PSI Services LLC
Phone: 833-333-4754
E-mail: examschedule@psionline.com
https://test-takers.psiexams.com/hitrade

HAWAII DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS
PROFESSIONAL AND VOCATIONAL LICENSING DIVISION

SECURITY GUARD - PRINCIPAL EXAMINATION
CANDIDATE INFORMATION BULLETIN

EXAMINATIONS BY PSI SERVICES LLC

This Candidate Information Bulletin provides you with information about the examination and application process for becoming licensed. To be licensed, you must pass an examination to confirm that you have attained at least a minimum level of knowledge regarding the principles, practices, statutes, and regulations. The Hawaii Department of Commerce and Consumer Affairs has contracted with PSI to conduct its examination program.

EXAMINATION PAYMENT AND SCHEDULING PROCEDURES

You are not allowed to register for your exam until the Board approves your application and sends you a letter of approval. The Board's application forms can be found online at www.cca.hawaii.gov/pvl. Your eligibility is valid for 12 months. Applicants failing to obtain a passing score after two consecutive attempts may not sit for reexamination within ninety days of the last failed administration.

The first and last names printed on your identification must match exactly the first and last names used when applying for licensure. If the names with which you have registered are different from the names on your application for licensure, you must bring legal name change documentation with you to the test center on the day of your test. The only acceptable forms of legal documentation are: a marriage license, divorce decree and/or a court action legal name change document. All documents must contain the name change in Roman characters and must be the original documents. Candidates wishing to make a name change, address change or email address change must contact their regulatory body. This cannot be done when scheduling your examination or at the test center.

Examination Fee	**$50**

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

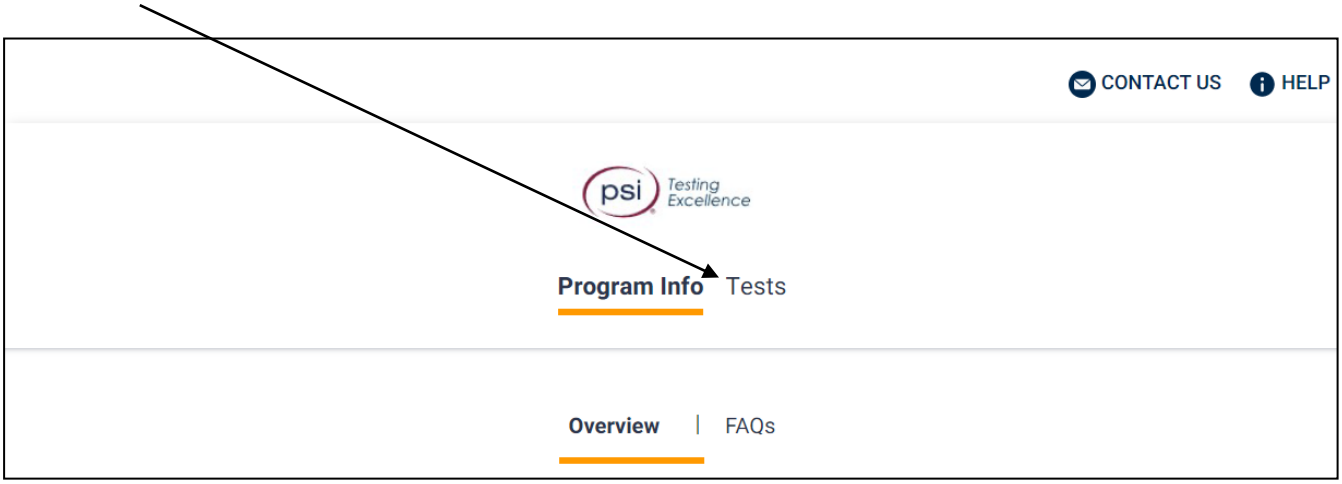
ON-LINE (HTTPS://TEST-TAKERS.PSIEXAMS.COM/HITRADE)

For the fastest and most convenient examination scheduling process, PSI recommends that you register for your examinations using the Internet. You register online by accessing PSI's registration website at https://test-takers.psiexams.com/hitrade. Internet registration is available 24 hours a day.

