



PSI licensure:certification  
3210 E Tropicana  
Las Vegas, NV 89121  
[www.psiexams.com](http://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.*

## CONNECTICUT DEPARTMENT OF CONSUMER PROTECTION

### OCCUPATIONAL LICENSING SPA AND POOL TRADES CANDIDATE INFORMATION BULLETIN

RICHARD M. HURLBURT, DIRECTOR  
OCCUPATIONAL & PROFESSIONAL LICENSING DIVISION

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

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## CONNECTICUT EXAMINATION PROCEDURE CHECKLIST

**Before registering for an examination, make sure that you have reviewed the following checklist.**

**Become eligible to take the examination(s):**

- Mail the original application, application fee, and any required documents to PSI licensure: certification (PSI). Once you have met the requirements, you will be issued an Examination Eligibility postcard with instructions for paying and scheduling for the examination(s). Note: This application can be found on the following page(s).

**Prepare for your examination(s):**

- Use the examination content outlines provided in this bulletin as the basis of your study.

**Schedule your examination(s):**

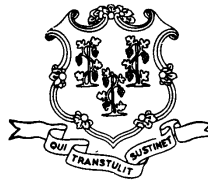
- Once you are eligible, it is your responsibility to contact PSI to pay and schedule. You may go online at [www.psiexams.com](http://www.psiexams.com) or call (800) 733-9267.

**Take your examination(s):**

- Must bring two forms of identification, which bear your signature. One of these must also have your photograph.
  - ↳ Your name as shown on the application form must exactly match the name on the photo I.D. used when checking in at the examination site.
- Arrive 30 minutes prior to appointment.

**After your examination(s):**

- Submit the licensing fee indicated on the passing score report for your trade examination with all passing score reports to the Connecticut Department of Consumer Protection.



## SP-1 and SP-2 Occupational Trade License Application

➔ **Instructions:** All applicants must review the [Candidate Information Bulletin](#) at [www.psiexams.com](http://www.psiexams.com).

- 1) This application must be completed and signed by the individual applying for licensure. The Federal Privacy Act of 1974 requires that you be notified that disclosure of your Social Security Number is required pursuant to C.G.S. §17b-137a. If you choose not to disclose your Social Security Number your application cannot be processed.
- 2) **Fees:** Contractor \$150.00; Journeyperson \$90.00. A check for the applicable fee made payable to PSI must accompany this application. Or for credit card payment use the form on the next page. Application fees are non-refundable.
- 3) Once this application is reviewed and approved, you will receive an Examination Eligibility Postcard from PSI with instructions to register and schedule the examination. Please note that an examination fee will be due at the time you schedule the examination with PSI.

**Applicants must include the appropriate required documentation for each license type:**

- ➔ **Journeyperson applicants** must attach the **original copy** of the course certificate entitled Certified Maintenance Specialist or higher designation from the Association of Pool and Spa Professionals, **and include** a notarized statement from employer(s) indicating dates and duties of employment related to the type of license for which you are applying.
- ➔ **Contractor applicants** must have held the respective journeyperson license for a minimum of two (2) years prior to applying. You must attach a photocopy of your current license.
- ➔ **If applying for equivalent experience and training (any license type)**, submit notarized statements from occupational related employers as to 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. Should your application not be approved, you will receive a deficiency letter with further directions.

➔ **MAIL** your completed application and fee to:

PSI licensure:certification  
3210 East Tropicana Ave  
Las Vegas, NV 89121

For specific license types, contact  
PSI licensure:certification  
[www.psiexams.com](http://www.psiexams.com) or 1-800-733-9267

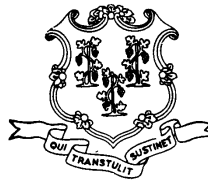
**Applicant Information:** (Please type or print clearly).

First Name, Middle Initial, Last Name			License Type Applying For:		
Residence Street Address		City or Town		State	Zip Code
Telephone Number (w/ area code)	Email Address		Social Security Number		Date of Birth
Mailing Address (if different from above)		City or Town		State	Zip Code
Do you presently hold a license for your occupation in any State?			<input type="checkbox"/> Yes	<input type="checkbox"/> No	If yes, attach a copy of your current license.
Have you ever been convicted of a felony?			<input type="checkbox"/> Yes	<input type="checkbox"/> No	If yes, attach to this application a signed, detailed, notarized explanation.

