



Candidate Information Bulletin State of Tennessee

Private Investigation and Polygraph Examinations

The Tennessee Private Investigation and Polygraph Commission (the Commission) has contracted with Prometric to conduct its examination program. Prometric provides exams through its multistate network of testing centers.

At a glance

This bulletin is your guide to the process of obtaining Tennessee private investigation licenses and polygraph licenses. The steps below summarize the process. For information about a step, go to the page listed.



To obtain your license

- 1 Submit your license application and appropriate fees to the Commission.
- 2 Complete and submit the exam registration form and fee to Prometric—Page 9.
- 3 Prepare for your exam, using the content outlines in 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 Commission will contact you about your license and license fee.



To get answers not provided in this bulletin

For questions about exams:

Prometric
 ATTN: TN 25 Private Investigation Program
 1260 Energy Lane
 St. Paul, MN 55108
 Phone: 800.805.9120
 Fax: 800.347.9242
 TDD User: 800.790.3926
www.prometric.com/tennessee

For questions about licensing:

Tennessee Private Investigation and
 Polygraph Commission
 500 James Robertson Parkway, Second Floor
 Nashville, TN 37243
 Phone: 615.741.4827
www.state.tn.us/commerce/boards/pi/index.html

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Submitting your license application

Candidates must obtain a license packet from the Commission. Complete the license application and mail it with the appropriate application fees and other required information to the Commission.

Once you have submitted your application to the Commission, you can register for your exam.

Registering and scheduling exams

After you submit your application to the Commission, 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.

Testing centers. Prometric provides computerized exams through its multistate network of testing centers. You may test at any Prometric testing center across the United States. A list of testing centers in Tennessee can be found on Page 4.

Testing center hours. Generally, Prometric testing centers are open from 8:30 a.m. to 5 p.m., Mondays through Saturdays. Testing centers are generally closed on national holidays. There may be additional closures for state holidays in the state where you schedule your exam appointment. Provided that the testing center is open and there is seat availability, you may schedule your exam on the date and at the time most convenient to you.



To register and schedule an exam online

Register and schedule your exam online at any time using our Internet Registration Service. Just follow these steps.

- 1 Access www.prometric.com/tennessee.
- 2 Under the Department of Commerce and Insurance Licenses, click **Private investigation and polygraph license exams**.
- 3 Click on **Register for an exam** and follow the prompts.
- 4 **Schedule** your exam appointment.

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 9) 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 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.**

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 Americans with Disabilities Act 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 testing 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.

Test center locations

Prometric test center locations in Tennessee are listed below. A list of testing centers in other locations is available online at www.prometric.com/tennessee. Test center locations are subject to change.

Test Sites	Address
Chattanooga 423.894.6249	4295 Cromwell Road, Suite 309 Chattanooga, TN 37421
Clarksville 931.647.2003	220 Forbes Avenue, Suite B Clarksville, TN 37040
Cordova 901.756.1425	8176 Old Dexter Road, Suite 101 Cordova, TN 38016
Franklin 615.790.5018	304 Williamson Square Franklin, TN 37064
Knoxville 865.690.2677	9050 Executive Park Drive, Suite 100, Building A Knoxville, TN 37923
Madison 615.860.0376	1685 Gallatin Road North Madison, TN 37115
Memphis 901.678.1457	University of Memphis, Brister Hall, Room 111C 3669 Alumni Drive Memphis, TN 38152

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 10 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.

Testing regulations

To ensure that all candidates are tested under equally favorable conditions, the following regulations and procedures will be observed at each testing center. Failure to follow any of these security procedures may result in disqualification of your examination. Prometric reserves the right to audiotape and videotape any examination session.

References

- No reference materials, papers or study materials are allowed at the test center. If you are found with these or any other aids, you will not be allowed to continue the exam and your answers will not be scored.

Personal items

We recommend that you avoid bringing personal items to the testing center. Note the following:

- Electronic equipment—cell phones, PDAs, pagers, cameras, tape recorders, etc.—is not permitted in the testing area.
- Pocket items—keys, wallet, etc.—must remain in your pocket during testing.
- Other personal items—digital watches, outerwear that is not being worn while testing (sweater, jacket, etc.), briefcases, purses, etc.—are not permitted in the testing room.

