



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

Before paying for your examination registration, be sure you understand the contents of this bulletin. Please retain and use it as a reference when contacting PSI.

State of Tennessee
Department of Commerce and Insurance



TENNESSEE ALARM EXAMINATIONS
CANDIDATE INFORMATION BULLETIN

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

YOU DO NOT NEED APPROVAL FROM THE TENNESSEE DEPARTMENT OF COMMERCE AND INSURANCE TO TEST.

Contact PSI to register and pay for your exam.

- Complete the registration form **online**, at www.psiexams.com. On the homepage “Create an account” can be found on the right hand column under “New Users” or;
 - Completely fill out the PSI Registration Form (found at the end of this bulletin) and mail, e-mail, or fax to PSI or;
 - Call (800) 733-9267 to register.

Sent online _____ (no wait time for scheduling the examination date).

Mailed on _____ (allow 2 weeks for processing before scheduling the examination date).

Faxed on _____ (allow 4 business days for processing before scheduling the examination date).

Emailed on _____ (allow 4 business days for processing before scheduling the examination date).

Called on _____ (no wait for scheduling the examination date).

Schedule your examination.

Once you have paid, you must contact PSI to schedule an appointment to take the examination. You may either schedule via the Internet, or schedule over the telephone at (800) 733-9267. Scheduled for:

Examination Date: _____ Examination Time: _____

Test Center Location: _____

To change scheduled date, call back by _____

Take the scheduled examination, bringing required identification to the test center.

- 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.

IMPORTANT! *Your name as shown while registering must exactly match the name on the photo I.D. used when checking in at the examination center.*

- Arrive 30 minutes prior to appointment.

Get your score report. You will receive your results immediately after the examination.



EXAMINATIONS BY PSI SERVICES LLC

This Candidate Information Bulletin provides you with information about the examination and application process for the alarm systems qualifying agents licensure in the State of Tennessee.

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

The Tennessee Department of Commerce and Insurance has contracted with PSI Services LLC (PSI) to conduct the examination program. PSI provides examinations through a network of computer examination centers in Tennessee. PSI works closely with the State to be certain that examinations meet local as well as national requirements in basic principles and examination development standards.

Following are the examinations offered by PSI Examination Services:

Name of Exam
Fire Alarm Qualifying Agent
Burglar Alarm Qualifying Agent
CCTV Qualifying Agent
Alarm Monitoring Qualifying Agent

CONTACT INFORMATION

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

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

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

Department of Commerce and Insurance
500 James Robertson Pkwy
Nashville, TN 37243
(615) 741-9771
<http://regboards.tn.gov>

EXAMINATION REGISTRATION PAYMENT AND SCHEDULING PROCEDURES

Examination Fee \$140

NOTE: EXAMINATION FEES ARE NOT REFUNDABLE OR TRANSFERABLE. THE EXAMINATION FEE IS VALID FOR ONE YEAR FROM THE DATE OF PAYMENT.

ONLINE (WWW.PSIEXAMS.COM)

For the fastest and most convenient examination scheduling process, register for your examinations online by accessing PSI's registration Web site at www.psiexams.com. Internet registration is available 24 hours a day.

- Log onto PSI's Web site and create an account. The online form will ask you to enter your email address and to spell your name exactly as it appears on the identification that you will be presenting at the examination center.
- The form will ask you to choose the examination you wish to take, to enter personal and contact information, and to pay for and schedule the examination. The form allows you to enter a ZIP code to see a list of examination centers closest to you. Once you select the desired examination center, you will be able to choose an available date and time for your examination.

TELEPHONE

The second fastest method of registering and scheduling is via the telephone.

- To register by phone, you need a valid credit card Visa, MasterCard, American Express or Discover).
- Call (800) 733-9267, Monday through Friday between 6:30 am and 9:00 pm, or Saturday-Sunday between 8:00 am and 4:30 pm, Central Time to speak with a Customer Service Representative.

FAX REGISTRATION

- Complete the PSI registration form (found at the end of this bulletin), including your credit card number and expiration date. Fax the completed form to PSI at (702) 932-2666. Fax registrations are accepted 24 hours a day.
- Please allow 4 business days to process your Registration. After 4 business days, you may go online or call PSI to schedule the examination.

