



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



**STATE OF UTAH**  
**DIVISION OF OCCUPATIONAL AND PROFESSIONAL LICENSING**  
**SECURITY OFFICER QUALIFYING AGENT EXAMINATION**  
**CANDIDATE INFORMATION BULLETIN**

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Please refer to our website to check for the most updated information at [www.psiexams.com](http://www.psiexams.com)

## EXAMINATIONS BY PSI

This Candidate Information Bulletin provides you with information about the examination process for Security Officer Qualifying Agent Licensure in the State of Utah.

The Division has contracted with PSI licensure:certification (PSI) to conduct its examination program. PSI provides examinations through a network of computer examination centers in Utah 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.

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

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

## EXAMINATION REGISTRATION AND SCHEDULING PROCEDURES

The Examination Registration Form is found at the end of this Candidate Information Bulletin. You must pay at the time you register. Be sure the registration form is complete, accurate, signed, and that you include the correct fee. The registration form is valid for 1 examination.

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.

### INTERNET REGISTRATION

For the fastest and most convenient test scheduling process, PSI recommends that candidates register for their examinations using the Internet. To register over the Internet, candidates will need to have a valid credit card (VISA, MasterCard, American Express, or Discover). Candidates register online by accessing PSI's registration website at [www.psiexams.com](http://www.psiexams.com). Internet registration is available 24 hours a day. To register by Internet, complete the steps below:

### EXAMINATION FEES \$ 72

NOTE: REGISTRATION FEES ARE NOT REFUNDABLE OR TRANSFERABLE

1. Complete the registration form online and send it to PSI via the Internet.

2. Upon completion of the online registration form, you will be given the available examination dates and locations for scheduling your examination. Select your desired testing date.

### FAX REGISTRATION

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

1. Complete the Examination Registration Form, including your credit card number and expiration date.
2. Fax the completed form to PSI (702) 932-2666. Fax registrations are accepted 24 hours a day.
3. Please allow 4 business days to process your registration. After 4 business days, you may call PSI to schedule the examination at (800) 733-9267.

### STANDARD MAIL REGISTRATION

1. Complete the Examination Registration Form found in this Candidate Information Bulletin. **BE SURE TO READ ALL DIRECTIONS CAREFULLY BEFORE COMPLETING THE EXAMINATION REGISTRATION FORM. IMPROPERLY COMPLETED FORMS WILL BE RETURNED TO YOU UNPROCESSED.**
2. Fees may be paid by credit card (VISA, MasterCard, American Express or Discover), company check or cashier's check. Make check or money order payable to PSI and print your social security number on it to ensure that your fees are properly assigned. **CASH and PERSONAL CHECKS ARE NOT ACCEPTED.**
3. Return the completed original form to PSI with the appropriate examination fee.
4. Please allow 2 weeks to process your Registration before scheduling your examination.

### TELEPHONE REGISTRATION

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

1. Complete the Examination Registration Form, including your credit card number and expiration date, so that you will be prepared with all of the information needed to register by telephone.
2. PSI registrars are available at (800) 733-9267, Monday through Friday between 5:30 am and 8:00 pm, and Saturday-Sunday between 7:00 am and 3:30 pm, Mountain Time, to receive the information listed on your Examination Registration Form and to schedule your appointment for the examination.

PSI will make every effort to schedule the examination site and time that is most convenient for you. If space is available in the examination site of your choice, you may schedule an examination 1 day prior to the examination date of your choice, up to 5:00 pm MT. Please be prepared to offer alternate examination appointment choices.



## 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.

**Note:** A voice mail message is not an acceptable form of cancellation. Please use the internet or call PSI and speak directly to a Customer Service Representative.

## MISSED 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 examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990, and exams accommodation 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 (702) 932-2666. This form also includes out-of-state testing requests.

## 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](http://www.psiexams.com).

## 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 state. A Federal law requires state agencies to collect and record the social security numbers of all licensees of the professions licensed by the state.

## **EXAMINATION SITE LOCATION**

Note: The following directions are generated from the most current mapping services available. However, new road construction and highway modifications may result in some discrepancies. If you are not familiar with the specific area of the testing site, please consult a reliable map prior to your test date.

### **Hurricane (St. George)**

473 N. Old Highway 91, Suite 6  
Hurricane, UT 84737

*From I-15N, take the UT-9 exit 16 toward Hurricane/Zion Natl. Park. Merge onto UT-9/W State St toward Hurricane. Turn left onto N 6300 W/UT-212. 473 Old Hwy 91 in Hurricane approximately 1.5 miles past the Wal-Mart Distribution Center (on the right side is Crocker Ventures Park) turn left into parking lot.*

### **North Orem (Provo)**

581 West 1600 North, Suite C  
North Orem, UT 84057

*From US-89, turn right onto W Center St/UT-114. Merge onto I-15 N via the ramp on the left toward Salt Lake. Take the 1600 North exit 273. Turn east onto West 1600 North. Go one mile east.*

### **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.*

*PSI is on the Northwest corner of 400West and Center Street.*

### **Sunset (Ogden)**

2465 N Main Street #11C  
Sunset, UT 84015

*From I-15 S, take the UT-97 exit-338- toward Clinton/Roy/Sunset. Turn right onto W 5600 S/UT-97. Turn left onto S 1900 W/UT-126. Continue to follow UT-126.*

