



PSI licensure:certification

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www.psiexams.com

# California Bureau of Security and Investigative Services Licensing Examinations



## CANDIDATE INFORMATION BULLETIN

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

## PURPOSE

This bulletin is designed to provide you with general information regarding the Bureau of Security and Investigative Services' (BSIS) Private Investigator, Private Patrol Operator, Alarm Company Qualified Manager and Repossession Agency Qualified Manager examination processes.

## EXAMINATION DEVELOPMENT

The BSIS examinations are developed and maintained by the Office of Professional Examination Services (OPES), a division of the California Department of Consumer Affairs. The OPES staff consists of test validation and development specialists who are trained to develop and analyze occupational licensing examinations. Individual examination items are developed in Item Development Conferences in a multiple-choice question format. Each item is carefully researched and validated with published references to ensure accuracy and consistency with entry-level practice for the respective BSIS license.

## ESTABLISHING THE PASSING STANDARDS

A licensing examination determines whether an examinee is competent to practice, not whether the examinee performs better or worse than others who take the test.

In accordance with Business and Professions Code section 101.6, the purpose of Boards, Bureaus and Commissions is to "...establish minimum qualifications and levels of competency and license persons desiring to engage in the occupations they regulate upon determining that such persons possess the requisite skills and qualifications necessary to provide safe and effective services to the public, or register or otherwise certify persons in order to identify practitioners and ensure performance according to set and accepted professional standards."

## EXAMINATION REGISTRATION PAYMENT AND SCHEDULING PROCEDURES

Once you have been approved by BSIS, you are responsible for contacting PSI to schedule an appointment to take the examination. You may do so via the Internet at [www.psiexams.com](http://www.psiexams.com), or schedule over the telephone at (877) 392-6422, TTY (800) 735-2929.

- **FIRST TIME EXAMINEES:** Examination eligibility expires, and an application is deemed abandoned, if the applicant fails to sit for the respective examination within one year after being notified of eligibility.
- **RE-EXAMINATION APPLICANTS:** Examination eligibility expires, and an application is deemed abandoned, if

an applicant fails any written examination and does not retake the examination within one year after initially being notified of eligibility.

In most California testing centers, testing does not take place on the following major holidays:

Thanksgiving	Closed November 22-25, 2012
Christmas	Closed December 25, 2012
New Years	Closed January 1, 2013
Memorial Day	Closed May 25-27, 2013
Independence Day	Closed July 4, 2013
Labor Day	Closed August 31 - September 2, 2013
Thanksgiving	Closed November 28 - December 1, 2013
Christmas	Closed December 25, 2013
New Years	Closed January 1, 2014

## INTERNET SCHEDULING

You may schedule for your test by completing the online Test Registration Form. The Test Registration Form is available at PSI's website, [www.psiexams.com](http://www.psiexams.com). You may schedule for a test via the Internet 24 hours a day.

1. Complete the registration form online and submit your information to PSI via the Internet.
2. Upon completion of the online registration form, you will be given the available dates for scheduling your test.
3. You will need to choose a date to complete your registration.
4. Upon successful registration, you will receive a traceable confirmation number.

## TELEPHONE SCHEDULING

PSI has two scheduling methods available if you wish to schedule by telephone. First, call PSI at (877) 392-6422, 24 hours a day and schedule using the Automated Registration System. Second, if you wish to contact a live operator, use this same telephone number to contact PSI registrars Monday through Friday between 4:30 am and 7:00 pm and Saturday, between 8:00 am and 2:00 pm, Pacific Time, to schedule your appointment for the test.

## CANCELING AN EXAMINATION APPOINTMENT

You may cancel and reschedule an examination appointment without forfeiting your fee *if your cancellation notice is received 2 days prior to 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 (877) 392-6422. 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 internet, automated telephone system, or call PSI and 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;
- You do not appear for your examination appointment;
- You arrive after examination start time;
- You do not present proper identification when you arrive for the examination.

## RE-EXAMINATION

Candidates who fail are eligible to re-take this examination. A Request for Re-examination form will be provided with the score report at the test center, or may be obtained by contacting the BSIS. EXAMINEES MUST PARTICIPATE IN AND PASS THE EXAMINATION WITHIN ONE YEAR OF RECEIVING THE INITIAL ELIGIBILITY NOTIFICATION.

## 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 (877) 392-6422. 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.

## **SPECIAL ACCOMMODATIONS AVAILABLE**

If you need special accommodations to take the exam, call the Department's Licensing Division at 916-322-4000 to request a form. They will mail you a Request for Special Accommodations form, which must be completed and returned with your license application. You will be required to explain the disability and what special accommodation is needed. A letter from your health-care provider must be included, confirming the disability and justifying the need for special accommodations using the criteria in the request form.

