



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 GLAZIERS 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 receive an email 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 (855) 746-8171.

**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.



## 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; Dealer-Tech \$200.00; Technician \$80.00; Driller (any type) \$88.00. **A check for the applicable fee must be made payable to PSI. For credit card payments 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, Driller or Technician applicants** must attach the **original copy** of the Letter of Apprenticeship Completion Certificate. This can be obtained from the State of Connecticut, Department of Labor, Apprenticeship Training Division at (860) 263-6085 or [www.ctapprenticeship.com](http://www.ctapprenticeship.com).
- ➔ **Contractor or Dealer-Technician applicants** must have held the respective journeyperson, driller or technician 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. If you are a military service member with a Recommendation for Review, submit your recommendation in lieu of statements and diplomas/degrees. 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-(855) 746-8171

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

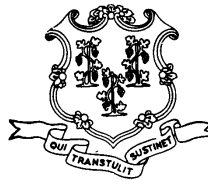
First Name, Middle Initial, Last Name			License Type Applying For:		
Residence Street Address		City or Town		State	Zip Code
Telephone Number (w/ area code)	Email Address		Social Security Number		Date of Birth
Mailing Address (if different from above)		City or Town		State	Zip Code
Do you presently hold 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 your completed Criminal Conviction Application Worksheet. Download @ <a href="http://www.ct.gov/dcp">www.ct.gov/dcp</a> .
Are you a military service member or veteran?			<input type="checkbox"/> Yes	<input type="checkbox"/> No	If yes, see Candidate Information Bulletin - Military Training Evaluation section.

*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. By signing this application, I authorize the Department of Consumer Protection (DCP) to access and use the photo that appears on my driver's license or non-driver identity card. I understand that the photo will be retained in DCP's records and used in connection with the permit that DCP is issuing in my name.*

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

\_\_\_\_\_  
Date





## Occupational Trade Payment By Credit Card

Application: (Check one):       Contractor \$150.00       Journeyperson \$90.00  
    Dealer-Tech \$200.00       Technician \$80.00       Driller (any type) \$88.00

Total Fees Included: \$\_\_\_\_\_ Payment of fees may be made by credit card, company check, personal check, money order or cashier's check, made payable to PSI. Cash is NOT accepted.

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: \_\_\_\_\_



## CONNECTICUT OCCUPATIONAL LICENSING EXAMINATION REGISTRATION FORM

*Before you begin. . .*

*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 M.I.
  
2. **Social Security:**  -  -  (FOR IDENTIFICATION PURPOSES ONLY)
  
3. **Mailing Address:**    
Number, Street Apt/Ste
  
- -   
City State Zip Code
  
4. **Telephone:**    Cell      -      Office      -
  
5. **Email:** \_\_\_\_\_ @ \_\_\_\_\_ **School Code:**
  
6. **Examination:** (Check one)     Each Examination Portion (\$65)     Examination Review (\$40)

For first-time contractor candidates, one portion will be your trade examination and the second portion will be your business and law portion. Journey persons will only be required to take one portion, unless seeking two separate licenses.

7. **Total Fees Included:** \$ \_\_\_\_\_ Payment of fees may be made by credit card, company check, personal check, money order or cashier's check, made payable to PSI. Cash is NOT accepted.

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: \_\_\_\_\_

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



## 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.

PSI licensure:certification  
3210 E Tropicana  
Las Vegas, NV 89121  
(855) 746-8171  
[www.psiexams.com](http://www.psiexams.com)

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

### MILITARY TRAINING RECOMMENDATION FOR REVIEW

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 Apprenticeship Training and request a military training recommendation for review, for on the job training and school related instruction credit towards the type of license you are applying for, prior to sending in an application for licensure. Phone: (860) 263-6128 or Email: [paul.femia@ct.gov](mailto:paul.femia@ct.gov). Web site: [www.ctapprenticeship.com](http://www.ctapprenticeship.com).

## 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 (855) 746-8171 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 (855) 746-8171, 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 (855) 746-8171, 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 and speak 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 (855) 746-8171.

### 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 PSI 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. A candidate with a disability or a candidate who would otherwise have difficulty taking the examination must follow the instructions on the Exam Accommodations Request Form at the end of this Candidate Information Bulletin.

### 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 (855) 746-8171. 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. 245 to 795. 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.

Additionally, PSI has examination centers in many other regions across the United States. You may take this examination at any of these locations. Once you have paid for the examination, enter your zip code and a list of the testing sites closest to you will appear.