*I attest under the penalties of the Connecticut General Statutes, Sections 53a-157b that the information provided in this application is the truth to the best of my knowledge.*

\_\_\_\_\_  
Signature of Applicant

\_\_\_\_\_  
Date



## Swimming Pool Builder License Application

➔ **Instructions:** All applicants must review the [Candidate Information Bulletin](#) at [www.psiexams.com](http://www.psiexams.com).

- 1) This application must be completed and signed by the individual applying for licensure. The Federal Privacy Act of 1974 requires that you be notified that disclosure of your Social Security Number is required pursuant to C.G.S. §17b-137a. If you choose not to disclose your Social Security Number your application cannot be processed.
- 2) Once this application is reviewed and approved, you will receive an Examination Eligibility Postcard from PSI with instructions to register and schedule the examination. Please note that an examination fee will be due at the time you schedule the examination with PSI.

**Applicants must include the appropriate required documentation for license type "Swimming Pool Builder (SPB)":**

- (1) Proof of five (5) years experience under the supervision of a Licensed Swimming Pool Builder under this chapter, or equivalent experience as determined by the commissioner;
- (2) Satisfactory evidence that the applicant has obtained or works for an employer that has obtained a home improvement contractor registration, and a written statement that the applicant shall at all times maintain or work for an employer that has maintained, during license period and renewal of the Swimming Pool Builder license, a home improvement contractor registration;
- (3) Proof that the applicant has obtained the designation entitled "Certified Building Professional" from the trade association "Association of Pool & Spa Professionals" ("APSP"), or equivalent education and experience to be determined by the Commissioner.

➔ **If applying for equivalent experience and training (any license type)**, submit notarized statements from occupational related employers as to 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. Should your application not be approved, you will receive a deficiency letter with further directions.

➔ **MAIL** your completed application to:

PSI licensure:certification  
3210 East Tropicana Ave  
Las Vegas, NV 89121

For specific license types, contact  
PSI licensure:certification  
[www.psiexams.com](http://www.psiexams.com) or 1-800-733-9267

**Applicant Information: (Please type or print clearly).**

First Name, Middle Initial, Last Name			License Type Applying For: <u>Swimming Pool Builder (SPB)</u>		
Residence Street Address		City or Town		State	Zip Code
Telephone Number (w/ area code)	Email Address	Social Security Number		Date of Birth	
Mailing Address (if different from above)		City or Town		State	Zip Code
Do you presently hold a license for your occupation in any State?			<input type="checkbox"/> Yes	<input type="checkbox"/> No	If yes, attach a copy of your current license.
Have you ever been convicted of a felony?			<input type="checkbox"/> Yes	<input type="checkbox"/> No	If yes, attach to this application a signed, detailed, notarized explanation.

*I attest under the penalties of the Connecticut General Statutes, Sections 53a-157b that the information provided in this application is the truth to the best of my knowledge.*

\_\_\_\_\_  
*Signature of Applicant*

\_\_\_\_\_  
*Date*





## EXAMINATIONS BY PSI

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

Connecticut State law requires Occupational Licensure to be licensed and regulated by the Connecticut Department of Consumer Protection. Eligibility for examination is determined by the State.

The State has contracted with PSI licensure:certification (PSI) to conduct its examination program. PSI provides examinations through a network of computer examination centers in Connecticut. PSI works closely with the State to be certain that examinations meet local as well as national requirements in basic principles and examination development standards.

## GUIDELINES FOR LICENSE APPLICATION/QUALIFICATION

### HOW TO OBTAIN A LICENSE

- Mail the original application, application fee, and any required documents to PSI. Once you have met the requirements, you will be issued an Examination Eligibility postcard with instructions for paying and scheduling for the examination(s).  
Note: This application can be found on page 2 of this Candidate Information Bulletin.
- Denied candidates are notified by PSI of the elements they need to complete in order to be approved for licensure.