### **Grand Junction**

743 Horizon Court, #203  
Grand Junction, CO 81506

*From I-70 West turn right onto Horizon Drive Exit, #31. Go for 0.3 miles turn right onto Horizon Ct.*

*From I-70 East turn left onto Horizon Drive Exit, #31 and turn right onto Horizon Ct.*

*From US-50 turn right on 32 RD. go for approximately 5 miles. Turn right onto I-70 Business Loop. Continue on I-70 Business Loop until it merges with US I-70. Take US I-70 West towards Greenriver. Take the Horizon Drive Exit #31. Turn right onto Horizon Dr. and right onto Horizon Ct. The site is the last Building on your right. The door on the east side of the building is the entrance to use.*

Additionally, PSI has examination centers in many other regions across the United States. You may take the written examination at any of these locations by submitting the Out-of-State Testing Request form found at the end of this bulletin.



## REPORTING TO THE EXAMINATION SITE

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

### REQUIRED IDENTIFICATION AT EXAMINATION SITE

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

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

### SECURITY PROCEDURES

The following security procedures will apply during the examination:

- 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 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.

## 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.

The "Function Bar" at the top of the test question 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.



**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.

### EXAMINATION REVIEW

PSI, in cooperation with the Utah Division of Occupational and Professional Licensing, 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 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.**

### SCORE REPORTING

In order to pass the examinations, you must receive a score of at least 75%.

You will receive your score report immediately following the completion of the examination.

Upon completion of all licensure requirements, including passing the examination, submit a completed application for licensure to DOPL. Applications for licensure are available online at [www.dopl.utah.gov](http://www.dopl.utah.gov).

### DUPLICATE SCORE REPORTS

You may request a duplicate score report after your examination by emailing [scorereport@psionline.com](mailto: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.

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 REFERENCE MATERIAL AND CONTENT OUTLINE

Following are content outlines describing the content areas covered on each examination and the percentage of questions in each area.

### SECURITY OFFICER QUALIFYING AGENT EXAMINATION

# of Questions	Minimum Passing Score	Time Allowed
100	75%	3 Hours

#### CONTENT OUTLINE

Subject Area	# of Items
Security Officer Legal Issues	10
Workplace Security	5
Retail Security	5
Security Systems and Equipment	5
Risk Analysis and Procedures to Reduce Risk	10
Education and Training of Security Officers	10
Supervision of Security Officers	10
Personnel Hiring and Retention of Security Officers	5
Security Business Management	10
Security Officer Qualifying Agent Liability Issues	5



DOPL General Licensing Laws	5
Utah Security Officer Qualifying Agent Licensing Rules and Regulations	20

### REFERENCE LIST

The reference material listed below was used to prepare the questions for this examination. The examination may also contain questions based on trade knowledge or general industry practices. **Except for Code books**, you can base your answers on later editions of references as they become available. For Code questions, the examinations will be based **only** on the edition of the Code book that is listed.

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

**The following reference material is NOT allowed in the examination center:**

- *Security Personnel Licensing Act Rules*, Title R156-63, Utah Division of Occupational and Professional Licensing, P.O. Box 146741, Salt Lake City, Utah 84114, [www.dopl.utah.gov](http://www.dopl.utah.gov).
- *Security Personnel Licensing Act*, Title 58-63, Utah Division of Occupational and Professional Licensing, P.O. Box 146741, Salt Lake City, Utah 84114, [www.dopl.utah.gov](http://www.dopl.utah.gov).
- *Division of Occupational and Professional Licensing Act*, Title 58-1, Utah Division of Occupational and Professional Licensing, P.O. Box 146741, Salt Lake City, Utah 84114, [www.dopl.utah.gov](http://www.dopl.utah.gov).
- *General Rules of Occupational and Professional Licensing*, R156-1, Utah Division of Occupational and Professional Licensing, P.O. Box 146741, Salt Lake City, Utah 84114, [www.dopl.utah.gov](http://www.dopl.utah.gov).
- *Effective Security Management*, Fourth Edition by Charles A. Sennewald, Publisher: Butterworth-Heinemann; (2003) ISBN-10: 0750674547 ISBN-13: 978-0750674546
- *Introduction to Security*, Seventh Edition, by Robert Fischer and Edward Halibozek, Publisher: Butterworth-Heinemann; (2004) ISBN-10: 0750684321 ISBN-13: 978-0750684323
- *Security Supervision*, by IFPO, Publisher: Butterworth-Heinemann; 2nd edition (1999) ISBN-10: 0750671998 ISBN-13: 978-0750671996
- *Protective Security Law*, Second Edition, by David W Arnold, Publisher: Butterworth-Heinemann; (1995), ISBN-10: 0750692790 ISBN-13: 978-0750692793





## EXAM ACCOMMODATIONS OR OUT-OF-STATE TESTING REQUEST

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

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 \_\_\_\_\_
- \*Out-of-State Testing Request (this request does not require additional documentation) \_\_\_\_\_

Site requested: \_\_\_\_\_

\*You may email your out-of-state request to [OutOfStateRequest@psionline.com](mailto:OutOfStateRequest@psionline.com).

- 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.**



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