



PSI Services LLC
 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.

**PROFESSIONAL LICENSING BOARDS DIVISION
 GEORGIA PRIVATE AGENCY LICENSURE 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 private detective or security agent in the State of Georgia.

Georgia State law requires private agents to be licensed and regulated by the Professional Licensing Board. Eligibility for examination is determined by the Board.

The Board has contracted with PSI Services LLC (PSI) to conduct its examination program. PSI provides examinations through a network of computer examination centers in Georgia. 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.

HOW TO OBTAIN A LICENSE

1. Please request the appropriate application by accessing the Board. All questions about applications for licensure should be directed here.

**Professional Licensing Boards Division
Georgia State Board of Private Detective
and Security Agencies**
237 Coliseum Drive
Testing Center, Building B
Macon, GA 31217-3858
(478) 207-2440
www.sos.georgia.gov/plb/detective

2. Board staff will process your examination application for eligibility. If approved by the Board, you will be notified how to contact PSI for registration.

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

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

EXAMINATION REGISTRATION AND SCHEDULING PROCEDURES

ELIGIBILITY AND FEES

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

- Once the Board notifies PSI that you are eligible to take the examination, you have one year to schedule and take your examination. After one year, your examination eligibility will expire and you will need to submit another application form before being able to take an examination.
- You will have three attempts to take this examination within the one year period.



INTERNET REGISTRATION

For the fastest and most convenient test scheduling process, PSI recommends that candidates register for their exams using the Internet. In order 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. Internet registration is available 24 hours a day. In order to register by Internet, complete the steps below.

1. Log onto PSI's website and complete the associated registration form online and submit your information to PSI via the Internet.
2. Upon completion of the online registration form, you will be given the available exam dates and locations for scheduling your examination. Select your desired testing date

TELEPHONE REGISTRATION

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

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.

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 the information listed on your Examination Registration Form and to schedule your appointment for the examination.

FAX REGISTRATION

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

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

1. Fax the completed form to PSI (702) 932-2666. Fax registrations are accepted 24 hours a day.
2. If your information is incomplete or incorrect, it will be returned for correction.

Please allow 4 business days to process your Registration. After 4 business days, you may call PSI to schedule the examination, (800) 733-9267.

STANDARD MAIL REGISTRATION

For those desiring to make payment for their examination using **cashier's checks** or **money orders**, or for those that simply do not wish to provide credit card information over the phone or Internet, you must use the Standard Mail Registration. In order to register, please follow the steps below.

1. Complete the PSI registration form, and appropriate examination fee to PSI. Payment may be made by credit card (VISA, MasterCard, American Express or Discover), money order, cashier's check or company check. Personal checks and cash are NOT accepted. Money

orders and checks should be made payable to PSI. Print your ID number on your cashier's check or money order to ensure that your fees are properly assigned.

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BE SURE TO READ ALL DIRECTIONS CAREFULLY BEFORE COMPLETING THE EXAMINATION REGISTRATION FORMS. IMPROPERLY COMPLETED FORMS WILL BE RETURNED TO YOU UNPROCESSED.

2. If your application or fees are not correct, we will return them to you immediately with instructions on correct application procedures.
3. Please allow 2 weeks to process your Registration. After 2 weeks, you may call PSI at (800) 733-9267, Monday-Friday between 7:30 am and 10:00 pm, or Saturday and Sunday between 9:00 am and 5:30 pm, Eastern Time, to schedule the examination.

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 to speak to a Customer Service Representative or use the PSI website.

Note: A voice mail message is NOT an acceptable form of cancellation.

SCHEDULING A RE-EXAMINATION

In order to retest, you must re-register following the steps for registration and scheduling as outlined earlier. You may re-register over the Internet, telephone or by mail. Once registered, you can reschedule for your re-examination.

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 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 (702) 932-2666.

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.

VETERAN PREFERENCE POINTS

1. Georgia law (General Provisions Volume 30, Title 43-1-9 (1)(2)(3)) provides that veterans meeting certain conditions are eligible for the addition of five or ten percentage points to their examination scores.
2. To qualify, veterans must have served for a minimum of one year in active duty status, and must have served during a period of conflict or war for a minimum of 90 days. The law provides that you may also qualify for veterans preference points if you were "discharged for injury or illness incurred in [the] line of duty...if [your] disability is rated at 10 percent or above at the time of taking the examination."

To apply for Veterans' Preference Points candidates must submit a copy of their DD-214 form and documentation of disability if applicable, to the Board office at the time of application.