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

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Please allow 10 business days to process your application from the date PSI receives it.

### MILITARY TRAINING EVALUATION

If you have been or are a "service member". Which means a member of the armed forces or the National Guard or a veteran, please contact the Connecticut Department of Labor, Office of Veterans Workforce Development and request a military training evaluation, for on the job training and school related instruction credit towards the type of license you are applying for, prior to sending in this application. Phone: (860) 263-6000 or Email: [dol.webhelp@ct.gov](mailto:dol.webhelp@ct.gov) Web site: [www.ctdol.state.ct.us](http://www.ctdol.state.ct.us).

## EXAMINATION SCHEDULING PROCEDURES

### ELIGIBILITY AND FEES

- Journeyperson/Technician/Drillers are required to pass only a trade portion for licensure License:
  - You may take examinations on an unlimited basis for up to one year from the date of eligibility.
- Contractor/Home Inspector/Dealer-Techs are required to pass both a trade portion and business portion for licensure.
  - You may take examinations on an unlimited basis.
  - Any portion score is valid for a period of 2 years from the date it was passed. For example, a contractor that passes the business examination portion has 2 years to pass the trade examination portion, before being required to retake that business portion again.
  - Any existing Contractor/Home Inspector/Dealer-Tech seeking an additional license, and has NOT passed the business examination portion in the past 2 years, is required to RETAKE the business examination portion (plus the new trade examination portion) in order to get the new license.
  - Any existing Contractor/Home Inspector/Dealer-Tech seeking an additional license, and has passed the business examination portion within the past 2 years, is required to take only the trade examination portion.

All eligibilities are valid for a period of 1 year from the date that the State approves your application. The bulletin advises that you don't wait until the end of your eligibility period to register.

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

Each Examination Portion	\$65
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**NOTE: REGISTRATION FEES ARE NOT REFUNDABLE OR TRANSFERABLE**

Once you are eligible, it is your responsibility to contact PSI to pay and schedule.

### INTERNET REGISTRATION

For the fastest and most convenient test scheduling process, PSI recommends that candidates register for their exams using the Internet. Candidates register online by accessing PSI's registration website at [www.psiexams.com](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 pay and schedule for the exam. Enter your zip code and a list of the testing sites closest to you will appear. Once you select the desired test site, available



dates will appear. If you have problems contact PSI at (800) 733-9267 for help.

### TELEPHONE REGISTRATION

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.

### CANCELING AN EXAMINATION APPOINTMENT

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

**Note:** A 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.

### SCHEDULING A RE-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 Wednesday can call the next day, Thursday, and retest as soon as Friday, depending upon space availability. You may access a registration form at [www.psiexams.com](http://www.psiexams.com). You may also call PSI at (800) 733-9267.

### 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 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. You may also email it to:

[examaccommodations@psionline.com](mailto:examaccommodations@psionline.com)

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 LOCATIONS**

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

#### **West Hartford**

1245 Farmington Ave, Suite 203  
West Hartford, CT 06107

*From I-84 West, take exit 40 toward CT-71/New Britain Ave/Corbins Corner. Turn right onto Ridgewood Rd. Turn left onto Wood Pont Rd. Turn left onto Tunxis Rd. Turn right onto Brookmoor Rd. Turn right onto Buena Vista Rd. Turn left onto Everett Ave. Turn right onto Farmington Ave. Destination is on the right.*

#### **Milford**

500 BIC Drive  
Suite 101  
Milford, CT 06461

*From Highway I-95 exit 35. Go toward BIC Drive. Go .5 miles to 500 BIC Drive which is at Gate 1 of the former BIC complex. Go to the rear of the lot and park. Walk down the hill in front of the building and enter the front door. Signs will direct you to Suite 101 (PSI).*

