



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

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

**MARYLAND HOME IMPROVEMENT COMMISSION  
 DEPARTMENT OF LABOR, LICENSING, AND REGULATION**

**HOME IMPROVEMENT  
 CONTRACTOR  
 AND SALESPERSON  
 CANDIDATE INFORMATION BULLETIN**

|   |   |   |    |
|---|---|---|----|
| Examinations by PSI licensure:certification ..... | 2 | Required Identification .....                       | 5  |
| Examination Materials .....                       | 2 | Security Procedures .....                           | 5  |
| Examination Content Outlines .....                | 3 | Taking the Examination by Computer .....            | 6  |
| Registration and Scheduling Procedures .....      | 3 | Identification Screen .....                         | 6  |
| Standard Mail Registration .....                  | 3 | Tutorial .....                                      | 6  |
| Telephone Registration .....                      | 3 | Experimental Questions .....                        | 6  |
| Fax Registration .....                            | 3 | Examination Review .....                            | 6  |
| Internet Registration .....                       | 4 | Score Reporting .....                               | 7  |
| Social Security Confidentiality .....             | 4 | Duplicate Score Reports .....                       | 7  |
| Exam Accommodations .....                         | 4 | Applying for Your License .....                     | 7  |
| Scheduling an Appointment .....                   | 4 | Examination Preparation Courses .....               | 7  |
| Canceling or Rescheduling an Appointment .....    | 4 | Examination Registration Form .....                 | 8  |
| Missed Appointment or Late Cancellation .....     | 4 | Documentation of Experience from Employer .....     | 10 |
| Emergency Examination Center Closing .....        | 4 | Exam Accommodations Request Form .. End of Bulletin |    |
| Examination Center Locations .....                | 4 |   |    |
| Reporting to the Examination Center .....         | 5 |   |    |

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## EXAMINATIONS BY PSI

The Maryland Home Improvement Commission licenses and regulates home improvement contractors and salesperson. Home Improvement work includes alteration, remodeling, repair or replacement of a building or part of a building used as a residence. Home improvement also includes work done on individual condominium units. Home improvement does not include work done on apartment buildings that contain four or more single family units or work done on the commonly owned areas of condominiums. The Commission investigates complaints by homeowners, awards monetary damages against licensed contractors, and prosecutes violators of the home improvement laws and regulations.

All applicants for the Contractor Home Improvement license must:

- ◆ Submit the examination registration form for the home improvement examination to PSI with a check in the amount of \$63.
- ◆ Pass the examination with a score of at least 70% correct responses. (Examination results are only valid for 2 years.)

All questions and requests for information about examinations should be directed to:

**PSI licensure:certification**  
3210 E Tropicana  
Las Vegas, NV 89121  
(800) 733-9267 • FAX (702) 932-2666  
[www.psiexams.com](http://www.psiexams.com)

Questions about applications for licensure should be directed to the:

**Maryland Home Improvement Commission**  
500 North Calvert Street, Room 306  
Baltimore, MD 21202  
(410) 230-6309  
[www.dllr.maryland.gov](http://www.dllr.maryland.gov)

In accordance with Business Regulation Article, Section 8-302.2 and the corresponding Regulation, COMAR, 09.08.01.23, trade experience is defined below. Listed experience MUST be verifiable. If experience cannot be verified, or is questionable, the application will be returned to applicant. If an applicant questions PSI's decision regarding eligibility to take the exam, the applicant must submit a written request to the attention of the Executive Director for review by the Commission.