Breaks

- If you leave the testing room while an exam is in progress, you must sign out/in on the roster and you will lose exam time.
- You are not allowed to use any electronic devices or phones during breaks.

Visitors

- No guests, visitors or family members are allowed in the testing area.

Misconduct or disruptive behavior

- Candidates who engage in any kind of misconduct or disruptive or offensive behavior may be dismissed from the examination. Examples are: giving or receiving help, sharing supplies, taking part in an act of impersonation, removing test materials or notes from the testing room, using rude or offensive language and behavior that delays or interrupts testing.

Weapons

- Weapons are not allowed at the testing center.



Important Before an exam begins, the test center administrator will inspect all briefcases, purses, and so on to ensure that candidates are not in violation of any of these rules. The administrator will collect any materials that violate the rules.

Copyrighted questions. All test questions are the copyrighted property of Prometric Holdings, LLC. It is forbidden under federal copyright law to copy, reproduce, record, distribute or display these test questions by any means, in whole or in part, without our written permission. Doing so may subject you to severe civil and criminal penalties, including up to five years in prison and/or a \$250,000 fine for criminal violations.

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 Commission.

Passing score. A score of 70 percent or above is required to pass each exam. Once you pass your exam, the Commission will contact you regarding your license and license fee. The average application processing time is three to four months.



Important You may **not** engage in the practice of private investigations or practice as a polygraph examiner until you have received your license from the Commission.

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. You will be charged 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

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.

Following are the content outlines for the Tennessee **Private Investigation** and **Polygraph** exams. The exams are closed book and 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.

Exam references. Each outline lists all references that were used to develop the exams. While these references may be helpful as study guides, they are not allowed in the exam room. **Some information found in the references does not apply to the exams.** For information on how to obtain the exam references, call toll-free 877.624.2562.

Private Investigator Exam Closed Book, 50 questions, 2 hours

- I. Tennessee Laws - 80%
- II. Tennessee Rules - 20%

References used to create exam questions but not allowed during exam

1. *Tennessee Private Investigator License Laws*, T.C.A. 62-26-101 through 62-26-305.
2. *Administrative Rules of the Tennessee Private Investigation Commission*, Rules 1175-1-1 through 1175-4-08.

Private Investigator Company Exam Closed Book, 50 questions, 2 hours

- I. Tennessee Laws and Rules - 96%
- II. Business Management - 4%

References used to create exam questions but not allowed during exam

1. *The Small Business Owner's Manual*, 2005, Career Press, 3 Tice Road, Franklin Lakes, NJ 07417, www.careerpress.com.
2. *Private Investigation and Polygraph Commission, Chapter 1175-1*, December 2003, Tennessee Private Investigation & Polygraph Commission, 500 James Robertson Parkway, Second Floor, Nashville, TN 37243, www.state.tn.us/commerce/boards/pi.

3. *Private Investigator Licensing and Regulatory Act, 62-26*, Tennessee Private Investigation & Polygraph Commission, 500 James Robertson Parkway, Second Floor, Nashville, TN 37243, www.state.tn.us/commerce/boards/pi.

Tennessee Polygraph Examiner Exam Closed Book, 100 questions, 2 hours

- I. **Behavioral Sciences - 10%**
 - A. Anatomy and Physiology
 - B. Psychology
- II. **Instrumentation - 10%**
 - A. Maintain Instruments
 - B. Calibrate Instruments
 - C. Trouble Shooting
 - D. Knowledge of Instruments
- III. **Interview and Interrogation Techniques - 10%**
 - A. Formulating Questions
 - B. Knowledge of Cultural Differences and Aptitude
- IV. **Procedures - 15%**
 - A. Pre-test
 - B. In-test
 - C. Post-test
- V. **Legal Aspects - 15%**
 - A. EPPA (Employee Polygraph Protection Act)
 - B. ADA (Americans with Disabilities Act)
 - C. Legal History
- VI. **Test Types - 15%**
 - A. Stimulation Test
 - B. MGQT (Modified General Question Technique)

- C. Control Question Techniques
- D. Relevant/Irrelevant
- E. POT (Peak of Tension)
- F. GKT (Guilty Knowledge Test)

VII. Chart Interpretation - 10%**VIII. Laws, Rules and Regulations - 15%**
**References used to create exam questions
but not allowed during exam**