#### **Auburn**

48 Sword St, Unit 204  
Auburn, MA 01501

*From Southbridge St/MA-12, turn left onto Sword St.*

#### **Boston**

56 Roland St., Suite 305  
Washington Crossing  
Charlestown, MA 02129

*From the South: Take I-93 North. Exit 28 - Rt 99/Sullivan Sq./Somerville. Make left on to Cambridge St. At first traffic light, make left on to Carter Street. Turn right on to Roland Street. End at 56 Roland Street (Building on left, Parking lot on right). Enter through North lobby. **DO NOT PARK IN THE BUILDING'S PARKING LOT***

#### **Fall River**

218 South Main St, Suite 105  
Fall River, MA 02721

*From the North take Rte. 24S to 79S. Take Route 138S Exit. Bear right off exit. Go left at first traffic light. Take left at the second traffic light (top of hill) onto So Main St. 218 is 2 blocks down on the right. Parking: Go past 218 SO Main to 2nd light. Take right. Take another right at next traffic light. Third St parking Garage is on your right.*



## Springfield

1111 Elm Street, Suite 32A  
West Springfield, MA 01089

*Going East on Mass Pike (Rt. 90). Take Exit 4 - West Springfield/Holyoke. Turn right on West Springfield/Rt. 5 South. Continue on Rt. 5 approximately two miles. Turn right on Elm St. - immediately after Showcase Cinemas. Office is approximately 1/4 mile on the right.*

*Going West on Mass Pike (Rt. 90). Take Exit 4 - West Springfield/Holyoke. Follow as above.*

## Cranston

Garden City Center  
100 Midway Road, Suite 13  
Cranston, RI 02920

*From MA, I-195 W becomes I-95 S. Merge onto RI-37 W toward Cranston. Take the Pontiac Ave exit and turn right. Turn left onto Sockanosset Cross Road, then turn right onto Midway Road. The building is on the left side, and has a Liberty Mutual sign and a big green awning. At the building, go all the way down the hall and turn left to PSI Suite 13 on the right.*

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 filling out and faxing 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, identification, and familiarizing you with the examination process. *If you arrive late, you may not be admitted to the examination site and you will forfeit your examination registration fee.*

### REQUIRED IDENTIFICATION AT EXAMINATION SITE

*You must provide 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. 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:

- 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:
  - 0 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.
  - 0 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.
  - 0 Hats or headgear not worn for religious reasons or as religious apparel, including hats, baseball caps, or visors.
  - 0 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 sample question provides mouse-click access to the features available while taking the examination.



The screenshot shows a test interface with a top navigation bar containing icons for Mark, Comments, Goto, Help, and End. Below the bar, a status bar displays: Question: 3 of 40, Answered: 2, Unanswered: 1, Marked: 0, View: All, Time Left(Min): 359. The main question area contains the text: "3. What do the stars on the United States of America's flag represent?" followed by a text input field. Below the input field, it says "(Choose from the following options)" and lists four options: "1. Presidents", "2. Colonies", "3. States", and "4. Wars", each with an unchecked checkbox. At the bottom, 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 one to five “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.

## CANDIDATE COMMENTS

During the test development process, PSI makes every effort to create accurate and fair test questions. However, on occasion a candidate may feel that a particular test question is misleading or is missing information that is needed in order to provide a correct answer. If during the test you believe that a test question needs clarification, we highly recommend that you submit your comments and concerns to PSI while at the test center. Comments may be entered on the computer by clicking on the Comments link on the test question screen. When submitting comments, please provide as much detail as possible describing what you feel is problematic about the test question.

PSI regularly collects all comments from its test centers and reviews every comment within 20 business days from the date the comment was submitted. If your comments result in the editing or removal of one of your test questions, PSI will re-score your test results to determine if your grade status has changed from fail to pass. If your test result changes from fail to pass, you will be notified of the change. Otherwise, if you do not hear from PSI within 20 business days following your test, please understand that your comments have been reviewed but that they have not impacted your overall passing status. If you feel that you wish to further challenge the test content, we recommend that you register for an examination review.

### EXAMINATION REVIEW

Failing candidates will have the option of reviewing their examination in a secure environment and challenging any questions or answers that they feel should be eliminated, changed, or given credit.

In order to schedule a review, you must register using the same process used to register for your test.

