



**PSI Services LLC**  
 3210 E Tropicana  
 Las Vegas, NV 89121  
 Phone: (800) 733-9267  
 Fax: (702) 932-2666  
 E-mail: [examschedule@psionline.com](mailto:examschedule@psionline.com)  
[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.*

**STATE OF ALABAMA  
 PRIVATE INVESTIGATION BOARD**



**PRIVATE INVESTIGATOR  
 CANDIDATE INFORMATION BULLETIN**

Examinations by PSI Services LLC .....	2	Security Procedures .....	3
Guidelines for Examination Qualification .....	2	Taking the Examination by Computer .....	3
Examination Scheduling Procedures .....	2	Identification Screen .....	3
On-line, via the Internet Scheduling .....	2	Tutorial .....	3
Telephone Scheduling .....	2	Examination Question Screen .....	3
Rescheduling/Canceling an Examination .....	2	Candidate Comments .....	4
Missed Appointment or Late Cancellation .....	2	Score Reporting .....	4
Exam Accommodations .....	2	Duplicate Score Reports .....	4
Emergency Examination Center Closing .....	2	Experimental Items .....	4
Examination Site Location .....	2	Tips for Preparing for your License Examination .....	4
Reporting to the Examination Site .....	3	Examination Content Outlines and References .....	4
Required Identification .....	3	Exam Accommodations Request Form .....	End of Bulletin

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

Before paying and scheduling for an examination, make sure that you have reviewed the following checklist.

- Eligibility to take an examination is determined by the Alabama Private Investigation Board. To apply go to the Boards website at <http://www.apib.alabama.gov/>. You may also call the Board at (334) 215-0693 or email [apib@leadership-alliance.org](mailto:apib@leadership-alliance.org).
- Upon approval from the Board, you will be sent an Examination Eligibility Notification. You are now ready to contact PSI to pay and schedule for the examination.
- If you fail the examination, you may retest on an unlimited basis.

Schedule your examination:

- Upon approval from the Board, you are responsible for contacting PSI to pay and schedule for the examination. You may either schedule via the Internet at [www.psiexams.com](http://www.psiexams.com), or schedule over the telephone at (800) 733-9267.

Take the scheduled examination:

- Must bring two forms of identification, which bear your signature. One of these must also have your photograph.  
*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.

After your examination:

- Upon passing the examination, your results will be made available to the State.
- To inquire about license requirements, contact the Alabama Private Investigation Board at <http://www.apib.alabama.gov/>. You may also call the Board at (334) 215-0693 or email [apib@leadership-alliance.org](mailto:apib@leadership-alliance.org).



## EXAMINATIONS BY PSI SERVICES LLC

The Alabama Private Investigation Board has contracted with PSI Services LLC (PSI) to conduct the examination program. PSI provides these examinations through a network of computer examination centers in Alabama.

## GUIDELINES FOR EXAMINATION QUALIFICATION

Eligibility to take an examination is determined by the Alabama Private Investigation Board. To apply go to the Boards website at <http://www.apib.alabama.gov/>. You may also call the Board at (334) 215-0693 or email [apib@leadership-alliance.org](mailto:apib@leadership-alliance.org).

- Upon approval from the Board, you will be sent an Examination Eligibility Notification. You are now ready to contact PSI to pay and schedule for the examination.
- If you fail the examination, you may retest on an unlimited basis.

## EXAMINATION SCHEDULING PROCEDURES

Once you are approved by the Board, it is your responsibility to contact PSI to pay and schedule for the examination.

Examination Fee	\$100
-----------------	-------

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

### ON-LINE (WWW.PSIXAMS.COM)

For the fastest and most convenient examination scheduling process, PSI recommends that you schedule for your examination using the Internet. You schedule online by accessing PSI's website at [www.psiexams.com](http://www.psiexams.com). Internet scheduling is available 24 hours a day.

1. 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 the Board has provided to PSI. Be sure to check the box next to "Check here to attempt to locate existing records for you in the system"
2. You will enter your social security number. Your record will be found and you will now be ready to pay and schedule for the exam. Enter your zip code and a list of the testing sites closest to you will appear. Once you select the desired test site, available dates will appear. If you have problems contact PSI at (800) 733-9267 for help.