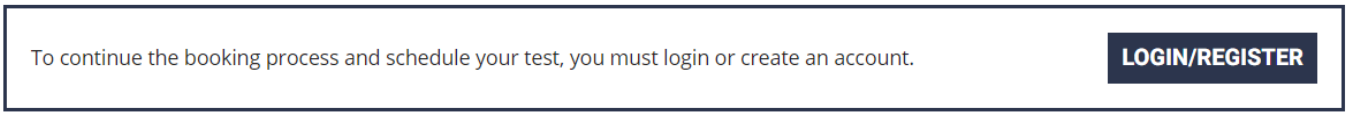
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1. You will receive an eligibility email from PSI. Select the link imbedded in the email.

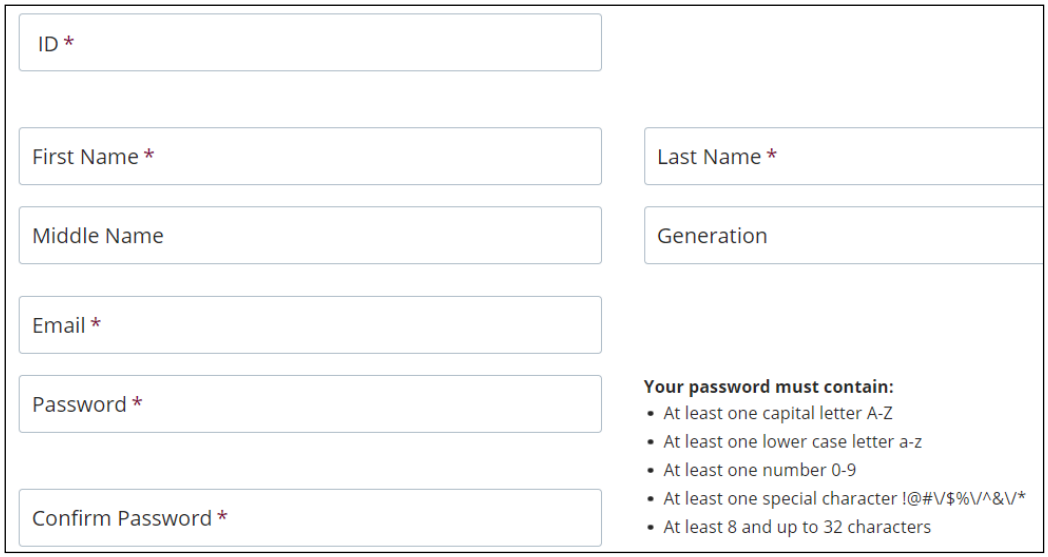
2. Select **TESTS** to create an account.



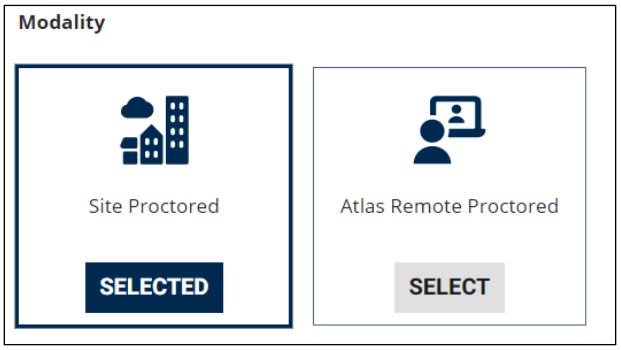
3. Select the examination and you are ready to create an account. Select **LOGIN/REGISTER**.



4. You will be prompted to **CREATE AN ACCOUNT** with PSI.
   The first and last name must match exactly with your current, valid, government-issued ID.