## 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 (855) 746-8171 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 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. For security purposes outerwear such as, but not limited to: open sweaters, cardigans, shawls, scarves, hoodies, vests, jackets and coats are not permitted in the testing room. **In the event you are asked to remove the outerwear, appropriate attire, such as a shirt or blouse should be worn underneath.**
- **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.
- Although secure storage for personal items is provided at the examination site for your convenience, PSI is not responsible for any damage, loss, or theft of any personal belongings or prohibited items brought to, stored at, or left behind at the examination site. PSI assumes no duty of care with respect to such items and makes no representation that the secure storage provided will be effective in protecting such items. If you leave any items at the examination site after your examination and do not claim them within 30 days, they will be disposed of or donated, at PSI's sole discretion.
- Person(s) accompanying an examination candidate may not wait in the examination center, inside the building or on the building's property. This applies to guests of any nature, including drivers, children, friends, family, colleagues or instructors.
- No smoking, eating, or drinking is allowed in the examination center.
- During the check in process, all candidates will be asked if they possess any prohibited items. Candidates may also be asked to empty their pockets and turn them out for the proctor to ensure they are empty. The proctor may also ask candidates to lift up the ends of their sleeves and the bottoms of their pant legs to ensure that notes or recording devices are not being hidden there.
- Proctors will also carefully inspect eyeglass frames, tie tacks, or any other apparel that could be used to harbor a recording device. Proctors will ask to inspect any such items in candidates' pockets.
- If prohibited items are found during check-in, candidates shall put them in the provided secure storage or return these items to their vehicle. PSI will not be responsible for the security of any personal belongings or prohibited items.
- Any candidate possessing prohibited items in the examination room shall immediately have his or her test results invalidated, and PSI shall notify the examination sponsor of the occurrence.
- Any candidate seen giving or receiving assistance on an examination, found with unauthorized materials, or who violates any security regulations will be asked to surrender all examination materials and to leave the examination center. All such instances will be reported to the examination sponsor.
- Copying or communicating examination content is violation of a candidate's contract with PSI, and federal and state law. Either may result in the disqualification of examination results and may lead to legal action.
- Once candidates have been seated and the examination begins, they may leave the examination room only to use





the restroom, and only after obtaining permission from the proctor. Candidate will not receive extra time to complete the examination.

## TAKING THE EXAMINATION BY COMPUTER

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

### IDENTIFICATION SCREEN

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

### TUTORIAL

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



The screenshot shows a computer interface for an examination. At the top, there is a navigation bar with icons for Mark, Comments, Goto, Help, and End. Below this is a status bar showing: 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?". Below the question, it says "(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 two buttons: "<< Back" and "Next >>".

**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 by clicking the Comments link on the function bar of 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 enter a comment about the question during the review by clicking the Comments link on the function bar of 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 you 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 (855) 746-8171 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.

### SCORE REPORTS

You may request a duplicate score report after your examination by emailing [scorereport@psionline.com](mailto:scorereport@psionline.com) or by calling (855) 746-8171.

## 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.psionlinestore.com](http://www.psionlinestore.com) or by calling the PSI Online Store, toll-free, at (866) 589-3088.

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

### AG-1 GLAZIER CONTRACTOR (AUTO) AG-1 TECHNICAL

#### SCOPE OF WORK

The holder of this license may perform the installation, maintenance, or repair of fixed glass in motor vehicles.

# of Questions	% Required to Pass	Time Allowed
40	70%	1.5 hours

#### CONTENT OUTLINE

Subject Area	# of Items
Glass Service - Repair and Replacement	26
Glass Service -- Adhesives and Sealants	8
Safety	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 CLOSED BOOK.

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

- *Automotive Glass Replacement Safety Standard (AGRSS); ANSI/AGSC/AGRSS 004-2018, Auto Glass Safety Council, 20 PGA Drive, Suite 201, Stafford, VA 22554*
- *Repair of Laminated Automotive Glass Standard (ROLAGS), ANSI/NWRA/ROLAGS 001-2014, National Windshield Repair Division (NWRD), 20 PGA Drive, Suite 201, Stafford, VA 22554*
- *The Complete Guide to Auto Glass Installation - A Textbook, Bob Beranek and Ann Schuelke, 2011; this textbook is available from Amazon, Barnes and Noble and other providers.*

### AG-2 GLAZIER JOURNEYPERSON (AUTO) AG-2 TECHNICAL

#### SCOPE OF WORK

The holder of this license may perform the installation, maintenance, or repair of fixed glass in motor vehicles only while in the employ of a contractor licensed for such.

# of Questions	% Required to Pass	Time Allowed
40	70%	1.5 hours

#### CONTENT OUTLINE

Subject Area	# of Items
Glass Service - Repair and Replacement	26
Glass Service -- Adhesives and Sealants	8
Safety	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.

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This examination is CLOSED BOOK.

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



- *Automotive Glass Replacement Safety Standard (AGRSS); ANSI/AGSC/AGRSS 004-2018, Auto Glass Safety Council, 20 PGA Drive, Suite 201, Stafford, VA 22554*
- *Repair of Laminated Automotive Glass Standard (ROLAGS), ANSI/NWRA/ROLAGS 001-2014, National Windshield Repair Division (NWRD), 20 PGA Drive, Suite 201, Stafford, VA 22554*
- *The Complete Guide to Auto Glass Installation - A Textbook, Bob Beranek and Ann Schuelke, 2011; this textbook is available from Amazon, Barnes and Noble and other providers.*

## FG-1 GLAZIER CONTRACTOR (FLAT)

### SCOPE OF WORK

The holder of this license may perform the installation, maintenance, or repair of glass in residential or commercial structures.

