PSI Services LLC
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examschedule@psionline.com
(855) 744-0310

ARIZONA REGISTRAR OF CONTRACTORS

RESIDENTIAL AND COMMERCIAL CONTRACTOR LICENSE EXAMINATIONS CANDIDATE INFORMATION BULLETIN

Links to trade-specific contents outlines may be found on pages 9 thru 12

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EXAMINATIONS

This Candidate Information Bulletin provides you with information about the examination and application process for Contractors Licensure in the State of Arizona.

GUIDELINES FOR LICENSURE

HOW TO OBTAIN A LICENSE

Visit AZ ROC online and use the License Classification Requirements form to determine which examination(s) you are required to take. If you need help finding the form you can give AZ ROC's Licensing Department a call.

Phone: 1-877-692-9762
https://roc.az.gov/

Upon completion of all licensing requirements, including passing the necessary examination(s), submit a completed license application and your **original** score report to AZ ROC for processing within two years from the date of passing the examination. Licensing applications cannot be accepted until all examination requirements have been completed.

Exam requirements must be completed by the person who will act as the Qualifying Party as defined in Arizona Revised Statute §32-1127.

There are specific conditions in which an exam waiver for the trade exam and SRE may be granted. For questions about exams or exam waivers, please call ROC's Licensing Department at 1-877-692-9762.

STATUTES AND RULES EXAM (SRE)

The AZ Statutes and Rules Exam (SRE) is a computer-based course where applicants learn applicable Arizona statutes and rules and are tested on what they learned throughout the training. This course is provided and maintained by AZ ROC. This course is required for new license applicants who were not previously listed as the qualifying party on another Arizona contractors' license within the last five years. For questions about exams or exam waivers, please call ROC's Licensing Department at 1-877-692-9762.

This course is also required for new license applicants who were not previously listed as the qualifying party on another Arizona contractors' license.

For questions about exams or exam waivers, please call ROC's Licensing Department at 1-877-692-9762.

SRE EXAMINATION SCHEDULING PROCEDURES

The cost of the AZ Statutes and Rules and Exam (SRE) is $61. The SRE is only available online and can be purchased here.

TRADE-SPECIFIC EXAMINATIONS BY PSI

In addition to the AZ Statutes and Rules examination, you may also be required to pass a second test covering the specific trade for which you are applying, and a third examination for solar. To determine if you are required to pass a trade examination and/or solar examination, refer to the License Classification Requirements form RC-L-206B found on the ROC's Web site at https://roc.az.gov/.

The trade-specific and solar-specific content outlines are available from PSI for each examination. Content outlines indicate the examination time limit, subject area and the number of items in each area. It also provides a list of references. To view the content outline for your specific examination, click on a link on the following page or call Customer Service at (855) 744-0310.

The Arizona Registrar of Contractors (AZ ROC) has contracted with PSI to conduct its trade examination program. PSI provides examinations through a network of computer examination centers in Arizona and in many areas throughout the United States. PSI works closely with the State to be certain that examinations meet local as well as national requirements in basic principles and examination development standards.

TRADE-SPECIFIC EXAMINATION SCHEDULING PROCEDURES

The following fee table lists the applicable fee for each examination. The fee is for each examination, whether you are taking the examination for the first time or repeating.

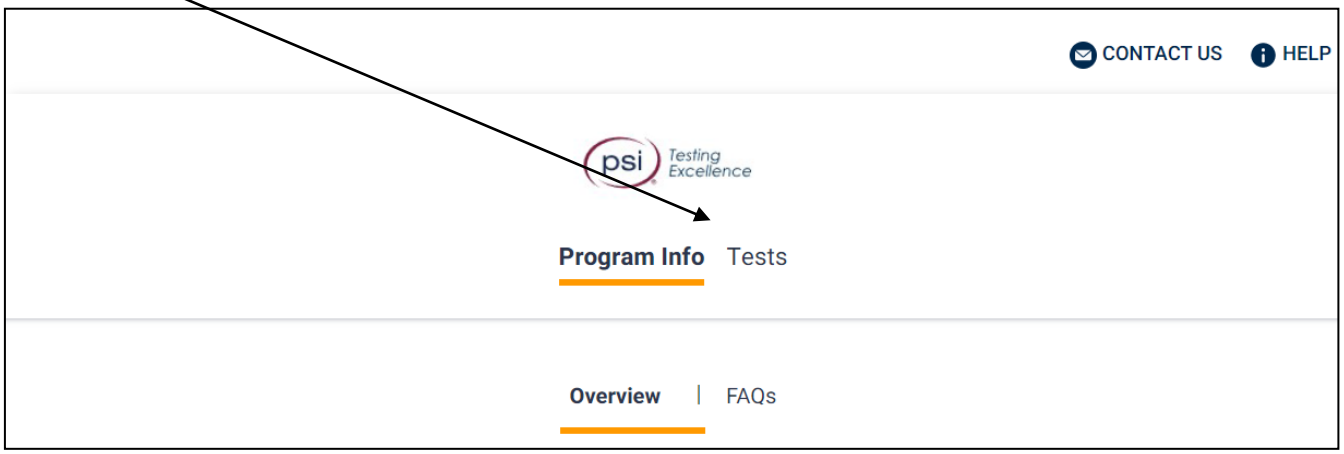
- Candidates must wait 30 days before retaking the examination they did not pass.
- Candidates are allowed 3 attempts to pass each examination. Attempting the test, a 4th and subsequent time, there is then a 90-day waiting period between schedules.