- A. Trade Experience.
- (1) An applicant for a home improvement contractor's license shall have at least 2 years of trade experience.
  - (2) "Trade experience" includes one or more of the following:
    - (a) Participation in a registered apprenticeship program;
    - (b) Employment in performing home improvements;

- (c) Employment in performing commercial or residential construction, repairs, or renovations;
  - (d) Participation in a community service or charitable building or renovation program; or
  - (e) Performing repairs and improvements which require a building permit on one's home or the home of family members.
- (3) Experience as a licensed home improvement salesperson for at least 2 years may be credited as trade experience, if the Home Improvement Commission determines that the applicant has gained substantial knowledge of the operation of a home improvement business.
- B. Business Experience in Other Areas. Experience in the capacity of supervisor, manager, or owner of a business may be substituted for 1 year of the required trade experience, based on a review by the Home Improvement Commission, or an applicant for a home improvement contractor's license may substitute for the required trade experience educational training in:
- (1) Vocational school training in a building trade; or
  - (2) Participation in a building trade work-study program.
- C. Experience or educational qualifications of applicants for a home improvement contractor's license who have documented handicaps shall be considered by the Commission on an individual basis.

## EXAMINATION MATERIALS

PSI provides separate manuals - one for salespersons and another for contractors. The manuals consist of reference materials that are specific for each category of licensure. The manuals include a detailed description of the computer-based examination process and sample examinations for each category.

Topics to be covered in the manual include the laws and regulations for Home Improvement, Door-to-Door Sales Act, labor laws, lien laws, safety regulations, payroll taxes, and general business knowledge, including financial and estimating practices.

This is an OPEN book examination. The ONLY materials permitted in the examination room are the following references.

- Business and Project Management for Contractors, Maryland Home Improvement Commission, 6<sup>th</sup> Edition, NASCLA, <http://www.nascla.org/>, English or Spanish Edition.
- NASCLA Home Improvement Salesperson Reference Guide, Maryland Home Improvement Commission 5<sup>th</sup> Edition, <http://www.nascla.org/>
- Maryland Title 14, Subtitle 3, Door-To-Door Sales Act, [http://dohm.maryland.gov/boardsahs/Documents/Title\\_14\\_Subtitle\\_3.pdf](http://dohm.maryland.gov/boardsahs/Documents/Title_14_Subtitle_3.pdf) (This document will be provided at the test site.)

Reference books may be highlighted, underlined, and/or indexed. They must be otherwise unmarked (not written in) and may not contain additional papers (loose or attached).

NO MATTER WHAT IS ON THE TAB PACKAGE, IF THE PSI PROCTOR IS ABLE TO REMOVE THE TABS WITHOUT RIPPING THE PAGE, YOU WILL NEED TO REMOVE THE TABS BEFORE YOU TAKE THE EXAM. DO NOT USE THE TABS THAT HAVE PAPER INSERTS. THE PAPER INSERTS WILL BE REMOVED.

#### Acceptable Tabs

Avery Swift Tabs Self-Adhesive Permanent Plastic Tabs  
Redi-Tag Self-Stick Permanent Adhesive Index Tabs

#### Unacceptable Tabs

Post-It Index Flags  
Post-It Flags

THESE REFERENCES WILL NOT BE AVAILABLE IN THE TEST CENTER. *Books published by other testing companies are not allowed at the examination center.*

Many of the reference materials listed are available for purchase at [www.psionlinestore.com](http://www.psionlinestore.com) or by calling the PSI Online Store, toll-free, at (866) 589-3088.

Titles currently in stock are listed on the order form near the end of this candidate information bulletin.

## EXAMINATION CONTENT OUTLINES

The Examination Content Outlines have been approved by the Maryland Home Improvement Commission. These outlines reflect the minimum knowledge required by professionals to perform their duties to the public in a competent and responsible manner. Changes in the examination content will be preceded by changes in these published examination content outlines.

Use the outline as the basis of your study. The outlines list the topics that are on the examination and the number of items for each topic. Do not schedule your examination until you are familiar with all topics in the outline.

**CONTRACTOR, 55 Items,  
Passing Score: 39  
150 Minutes to complete this portion.**

- A. Home Improvement Law (41 Items)
- B. Door-to-Door Sales Act (4 Items)
- C. Labor Laws (3 Items)
- D. Safety Regulations (4 Items)
- E. Estimating (3 Items)

**SALESPERSON, 35 Items  
Passing Score: 25  
90 Minutes to complete this portion.**

- A. Home Improvement Law (25 Items)
- B. Door-to-Door Sales Act (10 Items)

## REGISTRATION AND SCHEDULING PROCEDURES

The registration form is found at the end of this Candidate Information Bulletin or may be found online at [www.psiexams.com](http://www.psiexams.com). Be sure the registration form is complete, accurate, and signed. Be sure that you include all attachments and the correct fees. You must first register for an examination and then schedule an examination appointment.