# of Questions	Minimum Passing Score	Time Allowed
50	70%	1.5 Hours

### CONTENT OUTLINE

Subject Area	# of Items
General Glazing and Glass Systems	15
Metal Framing	6
Installation Methods, Tools and Equipment	6
Sealant Installations	10
Safety	7
Code Requirements	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:*

- *Code of Federal Regulations - 29 CFR Part 1926 (OSHA), with latest available amendments, U.S. Government Printing Office, (866) 512-1800. Online version: <https://www.osha.gov/laws-regs/regulations/standardnumber/1926>; This may also be purchased from various vendors including Amazon*  
*OR*
- *Code of Federal Regulations - 29 CFR Part 1926 Selections by PSI, with latest available amendments, 3210 E Tropicana, Las Vegas, NV 89121, (800) 733-9267, [www.psiexams.com](http://www.psiexams.com) (See order form at the end of the Candidate Information Bulletin).*
- *2015 International Building Code Portion of the 2018 State Building Code (Chapter 24 and Sections 305.1 and 305.2), ICC [www.iccsafe.org](http://www.iccsafe.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.

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

- *GANA Glazing Manual (50th Anniversary Edition), GANA (Glazing Association of North America), <http://www.glasswebsite.com/publications.html>*
- *GANA Guide to Architectural Glass 2010, (Glazing Association of North America), [https://www.techstreet.com/standards/guide-to-architectural-glass?product\\_id=1877758](https://www.techstreet.com/standards/guide-to-architectural-glass?product_id=1877758)*
- *GANA Sealant Manual, 2008 Edition, GANA (Glazing Association of North America), <http://www.glasswebsite.com/publications.html>*
- You can access courses by selecting the following link:  
Flat glass FG2 license Online course on MyGlassClass.com  
[www.MyGlassClass.com](http://www.MyGlassClass.com)  
National Glass Association  
[myglassclass@glass.org](mailto:myglassclass@glass.org)

## FG-2 GLAZIER JOURNEYPERSON (FLAT)

### SCOPE OF WORK

The holder of this license may perform the installation, maintenance, or repair of glass in residential or commercial structures only while in the employ of a contractor licensed for such.

# of Questions	Minimum Passing Score	Time Allowed
50	70%	1.5 Hours

### CONTENT OUTLINE

Subject Area	# of Items
General Glazing and Glass Systems	15
Metal Framing	6
Installation Methods, Tools and Equipment	6
Sealant Installations	10
Safety	7
Code Requirements	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



## 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

(855) 746-8171 • 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.

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.

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**This examination is OPEN BOOK.**

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

- *Code of Federal Regulations - 29 CFR Part 1926 (OSHA)*, with latest available amendments, U.S. Government Printing Office, (866) 512-1800. Online version: <https://www.osha.gov/laws-regs/regulations/standardnumber/1926>; This may also be purchased from various vendors including Amazon  
OR
- *Code of Federal Regulations - 29 CFR Part 1926 Selections by PSI*, with latest available amendments, 3210 E Tropicana, Las Vegas, NV 89121, (800) 733-9267, [www.psiexams.com](http://www.psiexams.com) (See order form at the end of the Candidate Information Bulletin).
- *2015 International Building Code Portion of the 2018 State Building Code (Chapter 24 and Sections 305.1 and 305.2)*, ICC [www.iccsafe.org](http://www.iccsafe.org)

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- *GANA Glazing Manual (50th Anniversary Edition)*, GANA (Glazing Association of North America), <http://www.glasswebsite.com/publications.html>
- *GANA Guide to Architectural Glass 2010*, (Glazing Association of North America), [https://www.techstreet.com/standards/guide-to-architectural-glass?product\\_id=1877758](https://www.techstreet.com/standards/guide-to-architectural-glass?product_id=1877758)
- *GANA Sealant Manual, 2008 Edition*, GANA (Glazing Association of North America), <http://www.glasswebsite.com/publications.html>
- You can access courses by selecting the following link:  
Flat glass FG2 license Online course on MyGlassClass.com  
[www.MyGlassClass.com](http://www.MyGlassClass.com)  
National Glass Association  
[myglassclass@glass.org](mailto:myglassclass@glass.org)






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"/>	<b>CERTIFICATE OF ACHIEVEMENT</b> (You must have passed the exam before ordering the certificate) Certificate of Achievement suitable for framing.	
<input type="checkbox"/>	<a href="#"><u>29 CFR Part 1926 Selections</u></a>	
<input type="checkbox"/>	<a href="#"><u>Contractors Guide to Business, Law and Project Management - Connecticut Edition</u></a>	

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



All examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990.

Applicants with disabilities or those who would otherwise have difficulty taking the examination should request for alternative arrangements by [Clicking Here](#).

**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 uploaded 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

**MAKE SURE YOU ARE REGISTERED FOR THE EXAMINATION BEFORE REQUESTING EXAMINATION ACCOMMODATIONS**

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