EMAIL REGISTRATION

- Complete the PSI registration form (found at the end of this bulletin), including your credit card number and expiration date. Email the completed form to PSI at examschedule@psionline.com. Email registrations are accepted 24 hours a day.
- Please allow 4 business days to process your Registration. After 4 business days, you may go online or call PSI to schedule the examination.

STANDARD MAIL REGISTRATION

- Complete the PSI registration form (found at the end of this bulletin).
- Send the registration form with the appropriate examination fee to PSI. You may pay fees by credit card (Visa, MasterCard, American Express or Discover), money



order, company check, cashier's check. Make your money order or check payable to PSI and print your name on it to ensure the payment is applied to your registration. CASH and PERSONAL CHECKS ARE NOT ACCEPTED.

- Please allow PSI 2 weeks to process a mailed registration. After 2 weeks, you may go online or call PSI to schedule the examination.

RESCHEDULING/CANCELING AN EXAMINATION APPOINTMENT

You may cancel and reschedule an examination appointment without forfeiting your fee if PSI receives your *cancellation at least 2 days before the scheduled examination date*. For example, for a Monday appointment, you would need to cancel your appointment on or before the previous Saturday.

To cancel an appointment, you can use PSI's Internet web site or call (800) 733-9267 to speak to a PSI customer service representative.

Note: You cannot cancel an appointment by leaving a voice mail message. You must use the Internet or speak directly to a PSI customer service representative.

MISSED APPOINTMENT OR LATE CANCELLATION

You will forfeit your examination fee if you:

- Do not cancel your appointment at least 2 days before the scheduled examination date;
- Do not appear for your examination appointment;
- Arrive after examination start time; or
- 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. An applicant with a disability or an applicant who would otherwise have difficulty taking the examination must complete the Exam Accommodation Request Form at the end of this Candidate Information Bulletin and must fax it to PSI (702) 932-2666 or email it to examaccommodations@psionline.com.

EXAMINATION TEST CENTER CLOSING FOR AN EMERGENCY

If severe weather or another emergency forces the closure of an examination center 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 appointment by calling (800) 733-9267 or viewing the website at www.psiexam.com. Every effort will be made to reschedule your examination at a convenient time as soon as possible. You will not be penalized. Your exam will be rescheduled at no additional charge to you.

EXAMINATION SITE LOCATIONS

The examinations are administered at the examination centers listed below:

Chattanooga

6918 Shallowford Rd, Suite 314
Chattanooga, TN 37421

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

Jackson

368 North Parkway, #3
Jackson, TN 38305

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

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

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

Johnson City

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

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

Knoxville

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

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

Traveling I-40 W/I-75 S West Bound, take Gallaher View exit #379. Turn left at lights, go through Kingston Pike, pass Bearden High School, and down slight hill on right. Arrive at Suburban Office Plaza and go to back of building to Suite 114.

Memphis

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

Coming North from Mississippi on Interstate Hwy 55, take Interstate Hwy 240 East. Proceed 8.5 miles to Mt. Moriah Rd. Exit. Go South on Mt. Moriah Road 2.2 miles. Apple Tree Center is on the right (just past the intersection with Hickory Hill and Ridgeway roads).

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



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

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

**Nashville
The Oaks**

1102 Kermit Drive, Suite 101
Nashville, TN 37217

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

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

Additionally, PSI has examination centers in many other regions across the United States. You may take this examination at any of these locations by submitting the out-of-state 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 prior to your scheduled appointment time. This allows time for the sign-in and identification verification procedure as well as providing time to familiarize yourself with the examination process. *If you arrive late, you may not be admitted to the examination site and you will forfeit your examination registration fee.*

REQUIRED IDENTIFICATION AT EXAMINATION SITE

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

PRIMARY IDENTIFICATION (with photo) - Choose One

- State issued driver's license
 - State issued identification card
 - US Government Issued Passport
 - US Government Issued Military Identification Card
 - US Government Issued Alien Registration Card
- NOTE: ID must contain candidate's photo, be valid and unexpired.