**NOT:** English as a second language is NOT a disability, and special accommodations are not granted.

## **EXAMINATION SITE LOCATIONS**

The California examinations are administered at the PSI examination centers in California as listed below:

**ANAHEIM**  
2301 W. LINCOLN AVE, SUITE 252  
ANAHEIM, CA 92801  
(714) 254-1453

*DIRECTIONS FROM LA: TAKE 5 SOUTH EXIT BROOKHURST AND TURN RIGHT. TURN RIGHT ON LINCOLN (PASS A SMALL STREET NAMED MONTEREY), AND GO TO THE FIRST OPEN DRIVEWAY ON THE RIGHT.*

*(ORANGE COUNTY) DIRECTIONS FROM SAN DIEGO, IRVINE, MISSION VIEJO, ETC.: TAKE 5N EXIT BROOKHURST AND TURN LEFT. TURN RIGHT ONTO LINCOLN (PASS A SMALL STREET NAMED MONTEREY) AND GO TO THE FIRST OPEN DRIVEWAY ON THE RIGHT.*

*IF BROOKHURST EXIT IS CLOSED: TAKE 5 N EXIT EUCLID AND TURN LEFT. TURN RIGHT ON LINCOLN (PASS BROOKHURST AND SMALL STREET NAMED MONTEREY) AND GO TO THE FIRST OPEN DRIVEWAY ON THE RIGHT.*

*\*\*\*\*KEEP IN MIND THAT THE EUCLID EXIT COMES FIRST AND THEN BROOKHURST.\*\*\*\**

*OR 91 FREEWAY: TAKE 91 W EXIT BROOKHURST AND TURN LEFT. TURN RIGHT ONTO LINCOLN (PASS A SMALL STREET NAMED MONTEREY) AND GO TO THE FIRST OPEN DRIVEWAY ON THE RIGHT.*

### **ATASCADERO**

7305 MORRO RD, SUITE 201A  
ATASCADERO, CA 93422

(805) 462-8983

*FROM US-101 N, TAKE THE CA-41 EXIT- EXIT 219-TOWARD MORRO RD. TURN LEFT ONTO EL CAMINO REAL. Turn LEFT onto CA-41/MORRO RD.*

*FROM US-101 S, TAKE THE MORRO RD/CA-41 EXIT- EXIT 219, TURN RIGHT ONTO CA-41/MORRO RD.*

### **BAKERSFIELD**

5405 STOCKDALE HIGHWAY, SUITE 206  
BAKERSFIELD, CA 93309

(661) 398-9354

*FROM I-5 S, TAKE THE STOCKDALE HWY EXIT (253). TURN LEFT ONTO STOCKDALE HWY.*

*FROM I-5 N TOWARD BAKERSFIELD, KEEP LEFT TO TAKE CA-99 N VIA EXIT (221) TOWARD BAKERSFIELD/FRESNO. TAKE THE CA-58 E EXIT TOWARD TEHACHAPI/MOJAVE. TAKE THE EXIT ON THE LEFT TOWARD CAL STATE UNIV/STOCKDALE HWY/BRUNDAGE LANE. TURN LEFT ONTO WIBLE RD. TURN SLIGHT LEFT ONTO STOCKDALE HWY.*

### **CARSON**

17420 S. AVALON BLVD, SUITE 205  
CARSON, CA 90746

(310) 217-1066

*FROM CA-91 E/GARDENA FWY TAKE THE AVALON EXIT. OFF RAMP WILL LEAD YOU ONTO ALBERTONI ST. MAKE A RIGHT ONTO AVALON BLVD AND WE ARE LOCATED ON THE RIGHT HANDSIDE (SAME PARKING LOT AS CARL'S JR).*

*FROM CA-91 W TAKE THE AVALON EXIT. MAKE A LEFT ONTO AVALON BLVD. MAKE A U-TURN ON AVALON BLVD AND ALBERTONI ST. WE ARE LOCATED ON THE RIGHT HAND SIDE. (SAME PARKING LOT AS CARL'S JR).*

### **EL MONTE**

9420 TELSTAR, SUITE 138  
EL MONTE, CA 91731

(626) 442-4112

*FROM I-10 E TOWARD SAN BERNARDINO, MERGE ONTO ROSEMEAD/CA 19 S TOWARD LONG BEACH. TURN LEFT ONTO E. TELSTAR AVE.*

*FROM I-10 W TOWARD LOS ANGELES, TAKE THE ROSEMEAD BLVD/CA-19 EXIT TOWARD PASADENA. TAKE THE ROSEMEAD BLVD RAMP TOWARD LONG BEACH. MERGE ONTO ROSEMEAD BLVD/CA-19 S. TAKE A LEFT ONTO E. TELSTAR AVE.*

### **FRESNO**

351 E. BARSTOW, SUITE 101  
FRESNO, CA 93710

(559) 221-9006



FROM CA-41 S, TAKE THE BULLARD AVE EXIT. TURN LEFT ONTO E BULLARD AVE. TURN RIGHT ONTO N FRESNO ST. PASS THROUGH THE INTERSECTION OF FRESNO AND BASTOW AVE. TAKE THE FIRST DRIVEWAY ON THE RIGHT HAND SIDE.