During the review candidates will be presented with the questions the candidate incorrectly answered during the examination on a desktop computer. Additionally, the candidate will be given the correct answer to the question. The purpose of the review is to allow the candidate to self-research the question to determine why the answer they selected was incorrect. If the candidate feels that there is an error in the question, the candidate may comment about the question during the review by clicking the Comments link on the test question screen. The candidate can then enter any relevant information about the test question.

All comments, together with a copy of the challenged test questions, will be submitted directly to PSI’s test development staff for review. Within 20 business days, PSI will mail you a response as to whether or not any of your challenges were determined to be valid, and a new score report if your status changed from fail to pass. However, most test questions are determined to be correct as presented on the exam, so we recommend that you DO NOT wait for a response before preparing for and scheduling to retake the exam.

You may not be permitted to take any notes out of the review sessions. Please call (800) 733-9267 with any questions. The examination review fee is \$40. You will have one hour for the entire review.



## SCORE REPORTING

In order to receive a passing score on each examination, you must correctly answer 70% of the questions available. In order to help you understand how this cut-score relates to your examination, we have listed the total number of questions found on each exam, and have listed the number of questions that equates to the 70% passing score. For example, on an 80-question test, candidates are required to get 70% of the questions correct which translates into 56 questions for that test.

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](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. 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 REFERENCE MATERIAL AND CONTENT OUTLINES

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

### BUSINESS AND LAW EXAMINATION

Required for ALL Contractor/Dealer Tech Licenses.

The Business and Law examination may include questions that appear not to directly relate to your licensing category. However, this examination and those questions are testing your general ability to research information.

#### SCOPE OF WORK

# of Questions	Minimum Passing Score	Time Allowed
50	70%	2 Hours

#### CONTENT OUTLINE

Subject Area	# of Items
Licensing	5
Estimating and Bidding	7
Lien Law	2
Financial Management	4
Tax Laws	5
Labor Laws	5
Project Management	5
Contracts	6
Business Organization	2
Risk Management	4
Environmental and Safety	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. **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.

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

This examination is OPEN BOOK.



The following reference material is allowed in the examination center:

- *Contractors Guide to Business, Law and Project Management, Connecticut*, 5th Edition, National Association of State Contractors Licensing Agencies (NASCLA), 23309 N. 17th Drive, Phoenix, Arizona, 85027, Telephone: (623) 587-9519, Fax: (623) 587-9625, [www.nascla.org](http://www.nascla.org).

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. References may be tabbed/indexed with permanent tabs only. Temporary tabs, such as Post-It notes, are not allowed and must be removed from the reference before the exam will begin.

**NOTE: ALL CONTRACTORS AND DEALERS MUST PASS A BUSINESS AND LAW EXAMINATION AND A TRADE EXAMINATION.**

## TRADE AND JOURNEYMAN EXAMINATIONS

The reference materials listed in the content outlines may be found at one of the following locations:

Builders Book Depot  
[www.buildersbookdepot.com](http://www.buildersbookdepot.com)  
 800-284-3434

Contractors Institute  
<https://cistore.contractorsinstitute.com/>  
 877-542-3673

Many of these reference materials are available for purchase at [www.psonlinestore.com](http://www.psonlinestore.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.

### SP-1 LIMITED SPA AND POOL CONTRACTOR

#### SCOPE OF WORK

The holder of this license may perform "swimming pool maintenance and repair work" means the performance of all plumbing, heating and electrical work necessary to service, modify or repair any swimming pool, hot tub, spa or similar recreational or therapeutic equipment, where such work commences at an outlet, receptacle, connection, back-flow preventer or fuel supply pipe previously installed by a person

holding the proper license. Swimming pool maintenance and repair work includes: (1) The renovation or repair of non-potable water components of a pool, hot tub or spa, including, but not limited to, the shell, tiling and coping, concrete finish or vinyl liner of such pool, hot tub or spa; and (2) the draining, acid washing or backwash filtration of a swimming pool. The renovation or repair of non-potable water components of a pool, hot tub or spa required to be installed, renovated or repaired by a licensed plumber or electrician shall not be considered swimming pool maintenance and repair work. The holder of a limited license for swimming pool maintenance and repair work issued pursuant to this section shall not be subject to the provisions of chapter 400, provided such license holder is acting within the scope of the license.

