



PSI Services LLC

3210 E Tropicana

Las Vegas, NV 89121

<https://test-takers.psiexams.com/tnpps>

**State of Tennessee  
Department of Commerce and Insurance**



**TENNESSEE PROTECTIVE SERVICES EXAMINATIONS  
CANDIDATE INFORMATION BULLETIN**

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## EXAMINATIONS BY PSI EXAMINATION SERVICES

This Candidate Information Bulletin provides you with information about the examination and application process for the contract security company 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 may be required to 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 contract security company 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.

### CONTACT INFORMATION

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

**PSI Examination Services**  
3210 E Tropicana  
Las Vegas, NV 89121  
(855) 746-8173 Fax (702) 932-2666  
<https://test-takers.psiexams.com/tnpps>

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

**Tennessee Private Protective Services**  
500 James Robertson Pkwy  
Nashville, TN 37243  
(615) 741-6382  
<http://regboards.tn.gov>

### EXAMINATION FEE

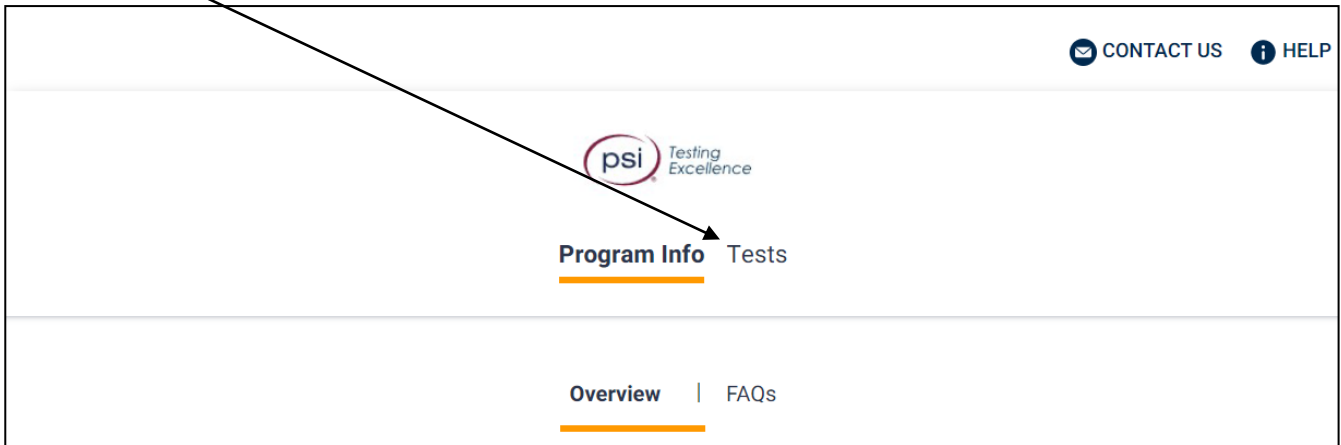
<b>Contract Security Company Qualifier</b>	<b>\$140</b>
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NOTE: EXAMINATION FEES ARE NOT REFUNDABLE OR TRANSFERABLE. Your examination fee will be forfeited if you do not test within 1 year of the date your examination fee is received by PSI.



For the fastest and most convenient examination scheduling process, register for your examinations online by accessing PSI's registration Website: [Click Here](#) or on the email confirmation you received from PSI.

1. Select **TESTS** to create an account.



2. Select the examination and you are ready to create an account. Select **LOGIN/REGISTER**.

To continue the booking process and schedule your test, you must login or create an account. [LOGIN/REGISTER](#)

