



PSI Services LLC
 3210 E Tropicana
 Las Vegas, NV 89121
 www.psiexams.com



State of Tennessee
Department of Commerce and Insurance

TENNESSEE LOCKSMITH EXAMINATION
CANDIDATE INFORMATION BULLETIN

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

EXAMINATIONS BY PSI

This Candidate Information Bulletin provides you with information about the examination and application process for becoming licensed as a Locksmith in the State of Tennessee.

Tennessee state laws stipulate that a person may not act in this field without first obtaining a license issued by the Tennessee Locksmith Licensing Program. To be licensed, you must pass an examination to confirm that you have attained at least a minimum level of knowledge regarding the principles, practices, statutes, and regulations relating to locksmith licensing.

The Tennessee Locksmith Licensing Program has contracted with PSI Services LLC (PSI) to conduct the examination program. PSI provides examinations through a network of computer examination centers in Tennessee. 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.

CONTACT INFORMATION

All questions and requests for information pertaining to the examination should be directed to PSI.

PSI
3210 E Tropicana
Las Vegas, NV 89121
(800) 733-9267 Fax (702) 932-2666
www.psiexams.com

All questions and requests for information pertaining to licensure should be directed to the Department of Commerce and Insurance:

State of Tennessee
Department of Commerce and Insurance
Locksmith Licensing Program
500 James Robertson Pkwy, 2nd Floor
Nashville, TN 37243-0570
615.532.3369 Fax: 615.532.2965
www.tennessee.gov/commerce/boards/llp/index.html

INTERNET REGISTRATION

The Examination Registration Form is available at PSI's website, www.psiexams.com. You may register for and schedule an examination via the Internet 24 hours a day. You will need a valid credit card (VISA, MasterCard, American Express or Discover).

1. Complete the registration form on line and send it to PSI via the Internet.
2. Upon completion of the online registration form, you will be given the available dates for scheduling your examination.

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.

Please allow 4 business days to process your registration. After 4 business days, you may call PSI to schedule the examination(s), (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. Return the completed original form to PSI with the appropriate examination fee. Payment of fees can be made by credit card (VISA, MasterCard, American Express or Discover), money order, company check or cashier's check. Money orders or checks should be made payable to PSI, with your social security number indicated on it to ensure that your fees are properly assigned. **CASH AND PERSONAL CHECKS ARE NOT ACCEPTED.**

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. Call (800) 733-9267, Monday through Friday between 6:30 am and 9:00 pm, and Saturday-Sunday between 8:00 am and 4:30 pm, Central Time, to speak to a customer service representative.

EXAMINATION REGISTRATION PAYMENT 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.

EXAMINATION FEE

Locksmith Licensing \$175

NOTE: EXAMINATION FEES ARE NOT REFUNDABLE OR TRANSFERABLE



SCHEDULING AN APPOINTMENT TO TAKE THE EXAMINATION

You are responsible for contacting PSI to schedule an appointment to take the examination. PSI will make every effort to schedule the examination site location and time that is most convenient for you. To schedule with a PSI registrar, call Monday through Friday between 6:30 am and 9:00 pm, or Saturday-Sunday between 8:00 am and 4:30 pm, Central Time. If space is available in the examination site of your choice, you may schedule an examination 3 days prior to the examination date of your choice, up to 6:00 pm, Central Time. Please be prepared to offer alternate examination appointment choices.

REREGISTERING FOR AN 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. A candidate who tests unsuccessfully on a Monday can call the next day, Tuesday, and retest as soon as Wednesday, depending upon space availability. You may access a registration form at www.psiexams.com. You may also call PSI at (800) 733-9267, Monday through Friday between 6:30 am and 9:00 pm, or Saturday-Sunday between 8:00 am and 4:30 pm, Central Time.

CANCELING AND RESCHEDULING 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*. You may use the PSI Website or call PSI at (800) 733-9267, available Monday through Friday, between 6:30 am and 9:00 pm, and Saturday-Sunday between 8:00 am and 4:30 pm, Central Time.

Note: A voice mail message is not an acceptable form of cancellation. Please use the PSI Website or call PSI to 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 scheduled 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 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 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.

EXAMINATION SITE LOCATIONS

The examinations are administered at the examination centers listed below:

Chattanooga

6918 Shallowford Rd, Suite 314
Chattanooga, TN 37421

Take I-24 thru Chattanooga. Merge onto I-75 N (toward Knoxville). Take Exit #5 - Shallowford Rd. Turn Left onto Shallowford. The office is on the left.

Jackson

368 North Parkway, #3
Jackson, TN 38305

From I-40, Exit 80A onto South 45 Bypass. Third Signal light is North Parkway. Go left onto North Parkway and then go right into the first driveway on your right.

From the South, take Bypass 45 North to North Parkway and go right onto North Parkway and right into first driveway on the right.

North Parkway is also known as Business Route 412. Coming from the east on 412, turn left into last driveway on the left. Coming from the West on North Parkway, turn right into the first driveway on the right, after crossing the 45 Bypass.

