited Trade Examination for Electrical Contractors
NASCLA  NASCLA Accredited Trade Examination for Residential Electrical Contractors
NASCLA  NASCLA Accredited (Commercial General Building Contractor) (Exam Fee is $116 for the one exam)
R-1  Drywall and Acoustical Systems
R-2  Excavating, Grading and Oil Surfacing
R-3  Awnings, Canopies and Patio Covers
R-4  Boilers, Including Solar (Residential)**
R-4R  Boilers (Residential)
R-6  Swimming Pool Services and Repair
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R-13  Asphalt Paving
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R-16  Fire Protection Systems (Residential)
R-17  Steel and Aluminum Erection (Commercial)/(Residential)
R-22  House Moving
R-24  Ornamental Metals
R-36  Plastering
R-37  Plumbing, Including Solar (Residential)**
R-37R  Plumbing (Residential)
R-39  Air Conditioning and Refrigeration, Including Solar (Residential/Commercial)
R-39R  Air Conditioning and Refrigeration (Residential/Commercial)
R-40  Insulation
R-45  Sheet Metal
R-53  Water Well Drilling
R-54  Water Conditioning Equipment
R-56  Welding
R-57  Wrecking
R-60  Finish Carpentry

Fees

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NOTE: REGISTRATION FEES ARE NOT REFUNDABLE OR TRANSFERABLE. THE EXAMINATION FEE IS VALID FOR ONE YEAR.

8. **Total Fee Included for Examination: $________** Pay by credit card (VISA, MasterCard, American Express, or Discover), money order, company check or cashier’s check. Personal checks are NOT accepted.

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

Card No: ________________________________ 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: ____________
9. **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 examination information bulletin.

Signature: ________________________________ Date: ________________________________

Complete and forward this registration form with the applicable examination fee to:

PSI Services LLC * ATTN: Examination Registration AZ CO
3210 E Tropicana * Las Vegas * NV * 89121
Fax (702) 932-2666 * (800) 733-9267 * TTY (800) 735-2929
www.psiexams.com
To order:
- Go to [www.psionlinestore.com](http://www.psionlinestore.com)
  or
- Call 866-589-3088

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<tr>
<td>CERTIFICATE OF ACHIEVEMENT</td>
<td>(You must have passed the exam before ordering the certificate) Certificate of Achievement suitable for framing.</td>
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<td>Carpentry and Building Construction</td>
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<td>Handbook of Rigging: For Construction and Industrial Operations</td>
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<td>International Fuel Gas Code</td>
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Please note: Inventory and pricing subject to change without notice.
EXAM ACCOMMODATIONS INSTRUCTIONS

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 should request for alternative arrangements by Clicking Here.

Requirements for exam accommodation requests:
You are required to submit documentation from the medical authority or learning institution that rendered a diagnosis. Verification must be uploaded 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

MAKE SURE YOU ARE REGISTERED FOR THE EXAMINATION BEFORE REQUESTING EXAMINATION ACCOMMODATIONS