



Candidate Information Bulletin

State of Tennessee

Alarm Systems Contractors Licensing Examinations

The Tennessee Alarm Systems Contractors Board (the Board) has contracted with Prometric to conduct its examination program. Prometric provides exams through its Prometric network of test centers.

At a glance

This bulletin is your guide to the process of obtaining Tennessee alarm system contractors' licenses. The steps below summarize the process. For information about a step, go to the page listed.



To obtain your license

- 1 Submit your Qualifying Agent License Application to the Board.
- 2 Complete and submit the exam registration form and fee to Prometric—Page 10.
- 3 Prepare for your exam, using this bulletin and other materials—Page 7.
- 4 At the test center, present your required identification; then take the exam—Page 4.
If you pass, the Board will contact you about your license and license fee.



To get answers not provided in this bulletin

For questions about exams:

Prometric
 ATTN: TN 21 Alarm System Program
 1260 Energy Lane
 St. Paul, MN 55108
 Phone: 800.805.9120
 Fax: 800.347.9242
www.prometric.com/tennessee

For questions about licensing:

Tennessee Alarm Systems Contractors Board
 500 James Robertson Parkway
 Nashville, TN 37243
 Phone: 615.741.9771
<http://tn.gov/commerce/boards/asc/index.shtml>

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Registering and scheduling exams

Tennessee Alarm Qualifying Agent License applicants shall schedule directly with Prometric to take the required examination(s) in each classification applied for. You can schedule the examination(s) before or after submitting your license application to the Board. It is the applicant's responsibility to schedule the required examinations. The Board office will not contact you to advise you to schedule the required examination(s). License applications can be downloaded from the Board website or requested from the Board office. Applications and other required information must be submitted directly to the Board office with the appropriate fees.

You must contact Prometric to:

- 1 Register for the exams you need to take.
- 2 Pay the exam fee.
- 3 Schedule an appointment to take your exam.

You are encouraged to complete all three steps at one time using Prometric's Internet registration and scheduling system. Registration and scheduling are also available by phone. If you prefer, you can register by fax or by mail, but be aware that is a two-step process.

Accommodations. If you require ADA accommodation, see "Special consideration" on Page 3 before registering.



Register and schedule online

To register and schedule your exam online at any time, follow these steps:

- 1 Access www.prometric.com/tennessee.
- 2 Under the Department of Commerce and Insurance Licenses, click **Alarm systems contractor license exam**.
- 3 Click on **Schedule a test** and follow the prompts.

By phone—a one-step process

You may register and schedule your examination by calling 800.805.9120 between 7 a.m. and 8 p.m. (Central time), Monday through Friday. Please have your exam registration form and your Visa or MasterCard information available. At the end of the call, you will be given a number confirming your appointment. Record and keep this confirmation number for your records.

By fax or mail—a two-step process

You can register by fax or mail in two steps: (1) register and pay your exam fee and (2) schedule your exam appointment by phone.

You may fax your completed exam registration form (Page 10) to Prometric at 800.347.9242. You must include the Visa or MasterCard number and the cardholder's signature on the fax.

You may mail your completed exam registration form and the appropriate exam fee to Prometric. When registering by mail, you may pay the exam fee by including a Visa or MasterCard number, company check, cashier's check or money order.

Personal checks and cash are not accepted. Faxed registrations are processed

within 24 hours, or one business day, of receipt. Please allow four to eight days for mail delivery and then 48 hours for processing.

Once your registration has been processed, you can schedule an appointment by calling 800.805.9120. Please record and retain the number confirming your appointment.



Note Your registration eligibility number will be your Social Security Number. An exam registration remains valid for 90 calendar days after it has been processed. It will expire without further notice at that time. **Exam fees are nonrefundable and nontransferable.**

Test centers

You may take your exam at any Prometric test center in the United States. A complete list of test center locations may be found by going to www.prometric.com/tennessee/tnalarm and clicking on the **“Schedule, Reschedule, Cancel or Confirm an Exam”** button. Alternatively, you may call 800.853.5448. Testing center locations are subject to change. Be sure to verify the address of and directions to your destination before you leave for your exam.