SECONDARY IDENTIFICATION - Choose One

- Credit Card (must be signed)
- Social Security Card

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 the required identification at the time of the examination without notifying PSI is considered a missed appointment, and you will not be able to take the examination.*

SECURITY PROCEDURES

The following security procedures will apply during the examination:

- Candidates may use a silent, nonprinting, non-programmable calculator in the examination center.
- Candidates may take only approved items into the examination room.
- All personal belongings of candidates, with the exception of close-fitting jackets or sweatshirts, should be placed in the secure storage provided at each site prior to entering the examination room. Personal belongings include, but are not limited to, the following items:
 - **Electronic devices of any type**, including cellular/mobile phones, recording devices, electronic watches, cameras, pagers, laptop computers, tablet computers (e.g., iPads), music players (e.g., iPods), smart watches, radios, or electronic games.
 - **Bulky or loose clothing or coats** that could be used to conceal recording devices or notes, including coats, shawls, hooded clothing, heavy jackets, or overcoats.
 - **Hats or headgear not worn for religious reasons** or as religious apparel, including hats, baseball caps, or visors.
 - **Other personal items**, including purses, notebooks, reference or reading material, briefcases, backpacks, wallets, pens, pencils, other writing devices, food, drinks, and good luck items.
- Person(s) accompanying an examination candidate may not wait in the examination center, inside the building or on the building's property. This applies to guests of any nature, including drivers, children, friends, family, colleagues or instructors.
- No smoking, eating, or drinking is allowed in the examination center.
- During the check in process, all candidates will be asked if they possess any prohibited items. Candidates may also be asked to empty their pockets and turn them out for the proctor to ensure they are empty. The proctor may also ask candidates to lift up the ends of their sleeves and the bottoms of their pant legs to ensure that notes or recording devices are not being hidden there.
- Proctors will also carefully inspect eyeglass frames, tie tacks, or any other apparel that could be used to harbor a recording device. Proctors will ask to inspect any such items in candidates' pockets.
- If prohibited items are found during check-in, candidates shall put them in the provided secure storage or return these items to their vehicle. PSI will not be responsible for the security of any personal belongings or prohibited items.
- Any candidate possessing prohibited items in the examination room shall immediately have his or her test results invalidated, and PSI shall notify the examination sponsor of the occurrence.



- Any candidate seen giving or receiving assistance on an examination, found with unauthorized materials, or who violates any security regulations will be asked to surrender all examination materials and to leave the examination center. All such instances will be reported to the examination sponsor.
- Copying or communicating examination content is violation of a candidate's contract with PSI, and federal and state law. Either may result in the disqualification of examination results and may lead to legal action.
- Once candidates have been seated and the examination begins, they may leave the examination room only to use the restroom, and only after obtaining permission from the proctor. Candidate will not receive extra time to complete the examination.

EXAMINATION REVIEW

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, or changed. The review is one hour in length.

The fee for reviewing your examination is \$50. You may register for the examination review via telephone, internet, mail or fax. If you would like to register by Mail or Fax, please fill out the Registration form found on the last page of this bulletin. You may pay with credit card (Visa, MasterCard, American Express or Discover), money order, company check or cashier's check. Cash and personal checks are not accepted. During the review candidates will be presented with the questions the candidate incorrectly answered during the examination. 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 writing down comments on the Review sheet.

All comments made are for the future benefit of candidates. PSI will review all comments and, if necessary, make immediate key changes (or item deletions). But, PSI will not, under any circumstances, retroactively change a grade of any prior candidate. There will not be any notification sent to you from PSI with regard to your review.

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 \$50 and it is one hour in length. **You must schedule the examination review within 30 days from the date you originally took 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 semi-/private testing station to take the examination. When you are seated at the testing station, you will be prompted to confirm your name, identification number, and the examination for which you are registered.

TUTORIAL

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

TEST QUESTION SCREEN

The "function bar" at the top of the test question screen provides mouse-click access to the features available while taking the examination.

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, 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?" Below the question is a text input field. Underneath the input field, 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 >>".

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 or you have ended your examination.

SCORE REPORTING

Your score will be given to you immediately following completion of the examination. The following summary describes the score reporting process:

- **On screen** - Your score will appear on the computer screen, either when you complete all the exam questions or automatically at the end of the time allowed for the examination.
 - If you pass, you will immediately be notified that you passed the examination.
 - If you do not pass, you will immediately be notified that you failed the examination.
- **On paper** - Make sure to obtain your printed score report from test center staff before you leave the test center.