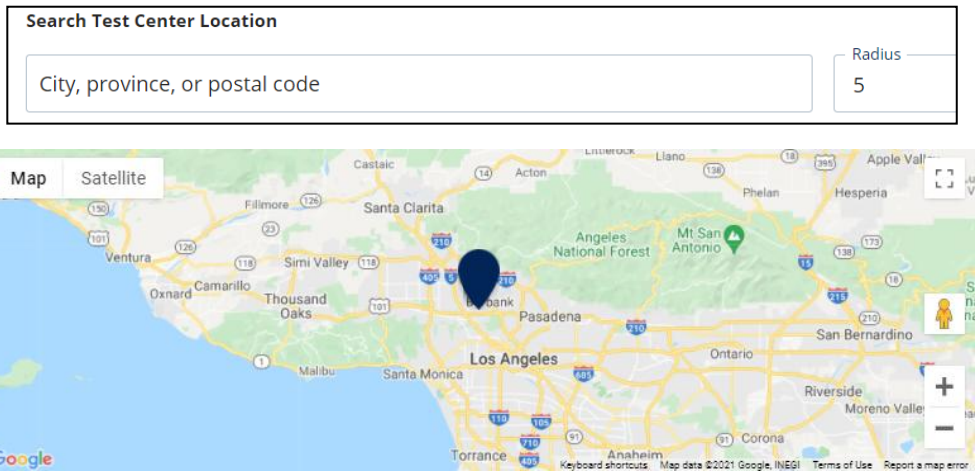


5. Select your test format: (Test Center) or (Remote Proctored).

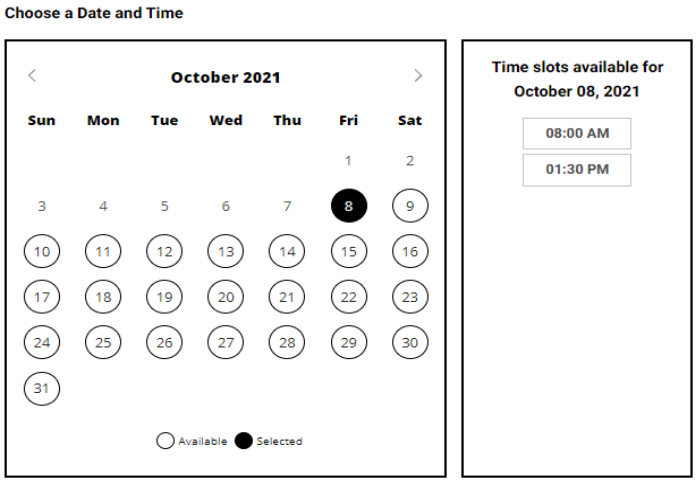


Scheduling at a Test Center

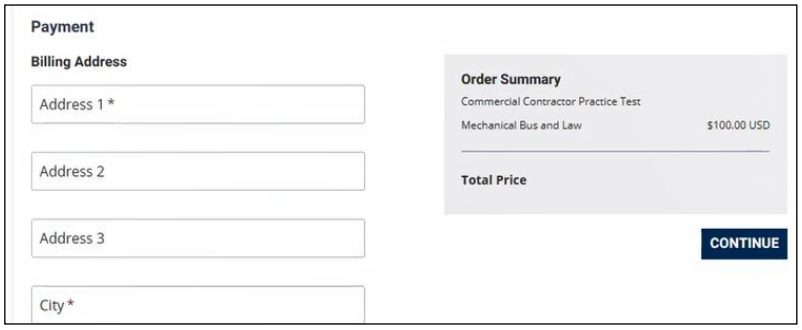
1. Enter the “City or Postal Code” and select **FIND**.



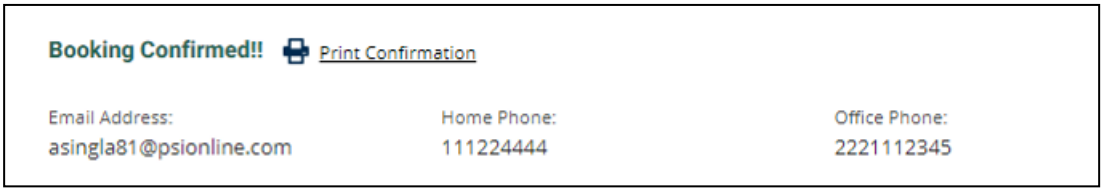
2. Select a date and time to book an appointment.