Johnson City

904 Sunset Drive, Ste 7A
Johnson City, TN 37604

Take I-26 to Exit 19 (Old number 36). Go South on Highway 381 (North State of Franklin Road) approximately 2.2 miles. At the 4th light turn left (this is Sunset Drive), go approximately .7 tenths of a mile. There is a large building on the left hand side of the road. This is 904 Sunset Drive. Suite 7A is in the row of office spaces behind this building.

Knoxville

301 South Gallaher View Rd, Suite 114
Knoxville, TN 37919

Traveling I-40/I-75 East Bound, take exit #379 (Bridgewater Rd.) Turn right onto Bridgewater Rd. Turn left onto Kingston Pike. Turn right onto South Gallaher View Rd.

Traveling I-40 W/I75 S West Bound, take Gallaher View exit #379. Turn left at lights, go through Kingston Pike, pass Bearden High School, and down slight hill on right.

Arrive at Suburban Office Plaza and go to back of building to Suite 114.

Memphis

Apple Tree Center
6099 Mt. Moriah Extended, Suite 17
Memphis, TN 38115

Coming North from Mississippi on Interstate Hwy 55, take Interstate Hwy 240 East. Proceed 8.5 miles to Mt. Moriah Rd.



Exit. Go South on Mt. Moriah Road 2.2 miles. Apple Tree Center is on the right (just past the intersection with Hickory Hill and Ridgeway roads).

Coming West on Interstate Hwy 40 from Nashville, exit on Interstate Hwy 240 West (the ring road). Proceed approx. 6.5 miles. Pass Poplar Ave. exit and then take Mt. Moriah Road Exit. Turn left (South) on Mt. Moriah and proceed 2.2 miles to Apple Tree Center on the right.

Coming East on Interstate Hwy 40, exit onto Interstate Hwy 240 South. Go approx. 6 miles to the junction with Interstate Hwy 55. Then proceed another 8.5 miles on Interstate Hwy 240 East, passing Airways Blvd., Lamar Ave., Getwell and Perkins Road exits, before exiting on Mt. Moriah Road.

For all going South on Mt. Moriah Rd., take the second entrance into Apple Tree Center. Turn left between the two buildings on the left. Then, proceed to Suite 17, which is the last suite on the left (in Bldg. 6099).

Nashville
The Oaks
1102 Kermit Drive, Suite 101
Nashville, TN 37217

From I-40 East: take exit onto I-24 (Exit 213-A). Take Murfreesboro Road at the first exit (Exit 52). Stay in the right lane on the ramp, as the exit appears while you are still in the curve. On Murfreesboro, stay in the left lane. You will pass Days Inn and Super Gigante grocery on your right. Turn left onto Kermit Drive when there is a McDonalds on your right. PSI is in the second building on your left. Suite 101 is on the northwest side of building 1102.

From I-40 West: take exit onto Briley Parkway, turn left onto Briley. Exit onto Murfreesboro Rd. Stay in the right lane. Turn right onto Kermit Drive. PSI is in the second building on your left. Suite 101 is on the northwest side of building 1102.

REPORTING TO THE EXAMINATION SITE

On the day of the examination, you should arrive at least 30 minutes prior to your scheduled appointment time. This allows time for the sign-in and identification verification procedure as well as providing time to familiarize yourself 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 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 on the Examination Registration Form.

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.

EXAMINATION REVIEW

PSI, in cooperation with the Tennessee Locksmith Licensing Program, will be consistently evaluating the examinations being administered to ensure that the examinations accurately measure competency in the required knowledge areas. Comments may be given in written form to the examination proctor at the end of the examination. Comments may also 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. While PSI does not respond to individuals regarding these comments, all substantive comments are reviewed. If a discrepancy is found during the comment review, PSI and the department may re-evaluate candidates’ results and adjust them accordingly. **This is the only review of examination materials available to candidates.**

TAKING THE EXAMINATION BY COMPUTER

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

IDENTIFICATION SCREEN

You will be directed to a semiprivate testing station to take the examination. When you are seated at the testing station, you will be prompted to confirm your name, identification number, and the examination for which you are registered.

TUTORIAL

Before you start your examination, an introductory tutorial is provided on the computer screen. The time you spend on this tutorial, up to 15 minutes, DOES NOT count as part of your examination time. Sample questions are included following the tutorial so that you may practice answering questions, and reviewing your answers.

TEST QUESTION SCREEN

The “function bar” at the top of the test question 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.

SCORE REPORTING

In order to pass the examinations, you must achieve a minimum score of 70%.

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 are using review features, you will be able to obtain your score immediately when you indicate that you have finished and would like to see your results.
 - If you **pass**, you will immediately receive a successful notification and performance summary on the screen.
 - If you **do not pass**, you will immediately receive an unsuccessful notification on the screen along with a diagnostic report indicating your strengths and weaknesses by examination portion. Registration forms for submittal to PSI to retake the examination will be available at the examination site.
- **On paper** - an official score report will be printed at the examination site.

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. Underline or highlight key ideas that will help with a later review.
- Discuss new terms or concepts as frequently as you can with colleagues. This will test your understanding and reinforce ideas.
- Your studies will be most effective if you study frequently, for periods of about 45 to 60 minutes. Concentration tends to wander when you study for longer periods of time.