FROM CA-41 N, TAKE THE SHAW AVE EXIT TOWARD CLOVIS. TURN RIGHT ONTO E SHAW AVE. TURN LEFT ONTO N FRESNO ST. TURN LEFT INTO THE LAST DRIVEWAY BEFORE BARSTOW AVE.

TESTING CENTER IS IN THE OFFICE COMPLEX ON THE SW CORNER OF BARSTOW AND FRESNO ST.

#### **HAYWARD**

24301 SOUTHLAND DRIVE, SUITE B-1  
HAYWARD, CA 94545  
(510) 784-1114

FROM I-880 N TOWARD OAKLAND, TAKE THE WINTON AVENUE EXIT. MERGE ONTO W WINTON AVE TOWARD HEALD COLLEGE. TURN LEFT ONTO SOUTHLAND DR.

FROM I-880 S TOWARD SAN JOSE/SAN MATEO BR, TAKE THE WINTON AVE WEST EXIT TOWARD HEALD COLLEGE. MERGE ONTO W WINTON AVE. TURN LEFT ONTO SOUTHLAND DR.

#### **REDDING**

2861 CHURN CREEK, UNIT C  
REDDING, CA 96002  
(530) 221-0945

FROM I-5 S, TAKE THE CYPRESS AVENUE EXIT (677). TURN RIGHT ONTO E. CYPRESS AVE. TURN RIGHT ON CHURN CREEK RD.

FROM I-5 N TOWARDS SACRAMENTO, TAKE THE CYPRESS AVE EXIT (677). TURN LEFT ONTO E. CYPRESS AVE. TURN RIGHT ONTO CHURN CREEK RD.

FROM 299 E TOWARDS REDDING, START GOING WEST ON CA-299. MERGE ONTO I-5 S RAMP ON THE LEFT TOWARDS SACRAMENTO. TAKE THE CYPRESS AVE EXIT (677). TURN LEFT ONTO E. CYPRESS AVE. TURN RIGHT ONTO CHURN CREEK RD.

FROM 299 W TOWARDS REDDING. START GOING EAST ON CA-299 TOWARDS WEAVERVILLE/REDDING. FROM 299 EAST TURN RIGHT ONTO CA-273/CA-299 E/MARKET STREET. TURN LEFT ONTO CA-299-E. MERGE ONTO I-5 S VIA EXIT 2A TOWARDS RED BLUFF/SACRAMENTO. TAKE THE CYPRESS AVE EXIT (677). TURN LEFT ONTO E. CYPRESS AVE. TURN RIGHT ONTO CHURN CREEK RD.

#### **RIVERSIDE**

RIVERSIDE TECHNOLOGY BUSINESS PARK  
1660 CHICAGO AVE, SUITE M-15  
RIVERSIDE, CA 92507  
(951) 680-9720

FROM 15 SOUTH TO 215 SOUTH, EXIT COLUMBIA AND GO STRAIGHT. AT THE DEAD END TURN LEFT.

AT THE LIGHT (WHICH IS COLUMBIA) TURN LEFT. TURN RIGHT ON CHICAGO AVE.

FROM 91 EAST, EXIT SPRUCE AND TURN RIGHT. TURN LEFT ON CHICAGO AVE (SITE WILL BE ON RIGHT HAND SIDE).

FROM 60 WEST, EXIT 3RD/BLAINE AND TURN LEFT. TURN RIGHT ON CHICAGO AVE, PAST SPRUCE (SITE WILL BE ON RIGHT HAND SIDE).

#### **SACRAMENTO**

9719 LINCOLN VILLAGE DR.  
BUILDING 100, SUITE 100  
SACRAMENTO, CA 95827  
(916) 363-6455

FROM SAN FRANCISCO/VALLEJO ON I-80 E, TAKE US-50 E TOWARD SACRAMENTO/SOUTH LAKE TAHOE. TAKE BRADSHAW ROAD, EXIT 13, TURN RIGHT ONTO BRADSHAW ROAD. TURN IMMEDIATE LEFT ONTO LINCOLN VILLAGE DR.

#### **SAN DIEGO**

5440 MOREHOUSE DRIVE, SUITE 3300  
SAN DIEGO, CA 92121  
(858) 658-0786

FROM I-805 S, TAKE THE SORRENTO VALLEY RD/MIRA MESA BLVD EXIT. TURN LEFT ONTO MIRA MESA BLVD, TURN LEFT ONTO SCRANTON ROAD. TURN RIGHT ONTO MOREHOUSE DRIVE.

FROM I-805 N TOWARD LOS ANGELES, TAKE THE MIRA MESA BLVD/VISTA SORRENTO PKWY EXIT. TURN RIGHT ONTO MIRA MESA BLVD. TURN LEFT ONTO SCRANTON RD. TURN RIGHT ONTO MOREHOUSE DR.