If you have been approved for Veteran Preference Points, you will receive a final score report which from the Board office once your scores have been received.

EXAMINATION SITE LOCATIONS

The PSI examinations are administered at the examination centers listed below:

PSI Atlanta (Duluth)

3505 Koger Blvd, Suite 175
Duluth, GA 30096

From I-85 N: Use the right lane to take exit 104 for Pleasant Hill Rd. Use the second to the right lane to turn right onto Pleasant Hill Road. Use the left two lanes to turn left onto Breckinridge Blvd. Turn right onto Centerview Dr. NW. Turn right onto Koger Blvd. The building is on the right.

PSI Atlanta (Marietta)

The Pavilions at East Lake Shopping Center
2100 Roswell Road NE, Suite 2128
Marietta, GA 30062

Exit I-75 at North Marietta Parkway (Loop 120/Exit 263). Drive approximately 1.5 miles to the 120 Roswell Road exit (go past Powers Ferry and Lower Roswell Roads). Exit at the 120 East Roswell Road and head east for approximately 1 mile. The Pavilions at East Lake Shopping Center is on the right side of the road.



PSI Macon

3902 Northside Dr, Suite C5
Macon, GA 31210

From the North, take I-75 South to exit 169. Turn right onto Arkwright Road. Turn right at the second traffic light. Turn left at Ashley Park Office Building. You must enter and park from rear of buildings.

From the South, take I-75 North to exit 169. Turn left onto Arkwright Road. Turn right at the third traffic light. Turn left at Ashley Park Office Building. You must enter and park from the rear of buildings.

PSI Tifton

251 Southwell Blvd. Suite A
Tifton, GA 31794

I-75 S / GA-401 S. Take the Southwell Blvd exit- Exit 59. Turn Left onto CR-204 / Southwell Blvd. Continue to follow Southwell Blvd.

Additionally, PSI has examination centers in many other regions across the United States. You may take this examination at any of these locations by calling (800) 733-9267. You will need to speak with a Customer Service Rep to schedule outside of Georgia.

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), 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 and your Registration Confirmation Notice.

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:

- 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.

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.



The screenshot shows a web-based examination interface. At the top, there is a navigation bar with icons for Mark, Comments, Goto, Help, and End. Below this, a status bar displays: Question: 3 of 40, Answered: 2, Unanswered: 1, Marked: 0, View: All, Time Left(Min): 359. The main content area shows question 3: "What do the stars on the United States of America's flag represent?". Below the question is a text input field and a prompt "(Choose from the following options)". There are four radio button options: 1. Presidents, 2. Colonies, 3. States, and 4. Wars. At the bottom of the question area, there are navigation buttons: "<< Back" and "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 questions per examination, a small number of five to ten “experimental” questions may be administered to candidates during the examinations. These questions will not be scored and the time taken to answer them will not count against examination time. The administration of such non-scored experimental questions is an essential step in developing future licensing examinations.

EXAMINATION REVIEW

PSI, in cooperation with the Georgia Professional Licensing Board, will be consistently evaluating the examination being administered to ensure that the examination accurately measures 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

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.
 - 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 type. 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.



EXAMINATION CONTENT OUTLINES

PRIVATE DETECTIVE LICENSURE EXAMINATION

# of Questions	Time Allowed
75	90 Minutes

CONTENT OUTLINE

Subject Area	% of Items
Legal	17%
Observation/Surveillance	15%
Gun Safety and Handling	15%
Obtaining and Preserving Evidence	21%
Interviewing/Interrogations	21%
Client Relationships/Administration	11%

REFERENCE LIST

The reference material listed below was used to prepare the questions for this examination, it is not meant to be an exhaustive list. The examination may also contain questions based on training, trade knowledge, or general industry practices

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

This examination is CLOSED BOOK.

The following reference material is not allowed in the examination center:

Candidates may obtain a copy of the State Laws and Board Rules online at: <http://www.sos.state.ga.us/plb/detective>

General Licensure Provisions - OCGA Title 43 - Chapter 1

Georgia Board of Private Detective and Private Security Agencies Laws - OCGA Title 43 - Chapter 38

Rules of the Board of Private Detective and Private Security Agencies, available - Chapter 509.

These related Code sections are available online at: <http://w3.lexis-nexis.com/hottopics/gacode/default.asp>

General Provisions - OCGA Title 1.

Civil Practice - OCGA Title 9.

Contracts OCGA - Title 13.

Crimes and Offenses - OCGA Title 16.

Criminal Procedure - OCGA Title 17.