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.

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

This examination is OPEN BOOK.

The following reference materials are allowed in the examination center:

The Complete Book of Locks and Locksmithing, by Bill Phillips, Sixth Edition, 2005, Mc Graw Hills Publishing, ISBN 0-07-144829-2 (Available at PSI's online bookstore: www.psiolinestore.com or fill out and send the order form found on page 8).

Tennessee Code Annotated (TCA), Title 62: Professions, Businesses and Trades, Chapter 11: Locksmith Licensing Act of 2006, www.tennessee.gov/commerce/boards/llp/index.html

Tennessee Department of Commerce and Insurance, Locksmith Licensing Program, Chapter 0780-5-13: Locksmith Rules. www.tennessee.gov/commerce/boards/llp/index.html

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 in the references during the examination will have the references confiscated and will be reported to the department. Furthermore, candidates are not permitted to bring in any additional papers (loose or attached) with their approved references. Any additional materials will be removed from the references and confiscated.

DESCRIPTION OF EXAMINATION

LOCKSMITH LICENSING

Examination	# of Items	Time Allowed
Locksmith Licensing	50	120 minutes

CONTENT OUTLINE

Subject Area	# of Items
Vehicle Lock Services	5
Cylinder Servicing, High Security Cylinders, and Wafer Tumbler Cylinders	5
Exit Hardware and Door Closers	5
Lock Set Functions and Installations	5
Lock Opening Techniques	5
Lock Codes and Code Cutting Equipment	5
Master Keying	5
Combination Locks	5
Access Control	5
Tennessee Locksmith Laws and Rules	5



TENNESSEE LOCKSMITH LICENSING PROGRAM EXAMINATION REGISTRATION FORM

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 or transferable.

1. Legal Name: _____
Last Name First Name Middle Name

2. Social Security Number: _____ - _____ - _____ (FOR IDENTIFICATION PURPOSES ONLY)

3. Mailing Address: _____
Number, Street (Must be a physical address, PO Boxes are NOT accepted) Apt/Ste

City State Zip Code

4. Telephone: Home _____ - _____ Office _____ - _____

5. Email: _____@_____

6. Examination: Tennessee Locksmith - \$175

(Check one) FIRST TIME RETAKE

7. Total Fees Included: \$_____ Pay by credit card, money order, company check or cashier's check. Make check or money order payable to "PSI Examination Services" and write your social security number on it. Cash and 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: _____

Cardholder Name (Print): _____ Signature: _____

8. I am submitting the Exam Accommodations Request and required documentation. Yes No

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: _____



PSI licensure: certification * ATTN: Examination Registration TN LOCK
 3210 E Tropicana * Las Vegas, NV * 89121
 Fax (702) 932-2666 * (800) 733-9267 * TTY (800) 735-2929
www.psiexams.com

STATE OF TENNESSEE
Order Form for Reference Material
PLEASE PRINT LEGIBLY

ITEM	PRICE	QUANTITY	AMOUNT
The Complete Book of Locks and Locksmithing	\$29.95		\$
Subtotal			\$
Combined Shipping, Handling & Sales Tax Fee -- 20% (Please call us if your organization qualifies as tax-exempt.)			\$ (\$7.50 minimum)
TOTAL			\$

Please send this form along with payment (Money Order / Check / Credit Card) to:

PSI licensure:certification
 3210 E Tropicana * Las Vegas * NV * 89121
 Fax (702) 932-2668
 ATTN: SHIPPING DEPARTMENT

Please check one: AMEX MC VISA

Account No. _____ - _____ - _____ - _____ Expiration Date _____ - _____

Name on Card (Print) _____ Signature _____

Card Verification No: _____ *For your security, PSI requires you to enter the card identification number located on your credit card. For MC/Visa cards, the card identification number is located on the back of the card and consists of the last three digits on the signature strip. For AMEX cards, the number is a 4-digit number printed on the front of your card. It appears after and to the right of your card number.*

Billing Address _____

City _____ State _____ Zip _____

Email Address _____

SHIP TO ADDRESS IF DIFFERENT THAN ABOVE (UPS/FED EX DOES NOT SHIP TO P.O. BOXES)

Name: _____

Address: _____

City _____ State _____ Zip _____

Phone Number: _____

ALL SHIPMENTS WILL BE SHIPPED UPS GROUND. PLEASE ALLOW UP TO 2 WEEKS DELIVERY.

EXPEDITED SHIPPING (COMBINED SHIPPING, HANDLING & SALES TAX FEE STILL APPLIES)

Charge Credit Card Listed Above

FEDEX ACCOUNT #: _____

UPS ACCOUNT #: _____

Method (please check one): Next Day Air 2-Day Air 3-Day





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: _____ 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)
- Reader (as accommodation for learning disability)
- Large-print written examination
- *Out-of-State Testing Request (this request does not require additional documentation)
- Extended time (Additional time requested: _____)
- Other _____

Site requested: _____
**You may email your out-of-state request to OutofStateRequest@psionline.com.*

- Complete and fax this form, along with supporting documentation, to (702) 932-2666 or email it to 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 Services LLC
3210 E Tropicana
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