ADDITIONAL PARKING CAN BE FOUND (on top of the AT&T building) BY CONTINUING ON MOREHOUSE PAST OUR BUILDING AND TURNING LEFT AT THE NEXT DRIVEWAY UP THE HILL

#### **SANTA ROSA**

160 WIKIUP DRIVE, SUITE 105  
SANTA ROSA, CA 95403  
(707) 544-6723

FROM US-101 N, TAKE MARK WEST SPRINGS/RIVER ROAD EXIT. TURN RIGHT ON MARK WEST SPRINGS. TURN LEFT AT OLD REDWOOD HIGHWAY. TURN RIGHT ON WIKIUP DRIVE. FIRST DRIVEWAY ON RIGHT.

FROM US-101 S, TAKE MARK WEST SPRINGS/RIVER ROAD EXIT. TURN LEFT ON MARK WEST SPRINGS. TURN LEFT AT OLD REDWOOD HIGHWAY. TURN RIGHT ON WIKIUP DRIVE. FIRST DRIVEWAY ON RIGHT.

#### **SANTA CLARA**

2936 SCOTT BLVD  
SANTA CLARA, CA 95054  
(408) 844-0004

FROM US-101 N, TAKE THE SAN TOMAS EXPWY/MONTAGUE EXPWY EXIT- EXIT 392. TAKE THE SAN TOMAS EXPWY RAMP. MERGE ONTO SAN TOMAS EXPY/CR-G4. TURN LEFT ONTO SCOTT BLVD.

FROM I-880 S TOWARD SAN JOSE, TAKE THE MONTAGUE EXPWY EXIT (7). TAKE THE MONTAGUE EXPWY WEST RAMP. MERGE ONTO MONTAGUE EXPY/CR-G4 E. TURN LEFT ONTO E TRIMBLE RD. E TRIMBLE RD BECOMES DE LA CRUZ BLVD. TURN SLIGHT RIGHT ONTO CENTRAL EXPY/CR-G6 W. TURN SLIGHT RIGHT ONTO SCOTT BLVD.

## **OUT-OF-STATE EXAMINATION SITE LOCATIONS**

The following out-of state sites will also offer this examination.

#### **ALBUQUERQUE**

2301 YALE BLVD, SE  
BUILDING C, SUITE 4  
ALBUQUERQUE, NM 87106

FROM INTERSTATE 25, TAKE THE GIBSON BLVD EXIT AND TRAVEL EAST ON GIBSON BLVD UNTIL YOU REACH YALE BLVD SOUTHEAST. TURN RIGHT ON YALE BLVD S.E. (HEADING SOUTH), JUST PAST RENARD PLACE AND THEN TURN RIGHT INTO THE COMMERCE CENTER. THE SITE IS ACROSS THE STREET FROM THE WAFFLE HOUSE AND COMFORT INN.

#### **ATLANTA**

CIRCLE 75 OFFICE PARK  
1000 CIRCLE 75 PARKWAY, SUITE 720  
ATLANTA, GA 30339

FROM I-285 BYPASS N, TAKE EXIT- EXIT 51B- TOWARD CHATTANOOGA/GREENVILLE. MERGE ONTO I-285 N / GA-407 N. TAKE THE COBB PKWY / US-41 EXIT- EXIT 19- TOWARD DOBBINS ARB. TURN LEFT ONTO COBB PKWY SE / US-41 N / GA-3 N. TURN SLIGHT RIGHT ONTO CIRCLE 75 PKWY SE.



## BOSTON

INNER TECH PARK, 56 ROLAND ST., SUITE 211  
BOSTON, MA 02129

FROM NORTH: TAKE I-93 SOUTH. EXIT 28 - BOSTON/SULLIVAN SQ./CHARLESTOWN. MERGE INTO MYSTIC AVE. TAKE I-93S RAMP TO BOSTON/SULLIVAN SQ./CHARLESTOWN (TAKE RAMP DO NOT GET ON HIGHWAY). MAKE SLIGHT LEFT TURN ON TO MAFFA WAY. MAKE SLIGHT RIGHT TURN ON TO CAMBRIDGE STREET. AT FIRST TRAFFIC LIGHT, MAKE LEFT ON TO CARTER STREET - THERE IS A SIGN FOR INNER TECH PARK. RIGHT ON TO ROLAND STREET. END AT 56 ROLAND STREET (BUILDING ON LEFT, PARKING LOT ON RIGHT). ENTER THROUGH NORTH LOBBY

## CHARLOTTE

TYVOLA EXECUTIVE PARK 1  
5701 WESTPARK DR, #202  
CHARLOTTE, NC 28217

FROM I-77S TOWARDS COLUMBIA, EXIT TYVOLA ROAD (EXIT #5). TURN LEFT AT TYVOLA ROAD. MAKE A RIGHT AT WESTPARK DR.