Important: If you fail the licensing examination, there is a waiting period of 30 days before that individual is eligible to retake the test; each subsequent retest requires a waiting period of 60 days.

The fee for examination registration is \$63

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

### STANDARD MAIL REGISTRATION

1. Complete the Examination Registration Form. BE SURE TO READ ALL DIRECTIONS CAREFULLY BEFORE COMPLETING THE REGISTRATION FORM. IMPROPERLY COMPLETED FORMS WILL BE RETURNED TO YOU UNPROCESSED.  
Return the completed original form to PSI with the appropriate fee. Payment of fees can be made by credit card (Visa, MasterCard, American Express or Discover), money order, company check, personal check or cashier's check. **Checks or money orders should be made payable to PS, with your Social Security number indicated on it to ensure that your fees are properly assigned. CASH IS NOT ACCEPTED.**
2. Upon receipt of your completed form and fees, a Registration Confirmation Notice will be mailed to you. **If your application or fees are not correct, we will return them to you immediately with instructions on correct application procedures.**

Please allow 2 weeks to process your registration. If you do not receive your Confirmation Notice within 2 weeks, call (800) 733-9267 to verify your status.

### TELEPHONE REGISTRATION

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

PSI registrars are available at (800) 733-9267, Monday through Friday between 7:30 am and 10:00 pm, and Saturday-Sunday between 9:00 am and 5:30 pm, Eastern Time, to receive your payment and schedule your appointment for the examination.

### FAX REGISTRATION

For Fax registration you will need a valid credit card (VISA, MasterCard, American Express or Discover) to use this service.

1. Complete the Examination Registration Form, including your credit card number and expiration date.

2. Fax the completed form (both sides) to PSI at 702-932-2666. Fax Registrations are accepted 24 hours a day.

Please wait 4 business days before calling (800) 733-9267 to schedule an appointment. Scheduling is also available 24 hours a day-7 days a week, through our automated system.

#### INTERNET REGISTRATION

For the fastest and most convenient examination scheduling process, PSI recommends that you register for your examinations using the Internet. You register online by accessing PSI's registration website at [www.psiexams.com](http://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 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.

#### SOCIAL SECURITY NUMBER CONFIDENTIALITY

PSI will use your Social Security Number only as an identification number in maintaining your records and reporting your examination scores to the Department of Labor, Licensing and Regulation. A federal law requires state agencies to collect and record the Social Security numbers of all licensees of the professions licensed by the state.

#### EXAM ACCOMMODATIONS

All 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. Applicants with disabilities or those who would otherwise have difficulty taking the examination must fill out the form at the end of this Candidate Information Bulletin and fax it to PSI at (702) 932-2666.

#### SCHEDULING AN EXAMINATION APPOINTMENT

After you have received the confirmation notice of PSI's acceptance of your registration packet, you are responsible for calling PSI to schedule an appointment to take the examination. PSI will make every effort to schedule the examination center location and time that is most convenient for you. If space is available in the examination center of your choice, you may schedule an examination 1 day prior to the examination date of your choice. Please be prepared to offer alternative examination appointment choices.

**Important:** If you fail the licensing examination, there is a waiting period of 30 days before that individual is eligible to retake the test; each subsequent retest requires a waiting period of 60 days.

#### CANCELING OR RESCHEDULING AN APPOINTMENT

You may cancel and reschedule an appointment without forfeiting your fee if your *cancellation notice is received 2 days before the scheduled examination date*. (Example: For a Monday appointment, the cancellation notice would need to be received by the close of business on the previous Wednesday.) You may call PSI at (800)-733-9267 or go online at [www.psiexams.com](http://www.psiexams.com).