1. *Forensic Psychophysiology Using the Polygraph: Scientific Truth Verification-Lie Detection*, Second Edition, 1996, J.A.M. Publications, 43 Brookside Drive, Williamsville, NY 14221, www.mattepolygraph.com.
2. *Tennessee Polygraph Examiners Laws, TCA Title 62, Chapter 27, 2007*, Tennessee Private Investigation & Polygraph Commission, 500 James Robertson Parkway, Second Floor, Nashville, TN 37243, www.state.tn.us/commerce/boards/pi.
3. *Tennessee Polygraph Examiners Rules, Chapters 1160-1 & 1160-2, 2007*, Tennessee Private Investigation & Polygraph Commission, 500 James Robertson Parkway, Second Floor, Nashville, TN 37243, www.state.tn.us/commerce/boards/pi.
4. *2002 Supplement to Forensic Psychophysiology Using the Polygraph: Scientific Truth Verification-Lie Detection*, 2002, J.A.M. Publications, 43 Brookside Drive, Williamsville, NY 14221, www.mattepolygraph.com.
5. *Employee Polygraph Protection Act, U.S. Code: Title 29, Chapter 22*, American Polygraph Association (APA), P.O. Box 8037, Chattanooga, TN 37414, www.polygraph.org/eppa.cfm.

**Tennessee Polygraph
Examiner Intern Exam
Closed Book, 50 questions, 1 hour**

- I. Behavioral Sciences - 10%**
 - A. Anatomy and Physiology
 - B. Psychology
- II. Instrumentation - 10%**
 - A. Maintain Instruments
 - B. Calibrate Instruments
 - C. Trouble Shooting
 - D. Knowledge of Instruments
- III. Interview and Interrogation Techniques - 10%**
 - A. Formulating Questions
 - B. Knowledge of Cultural Differences and Aptitude

IV. Procedures - 15%

- A. Pre-test
- B. In-test
- C. Post-test

V. Legal Aspects - 15%

- A. EPPA (Employee Polygraph Protection Act)
- B. ADA (Americans with Disabilities Act)
- C. Legal History

VI. Test Types - 15%

- A. Stimulation Test
- B. MGQT (Modified General Question Technique)
- C. Control Question Techniques
- D. Relevant/Irrelevant
- E. POT (Peak of Tension)
- F. GKT (Guilty Knowledge Test)

VII. Chart Interpretation - 10%**VIII. Laws, Rules and Regulations - 15%**
**References used to create exam questions
but not allowed during exam**

1. *Forensic Psychophysiology Using the Polygraph: Scientific Truth Verification-Lie Detection*, Second Edition, 1996, J.A.M. Publications, 43 Brookside Drive, Williamsville, NY 14221, www.mattepolygraph.com.
2. *Tennessee Polygraph Examiners Laws, TCA Title 62, Chapter 27, 2007*, Tennessee Private Investigation & Polygraph Commission, 500 James Robertson Parkway, Second Floor, Nashville, TN 37243, www.state.tn.us/commerce/boards/pi.
3. *Tennessee Polygraph Examiners Rules, Chapters 1160-1 & 1160-2, 2007*, Tennessee Private Investigation & Polygraph Commission, 500 James Robertson Parkway, Second Floor, Nashville, TN 37243, www.state.tn.us/commerce/boards/pi.
4. *2002 Supplement to Forensic Psychophysiology Using the Polygraph: Scientific Truth Verification-Lie Detection*, 2002, J.A.M. Publications, 43 Brookside Drive, Williamsville, NY 14221, www.mattepolygraph.com.
5. *Employee Polygraph Protection Act, U.S. Code: Title 29, Chapter 22*, American Polygraph Association (APA), P.O. Box 8037, Chattanooga, TN 37414, www.polygraph.org/eppa.cfm.



Exam Registration Form for TN25 – Private Investigation 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
Daytime Phone Number (including area code) ()		Business Phone Number (including area code) ()	

Exam Selection and Fees

Exam Title	Exam Fee	Total
TN25 – Private Investigator	\$94	\$
TN25 – Private Investigator Company	\$94	\$
TN25 – Polygraph Examiner	\$100	\$
TN25 – Polygraph Examiner Intern	\$100	\$
Optional Services	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 25 Private Investigation and Polygraph 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.)