FROM I-77N, EXIT TYVOLA ROAD (EXIT #5). BEAR RIGHT AT TYVOLA ROAD. TURN RIGHT AT WESTPARK DR.

## CRANBERRY TOWNSHIP

CRANBERRY CORPORATE BUSINESS CENTER  
213 EXECUTIVE DR., SUITE 150

CRANBERRY TOWNSHIP, PA 16066

FROM I-79 EXIT CRANBERRY-MARS ROUTE 228, GO WEST. CROSS OVER ROUTE 19 ONTO FREEDOM ROAD. GO THREE TRAFFIC LIGHTS THEN TURN RIGHT ONTO EXECUTIVE DRIVE. BUILDING IS DIRECTLY ACROSS FROM HAMPTON INN.

## HOUSTON (NORTHWEST)

9800 NORTHWEST FREEWAY  
SUITE 200

HOUSTON, TX 77092

FROM HWY 290 DRIVING SOUTHEAST, MERGE ONTO LOOP 610 NORTH. EXIT AT T.C.JESTER AND THEN U-TURN UNDER LOOP 610. STAY ON THE FEEDER ROAD, SHERATON HOTEL IS ON THE RIGHT AS THE ROAD CURVES RIGHT. TURN INTO THE PARKING LOT IMMEDIATELY AFTER THE SHERATON HOTEL AND BEFORE THE OFFICE BUILDING. CENTER IS ON THE 2ND FLOOR.

## LAS VEGAS

3210 E TROPICANA AVENUE  
LAS VEGAS, NEVADA 89121

FROM I-15 - EXIT EAST ON TROPICANA, TRAVEL APPROXIMATELY 4 MILES, TURN LEFT ON MOJAVE, TURN RIGHT INTO THE PARKING LOT.  
FROM I-95 - EXIT WEST ON TROPICANA, TRAVEL APPROXIMATELY 1 MILE, TURN RIGHT ON MOJAVE, TURN RIGHT INTO THE PARKING LOT.

## PORTLAND

205 BUSINESS CENTER, SUITE 201  
8383 NE SANDY BLVD  
PORTLAND, OR 97220

GET ON I-84 HEADING EAST. TAKE EXIT NO. 5-82ND AVE. TURN RIGHT ON NE MULTNOMAH ST. TURN RIGHT ON NE 82ND AVE. TURN RIGHT ON NE SANDY BLVD. THE SITE IS ON THE LEFT ½ BLOCK FROM 82ND AND SANDY.

## SOUTHFIELD (DETROIT AREA) EXAMINATION CENTER

CROSSROADS BUILDING  
16250 NORTHLAND DRIVE, SUITE 361  
SOUTHFIELD, MI 48075

FROM I-75 NORTH AND SOUTH, EXIT WEST 8 MILE RD. CROSS THE LODGE FWY (HWY 10). TURN RIGHT ON NORTHLAND DRIVE. NORTHLAND DRIVE IS NEXT TO THE NORTHLAND SHOPPING CENTER.  
FROM SOUTHFIELD FWY NORTH AND SOUTH, EXIT EAST 8 MILE RD. GO EAST ON 8 MILE TO NORTHLAND DRIVE. NORTHLAND DRIVE IS NEXT TO THE NORTHLAND SHOPPING CENTER

## WEST DES MOINES:

1001 OFFICE PARK ROAD, SUITE 315

WEST DES MOINES, IA 50265

FROM I-235, EXIT 8TH ST/73<sup>RD</sup> ST AND PROCEED SOUTH. TURN RIGHT ON OFFICE PARK ROAD. TURN RIGHT INTO THE DRIVEWAY.

## REPORTING TO THE EXAMINATION SITE

On the day of the examination, you must arrive at least 30 minutes prior to your scheduled appointment time. This allows time for check-in and identification verification and provides time to familiarize yourself with the examination process. If you arrive late, you may not be admitted to the examination site and you may forfeit your examination registration fee. Even though candidates will be thumb printed, you are still required to comply with any identification requirements established by the appropriate regulatory entity.

### REQUIRED IDENTIFICATION AT EXAMINATION SITE

You must provide one of the following valid forms of government-issued identification before you may examine:

- Valid photographic Driver's License (any state)
- Valid State identification card (any state)
- Valid U.S. military identification
- Valid passport

*All photographs must be recognizable as the person to whom the identification card was issued. The name on the application must match the photographic I.D. card.*

If you cannot provide the required identification, you must call (877) 392-6422 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.*

### CALIFORNIA LAW SECURITY PROCEDURES

Section 123 of the California Business and Professions Code states: It is a misdemeanor for any person to engage in any conduct which subverts or attempts to subvert any licensing examination or the administration of an examination, including, but not limited to:

- Conduct which violates the security of the examination materials;
- Removing from the examination room any examination materials without authorization;
- The unauthorized reproduction by any means of any portion of the actual licensing examination;
- Aiding by any means the unauthorized reproduction of any portion of the licensing examination;
- Paying or using professional or paid examination-takers for the purpose of reconstructing any portion of the licensing examination;
- Obtaining examination questions or other examination material, except by specific authorization either before, during, or after an examination; or
- Selling, distributing, buying, receiving, or having unauthorized possession of any portion of a future,



current, or previously administered licensing examination.