#### **IMPORTANT NOTE ABOUT SCHEDULING OR RESCHEDULING!**

**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.** For example, a candidate who tests unsuccessfully on a Tuesday can call the next day (Wednesday) and retest as soon as Thursday (pending space availability).

#### MISSED APPOINTMENT OR LATE CANCELLATION

***Your registration will be invalid, and 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 scheduled examination date; or
- Do not appear for your examination appointment; or
- Arrive so late that beginning your examination would disrupt the center's schedule; or
- Do not present proper identification when you arrive for the examination; or

#### EMERGENCY EXAMINATION CENTER CLOSING

In the event that severe weather or another emergency forces the closure of an examination center on a scheduled examination date, your examination will be rescheduled. PSI personnel will attempt to contact you in this situation; however, you may check the status of your examination 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 PSI's website at [www.psiexams.com](http://www.psiexams.com).

### **COMPUTER EXAMINATION CENTER LOCATIONS**

The following are the examination centers where you may take the Home Improvement licensing examination.

**Baltimore Falls Road Center**  
Mount Washington Area  
6115 Falls Road, Suite 100  
Baltimore, MD 21209

*From the Beltway I-695, take I-83 South (Jones Falls Expressway) to the Northern Pkwy exit East. Turn left onto Northern Pkwy heading East. Turn left onto Fall Road. Go about 1 mile. You will come to a Light Rail overpass/bridge. The Test Center is at 6115 Falls Rd.*

Building is immediately on your right, on the other side of the overpass/bridge. When you turn in, you will drive past the "MAIN Entrance" and turn right in the lot, proceeding to free parking available on the left side and rear side of the building. Please come back to the "MAIN Entrance" and enter the building there (not the rear entrance). PSI is in Suite 100, the first suite door to your left. This site is also conveniently located adjacent to an MTA Light Rail Station, and accessible by MTA bus routes.

**Note: Due to building management requests, please DO NOT DISTURB other business neighbors for directions to PSI's office.**

**College Park Center**  
The Sterling Building  
4920 Niagara Road, Suite 211  
College Park, MD 20740

From I-95 North/Beltway, take Exit 25/Route 1 toward College Park. Continue straight across Route 1 onto Edgewood Road. Continue to the 4-way stop.

Turn left onto Rhode Island Avenue. Turn left at the next road - Niagara Road. The Sterling Building is on the right. Park in the appropriately marked spaces.

From I-95 South take Exit 25. Stay in the left turn lane and make a left at the next light which is Edgewood Road. Continue to the 4-way stop. Turn left onto Rhode Island Avenue. Turn left at the next road - Niagara Road. The Sterling Building is on the right. Park in the appropriately marked spaces.

**Crofton Center**  
Morauer III Building  
2137 Espey Court, Suite 3  
Crofton, MD 21114

From the Defense Highway 450, take the Priest Bridge Rd exit going South. Turn right on Espey Court.

From the Washington Beltway, take 50 East to 3 North. Turn right on Defense Highway 450, take the Priest Bridge Rd exit going South. Turn right on Espey Court.

**Hagerstown Center**  
140 West Franklin St Suite A  
Hagerstown, MD 21740

From I 70: Take exit 32B Hagerstown. This is US Route 40 west. Follow Route 40 for 4.1 miles to 140 W. Franklin St. It is slightly past the intersection of Jonathan and Franklin. You must turn into the church parking lot on the right before you reach 140 W. Franklin St.

There are many parking spots reserved for PSI testing on that lot. You will then walk past the front of the church and into 140 W. Franklin St. Suite A is on the ground floor. No steps required to enter.

From I 81: Take exit 6 US Route 40 east. Follow on Route 40 for 1.6 miles and turn left on to Jonathan St. After one block turn left on to Franklin St. Stay right and enter the church parking lot. This will come up quickly on the right.

There are many parking spots reserved for PSI testing on that lot. You will then walk past the front of the church and into 140 W. Franklin St.. Suite A is on the ground floor. No steps required to enter.