Test centers that might be most convenient to candidates in Tennessee include:

Test Sites		
Chattanooga, TN 423.894.6249	Knoxville, TN 865.690.2677	Huntsville, AL 256.430.1945
Clarksville, TN 931.647.2003	Memphis, TN 901.678.1457	Marietta, GA 770.908.1117
Cordova, TN 901.756.1425	Nashville, TN 615.248.7120	Tupelo, MS 662.844.2998

Test center hours. Generally, Prometric test centers are open from 8:30 a.m. to 5 p.m., Mondays through Saturdays. Provided that the test center is open and there is seat availability, you may schedule your exam on the date and at the time most convenient to you.

Holidays. Testing generally does not occur on the following holidays:

- | | |
|----------------------------|------------------|
| New Year’s Day | Independence Day |
| Martin Luther King Jr. Day | Labor Day |
| Presidents’ Day | Thanksgiving Day |
| Memorial Day | Christmas Day |

Additional state holidays may be observed in the state where you schedule your exam appointment.

Special consideration

ADA accommodation. If you require testing accommodations under the Americans with Disabilities Act (ADA), please call Prometric at 888.226.9406 to obtain an accommodation request form. Reasonable testing accommodations are provided to allow candidates with documented disabilities recognized under the ADA an opportunity to demonstrate their skills and knowledge.

Submit professional documentation of your disability with your form to help us determine the necessary testing arrangements. Thirty days’ advance notice is required for all special testing arrangements. There is no additional charge for these accommodations.

ESL note. If English is your second language, please note that a language barrier is not considered a disability.

Rescheduling your appointment

To avoid an additional fee, you must contact Prometric at least **three full business days** before the day of your originally scheduled appointment.

Before you reschedule your exam, refer to the following table to determine the **last day** you may reschedule without paying a \$40 rescheduling fee.

Last day to reschedule with no fee

If your exam is on:	Call by 8 p.m. (Central time) the previous:
Monday	Tuesday
Tuesday	Wednesday
Wednesday	Thursday
Thursday	Friday
Friday	Monday

Note that this schedule **does not** include holidays. Since holidays are not business days, they do not count against the three days (call earlier).

You may pay the rescheduling fee with a Visa or MasterCard by calling Prometric at 800.805.9120. You may also pay the rescheduling fee by mailing a cashier’s check, company check, money order or Visa or MasterCard information to Prometric.

If absent or late for your appointment

If you miss your appointment or arrive late and are not allowed to test, you will need to reschedule your exam and pay a \$40 rescheduling fee.

If you are unable to attend your scheduled exam due to illness or emergency, call Prometric. Under certain circumstances, the fee to reschedule may be waived. Prometric reserves the right to request documentation to support any illness or emergency claim.

Emergency closings

Severe weather or an emergency could require canceling scheduled exams. If this occurs, Prometric will attempt to contact you by phone or e-mail; however, you may check for testing site closures by calling Prometric. If the site is closed, your exam will be rescheduled without a rescheduling fee.

If a test center is open for testing and you choose not to appear for your appointment, your fee will be forfeited and you will need to reschedule your exam and pay a \$40 rescheduling fee.

What to bring on exam day

Exams are administered using Prometric’s user-friendly, Microsoft Windows®-based, computerized testing system. You do not need computer experience to use this system. In fact, you only use five keys on the entire keyboard to take the test. The other keys are disabled. There is no way you can damage your test by accidentally touching a wrong key.

Arrival. You should arrive at least **30 minutes** before your scheduled examination appointment in order to verify your identification and allow time for you to sign in.

Identification. You must present a valid form of identification before you can test. That identification document **must**:

Be government-issued (e.g., driver’s license, state-issued identification card, military identification card or current passport).

Contain **both** a current photo and your signature.

Have a name that exactly matches the name used to register for the exam (including designations such as "Jr." and "III").



Important Failure to provide appropriate identification at the time of the exam is considered a missed appointment and a rescheduling fee will be charged.

If you cannot provide the identification listed above, contact Prometric **before** scheduling your appointment to arrange an alternative way to meet this requirement.

Test center regulations

To ensure that all candidates are tested under equally favorable conditions, the following regulations and procedures will be observed at each test center.