The requirements to qualify for this license exam shall be two (2) years as a properly licensed journeyman or equivalent experience and training.

# of Questions	Minimum Passing Score	Time Allowed
75	70%	150 Minutes

#### CONTENT OUTLINE

Subject Area	# of Items
Piping and Circulation	18
Heating	12
Electrical	10
Safety	5
Water Chemistry	15
Hot Tubs and Therapeutic Equipment	5
Structures	10

#### 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.

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

This examination is OPEN BOOK.

The following reference material is allowed in the examination center:

- *NFPA 70 - National Electrical Code* or *The National Electrical Code Handbook*, 2014 or 2017 Editions, National Fire Protection Association, (800) 344-3555, [www.nfpa.org](http://www.nfpa.org).

The following reference material is recommended for study, but is not allowed in the examination center:

- *Ultimate Pool Maintenance Manual: Spas, Pools, Hot Tubs, Rockscapes and Other Water Features*, 3rd Edition 2001, Terry Tamminen
- *APSP Service Tech Manual - Basic Pool and Spa Technology*, 4th edition, Association of Pool and Spa



Professionals, 2111 Eisenhower Avenue, Alexandria, VA 22314-4698, [www.apssp.org](http://www.apssp.org)

- *NSPF Advanced Service Technician - Pool & Spa Operator Handbook*, and all downloads associated with certification course. Contact Northeast Spa & Pool Association 6B South Gold Drive, Hamilton, NJ 08691, 609-689-9111; website: [www.nespapool.org](http://www.nespapool.org); Email: [info@nespapool.org](mailto:info@nespapool.org).

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. References may be tabbed/indexed with permanent tabs only. Temporary tabs, such as Post-It notes, are not allowed and must be removed from the reference before the exam will begin.

## SP-2 LIMITED SPA AND POOL JOURNEYPELSON

### SCOPE OF WORK

The holder of this license may perform all "swimming pool maintenance and repair work" only while the licensee is in the employ of a SP-1 contractor licensed for such work. The requirements to qualify for this license exam shall be the completion of a trainee program or equivalent experience and training of not less than 1 year and having obtained either the Certified Maintenance Specialist Certificate or Higher Designation from the Association of Pool and Spa Professionals or the Advanced Service Technician Certificate from the National Swimming Pool Foundation or have equivalent courses."

Website: [www.nespapool.org](http://www.nespapool.org); Email [info@nespapool.org](mailto:info@nespapool.org)  
Phone: (609) 689-9111

# of Questions	Minimum Passing Score	Time Allowed
50	70%	120 Minutes

### CONTENT OUTLINE

Subject Area	# of Items
Piping and Circulation	12
Heating	8
Electrical	6
Safety	4
Water Chemistry	10
Hot Tubs and Therapeutic Equipment	4
Structures	6

### 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.

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

This examination is OPEN BOOK.

*The following reference material is allowed in the examination center:*

- *NFPA 70 - National Electrical Code or The National Electrical Code Handbook*, 2014 or 2017 Editions, National Fire Protection Association, (800) 344-3555, [www.nfpa.org](http://www.nfpa.org).

*The following reference material is recommended for study, but is not allowed in the examination center:*

- *Ultimate Pool Maintenance Manual: Spas, Pools, Hot Tubs, Rockscapes and Other Water Features*, 3rd Edition 2001, Terry Tamminen
- *APSP Service Tech Manual - Basic Pool and Spa Technology*, 4th, Association of Pool and Spa Professionals, 2111 Eisenhower Avenue, Alexandria, VA 22314-4698, [www.apssp.org](http://www.apssp.org)
- *NSPF Advanced Service Technician - Pool & Spa Operator Handbook*, and all downloads associated with certification course. Contact Northeast Spa & Pool Association 6B South Gold Drive, Hamilton, NJ 08691, 609-689-9111; website: [www.nespapool.org](http://www.nespapool.org); Email: [info@nespapool.org](mailto:info@nespapool.org).