There is one handicapped spot reserved for PSI on the lot at 140 W. Franklin St. near the entrance door. All other parking has to be on the church lot.

**Lanham Center**  
5900 Princess Garden Pkwy, Suite 501  
Lanham, MD 20706

Take the 20B-A/ Annapolis Road Exit towards Lanham. Take Princess Garden Parkway exit. Turn left, following Princess Garden Parkway exit, veer into far right lane. Turn right on Princess Garden Parkway - turn left at first driveway.

**Salisbury Center**  
1323 Mt. Hermon Road  
Beaglin Park Plaza, Suite 2A  
Salisbury, MD 21804

From Rt 50 E, take 50 Business thru Salisbury. Turn right onto Beaglin Park Dr. Turn left onto Mt Hermon Road. Take the first left into Beaglin Park Plaza Complex. Look for Building 2.

From Rt 13S, take 13 S Norfolk exit. Take 50 Business exit and turn left onto Beaglin Park Dr. Turn left onto Mt Hermon Rd. Take the first left into Beaglin Park Plaza Complex. Look for Building 2.

From Rt 13N, take Rt 50/Salisbury Business exit. Turn left onto Beaglin Park Dr. Turn left onto Mt Hermon Rd. Take the first left into Beaglin Park Plaza Complex. Look for Building 2.

**REPORTING TO THE EXAMINATION CENTER**

On the day of the examination, you should arrive at least 30 minutes before your examination appointment. This extra time is for sign-in and identification and familiarizing you with the examination process. **If you arrive late, you may not be admitted to the examination center and you will forfeit your registration fee.**

**REQUIRED IDENTIFICATION**

You must provide 2 forms of VALID (not expired) identification. One must be a government-issued identification (Driver's License, State ID, Passport, Military ID) which bears your signature, has your photograph. The second ID must have your signature and preprinted legal name. All identification provided must match the name on the registration form. If you cannot provide the required identification, you must call (800) 733-9267 1 month 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 at that time.**

**NOTE:** If you recently changed your name, or if your last name includes a generation indicator (e.g., Jr., III), be sure that your name is the same on your examination registration form and your 2 forms of identification.

**SECURITY PROCEDURES**

The following security procedures will apply during the examination:

- Candidates may bring reference books. Reference books may be highlighted, underlined, and/or indexed. They must be otherwise UNMARKED (not written in). Sample Examinations are not allowed.
- 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, with the exception of close-fitting jackets or sweatshirts, should be placed in the secure storage provided at each site prior to entering

## TAKING THE EXAMINATION BY COMPUTER

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, including coats, shawls, hooded clothing, heavy jackets, or overcoats.
- **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.
- 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, tie 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.

### 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 provides mouse-click access to the features available while taking the examination.

Question: 3 of 40    Answered: 2    Unanswered: 1    Marked: 0    View: All    Time Left(Min): 359

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

<< Back    Next >>

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

### EXAMINATION REVIEW

Failing candidates will have the option of reviewing their examinations in a secure environment. Requests for an Examination Review must be made within 15-days after their

examination. Candidates will be provided with a copy of the incorrectly answered questions in the examination, along with the candidate's answer. The candidate will have the opportunity to write down any matter that he/she wishes to bring to the Commission's attention. The candidate's notes, together with a copy of the item, will be submitted directly to the Commission. The Commission will review the candidate's comments and make a determination as to the validity of the candidate's comments. PSI will contact the candidate, within 30 business days, and inform them of the Commission's decision. Please do not contact the Commission directly.

Standard examination security practices will be followed. You may bring the approved reference books as listed in this Candidate Information Bulletin. You may not take any notes out of the review sessions. Call 800-733-9267 for details.

## SCORE REPORTING

Commission policy dictates that examination score results are valid for 2 years. If you do not pass and apply for your license within 2 years after passing your examination, you will have to retake the entire examination.

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.

### DUPLICATE SCORE REPORTS

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

**NOTE:** It is advisable to keep these instructions for future reference, along with copies of your application and other related documents.