DUPLICATE SCORE REPORTS

You may request a duplicate score report after your examination by emailing scorereport@psionline.com or by calling 800-733-9267.



TIPS FOR PREPARING FOR YOUR LICENSE EXAMINATION

The following suggestions will help you prepare for your examination.

- A practice examination is not available for these examinations.
- 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.

EXPERIMENTAL QUESTIONS

In addition to the number of examination questions specified in the "Examination Content Outlines", a small number (5 to 10) of "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 unscored, experimental questions is an essential step in developing future licensing examinations.

DESCRIPTION OF EXAMINATIONS

ALARM MONITORING QUALIFYING AGENT

Scope - An "Alarm System Qualifying Agent" is an individual qualified to oversee and supervise alarm systems contractor operations including offers to sell, install, service or monitor alarm systems, signal devices, fire alarms, burglar alarms, television cameras or still cameras used to detect fire, burglary, breaking and/or entering, intrusion, shoplifting, pilferage or theft.

"Monitoring" means any off-site central monitoring station or location that receives electronic burglar alarm, closed circuit television, and/or fire alarm signals from multiple locations and notifies and/or dispatches other persons to emergency burglaries, hold-ups, thefts, vandalism, civil unrest, personal emergencies and/or fire alarm conditions.

Name of Exam	# of Items	Length of Exam	Passing Score
Alarm Monitoring Qualifying Agent	50	3 Hours	70%

CONTENT OUTLINE

Subject Area	# of Items
Public Safety	2
Alarm Receiving Equipment	10
Signals and Response	10
Emergency Procedures and Preparedness	10
Listing Agencies	3
State Licensing Laws and Rules	15

REFERENCE LIST

The reference material listed below was used to prepare the questions for this examination. The examination may also contain questions based on trade knowledge or general industry practices.

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

This examination is OPEN BOOK.

The following reference materials are allowed in the examination center:

NFPA 72 - National Fire Alarm Code, 2010 Edition, National Fire Protection Association, 1 Batterymarch Park, P.O. Box 9101, Quincy, MA 02269-9101, www.nfpa.org.

SRSS-01 - The Standard for Remote Supervising Station, 2007, Electronic Security Association, ESAsweb.org, https://esaweb.site-vm.com/store/view_product.asp?ID=727092

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.

The following reference materials are NOT allowed in the examination center:

Tennessee Alarm Contractors Licensing Law and Rules, Online, Tennessee Alarm Systems Contractors Board, 500 James Robertson Parkway, Nashville, TN 37243, <http://regboards.tn.gov>

FIRE ALARM QUALIFYING AGENT

Scope - An "Alarm System Qualifying Agent" is an individual qualified to oversee and supervise alarm systems contractor operations including offers to sell, install, service or monitor alarm systems, signal devices, fire alarms, burglar alarms, television cameras or still cameras used to detect fire, burglary, breaking and/or entering, intrusion, shoplifting, pilferage or theft.

A "fire alarm system" is an alarm or monitoring system that is intended to respond to or detect fire, heat, smoke or other byproducts of combustion.



Name of Exam	# of Items	Length of Exam	Passing Score
Fire Alarm Qualifying Agent	100	5 Hours	70%

CONTENT OUTLINE

Subject Area	# of Items
General Knowledge and Theory	10
Requirements for Electrical Installation	5
Wiring Methods and Materials	10
Special Occupancies	10
Special Conditions	8
Application of Fire Alarm Systems	22
State Licensing Laws and Rules	35

REFERENCE LIST

The reference material listed below was used to prepare the questions for this examination. The examination may also contain questions based on trade knowledge or general industry practices.

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

This examination is OPEN BOOK.

The following reference materials are allowed in the examination center:

NFPA 70 National Electrical Code, 2011 or the *National Electrical Code Handbook, 2011*, National Fire Protection Association, 1 Batterymarch Park, P.O. Box 9101, Quincy, MA 02269-9101, www.nfpa.org.

NFPA 72 - National Fire Alarm Code, 2010 Edition, National Fire Protection Association, 1 Batterymarch Park, P.O. Box 9101, Quincy, MA 02269-9101, www.nfpa.org.