3. You are now ready to pay.

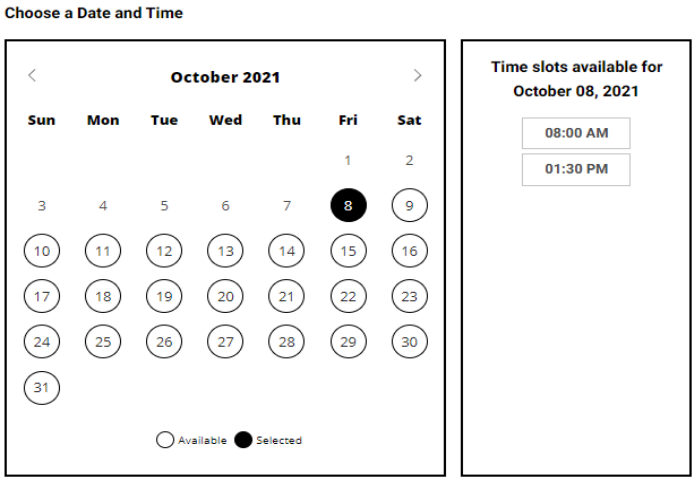


4. Once payment has been made you will receive a message confirming the test center, booked date, and booked time.

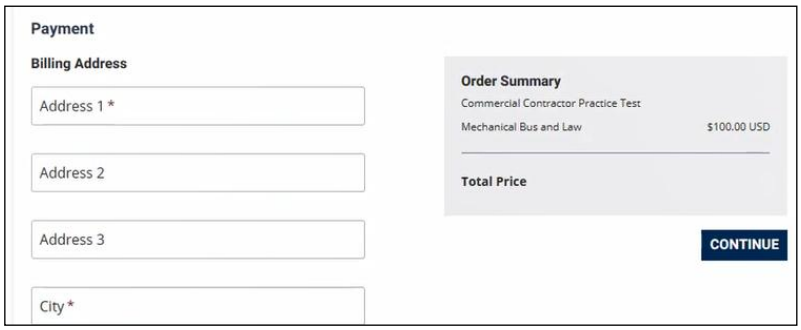


Scheduling via Remote Proctor

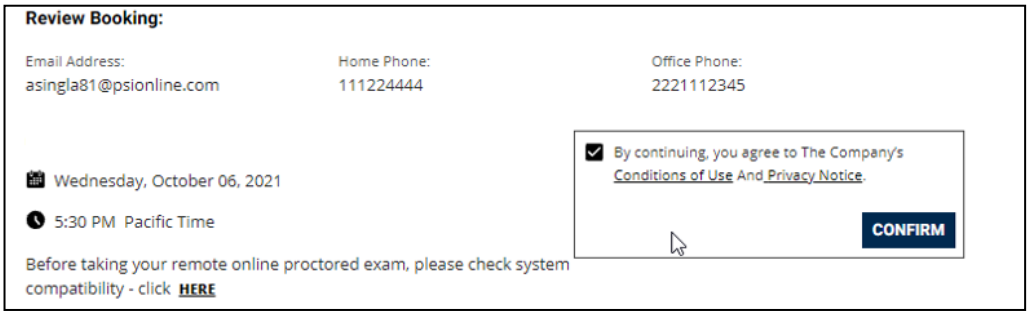
1. Select a date and time to book an appointment.