- 1 You will be continuously monitored by video, physical walk-throughs and the observation window during your test.
- 2 You must present valid (unexpired) and acceptable ID(s) in order to take your test. (See "Identification required" in the above section).
- 3 You are required to sign out on the test center roster each time you leave the test room. You must also sign back in and show your ID to the Test Center Administrator (TCA) in order to be re-admitted to the test room.
- 4 You are **prohibited** from communicating, publishing, reproducing, or transmitting any part of your test, in any form or by any means, verbal or written, for any purpose.
- 5 You **must not** talk to other candidates or refer to their screens, testing materials, or written notes in the test room.
- 6 You may **only use** those published materials allowed by your test sponsor (see the content outline for your exam beginning on Page 7). You **may not** use any other written notes or testing aids during your test.
- 7 You are **allowed** to bring soft ear plugs or center-supplied tissues in the test room.
- 8 Any clothing or jewelry items allowed to be worn in the test room must remain on your person at all times. Removed clothing or jewelry items must be stored in your locker.
- 9 You **must not** bring any personal/unauthorized items into the testing room. Such items include but are not limited to: outerwear, hats, food, drinks, purses, briefcases, notebooks, pagers, watches, cellular telephones, recording devices, and photographic equipment. Weapons are not allowed at any Prometric Test center. You will be asked to empty and turn your pockets inside out prior to every entry into the test room to confirm that you have no prohibited items.
- 10 You **must** return all materials issued to you by the TCA at the end of your test.
- 11 You are not allowed to use any electronic devices or phones during breaks.
- 12 Your test may have either scheduled or unscheduled breaks, which are determined by your test sponsor. The TCA can inform you what is specifically permitted during these breaks.
- 13 Repeated or lengthy departures from the test room for unscheduled breaks will be reported by the TCA.
- 14 If you need access to an item stored in the test center during a break such as food or medicine, you must inform the TCA **before** you retrieve the item. You are not allowed to access any prohibited item (as defined by the client practice applicable for the test you are taking).
- 15 You must conduct yourself in a civil manner at all times when on the premises of the test center. Exhibiting abusive behavior towards the TCA, or any other staff member of the test center, may result in criminal prosecution.



- 16** To protect the privacy of all testers, the TCA can neither confirm nor deny if any particular individual is present or scheduled at the test center.
- 17** Persons not scheduled to take a test are not permitted to wait in the test center.

Important Failure to follow any of these security procedures may result in the disqualification of your examination. Prometric reserves the right to audio and videotape any examination session.

Copyrighted questions. All test questions are the property of Prometric Inc. and are protected by copyright. Federal law provides severe civil and criminal penalties for the unauthorized reproduction, distribution, or exhibition of copyrighted materials.

If questions arise. Test center administrators are not allowed to answer any questions pertaining to the exam content. If you do not understand a question on the examination, you should answer the question to the best of your ability.

Your exam results

At the end of your exam, your score will be shown on the screen and you will receive a printed score report. The report will indicate **Pass** or **Fail**. Exam results are confidential and will be revealed only to the applicant and the Board.

Passing score. A score of 70 percent or above is required to pass each exam. Once you submit your license application with all required supporting documentation and pass the required exam(s), the Board will contact you regarding your license. A license will not be issued until **all** requirements are met, the application has been approved, the exam has been passed, and all fees have been paid.

Retake information. If you do not pass the exam, you must register for a new exam. Please note that you must wait two weeks before retaking any failed exam.

Optional services

This section describes optional services that Prometric provides.

Exam reviews

If you are unsuccessful after two attempts, you may review the last exam taken. You may schedule a review by completing the registration form or by calling Prometric at 800.805.9120. Only one review is allowed. The exam review fee is \$50.

Strength and weakness report

If you do not pass the exam, you may request a strength and weakness report. This report is a useful guide that pinpoints where you need to concentrate your study efforts before retaking the exam. It shows how many questions were included in each subject area and how many questions you answered correctly in each area. You may request a strength and weakness report by calling Prometric at 800.805.9120. The fee for a strength and weakness report is \$20.

Duplicate score reports

You may call or write to Prometric to request a duplicate of your score report. There is a \$15 processing fee per report.

Certificate of achievement

Candidates passing their exams deserve recognition for their accomplishment. Prometric has prepared a beautifully designed 8.5"×11" certificate of achievement. This certificate is suitable for framing and contains your name and the name of the exam you successfully completed in a calligraphy typeface. Call 800.280.3926 to order your certificate of achievement. The cost is \$15.