NFPA 101 - Life Safety Code Handbook, 2012 Edition, National Fire Protection Association, 1 Batterymarch Park, P.O. Box 9101, Quincy, MA 02269-9101, www.nfpa.org.

NTC Brown Book - Fire Alarm System Handbook, 2018, National Training Center, 4148 Mantle Avenue, North Las Vegas, NV, 89084, <http://www.nationaltrainingcenter.net/store/all-books/1238.xml>

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.

The following reference materials are NOT allowed in the examination center:

Mike Holt's Illustrated Guide to Basic Electrical Theory, Third Edition, 2008, Mike Holt Enterprises, Inc., 3604 Parkway Blvd., Suite 3, Leesburg, FL 34748, www.NECCode.com.

Tennessee Alarm Contractors Licensing Law and Rules, Online, Tennessee Alarm Systems Contractors Board, 500 James Robertson Parkway, Nashville, TN 37243, <http://regboards.tn.gov>

BURGLAR ALARM QUALIFYING AGENT

Scope - An "Alarm System Qualifying Agent" is an individual qualified to oversee and supervise alarm systems contractor operations including offers to sell, install, service or monitor alarm systems, signal devices, fire alarms, burglar alarms, television cameras or still cameras used to detect fire, burglary, breaking and/or entering, intrusion, shoplifting, pilferage or theft.

A "burglar alarm system" is an alarm or monitoring system that has the primary function of detecting and/or responding to emergencies other than fire.

Name of Exam	# of Items	Length of Exam	Passing Score
Burglar Alarm Qualifying Agent	100	5 Hours	70%

CONTENT OUTLINE

Subject Area	# of Items
General Knowledge and Theory	10
Requirements for Electrical Installation	10
Wiring Methods and Materials	10
Application of Burglar Alarms	30
State Licensing Laws and Rules	40

REFERENCE LIST

The reference material listed below was used to prepare the questions for this examination. The examination may also contain questions based on trade knowledge or general industry practices.

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

This examination is OPEN BOOK.

The following reference materials are allowed in the examination center:

NFPA 70 National Electrical Code, 2011 or the *National Electrical Code Handbook, 2011*, National Fire Protection Association, 1 Batterymarch Park, P.O. Box 9101, Quincy, MA 02269-9101, www.nfpa.org.

NTC Blue Book - Low Voltage Systems Handbook, 2018, National Training Center, 4148 Mantle Avenue, North Las Vegas, NV 89084, <http://www.nationaltrainingcenter.net/store/all-books/1236.xml>

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.

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Mike Holt's Illustrated Guide to Basic Electrical Theory, Third Edition, 2008, Mike Holt Enterprises, Inc., 3604 Parkway Blvd., Suite 3, Leesburg, FL 34748, www.NECCode.com.

Tennessee Alarm Contractors Licensing Law and Rules, Online, Tennessee Alarm Systems Contractors Board, 500 James Robertson Parkway, Nashville, TN 37243, <http://regboards.tn.gov>

CCTV QUALIFYING AGENT

Scope - An "Alarm System Qualifying Agent" is an individual qualified to oversee and supervise alarm systems contractor operations including offers to sell, install, service or monitor alarm systems, signal devices, fire alarms, burglar alarms, television cameras or still cameras used to detect fire, burglary, breaking and/or entering, intrusion, shoplifting, pilferage or theft.

A "Closed-circuit television system" is an alarm system that provides video surveillance of events, primarily by means of transmission and recording of visual signals through the use of film, cameras, receivers, and other visual imaging systems. Closed-circuit television systems may also include as secondary functions, audio and related electrical signals.

Name of Exam	# of Items	Length of Exam	Passing Score
CCTV Qualifying Agent	100	5 Hours	70%

CONTENT OUTLINE

Subject Area	# of Items
General Knowledge and Theory	10
Requirements for Electrical Installation	11
Wiring Methods and Materials	10
Application and Installation of CCTV Systems	30
State Licensing Laws and Rules	39

REFERENCE LIST

The reference material listed below was used to prepare the questions for this examination. The examination may also contain questions based on trade knowledge or general industry practices.

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

This examination is OPEN BOOK.