### TELEPHONE

The second fastest method of scheduling is via the telephone with PSI's Interactive Voice Response system (IVR) during non-business hours or through live registrars during business hours. For telephone registration, you will need a valid credit card (VISA MasterCard, American Express, or Discover). Call 800-733-9267, 24 hours a day and register using the Automated Registration System. Otherwise, PSI registrars are available to schedule an appointment for the test, as follows:



	Monday thru Friday	Saturday & Sunday
Central Time	6:30am - 9:00pm	8:00am - 4:30pm

### RESCHEDULING/CANCELING AN EXAMINATION APPOINTMENT

You may cancel and reschedule an examination appointment without forfeiting your fee if your *cancellation notice is received 2 days before the scheduled examination date*. For example, for a Monday appointment, the cancellation notice would need to be received on the previous Saturday. You may call PSI at (800) 733-9267. Please note that you may also use the automated system, using a touch-tone phone, 24 hours a day in order to cancel and reschedule your appointment.

**Note:** A voice mail message is not an acceptable form of cancellation. Please use the PSI Website, automated telephone system (IVR), or call PSI to speak to a Customer Service Representative.

### MISSED APPOINTMENT OR LATE CANCELLATION

If you miss your appointment, you will not be able to take the examination as scheduled, further 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 exams 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 complete the Exam Accommodations Request Form at the end of this Candidate Information Bulletin and must fax it to PSI (702) 932-2666. This form also includes out-of-state testing requests.

### EXAMINATION SITE CLOSING FOR AN EMERGENCY

In the event that severe weather or another emergency forces the closure of an examination site on a scheduled examination date, your examination will be rescheduled. PSI personnel will attempt to contact you in this situation. However, you may check the status of your examination schedule by calling (800) 733-9267. Every effort will be made to reschedule your examination at a convenient time as soon as possible. You will not be penalized. You will be rescheduled at no additional charge.

## EXAMINATION SITE LOCATIONS

### Birmingham

100 Centerview Drive, Suite 121  
Birmingham, AL 35216

*After you exit I-65 at Hwy 31, turn North on Highway 31 toward Vestavia Hills. Turn right at first traffic light onto Vestavia Parkway. Turn right at first street onto Centerview Drive. Turn left into the first parking lot.*

### Huntsville

4900 University Square, Suite 4  
Huntsville, AL 35816

*From Memorial Parkway (US-431/231), take the University Dr (US-72 W) exit. Turn right on The Boardwalk. You will come to a dead end, facing 4900 University Square.*

### Mobile

6051 - B Airport Blvd.  
Mobile, AL 36660

*From East or West, take I-10 to I-65. From I-65 take Airport Blvd West exit. The site is approximately 3 miles on Airport Blvd. Look for a small red brick office complex, on the left side of the road called the Reynold's Place. You have to make a U-turn at the next traffic light to get to the complex. Office is in the corner of the "L".*

### Montgomery

500 Interstate Park Drive  
Suite 530

Montgomery, Alabama, 36109

*From I-85, take the Perry Hill Road exit (#4). Proceed north on Perry Hill Road for little less than ¼ mile. Interstate Park Drive is located on the right (east) side of Perry Hill Road. Turn right on Interstate Park Road and proceed east for approximately ¼ mile. The office is located on the main road.*

Additionally, PSI has examination centers in many other regions across the United States. You may take this examination at any of these locations by filling out the special accommodation form found at the end of this Candidate Information Bulletin.

## REPORTING TO THE EXAMINATION SITE

On the day of the examination, you should arrive 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.*

*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 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 apply during examinations:

- All examinations are closed book.
- You will have access to an online calculator.
- You will be given a piece of scratch paper and a pencil. Both will be returned to the proctor at check-out.
- No children, notes, briefcases, backpacks, hats, cellular telephones, or pagers are allowed in the examination area. (Note: There is no space to store these materials at the examination center.) Small purses (size of a wallet) will be permitted. Larger purses cannot be taken to the candidate's seat.
- No smoking, eating, or drinking is allowed in the examination center.
- Once you have been seated and the examination begins, you may leave the examination center only to use the restroom, and only after obtaining permission from the proctor. You will not receive extra time to complete the examination.
- Any candidate seen giving or receiving assistance, 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 Board and you may be denied licensure.
- Copying or communicating examination content is a violation of security regulations and may result in the cancellation of your examination results or legal action taken under copyright laws.

## 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.

### EXAMINATION 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.





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.