Appeals process

Our goal is to provide a quality exam and a pleasant testing experience for every candidate. If you are dissatisfied with either and believe we can correct the problem, we would like to hear from you. We provide an opportunity for general comments at the end of your exam. Your comments will be reviewed by our personnel, but you will not receive a direct response.

If you are requesting a response about exam content, registration, scheduling or test administration (testing site procedures, equipment, personnel, etc.), please submit an appeal in writing. Your appeal letter must provide your name and Social Security number, the exam title, the date you tested and the details of your concern, including all relevant facts. Be sure to include your signature and return address. Mail your appeal letter to:

Prometric
ATTN: Appeals Committee
1260 Energy Lane
St. Paul, MN 55108

The Appeals Committee will review your concern and send you a written response within 10 business days of receipt. **Faxed appeals are not accepted** because an original signature is required.

Exam content outlines

The following content outlines are the basis for the Tennessee Alarm Systems Contractors Board exams. All exams are open book. They consist of multiple-choice questions, with all questions weighted equally. Each outline indicates the total number of questions on the exam, the maximum time allowed to take the exam and the approximate percentage of questions asked about each topic.

A score of 70 percent or above is required to pass each exam. Scores are based on the number of questions answered correctly. You will not be given credit for any question answered incorrectly, marked with more than one answer or left blank. There is no penalty for guessing, so be sure to mark an answer for each question.

Exam references. Each outline lists references that were used to develop the exams, including references that are allowed in the exam room. Photocopies of reference materials may **not** be used during the exam. No handwritten or additional notes (letters, words, diagrams, etc.) are allowed in reference books. Any reference material that has been written in during the exam will be confiscated. Highlighting and permanent tabbing added before your arrival at the test center is acceptable. Post-it® notes are not considered permanent tabbing and will not be allowed. For information on how to obtain the exam references, call toll-free 877.624.2562.

**TN Burglar Alarm Systems
Qualifying Agent Exam**
Open Book, 100 questions, 5 hours

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.

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

References allowed during the exam

1	<i>Mike Holt’s Illustrated Guide to Basic Electrical Theory</i> , Third Edition, 2008, Mike Holt Enterprises, Inc., 3604 Parkway Blvd., Suite 3, Leesburg, FL 34748, www.NECcode.com .
2	<i>2008 Understanding the NEC Requirements for Limited Energy and Communication Systems</i> , Mike Holt Enterprises, Inc., 3604 Parkway Blvd., Suite 3, Leesburg, FL 34748, www.NECcode.com .
3	<i>Security System Design and Installation</i> , 2009 Print. National Training Center (www.NationalTrainingCenter.net), 4148 Mantle Avenue, North Las Vegas, NV, 89084

Reference used to create exam questions but not allowed during exam

1	<i>Tennessee Alarm Contractors Licensing Law and Rules</i> , Online, Tennessee Alarm Systems Contractors Board, 500 James Robertson Parkway, Nashville, TN 37243-1167, http://tn.gov/commerce/boards/asc/index.shtml .
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**TN Fire Alarm Systems
Qualifying Agent Exam**
Open Book, 100 questions, 5 hours

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.

Subject Area	Percent
General Knowledge and Theory	10
Requirements for Electrical Installation	5
Wiring Methods and Material	10
Special Occupancies	10
Special Conditions	10
State Licensing Laws and Rules	35
Application of Fire Alarm Systems	20

References allowed during the exam

1	<i>National Electrical Code 2011 Handbook</i> , 2011, National Fire Protection Association, 1 Batterymarch Park, P.O. Box 9101, Quincy, MA 02269-9101, www.nfpa.org .
2	<i>NFPA 72 – National Fire Alarm Code</i> , 2010 Edition, National Fire Protection Association, 1 Batterymarch Park, P.O. Box 9101, Quincy, MA 02269-9101, www.nfpa.org .
3	<i>NFPA 101 – Life Safety Code Handbook</i> , 2009 Edition, National Fire Protection Association, 1 Batterymarch Park, P.O. Box 9101, Quincy, MA 02269-9101, www.nfpa.org .
4	<i>Fire Alarm System Design and Installation</i> , 2009 Prints. National Training Center (www.NationalTrainingCenter.net), 4148 Mantle Avenue, North Las Vegas, NV, 89084

Reference used to create exam questions but not allowed during exam

1	<i>Tennessee Alarm Contractors Licensing Law and Rules</i> , Online, Tennessee Alarm Systems Contractors Board, 500 James Robertson Parkway, Nashville, TN 37243-1167, http://tn.gov/commerce/boards/asc/index.shtml .
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**TN Alarm Monitoring Systems
Qualifying Agent Exam**
Open Book, 50 questions, 3 hours

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.