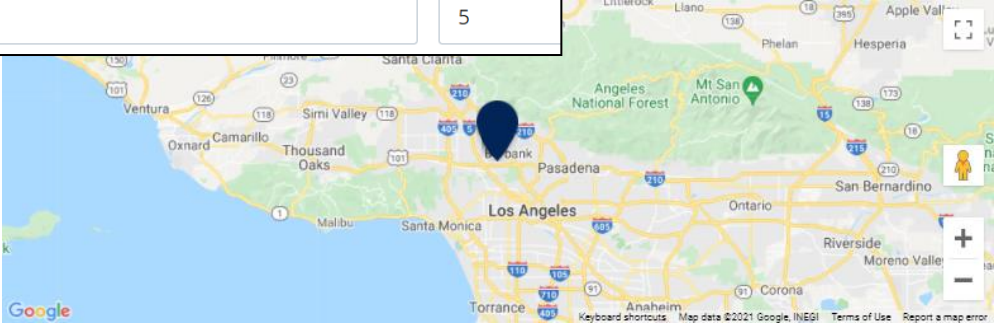
3. You will be prompted to **CREATE AN ACCOUNT** with PSI.

*The first and last name must match exactly with your current, valid, government-issued ID.*

ID *	
First Name *	Last Name *
Middle Name	Generation
Email *	
Password *	<b>Your password must contain:</b> <ul style="list-style-type: none"><li>• At least one capital letter A-Z</li><li>• At least one lower case letter a-z</li><li>• At least one number 0-9</li><li>• At least one special character !@#V\$%V^&amp;V*</li><li>• At least 8 and up to 32 characters</li></ul>
Confirm Password *	

4. Enter the “City or Postal Code” and select **FIND**.

**Search Test Center Location**



5. Select a date and time to book an appointment.

Choose a Date and Time

**October 2021**

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	<b>8</b>	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Available  Selected

**Time slots available for October 08, 2021**

6. You are now ready to pay.

**Payment**

**Billing Address**

**Order Summary**


Commercial Contractor Practice Test  
Mechanical Bus and Law \$100.00 USD

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**Total Price**

**CONTINUE**

7. Once payment has been made you will receive a message confirming the test center, booked date, and booked time.

**Booking Confirmed!!**  [Print Confirmation](#)

Email Address: asingla81@psionline.com      Home Phone: 111224444      Office Phone: 2221112345

## TELEPHONE REGISTRATION

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

PSI registrars are available at (855) 746-8173, Monday through Friday between 6:30 am and 9:00 pm, and Saturday-Sunday between 8:00 am and 4:30 pm, Central Time, to receive your payment and schedule your appointment for the examination.

## SCHEDULING AN APPOINTMENT TO TAKE THE EXAMINATION

You are responsible for contacting PSI to schedule an appointment to take the examination. PSI will make every effort to schedule the examination site location and time that is most convenient for you. To schedule with a PSI customer service representative, call (855) 746-8173 Monday through Friday between 6:30 am and 9:00 pm, or Saturday and Sunday between 08:00 am and 4:30 pm, Central Time. If space is available in the examination site of your choice, you may schedule an examination 3 days prior to the examination date of your choice, up to 4:00 p.m., Pacific Time (6:00 p.m. Central Time) Please be prepared to offer alternate examination appointment choices.

## REREGISTERING FOR AN EXAMINATION

It is not possible to make a new examination appointment on the same day you have taken an examination; this is due to processing and reporting scores. A candidate who tests unsuccessfully on a Monday can call the next day, Tuesday, and retest as soon as Wednesday, depending upon space availability. You may access a registration form at <https://test-takers.psiexams.com/tnpps>. You may also call PSI at (855) 746-8173.

## CANCELING AND RESCHEDULING AN EXAMINATION APPOINTMENT

You may cancel and reschedule an examination appointment without forfeiting your fee if your *cancellation notice is received 2 days before the scheduled examination date*. You may call PSI at (855) 746-8173 (a representative is available Monday through Friday, between 6:30 am and 7:00 pm and Saturday, between 10:00 am and 4:00 pm, Central Time).

**Note: A voicemail or mail message is not an acceptable form of cancellation. Please use the PSI Website or call PSI and speak directly to a Customer Service Representative.**

## MISSED APPOINTMENT OR LATE CANCELLATION

Your registration will be invalid, you will not be able to take the examination as scheduled, and you will forfeit your examination fee, if you:

- Do not cancel your appointment 2 days before the scheduled examination date;
- Do not appear for your examination appointment;
- Arrive after examination start time;
- Do not present proper identification when you arrive for the examination.