2. You are now ready to pay.

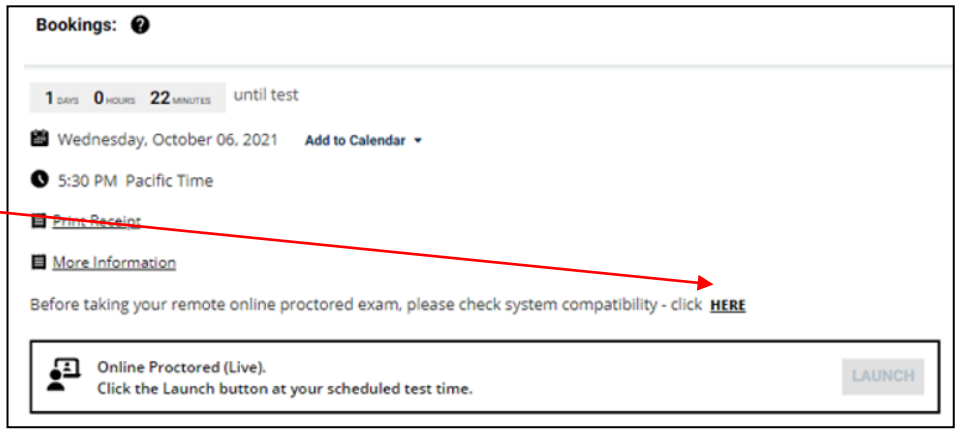


3. Once payment has been made you will receive a message confirming the booked date and booked time. Please review the booking before selecting **CONFIRM**.



4. Your booking will now display in your account. You will be able to LAUNCH your test within 30 minutes of your booked test time.

IMPORTANT: BE SURE TO CHECK THE COMPATIBILTY OF YOUR COMPUTER to include Audio/Video Check, Webcam Check and System Check. Prior to testing, **CLICK HERE**.



By not starting your test within 15 minutes after your booked time, you forfeit your test fee or test eligibility. Fees and test eligibilities are non-refundable. If you have any questions regarding your compatibility check, or if you experience issues launching your test, you may contact PSI's technical support team at (866) 395-0907.

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TELEPHONE (833-333-4754)

For telephone registration, you will need a valid credit card (VISA, MasterCard, American Express or Discover). PSI registrars are available Monday through Friday between 1:30 am and 4:00 pm and, Saturday-Sunday, between 3:00 am and 12:00n, HST.

RESCHEDULING/CANCELING AN EXAMINATION APPOINTMENT

You may cancel and reschedule an examination appointment without forfeiting your fee if your *cancellation notice is received two (2) days before the scheduled examination date*. For example, for a Monday appointment, the cancellation notice would need to be received on the previous Saturday. You may call PSI at 833-333-4754.

Note: A voicemail or email message is not an acceptable form of cancellation. Please use the PSI website or call PSI to speak directly to a Customer Service Representative.

RETAKING A FAILED EXAMINATION

It is not possible to make a new examination appointment on the same day you have taken an examination due to processing and reporting results. Depending upon space availability, unsuccessful candidates may be able to retest within two business days. You may access a registration form at https://test-takers.psiexams.com/hitrade. You may also call PSI at 833-333-4754.

Applicants failing to obtain a passing score after two consecutive attempts may not sit for reexamination within ninety days of the last failed administration. Applicants failing to obtain a passing score and to secure a license within one year after filing the application for license shall reapply as a new applicant.

MISSED APPOINTMENT OR LATE CANCELLATION

If you miss your appointment, you will not be able to take the examination as scheduled. You will also forfeit your examination fee, if you:

- Do not cancel your appointment two (2) days before the scheduled examination date;
- Do not appear for your examination appointment;
- Are not checked in by your scheduled start time;
- Do not present proper identification when you arrive for the examination.

EXAM ACCOMMODATIONS (ADA)

All PSI examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990, and exam accommodations will be made in meeting a candidate's needs. A candidate with a disability or a candidate who would otherwise have difficulty taking the examination should request for alternative arrangements by Clicking Here.

Candidates granted accommodation in accordance with the ADA, MUST schedule their examination by telephone and speak directly with a PSI registrar.

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 scheduled examination by calling 833-333-4754. Every effort will be made to reschedule your examination at a convenient time as soon as possible. You may also check our website at https://test-takers.psiexams.com/hitrade.