Subject Area	Percent
Public Safety	5
Alarm Receiving Equipment	20
Signals and Response	20
Emergency Procedures	20
Listing Agencies	5
State Licensing Laws and Rules	30

References allowed during the exam

1	<i>NFPA 72 – National Fire Alarm Code</i> , 2010 Edition, National Fire Protection Association, 1 Batterymarch Park, P.O. Box 9101, Quincy, MA 02269-9101, www.nfpa.org .
2	<i>Central Station Training Manual</i> , ESA, National Training School, 6333 North State Highway 161, Suite 350, Irving, TX 75038, 888.447.1689, www.esa.org .

Reference used to create exam questions but not allowed during exam

1	<i>Tennessee Alarm Contractors Licensing Law and Rules</i> , Online, Tennessee Alarm Systems Contractors Board, 500 James Robertson Parkway, Nashville, TN 37243-1167, http://tn.gov/commerce/boards/asc/index.shtml .
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**TN Closed-Circuit Television Systems
Qualifying Agent Exam**
Open Book, 50 questions, 3 hours

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.

Subject Area	Percent
General Knowledge and Theory	10
Requirements for Electrical Installation	10
Wiring Methods and Materials	10
Application and Installation of CCTV Systems	40
State Licensing Laws and Rules	30

References allowed during the exam	
1	<i>2008 Understanding the NEC Requirements for Limited Energy and Communication Systems</i> , Mike Holt Enterprises, Inc., 3604 Parkway Blvd., Suite 3, Leesburg, FL 34748, www.NECcode.com.

References allowed during the exam	
2	<i>CCTV and Video Systems Design and Installation</i> . National Training Center (www.NationalTrainingCenter.net), 4148 Mantle Avenue, North Las Vegas, NV, 89084
3	<i>Video Security Systems Technician (VSST) Level 1 Study Guide</i> , 2009, Security Industry Association (SIA), Slaters Lane, Suite 110, Alexandria, VA 22314, www.siaonline.org.

Reference used to create exam questions but not allowed during exam	
1	<i>Tennessee Alarm Contractors Licensing Law and Rules</i> , Online, Tennessee Alarm Systems Contractors Board, 500 James Robertson Parkway, Nashville, TN 37243-1167, http://tn.gov/commerce/boards/asc/index.shtml .



Exam Registration Form for TN21 exams

Candidate Information

Last Name	First Name	Middle Initial	Social Security Number ____-____-____
Street Address (including Apt. number or P.O. Box, if applicable)			
City	State	ZIP Code	Email Address
Daytime Phone Number (including area code) ()		Business Phone Number (including area code) ()	

Exam Selection and Fees

Exam Title	Exam Fee	Total
TN21-205 Burglar Alarm Systems Qualifying Agent	\$94	\$
TN21-210 Fire Alarm Systems Qualifying Agent	\$94	\$
TN21-249 Closed-Circuit Television Systems Qualifying Agent	\$94	\$
TN21-250 Alarm Monitor Systems Qualifying Agent	\$94	\$
Optional Services (when available—check your bulletin)	Fee	
Duplicate Score Report (exam title and date: _____)	\$15	\$
Exam Review	\$50	\$
Strength and Weakness Report	\$20	\$
	Total Fee	\$

Registration

By Fax: If paying with Visa or MasterCard, you may fax your registration to 800.347.9242.

By Mail: Payment may be made by cashier's check, certified check, money order, MasterCard or Visa. Send this completed form with the appropriate fee(s) to:

Prometric
ATTN: TN 21 Alarm System Contractors Program
1260 Energy Lane
St. Paul, MN 55108

If paying by credit card, please complete the information below.

Card Type (Check One) <input type="checkbox"/> MasterCard <input type="checkbox"/> Visa	Card Number	Expiration Date
Name of Cardholder (Print)	Signature of Cardholder	

By signing and submitting this form, I certify that I am the candidate named above and I agree to comply with all examination rules and regulations.

Signature: _____ Date: _____

(Keep a copy of this registration form for your records.)