## EXAM ACCOMMODATIONS

All 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 should request for alternative arrangements by [Clicking Here](#).

**Candidates granted accommodation in accordance with the ADA, MUST schedule their examination by telephone and speak directly with a PSI registrar.**

**You will need to fill this out if requesting to test out of state.**

## 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) 746-8173. Every effort will be made to reschedule your examination at a convenient time as soon as possible.

## **EXAMINATION SITE LOCATIONS**

The examinations are administered at the examination centers listed below:

### **Chattanooga**

6918 Shallowford Rd, Suite 314  
Chattanooga, TN 37421

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

### **Jackson**

368 North Parkway, #3  
Jackson, TN 38305

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

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

*North Parkway is also known as Business Route 412. Coming from the east on 412, turn left into last driveway on the left. Coming from the West on North Parkway, turn right into the first driveway on the right, after crossing the 45 Bypass. PSI is directly across the street (North Parkway) from the China Palace Buffet.*

### **Johnson City**

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

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



### Knoxville

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

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

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

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

### Memphis - Lab Four Professional Development Center

1255 Lynnfield Road, Suite 160  
Memphis, TN 38119

*A face mask will be required when coming in to take an exam. Lab Four is located in Building A. Suite 160 if the first door on the Right upon entering the building.*

### 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 in the back 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 for you 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 1 form of identification. The identification must match the name you scheduled with.

NOTE: ID must contain candidate's signature, photo, be valid and unexpired.

- State issued driver's license

- State issued identification card
- US Government Issued Passport
- US Government Issued Military Identification Card (not allowed for remote testing)
- US Government Issued Alien Registration Card
- Canadian Government Issued ID

Failure to bring the proper documentation invalidates your registration. You will not be able to take the examination as scheduled, and you will forfeit your examination fee.

### SECURITY PROCEDURES

The following security procedures will apply during the examination:

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



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

## TAKING THE EXAMINATION BY COMPUTER

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

### 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

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

You may request a duplicate score report after your examination by emailing [scorereport@psionline.com](mailto:scorereport@psionline.com).

### 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

### CONTRACT SECURITY COMPANY QUALIFIER

Name of Exam	# of Items	Length of Exam	Passing Score
Contract Security Company Qualifier	50	2 Hours	70%

### CONTENT OUTLINE

Subject Area	# of Items
Rules and Regulations	25
Physical Security and Personnel Management	12
A. Physical Security	
B. Administration	
C. Personnel	
Emergency Policy, Procedures, Alarms, Criminal Justice	13
A. Jurisprudence	
B. Security and the Law	
C. Health and Safety	
D. Fire Prevention and Contingency Planning	
E. Alarm 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.

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

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

Effective Security Management, Fifth Edition, 2011, Butterworth-Heinemann/Elsevier, 30 Corporate Drive, Suite 400, Burlington, MA 01803, <https://www.elsevier.com/>



Introduction to Security, Ninth Edition, 2013, Butterworth-Heinemann/Elsevier, 30 Corporate Drive, Suite 400, Burlington, MA 01803, <https://www.elsevier.com/>

Private Protective Services Licensing and Regulatory Act, T.C.A. 62-35, Tennessee Private Protective Services, 500 James Robertson Parkway, Nashville, TN 37243, <http://share.tn.gov/sos/rules/0780/0780-05/0780-05.htm>

Private Protective Services Rules, Chapter 0780-5-2, Tennessee Private Protective Services, 500 James Robertson Parkway, Nashville, TN 37243, <http://share.tn.gov/sos/rules/0780/0780-05/0780-05.htm>

American Red Cross First Aid/CPR/AED Participant's Manual 2011; [http://www.uwec.edu/Kin/outreach/upload/Lay-CPR\\_Handbook\\_Participant.pdf](http://www.uwec.edu/Kin/outreach/upload/Lay-CPR_Handbook_Participant.pdf)



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