



# Candidate Information Bulletin State of Tennessee

## Contract Security Company Licensing Examination

### At a glance

The State of Tennessee Private Protective Services (State) has contracted with Prometric to conduct its examination program. Prometric provides exams through its Prometric network of testing centers.

This bulletin is your guide to the process of obtaining a Tennessee Contract Security Company license. The steps below summarize the process. For information about a step, go to the page listed.



#### To obtain your license

- 1 Submit your Contract Security Company license application to the State.
- 2 Complete and submit the exam registration form and fee to Prometric—Page 2.
- 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 State will contact you about your license and license fee.



#### To get answers not provided in this bulletin

#### For questions about exams:

Prometric  
 ATTN: TN 26 Contract Security Company  
 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](http://www.prometric.com/tennessee)

#### For questions about licensing:

State of Tennessee Private Protective Services  
 500 James Robertson Parkway, 2nd Floor  
 Nashville, TN 37243  
 Phone: 615.741.6382  
[www.state.tn.us/commerce/boards/pps/index.html](http://www.state.tn.us/commerce/boards/pps/index.html)

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### Submitting your license application

Candidates must obtain a license packet from the State. Complete and return the license application.

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

## *Registering and scheduling exams*

After you submit your application to the State, 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](http://www.prometric.com/tennessee).
- 2 Under the Department of Commerce and Insurance Licenses, click **Contract Security Company license exam**.
- 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 8) 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](http://www.prometric.com/tennessee). Test center locations are subject to change.

Test Sites	Address
<b>Chattanooga</b> 423.894.6249	4295 Cromwell Road, Suite 309 Chattanooga, TN 37421
<b>Clarksville</b> 931.647.2003	220 Forbes Avenue, Suite B Clarksville, TN 37040
<b>Cordova</b> 901.756.1425	8176 Old Dexter Road, Suite 101 Cordova, TN 38016
<b>Franklin</b> 615.790.5018	304 Williamson Square Franklin, TN 37064
<b>Knoxville</b> 865.690.2677	9050 Executive Park Drive, Suite 100, Building A Knoxville, TN 37923
<b>Madison</b> 615.860.0376	1685 Gallatin Road North Madison, TN 37115
<b>Memphis</b> 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.

### References

- No reference materials, papers or study materials are allowed at the test center for closed-book exams. 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 transmitted electronically to the State once each week. Exam results are confidential and will be revealed only to the applicant and the State.

**Passing score.** A score of 70 percent or above is required to pass each exam. When you complete all requirements and pass your exam, the State will contact you

regarding your license and license fee. The average application processing time is three to four months. A passing score does not indicate immediate licensure.

**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.

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## *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.

### Rescore

All exams are electronically scored by the computer once you complete your exam. You may request that your exam be rescored, which means the exam will be "pulled" and visually inspected to validate all responses were read by the computer. There is a \$25 fee for this service.

### Duplicate score reports

You may call or write to Prometric to request a duplicate of your score report. You will be charged a \$10 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.

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## *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 outline*

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 is the content outline for the Contract Security exam. This outline is the basis of the exam and lists all subjects covered. The outline indicates the total questions on the exam and the maximum time allowed. It also lists all topics covered in the exam and the approximate number of questions asked about each topic. The exam consists of multiple-choice questions, with all questions weighted equally.

**Exam references.** The outline lists all references that were used to develop the exam. **Some information found in the references does not apply to the exam.** For information on how to obtain the exam references, call toll-free 877.624.2562.

**Contract Security Exam**  
Closed Book, 50 questions, 2 hours

- I. Rules and Regulations - 50%**
- II. Physical Security and Personnel Management - 25%**
  - A. Physical Security
  - B. Administration
  - C. Personnel
- III. Emergency Policy and Procedures, Alarm Systems, and Criminal Justice - 25%**
  - A. Jurisprudence
  - B. Crime
  - C. First Aid
  - D. Fire Prevention
  - E. Alarm Systems

References used to create exam questions but not allowed during the exam	
<b>1</b>	<i>Effective Security Management</i> , Fourth Edition, 2003, Butterworth-Heinemann/Elsevier, 30 Corporate Drive, Suite 400, Burlington, MA 01803, www.elsevier.com.
<b>2</b>	<i>Introduction to Security</i> , Seventh Edition, 2004, Butterworth-Heinemann/Elsevier, 30 Corporate Drive, Suite 400, Burlington, MA 01803, www.elsevier.com.

References used to create exam questions but not allowed during the exam	
<b>3</b>	<i>Security Supervision</i> , Second Edition, 1999, Butterworth-Heinemann/Elsevier, 30 Corporate Drive, Suite 400, Burlington, MA 01803, www.elsevier.com.
<b>4</b>	<i>Criminal Procedure, Tennessee Code Annotated, Title 40</i> , State of Tennessee, 500 James Robertson Parkway, Second Floor, Nashville, TN 37243, www.state.tn.us.
<b>5</b>	<i>Private Protective Services Licensing and Regulatory Act, T.C.A. 62-35</i> , Tennessee Private Protective Services, 500 James Robertson Parkway, Second Floor, Nashville, TN 37243, www.state.tn.us/commerce/boards/pps.
<b>6</b>	<i>Private Protective Services Rules, Chapter 0780-5-2</i> , Revised May 2001, Tennessee Private Protective Services, 500 James Robertson Parkway, Second Floor, Nashville, TN 37243, www.state.tn.us/commerce/boards/pps.
<b>7</b>	<i>The Effective Security Officer's Training Manual</i> , Second Edition, 1998, Butterworth-Heinemann/Elsevier, 30 Corporate Drive, Suite 400, Burlington, MA 01803, www.elsevier.com.



# Exam Registration Form for TN26 – Contract Security Company exam

## 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
TN26 – Contract Security	\$94	\$
<b>Optional Services</b>	<b>Fee</b>	
Duplicate Score Report (exam title and date: _____)	\$10	\$
Exam Review	\$50	\$
	<b>Total Fee</b>	<b>\$</b>

## 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 26 Contract Security Company 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.)