- Communicating with any other examinee during the administration of a licensing examination.
- Copying answers from another examinee or permitting one's answers to be copied by another examinee.
- Having in one's possession during the administration of the licensing examination any books, equipment, notes, written or printed materials, or data of any kind, other than the examination materials distributed, or otherwise authorized to be in one's possession during the examination.
- Impersonating any examinee or having an impersonator take the licensing examination on one's behalf.

Nothing in this section shall preclude prosecution under authority provided for in any other provision of law. In addition to any other penalties, a person found guilty of violating this section, shall be liable for the actual damages sustained by the agency administering the examination not to exceed ten thousand dollars (\$10,000) and the costs of litigation.

### **IMPORTANT INFORMATION ABOUT TAKING AN EXAMINATION**

1. All candidates will have their thumbprint taken during examination check-in and re-entry into the testing room after an approved absence. If a candidate passes the examination, the thumbprint record will be destroyed. If a candidate abandons his or her application for licensure, as determined by the appropriate regulatory authority, the thumbprint will also be destroyed. If a candidate is unsuccessful, the thumbprint record will be retained by PSI to ensure proper identification on any subsequent examination attempts. If the thumbprint doesn't match upon exit and re-entry, the candidate shall be disqualified from the examination, his or her test results invalidated, and the appropriate regulatory entity will be notified of the occurrence. The taking of the thumbprint is an additional measure to enhance examination security. The Department's Office of Professional Examination Services shall ensure that the appropriate safeguards for the storage and destruction of the thumbprint records are in place.
2. The temperature in the testing room is maintained at a moderate level. Candidates are advised to layer clothing. Acceptable layered clothing includes lightweight shirts, sweaters, and pullovers without pockets. These items must be worn upon check-in, while you wait to enter the testing room, and during your initial seating for the examination.
3. There are timing mechanisms available at the test site and on the computer console to help candidates keep track of time during the test administration. Watches or other timekeeping devices are not permitted in the examination rooms.
4. Only one candidate will be allowed to take a restroom break at a time. Candidates are required to sign out when you leave the room and when you return. If a candidate's

restroom break takes longer than 5 (five) minutes, a proctor will check on the candidate and will notify the applicable regulatory entity of the occurrence, which will take appropriate action.

5. The following items are not permitted in the examination rooms:
  - All personal electronic devices except those that are a medical necessity.
  - Cellular telephones, personal digital assistants (PDAs), recording devices, cameras, pagers, purses, notebooks, notebook computers, reference or readings material, music players, radios, electronic games, calculators, or briefcases.
  - Personal items including watches, backpacks, wallets, pens, pencils, or other writing devices, food, drinks (unless prior approval is obtained by your regulatory entity) and good-luck items.
  - Hats, baseball caps, or visors (with the exception of religious apparel), coats, shawls, hooded clothing, heavy jackets or overcoats.

During the check-in process, all candidates will be asked if they possess any of the prohibited items and all candidates will be asked to empty their pockets. If prohibited items are found during check-in, candidates shall return these items to their vehicle or other place of safekeeping. Neither PSI, nor the Department of Consumer Affairs, shall be responsible for the items. Any candidate possessing the prohibited items in the examination room shall have his or her test results invalidated, and PSI shall notify the appropriate regulatory entity of the occurrence.

6. Copying or communicating examination content is a violation of PSI security policy and existing law. Either one shall result in the disqualification or invalidation of examination results, the denial of your license, and may subject the candidate to criminal prosecution.
7. If you are asked by a proctor to step into the lobby during your examination, the proctor will suspend your examination and you will not lose any remaining test time.

### **TAKING THE EXAMINATION BY COMPUTER**

Taking the PSI examination by computer is simple. You do not need any computer experience or typing skills. You will use fewer keys than you use on a touch-tone telephone. All response keys are colored and have prominent characters. An illustration of the special keyboard is shown here.

## TIPS FOR PREPARING FOR YOUR 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.

## THE LICENSING EXAMINATIONS

The **Alarm Company Operator** examination contains approximately 100 multiple-choice items.

The **Private Patrol Operator** examination contains approximately 100 multiple-choice items.

The **Private Investigator** examination contains approximately 150 multiple-choice items.

The **Repossession** examination contains approximately 100 multiple-choice items.