The following reference materials are allowed in the examination center:

NFPA 70 National Electrical Code, 2011 or the *National Electrical Code Handbook*, 2011, National Fire Protection Association, 1 Batterymarch Park, P.O. Box 9101, Quincy, MA 02269-9101, www.nfpa.org.

NTC Yellow Book - Video Security Systems Handbook, 2018, National Training Center, 4148 Mantle Ave, North Las Vegas, NV 89084, <http://www.nationaltrainingcenter.net/store/all-books/1237.xml>

CCTV From Light to Pixels, 3rd edition, 2013, Vlado Damjanovski, Elsevier Butterworth-Heinemann Publisher, www.amazon.com, Copyright 2014 on the inside page.

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.

The following reference materials are NOT allowed in the examination center:

Video Security Systems Technician (VSST) Level 1 Study Guide, 2009, Security Industry Association (SIA), Slaters Lane, Suite 110, Alexandria, VA 22314, www.siaonline.org.

Mike Holt's Illustrated Guide to Basic Electrical Theory, Third Edition, 2008, Mike Holt Enterprises, Inc., 3604 Parkway Blvd., Suite 3, Leesburg, FL 34748, www.NECCode.com.

Tennessee Alarm Contractors Licensing Law and Rules, Online, Tennessee Alarm Systems Contractors Board, 500 James Robertson Parkway, Nashville, TN 37243, <http://regboards.tn.gov>





TENNESSEE DEPARTMENT OF COMMERCE AND INSURANCE EXAMINATION REGISTRATION FORM

Be prepared with the following information before you begin the registration process. Read the Candidate Information Bulletin before filling out this registration form. You must provide all information requested and submit the appropriate fee. Registration forms that are incomplete or not accompanied by the proper fee will be returned unprocessed. Examination fees are not refundable or transferable.

Last Name	Full First Name	Full Middle Name
Social Security Number		(FOR IDENTIFICATION PURPOSES ONLY)
Mailing Address		
City	State	Zip Code
Cell Phone Number (including area code) ()	Other Phone Number (including area code) ()	
Email Address		

Examination

<input type="checkbox"/> CCTV Qualifying Agent (\$140 exam fee)	<input type="checkbox"/> Alarm Monitoring Qualifying Agent (\$140 exam fee)
<input type="checkbox"/> Fire Alarm Qualifying Agent (\$140 exam fee)	<input type="checkbox"/> Burglar Alarm Qualifying Agent (\$140 exam fee)

Examination Review

<input type="checkbox"/> CCTV Qualifying Agent (\$50 exam review)	<input type="checkbox"/> Alarm Monitoring Qualifying Agent (\$50 exam review)
<input type="checkbox"/> Fire Alarm Qualifying Agent (\$50 exam review)	<input type="checkbox"/> Burglar Alarm Qualifying Agent (\$50 exam review)

<input type="checkbox"/> First Time	<input type="checkbox"/> Retake
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NOTE: EXAMINATION FEES ARE NOT REFUNDABLE OR TRANSFERABLE. THE EXAMINATION FEE IS VALID FOR ONE YEAR FROM THE DATE OF PAYMENT.

Total Fee Included: \$_____. You may pay by credit card, company check, cashier's check or money order. Make your check or money order payable to PSI and note your Social Security # on it.

If paying by credit card, check one: VISA MasterCard American Express Discover

Card Number: _____ 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: _____

I am submitting the Exam Accommodations Request Form and required documentation (see next page). Yes No

Affidavit: I certify that the information provided on this registration form (and/or telephonically to PSI) is correct. I understand that any falsification of information may result in denial of licensure. I have read and understand the Candidate Information Bulletin.

Signature: _____ Date: _____



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 accommodation.

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) Extended time
(Additional time requested: _____)
- Reader (as accommodation for learning disability) Other _____
- Large-print written examination _____
- *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.*

- After you have registered for the exam, complete and fax this form, along with supporting documentation, to (702) 932-2666 or email it to examaccommodations@psionline.com.
- After 4 days, PSI Exam Accommodations will email you confirmation of approval with instructions for the next step.

DO NOT SCHEDULE YOUR EXAMINATION UNTIL THIS DOCUMENTATION HAS BEEN RECEIVED AND PROCESSED BY PSI EXAM ACCOMMODATIONS.

PSI Services LLC
3210 E Tropicana
Las Vegas, NV 89121