EXAMINATION SITE LOCATIONS

KAPAA
KAPAA - SHERATON KAUAI COCONUT BEACH RESORT
1010 CORPORATE DRIVE
KAPAA, HI 96746

HONOLULU
ALA MOANA PACIFIC CENTER
1585 KAPIOLANI BLVD, SUITE 1135
HONOLULU, HI 96814

KAHULUI - UNIVERSITY OF HAWAII MAUI COLLEGE II
310 W. KA'AHUMANU AVENUE
THE LEARNING CENTER
KAHULUI, HI 96732

KAILUA KONA
Kailua Kona – PUEO Testing Center
75-5737 KUAKINI HWY.
KAILUA KONA, HI 96740

REPORTING TO THE EXAMINATION SITE

On the day of the examination, you should arrive at least 30 minutes before your appointment. This extra time is for sign-in, identification, and familiarizing you with the examination process. *If you arrive late, you may not be admitted to the examination site and you will forfeit your examination registration fee.*

REQUIRED IDENTIFICATION AT EXAMINATION SITE

Candidates need to provide one (1) form of identification.

Candidates must register for the exam with their LEGAL first and last name as it appears on their government issued identification. The required identification below must match the first and last name under which the candidate is registered. Candidates are required to bring one (1) form of a valid (non-expired) signature bearing identification to the test site.

REQUIRED IDENTIFICATION (with photo) – Choose One

- Government-issued Driver's License
- U.S. Dept. of State Driver's License
- U.S. Learner's Permit (plastic card only with photo and signature)
- National/State/Country Identification Card
- Passport
- Passport card
- Military ID (will not be accepted for remote testing)
- Military ID for spouses and dependents (will not be accepted for remote testing)
- Alien Registration Card (Green Card, Permanent Resident Visa)

SECURITY PROCEDURES

The following security procedures apply during examinations:

- You will have access to an online calculator. If you bring your own calculator, only nonprogrammable calculators that are silent, battery-operated, do not have paper tape printing capabilities, and do not have a keyboard containing the alphabet will be permitted.
- You will be provided a piece of scratch paper and a pencil. These must be returned to the proctor at the end of the examination.
- All personal belongings of candidates should be placed in the secure storage provided at each site prior to entering the examination room. Personal belongings **include**, **but are not limited to**, the following items:
  - **Electronic devices of any type, including cellular / mobile phones, recording devices, electronic watches, cameras, pagers, laptop computers, tablet computers (e.g., iPads), music players (e.g., iPods), smart watches, radios, or electronic games.**
  - **Bulky or loose clothing or coats** that could be used to conceal recording devices or notes. For security purposes outerwear is not permitted in the testing room. Examples of outerwear include open sweaters, cardigans, shawls, scarves, hoodies, vests, jackets and coats. **In the event you are asked to remove the outerwear, appropriate attire, such as a shirt or blouse, should be worn underneath.**
  - **Hats or headgear not worn for religious reasons** or as religious apparel, including hats, baseball caps, or visors.
  - **Other personal items**, including purses, notebooks, reference or reading material, briefcases, backpacks, wallets, pens, pencils, other writing devices, food, drinks, and good luck items.
- Although secure storage for personal items is provided at the examination site for your convenience, PSI is not responsible for any damage, loss, or theft of any personal belongings or prohibited items brought to, stored at, or left behind at the examination site. PSI assumes no duty of care with respect to such items and makes no representation that the secure storage provided will be effective in protecting such items. If you leave any items at the examination site after your examination and do not claim them within 30 days, they will be disposed of or donated, at PSI's sole discretion.
- Person(s) accompanying an examination candidate may not wait in the examination center, inside the building or on the building's property. This applies to all guests, including drivers, children, friends, family, colleagues or instructors.
- No smoking, eating, or drinking is allowed in the examination center.
- During the check-in process, all candidates will be asked if they possess any prohibited items. Candidates may also be asked to empty their pockets and turn them out for the proctor to ensure they are empty. The proctor may also ask candidates to lift up the ends of their sleeves and the bottoms of their pant legs to ensure that notes or recording devices are not hidden there.