## APPLYING FOR YOUR LICENSE

After you pass the examination you will be sent a license application by PSI. At that time, you will be asked to do the following 11 procedures. Do not call the Commission for a license application.

1. If you use a trade name, check with the Commission for availability. You must also register the trade name with the Department of Assessments and Taxation (410-767-1801) and submit proof of registration with your license application.
2. Have financial responsibility because the Guaranty Fund will insure you for \$20,000 per job up to a total of

\$100,000. (Your past and present credit history, financial status and ability to repay the Fund if there is an award to a homeowner are reviewed by the Commission.)

3. If real estate is listed on your financial statement, you must submit a copy of your current real property assessment notice.
4. If your real property, bank accounts or other assets are jointly owned, the co-owner must sign the license application.
5. You must submit your last 3 months personal bank statements.
6. Include a current original credit report with your application.
7. If your home improvement business is incorporated, articles of incorporation and certificate of good standing must be submitted.
8. All applicants for a contractor's license must submit a certificate of liability insurance for at least \$50,000. This certificate should be in the name of the individual applicant, trading as the company name, and the Home Improvement Commission must be the certificate holder.
9. The Commission will review any past felony conviction or violation of the Commission's laws and regulations. You must provide copies of any conviction records which can be obtained from your local State Police Office.
10. The entire application package must be sent with the scannable document to the post office box, not to the Commission's office.
11. Please include a current 2 x 2 photograph of yourself.

## EXAMINATION PREPARATION COURSES

Applicants for home improvement examinations may contact their local community colleges to enroll in examination preparation courses.

The following colleges offer these courses:

- Hagerstown Community College
- Chesapeake College (Wye Mills)
- Carroll Community College
- College of Southern Maryland (LaPlata)
- Community College of Baltimore County (Catonsville)
- Baltimore City Community College
- Montgomery College (Gaithersburg)





11. EXAM ACCOMMODATIONS REQUEST: I am submitting the Exam Accommodations Request Form (at the end of this bulletin) and required documentation. Yes No

12. WHAT IS YOUR FIRST LANGUAGE?  Chinese  English  French  German  Hindi  Korean  Russian

Spanish  Tagalog  Vietnamese  Other \_\_\_\_\_

13. AFFIDAVIT

*"Under penalty of perjury I certify that, to the best of my knowledge and belief, this application is true, correct, and complete. I am 18 years of age or older. I authorize release of any information on this form to the Department of Labor Licensing, and Regulation. I understand that any misrepresentation of my experience or training shall be considered perjury under Article 27, Section 439, Annotated Code of Maryland, which provides that conviction for perjury may result in a prison sentence of up to ten (10) years. I have read and understand the PSI Licensing Examination Information Bulletin."*

Applicant's Signature \_\_\_\_\_ Date \_\_\_\_\_

PSI respects your privacy and will never release your social security or identification numbers. However, PSI believes that past candidates have benefitted from receiving offers from reputable third parties about products or services. If you do not wish to receive this information, please check the following box:

You may call (800) 733-9267 for questions about Registration Procedures.

To register **BY PHONE**, complete this form (with credit card information and signature) and call: ..... (800) 733-9267

To register **BY FAX**, complete and fax both sides of this form (with credit card information and signature) to:..... (702) 932-2666

To register **BY MAIL**, complete and send this form with the applicable fees to the following address:

PSI  
ATTN: Examination Registration MD HI  
3210 E Tropicana \* Las Vegas, NV 89121 \* [www.psiexams.com](http://www.psiexams.com)

**BE SURE TO COMPLETE THE EXPERIENCE (AND EDUCATIONAL EXPERIENCE, IF APPLICABLE) ON THE FOLLOWING PAGES.**

## DOCUMENTATION OF EXPERIENCE FROM EMPLOYER

Contractor candidates must have two years experience, of which at least one year is "hands on" actually performing a trade. In accordance with Business Regulation Article, Section 8-302.2 and the corresponding Regulation, COMAR, 09.08.01.23, trade experience is defined on page one of this bulletin.