#### CANDIDATE COMMENTS

While taking the examination, examinees will have the opportunity to provide comments on any questions, by using the comments key on the keyboard. These comments will be analyzed by PSI examination development staff. PSI does not respond to individuals regarding these comments.

### SCORE REPORTING

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

- If you pass, you will immediately receive a successful notification.
- If you do not pass, you will receive a diagnostic report indicating your strengths and weaknesses by examination type with the score report.

#### DUPLICATE SCORE REPORTS

You may request a duplicate score report after your examination by emailing [scorereport@psionline.com](mailto:scorereport@psionline.com) or by calling 800-733-9267.

### TIPS FOR PREPARING FOR YOUR LICENSE EXAMINATION

The following suggestions will help you prepare for your examination.

- Only consider the actual information given in the question, do not read into the question by considering any possibilities or exceptions.
- 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.
- Discuss new terms or concepts as frequently as you can with colleagues. This will test your understanding and reinforce ideas.
- Your studies will be most effective if you study frequently, for periods of about 45 to 60 minutes. Concentration tends to wander when you study for longer periods of time.

### EXAMINATION CONTENT OUTLINES AND REFERENCE MATERIALS

#### PRIVATE INVESTIGATOR

Scope - Private Investigation - The compensated act of any individual or company engaging in the business of obtaining or furnishing information with reference to any of the following: a) A crime committed or threatened against the United States or any state or territory of the United States. b) The identity, habits, conduct, business, occupation, honesty, integrity, credibility, including, but not limited to, the credibility of a person giving testimony in a criminal or civil proceeding, knowledge, trustworthiness, efficiency, loyalty, activity, movement, whereabouts, affiliations, associations, transactions, acts, reputations, or character of any person. c) The location, disposition, or recovery of lost or stolen property. d) The cause or responsibility for fires, losses, accidents, damages, or injuries to persons or to property.

Private Investigator - A person who is engaged in private investigation as defined in the AL Private Investigation Board Administrative Code; a) A person who, for compensation, performs one or more of the private investigation services defined and regulated by this act. b) A person who, for consideration, advertises as providing or performing private investigation. The term does not include an informant who, on a one time or limited basis, as a result of a unique expertise, ability, or vocation, and who provides information or services while under the direction and control of a licensee of the Board, that would otherwise be included in the definition of private investigation.

# of Questions	Required to Pass	Time Allowed
50	70% (35 correct)	1 Hour

#### CONTENT OUTLINE

Subject Area	# of Items
Practical Knowledge	34
Alabama Laws and Rules	16

#### 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 materials are not allowed in the examination center:*

*The Complete Idiot's Guide to Private Investigating*, Third Edition, 2013, Alpha Books/Penguin,  
<http://www.amazon.com/gp/product/B00BMWKSIO?btkr=1>

*Alabama Private Investigation Board Administrative Code*; latest available edition;  
[http://www.apib.alabama.gov/PDF/2017/RR\\_Eff\\_6-21-2017.pdf](http://www.apib.alabama.gov/PDF/2017/RR_Eff_6-21-2017.pdf)





# 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. Candidates with disabilities or those who would otherwise have difficulty taking the examination may request exam accommodations.

Candidates who wish to request exam accommodations because of a disability should fax this form and supporting documentation to PSI at (702) 932-2666.

### Requirements for exam accommodation requests:

You are required to submit documentation from the medical authority or learning institution that rendered a diagnosis. Verification must be submitted to PSI on the letterhead stationery of the authority or specialist and include the following:

- Description of the disability and limitations related to testing
- Recommended accommodation/modification
- Name, title and telephone number of the medical authority or specialist
- Original signature of the medical authority or specialist

Date: \_\_\_\_\_

Legal Name: \_\_\_\_\_  
Last Name First Name

SS#: \_\_\_\_\_

Address: \_\_\_\_\_  
Street City, State, Zip Code

Telephone: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_  
Home Work

Email Address: \_\_\_\_\_

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

- |  |   |
|--|---|
| <input type="checkbox"/> Reader (as accommodation for visual impairment or learning disability)                | <input type="checkbox"/> Extended time (Additional time requested: _____) |
| <input type="checkbox"/> Large-print written examination   | <input type="checkbox"/> Other _____                                      |
| <input type="checkbox"/> Out-of-State Testing Request (this request does not require additional documentation) | _____   |

Site requested: \_\_\_\_\_

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

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

PSI Services LLC  
3210 E Tropicana  
Las Vegas, NV 89121