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. References may be tabbed/indexed with permanent tabs only. Temporary tabs, such as Post-It notes, are not allowed and must be removed from the reference before the exam will begin.



## SPB SWIMMING POOL BUILDER CONTRACTOR

### SCOPE OF WORK

For new Installation, of in ground swimming pools. C.G.S. Chapter 393. "Swimming pool" means a permanent spa or any in-ground or partially above-ground structure intended for swimming that is greater than twenty-four inches in depth, and (2) "swimming pool builder" means a person who, for financial compensation, excavates and grades for and constructs and installs a swimming pool, including, but not limited to, tiling, coping, decking and installation of associated circulation equipment such as pumps, filters and chemical feeders.

The holder of a swimming pool builder's license issued pursuant to this section shall comply with the provisions of chapter 400 of the general statutes regarding registration as a home improvement contractor.

No person that has been issued a Swimming Pool Builder License shall at any time engage in any of the work for which this license is required without concurrently maintaining a Home Improvement Registration as issued under Chapter 400 Sec. 20-418, of the Connecticut general Statutes.

# of Questions	Minimum Passing Score	Time Allowed
75	70%	150 Minutes

### CONTENT OUTLINE

Subject Area	# of Items
<b>Preliminary Planning and Layout</b>	4
Climate and Site Considerations State/Local Codes and Standards Project Layout and Calculations	
<b>Excavation</b>	6
Soil Compaction and Stabilization Soil Classifications Excavation Guidelines and Supervision	
<b>Hydraulics</b>	10
Hydraulic Design	
<b>Circulation and Filtration</b>	10
Circulation System and Pipe Installation Filtration Methods	
<b>Structures</b>	20
Concrete Fundamentals and Working with Shotcrete Concrete Pool and Spa Structures Vinyl Liner, Fiberglass, and Prefabricated	

<b>Decks</b>	5
Deck Design and Construction	
<b>Accessories</b>	5
Sanitization Systems Cleaners Covers Interior Lighting Design and Specifications	
<b>Coping, Tiling, and Interior Finishes</b>	10
Setting and Installation Interior Finishes Water Chemistry and Start Up	
<b>Associated Trades -</b>	5
Potable Water Supply Heating Systems Managing Indoor Air Quality Electrical Systems	

### 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.

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

This examination is OPEN BOOK.

*The following reference material is allowed in the examination center:*

- *The Association of Pool and Spa Professionals (APSP) Builders Manual, 3<sup>rd</sup> Edition, 2008, Association of Pool and Spa Professionals, (703) 838-0083, [www.apsp.org](http://www.apsp.org)*
- *ANSI/APSP-5 American National Standard for Residential Inground Swimming Pools, 2011, Association of Pool and Spa Professionals, (703) 838-0083, [www.apsp.org](http://www.apsp.org)*
- *ANSI/APSP-3 - Standard for Permanently Installed Residential Spas, 1999, Association of Pool and Spa Professionals, (703) 838-0083, [www.apsp.org](http://www.apsp.org)*
- *International Residential Code for One- and Two-Family Dwellings, 2012, International Code Council, (800) 786-4452, [www.iccsafe.org](http://www.iccsafe.org)*
- *NFPA 70 - National Electrical Code, 2011 or 2014 edition, National Fire Protection Association (NFPA), (800) 344-3555, [www.nfpa.org](http://www.nfpa.org)*

- *NFPA 54: National Fuel Gas Code or National Fuel Gas Code Handbook*, 2012, National Fire Protection Association, 1 Batterymarch Park, Quincy, Massachusetts 02169, (800) 344-3555, [www.nfpa.org](http://www.nfpa.org)
- *NFPA 58: Liquefied Petroleum Gas Code*, 2014, National Fire Protection Association, 1 Batterymarch Park, Quincy, Massachusetts 02169, (800) 344-3555, [www.nfpa.org](http://www.nfpa.org)
- *Code of Federal Regulations - 29 CFR Part 1926 (OSHA)*, with latest available amendments, U.S. Government Printing Office, (866) 512-1800 or [https://www.osha.gov/pls/oshaweb/owastand.display\\_standard\\_group?p\\_toc\\_level=1&p\\_part\\_number=1926](https://www.osha.gov/pls/oshaweb/owastand.display_standard_group?p_toc_level=1&p_part_number=1926)  
OR  
*Code of Federal Regulations - 29 CFR Part 1926 Selections by PSI*, with latest available amendments, (866) 589-3088, [www.psiolinestore.com](http://www.psiolinestore.com) (See order form at the end of the Candidate Information Bulletin.)