Your employer must submit a notarized statement with the dates and duties of employment AND copies of any diplomas and degrees of education related to the occupational license type for which you are applying. Listed experience MUST be able to be verified. If experience cannot be verified, or is questionable, the application will be returned to applicant. If an applicant questions PSI's decision regarding eligibility to take the exam, the applicant must submit a written request to the attention of the Executive Director for review by the Commission. Please see page 1 for a further description.

|   |
|---|
| <p>This Work Was Performed</p> <p>From _____ To _____</p> <p>Company Name: _____</p> <p>Company Address: _____</p> <p>List tasks performed:</p> <p>_____</p> <p>_____</p> <p>_____</p> <p style="text-align: center;"><i>Use a separate piece of paper if you have more experience.</i></p> |
|---|

### PERSON CERTIFYING (Print)

|  |                 |             |           |
|--|-----------------|-------------|-----------|
| <p><i>In making this certification for _____(candidate name), I _____(person certifying), have not relied on statements made to me by applicant or third parties, and swear under penalty of perjury that the information provided in this certification is true and correct to the best of my personal knowledge. I understand that my license may be subject to discipline if the information given and attested to by me herein is determined to be intentionally misleading or fraudulent.</i></p> |                 |             |           |
| Signature of Person Certifying _____   | License # _____ | State _____ |           |
| Address _____  | City _____      | State _____ | Zip _____ |
| Phone No. _____  | Fax No. _____   | Email _____ |           |

### HOME IMPROVEMENT SALESPERSON EXPERIENCE

May be substituted for one year of trade experience. Any experience listed in this section will be reviewed by the commission prior to your being approved to take the examination.

|   |                   |                  |
|---|-------------------|------------------|
| From _____  | To _____          |                  |
| Company: _____  | Supervisor: _____ | License #: _____ |
| Company Address: _____  |                   |                  |
| Telephone #: _____  |                   |                  |
| <i>Use a separate piece of paper if you have more experience.</i> |                   |                  |

### EDUCATIONAL EXPERIENCE

Participation in a registered apprenticeship program or education training may be substituted for one year of trade experience.

|                               |                 |                    |
|-------------------------------|-----------------|--------------------|
| From _____                    | To _____        |                    |
| Name of School Program: _____ | Director: _____ | Telephone #: _____ |
| School Address: _____         |                 |                    |



To place an order for one or more of the following items listed, you may:

➤ Order online at [www.pSIONlinestore.com](http://www.pSIONlinestore.com)

➤ Call the PSI Online store toll-free at (866) 589-3088

**Note:** prices are available online at [www.pSIONlinestore.com](http://www.pSIONlinestore.com)

|                          |  |
|--------------------------|--|
| <input type="checkbox"/> | Business and Project Management for Contractors - Maryland Home Improvement Commission English Edition |
| <input type="checkbox"/> | Business and Project Management for Contractors - Maryland Home Improvement Commission Spanish Edition |
| <input type="checkbox"/> | Salesperson Reference Manual - Maryland Home Improvement Commission Edition                            |

*Please note: Inventory and pricing subject to change without notice.*



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

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

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 submitted to PSI on the letterhead stationery of the authority or specialist and include the following:

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

Date: \_\_\_\_\_ Social Security or ID#: \_\_\_\_\_

Legal Name: \_\_\_\_\_  
Last Name First Name

Address: \_\_\_\_\_  
Street City, State, Zip Code

Telephone: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_  
Home Work

Email Address: \_\_\_\_\_

Check any exam accommodations you require (requests must concur with documentation submitted):

- Reader (as accommodation for visual impairment or learning disability)
- Extended time (Additional time requested: \_\_\_\_\_)
- Large-print written examination
- Other \_\_\_\_\_

- Complete and fax this form, along with supporting documentation, to (702) 932-2666 or email it to [examaccommodations@psionline.com](mailto:examaccommodations@psionline.com).
- After 4 days, PSI Exam Accommodations will email you confirmation of approval with instructions for the next step.

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

PSI licensure:certification  
3210 E Tropicana  
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