Evidence - OCGA Title 24.

Law Enforcement Officers and Agencies - OCGA Title 35.

Practical Handbook for Private Investigators, McMahon, R. (1981), WWW.CRCPress.COM

SAMPLE QUESTIONS

The following questions are intended to help you become familiar with some of the types of questions you may find on the examination. The questions are the multiple-choice type, and you are to select the one *best* answer of those presented. These sample questions do not represent the full range of content or difficulty levels contained in the actual examination.

- Someone who holds a permit from the board to carry an exposed weapon may carry a
 - weapon up to .45 caliber capable of holding not more than seven shots.
 - revolver or semi-automatic hand gun of no greater than .32 caliber with a 2" to 6" barrel
 - length that can hold not more than six shots.
 - .38 semi-automatic hand gun with a clip of not more than six shots.
 - .38 special revolver, six shots or less, with a 2" to 6" barrel length.
- You are a private investigator hired to get evidence that a customer of ABC grocery store has filed a fraudulent claim against their insurance carrier. The customer claims to have sustained a permanent neck injury from a fall in the store that has caused him extensive medical bills, much pain and suffering, and may permanently impair his ability to return to his employment as a house painter. In attempting to investigate this case, which of the following actions would violate the eavesdropping law?
 - Going to the tavern and bingo parlor frequented by the suspect to attempt to catch him bragging about putting one over on the ABC store.
 - Talking to people who know the suspect and asking them questions about him.
 - Following the suspect to see if he does anything that a person with an injured neck probably could not do.
 - Renting a vacant store across the street from the suspect's rooming house, setting up a camera with a telephoto lens, and attempting to take pictures of him without his knowledge.
- Of the four questions below, which one is most leading?
 - "Then what did you do?"
 - "After the suspect ran down the hall, did you follow her?"
 - "When did you first notice that the door had been forced?"
 - "Where did you find the tire iron?"



PRIVATE SECURITY AGENCY LICENSURE EXAMINATION

# of Questions	Time Allowed
80	90 Minutes

CONTENT OUTLINE

Subject Area	% of Items
Search and Seizure	20%
Use of Force	10%
Rights of Privacy	15%
Carrying Arms	15%
Transfer of Detainees/Offenders	10%
Scope of Services	5%
Developing Service Plans/Contracts	20%
Liability	5%

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 CLOSED BOOK.

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

Candidates may obtain a copy of the State Laws and Board Rules online at: <http://www.georgia.gov/plb/detective>

General Licensure Provisions - OCGA Title 43 - Chapter 1

Georgia Board of Private Detective and Private Security Agencies Laws - OCGA Title 43 - Chapter 38

Rules of the Board of Private Detective and Private Security Agencies, available - Chapter 509.

These related Code sections are available online at: <http://w3.lexis-nexis.com/hottopics/gacode/default.asp>

General Provisions - OCGA Title 1.

Contracts OCGA - Title 13.

Crimes and Offenses - OCGA Title 16.

Criminal Procedure - OCGA Title 17.

Labor and Industrial Relations - OCGA Title 34.

Law Enforcement Officers and Agencies - OCGA Title 35.

SAMPLE QUESTIONS

The following questions are intended to help you become familiar with some of the types of questions you may find on the examination. The questions are the multiple-choice type, and you are to select the one *best* answer of those presented. These sample questions do not represent the full range of content or difficulty levels contained in the actual examination.

1. While you are on duty as a security officer for an office building complex, you see a young man apparently stealing hub caps from a car parked in the company parking lot. You should
 - a. call the police and wait until they arrive.
 - b. sneak up behind the man and use an arm lock to detain him.
 - c. sneak up behind the man and knock him out with your night stick.
 - d. take the man into custody and hold him at gun point until the police arrive.
2. A permit to carry an exposed weapon may be issued after the state board is satisfied with the applicant's character, competency and eligibility as a security officer and when the applicant has
 - a. demonstrated proficiency in the use of firearms.
 - b. submitted all required documents and paid all fees.
 - c. certified that he or she does not have a criminal record.
 - d. Attended a state board meeting





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
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Address: _____

Street	Civ. State. Zip Code
--------	----------------------

Telephone: (_____) _____ - _____ (_____) _____ - _____

Home	Work
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Email Address: _____

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

- | | |
|---|--|
| <input type="checkbox"/> Reader (as accommodation for visual impairment or learning disability) | <input type="checkbox"/> Extended time
(Additional time requested: _____) |
| <input type="checkbox"/> Large-print written examination | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> *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.

- 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.

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