- Proctors will also carefully inspect eyeglass frames, tie tacks, or any other apparel that could be used to harbor a recording device. Proctors will ask to inspect any such items in candidates' pockets.
- If prohibited items are found during check-in, candidates shall put them in the provided secure storage or return these items to their vehicle. PSI will not be responsible for the security of any personal belongings or prohibited items.
- Any candidate possessing prohibited items in the examination room shall immediately have his or her test results invalidated, and PSI shall notify the Board of the occurrence.
- Any candidate seen giving or receiving assistance on an examination, found with unauthorized materials, or who violates any security regulations will be asked to surrender all examination materials and to leave the examination center. All such instances will be reported to the Board .
- Once candidates have been seated and the examination begins, they may leave the examination room only to use the restroom, and only after obtaining permission from the proctor. Candidate will not receive extra time to complete the examination.

TAKING THE EXAMINATION BY COMPUTER

The examination will be administered via computer. You will be using a mouse and computer keyboard.

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 following the tutorial so that you may practice using the keys, answering questions, and reviewing your answers.

TEST QUESTION SCREEN

One question appears on the screen at a time. During the examination, minutes remaining will be displayed at the top of the screen and updated as you record your answers.

IMPORTANT: After you have entered your responses, you will later be able to return to any question(s) and change your response, provided the examination time has not run out.

EXAMINATION REVIEW

PSI, in cooperation with the Department, will be consistently evaluating the examinations being administered to ensure that the examinations accurately measure competency in the required knowledge areas. While taking the examination, examinees will have the opportunity to provide comments on any questions, by using the comments key on the keyboard. These comments will be analyzed by PSI examination development staff. PSI does not respond to individuals regarding these comments, and all substantive comments are reviewed. **This is the only review of examination materials available to candidates.**

SCORE REPORTING

Your score will be displayed on screen at the end of the examination and a score report will be emailed to you. If you fail, the emailed score report will include the diagnostic report indicating your strengths and weaknesses by examination type.

You may print the score report from your online account.

HAWAII SECURITY GUARD – PRINCIPAL

# of Questions	Minimum Passing Score	Time Allowed
40	75%	60 Minutes

Content Outline	# of Test Items
Legal Aspects - 35%	**14**
Use of Force	
Rules of Evidence	
Laws and Rules (HRS, HAR, OSHA, etc.)	
Physical Security - 28%	**11**
Types and Knowledge of Alarms	
Types and Knowledge of CCTV	
Types and Knowledge of Doors	
Types and Knowledge of Fences	
Types and Knowledge of Lighting	
Guard Force Management - 18%	**7**
Security Principles and Practices	
Business Management	
Employee Training	
Investigations - 12%	**5**
Patrol and Surveillance	
Emergency Practices - 7%	**3**
Emergency Preparedness and Response	

EXAMINATION REFERENCE MATERIAL

References include the Hawaii Administrative Rules (Chapter 97) and the Hawaii Revised Statutes (Chapter 463) which may be downloaded from the board's website: www.hawaii.gov/dcca/pvl
(Click on "Professional and Vocational Licensing (PVL), Private Detectives and Guards "Statute/Rule Chapter")

Introduction to Security. 7th Edition - (ISBN 0750676000)
Robert J. Fischer and Gion Green
Butterworth-Heinemann, 2004

*If purchasing the above referenced materials online, a web search by ISBN number (i.e. 0750673990) may result in greater options.

Hawaii Revised Statutes, Chapter 703

Hawaii Revised Statutes, Chapter 396 (OSHA)

(The statutes cited above can be found at http://www.capitol.hawaii.gov/hrscurrent.
Please utilize the chapter number to perform the search.)

No reference materials, scratch sheets, books, or notes may be brought into the examination room.

This examination is CLOSED BOOK.

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