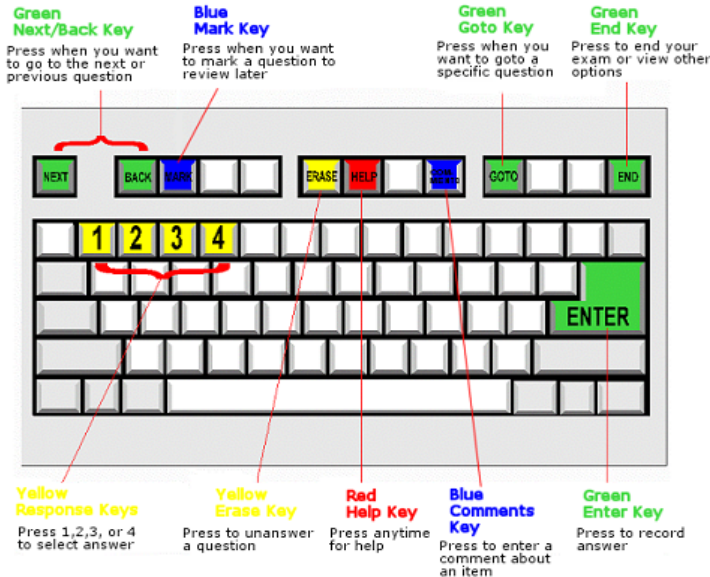
You will have 2 hours to take the examination.

### EXAMINATION CONTENT OUTLINES

The following identifies the specific content areas for each of the BSIS examinations. The percentage of total examination items that correspond to these content areas are also identified. The actual number of items per content area included on an examination may vary due to exam development considerations.

#### ALARM COMPANY OPERATOR

Content Area Name	Approximate Percent of Exam Items
Consultation	15%
Installation	30%
Service and Repair	14%
Management	14%
Monitoring	11%
False Alarms	16%



### 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.

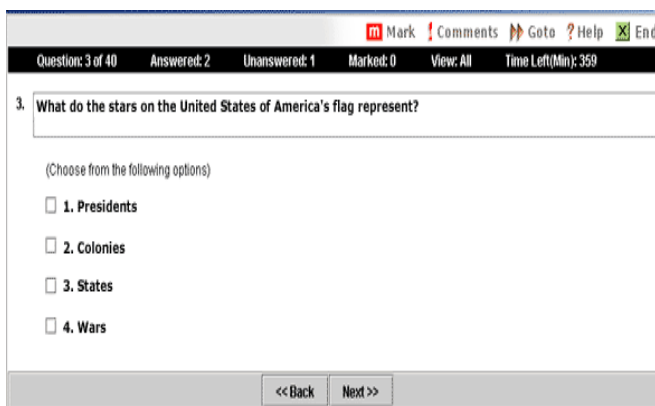
### TUTORIAL

Before you start your examination, an introductory tutorial to the computer and keyboard 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 as part of the tutorial so that you may practice using the keys, answering questions, and reviewing your answers.

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.

### EXAMINATION QUESTION EXAMPLE

During the examination, you should press 1, 2, 3, or 4 to select your answer. You should then press "ENTER" to record your answer and move on to the next question. A sample question display follows:



## PRIVATE PATROL OPERATOR

Content Area Name	Approximate Percent of Exam Items
Security Services	14%
Personnel	16%
MGTA [Management A - Records]	18%
MGTB [Management B - Employees]	11%
MGTC [Management C - Legal Reqts]	8%
BUSA [Bus Admin A - Supervision]	8%
BUSB [Bus Admin B - Service Agreement]	7%
Screening	10%
Training	8%

## PRIVATE INVESTIGATOR

Content Area Name	Approximate Percent of Exam Items
Planning	19%
Information Gathering	22%
Surveillance	4%
Analysis	15%
Reporting	18%
Trial Preparation	10%
Ethics	12%

## REPOSSESSOR

Content Area Name	Approximate Percent of Exam Items
Management	24%
Processing Reports	21%
Release and Disposal	17%
Repossessor Procedures	38%

## STUDY MATERIALS

The materials that accompany this bulletin are or identify the recommended study guides for the examination in which you have been approved to participate. Listed below are the materials that should accompany this bulletin, along with other suggested study materials that are not included.