The following reference material is recommended for study, but is not allowed in the examination center:

- *Guide to Shotcrete*, 2005, American Concrete Institute, (248) 848-3700, [www.concrete.org](http://www.concrete.org)
- *Craftsman Workbook for ACI Certification of Shotcrete Nozzlemans (ACI CP-60)*, 2009, American Concrete Institute, (248) 848-3700, [www.concrete.org](http://www.concrete.org)
- *Pipe and Excavation Contracting Revised*, Dave Roberts and Dan Atcheson, 2011, Craftsman Book Company, (800) 829-8123, [www.craftsman-book.com](http://www.craftsman-book.com)
- *Placing Reinforcing Bars*, 9<sup>th</sup> Edition, 2011, Concrete Reinforcing Steel Institute, (800) 328-6306, [www.crsi.org](http://www.crsi.org)
- *Design and Control of Concrete Mixtures*, 15<sup>th</sup> Edition, 2011, Portland Cement Association, (847) 966-6200, [www.cement.org](http://www.cement.org)

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. References may be tabbed/indexed with permanent tabs only. Temporary tabs, such as Post-It notes, are not allowed and must be removed from the reference before the exam will begin.

## IMPORTANT NOTICE

The Swimming pool assembler's license for the installation of "new" above ground pools or spas is not required due to a 2017 legislative change in the Connecticut General Statutes.

Persons and Companies that install "new" above ground pool's now need to be registered as a Connecticut Home Improvement Contractor to offer new above ground pool and spa installation to home owners of existing home's. [www.ct.gov/dcp](http://www.ct.gov/dcp)

The maintenance and repair of above ground pools or spas still require the swimming pool and spa maintenance and repair license types of SP-1 and SP-2 for any work performed after the initial installation.

## LICENSE APPLICATION INSTRUCTIONS

Submit the licensing fee indicated on the passing score report for your trade examination with all passing score reports to the Connecticut Department of Consumer Protection.

Connecticut Department of Consumer Protection  
Occupational and Professional Licensing Division  
450 Columbus Boulevard, Suite 801  
Hartford, CT 06103  
Phone: 860-713-6135  
E-Mail: [DCP.OccupationalProfessional@ct.gov](mailto:DCP.OccupationalProfessional@ct.gov)  
Agency Web site: [www.ct.gov/dcp](http://www.ct.gov/dcp)

## CERTIFICATE OF ACHIEVEMENT

Once you have passed the examination(s), you may order a personalized Certificate of Achievement. Please fill out the order form on the following page, and mail this, along with the appropriate fee 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)

Once PSI has received your request, the certificate will be mailed out within 2 weeks. Note: the name on the certificate will exactly match the name used on the registration for the examination. Each certificate will be for one examination only. If you pass more than one examination, you will need to order a separate certification for each. Note: this is not your license.





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"/>	CERTIFICATE OF ACHIEVEMENT (You must have passed the exam before ordering the certificate) Certificate of Achievement suitable for framing.	
<input type="checkbox"/>	<a href="#"><u>The Ultimate Pool Maintenance Manual: Spas, Pools, Hot Tubs, Rockscapes and Other Water Features</u></a>	
<input type="checkbox"/>	<a href="#"><u>Contractors Guide to Business, Law and Project Management - Connecticut Edition</u></a>	
<input type="checkbox"/>	<a href="#"><u>NFPA 70 - National Electrical Code</u></a>	
<input type="checkbox"/>	<a href="#"><u>29 CFR Part 1926 Selections</u></a>	

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



# 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 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.**



PSI licensure:certification  
3210 E Tropicana  
Las Vegas, NV 89121