Exam Title	Material
Alarm Company Qualified Manager	<ul style="list-style-type: none"> <li>▪ Business &amp; Professions Code, Chapter 11.6</li> <li>▪ Powers to Arrest Training Manual</li> <li>▪ California Code of Regulations, Title 16, Chapter 7, Article 1, §600</li> </ul> <p>Other Suggested Study Material:</p> <ul style="list-style-type: none"> <li>▪ The National Electrical Code</li> <li>▪ Underwriters Laboratories Standards for Safety #681 and #1641</li> <li>▪ California Civil Code and Labor Code</li> </ul>
Private Patrol Operator	<ul style="list-style-type: none"> <li>▪ Business &amp; Professions Code, Chapter 11.5</li> <li>▪ California Code of Regulations, Title 16, Division 7, Bureau of Security and Investigative Services</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Powers to Arrest Training Manual</li> </ul> <p>Other Suggested Study Material:</p> <ul style="list-style-type: none"> <li>▪ California Civil Code and Labor Code</li> </ul>
Private Investigator	<ul style="list-style-type: none"> <li>▪ California Bureau of Security and Investigative Services Laws and Regulations (Private Investigators Act, Chapter 11.3 and California Code of Regulations, Title 16, Division 7)</li> <li>▪ Power to Arrest Training Manual</li> </ul> <p>Other Suggested Study Material:</p> <ul style="list-style-type: none"> <li>▪ California Civil Code</li> <li>▪ California Code of Civil Procedure</li> <li>▪ California Evidence Code</li> <li>▪ California Financial Information Privacy Act</li> <li>▪ California Labor Code</li> <li>▪ California Penal Code</li> <li>▪ California Vehicle Code</li> <li>▪ Fair Credit Reporting Act</li> <li>▪ Graham Leach Bliley Act</li> <li>▪ United State Code</li> <li>▪ U S Postal Service Administrative Support Manual books and publications on private investigation work practices such as obtaining records, and investigating insurance fraud and accidents.</li> </ul>
Repossession Agency Qualified Manager	<ul style="list-style-type: none"> <li>▪ Business &amp; Professions Code, Chapter 11</li> <li>▪ California Code of Regulations, Title 16, Chapter 7, Article 1, §600</li> </ul> <p>Other Suggested Study Material:</p> <ul style="list-style-type: none"> <li>▪ California Civil Code and Labor Code</li> <li>▪ California Vehicle Code</li> </ul>

Please refer to the following links for additional study material:

[http://www.bsis.ca.gov/exams/examoutline\\_acq.pdf](http://www.bsis.ca.gov/exams/examoutline_acq.pdf)

[http://www.bsis.ca.gov/exams/studyguide\\_ppo.pdf](http://www.bsis.ca.gov/exams/studyguide_ppo.pdf)

[http://www.bsis.ca.gov/exams/studyguide\\_pi.pdf](http://www.bsis.ca.gov/exams/studyguide_pi.pdf)

[http://www.bsis.ca.gov/exams/examoutline\\_repo.pdf](http://www.bsis.ca.gov/exams/examoutline_repo.pdf)

## EXAMINATION RESULTS

At the end of your test, you will receive a pass/fail result notice. Your test results are confidential and are released only to you and your state-licensing agency. To protect your privacy and to maintain the confidentiality of test results, score information is not given over the telephone.

### DUPLICATE SCORE REPORTS

You can write to PSI to request a duplicate of your score report. Please include your name, social security number, and date of the test.



## LICENSING INFORMATION

If you pass the BSIS examination, you will receive a letter from BSIS requesting confirmation of your Business Name, Business Address and the Licensing Fee.

## LICENSING FEE

You are not licensed until you pay your initial license fee, complete all licensing requirements, including clearances from the Department of Justice and the Federal Bureau of Investigations, and your license number has been issued by the Bureau. To obtain your license, complete the confirmation letter and return it with the required licensing fee. Make your check or money order payable, and mail to:

Department of Consumer Affairs  
Bureau of Security and  
Investigative Services  
PO Box 989002  
West Sacramento, CA 95798-9002

If you have met the listed requirements above, your license number will be available approximately four weeks after your confirmation letter is received by the Bureau of Security and Investigative Services. Please indicate if there has been any change to your address. It is vital that you keep the Bureau informed of your current address. The California Code of Regulations Section 606 requires that you notify the Bureau within 30 days of any change of address. In considering the address you list on the form, be aware that it will be your address of record and that it will be available to the public by phone, in writing and through the Bureau of Security and Investigative Services.

The license that you receive will specify an expiration date of 24 months after initial licensure. As a courtesy, the Bureau will send a renewal notice to your address of record approximately 60 days prior to the expiration date of your license. However, it is your responsibility to renew your license whether or not you receive the renewal notice.

BUREAU OF SECURITY AND  
INVESTIGATIVE SERVICES  
2420 DEL PASO ROAD,  
SECOND FLOOR, SUITE 270  
SACRAMENTO, CALIFORNIA 95834  
(916) 322-4000  
[www.dca.ca.gov/bsis](http://www.dca.ca.gov/bsis)



## STATE OF CALIFORNIA NOTICE OF ELIGIBILITY

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You are eligible to participate in the written examination for licensure as a Private Investigator, Private Patrol Operator, Alarm Company Operator, or Repossessor.

Your address label contains important date information. In the upper left corner of the address label (above your name) is the date your application for examination was approved; following that is the date by which you must take your examination. You must take your examination by the date specified on the label, or you will need to reapply for the examination and submit another application fee. (See *Examination Eligibility Expiration* in this Candidate Information Bulletin)

This bulletin is designed to provide you with information regarding examination procedures. To schedule your examination, please refer to the instructions in this bulletin.

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