One Examination	**$66**
Two Examinations	**$116**
Solar Portion ONLY	**$40**

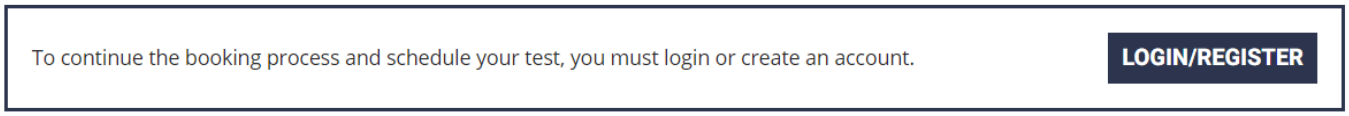
NOTE: REGISTRATION FEES ARE NOT REFUNDABLE OR TRANSFERABLE. THE EXAMINATION FEE IS VALID FOR ONE YEAR.

ONLINE SCHEDULING

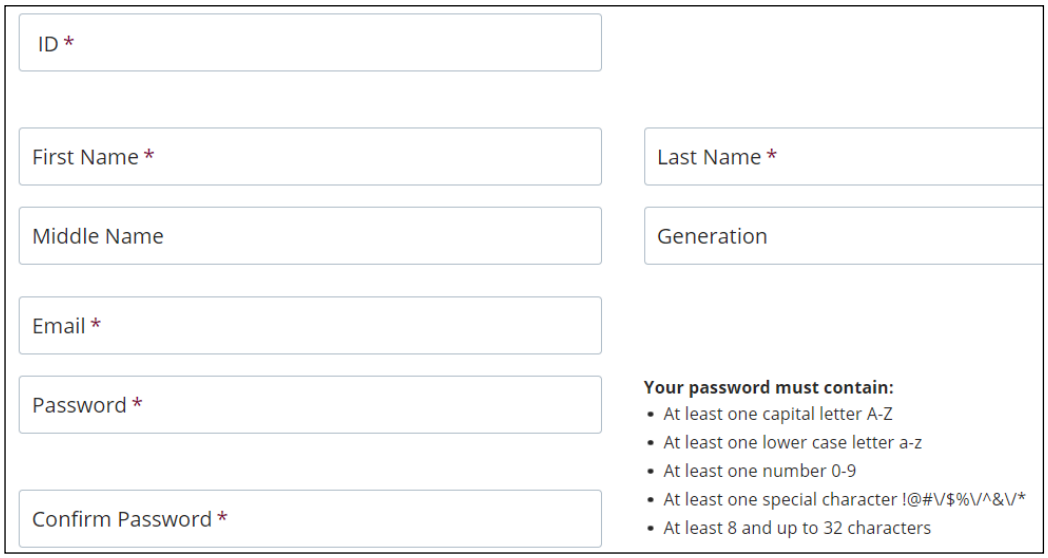
1. You will receive an eligibility email from PSI. Select the link imbedded in the email or select the link above.
2. Select **TESTS** to create an account.



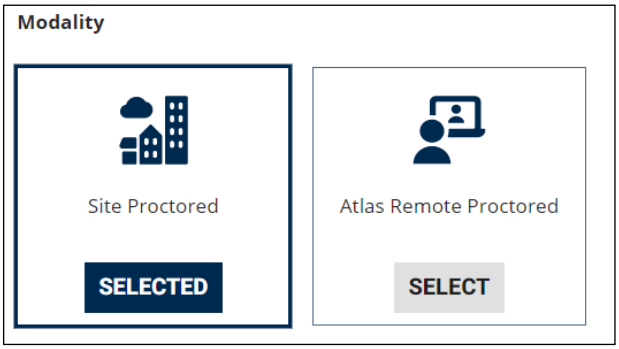
3. Select the examination and you are ready to create an account. Select **LOGIN/REGISTER**.



4. You will be prompted to **CREATE AN ACCOUNT** with PSI.

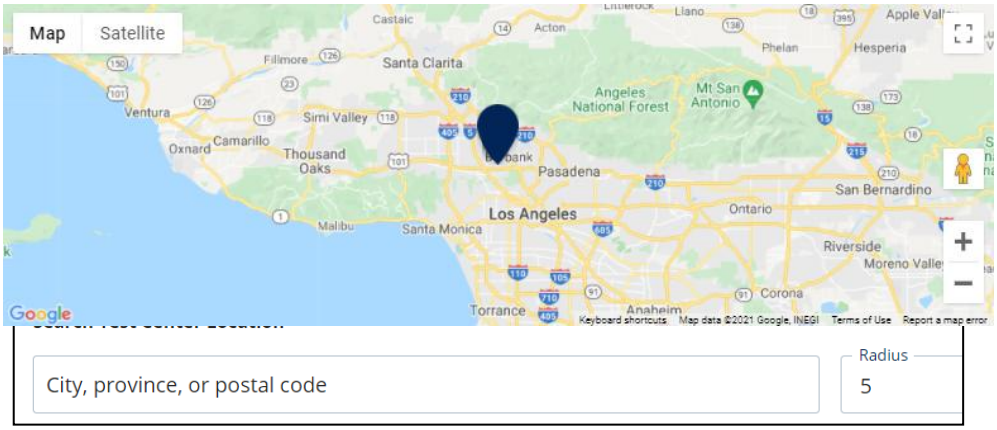


5. Select your test format: (Test Center) or (Remote Proctored).

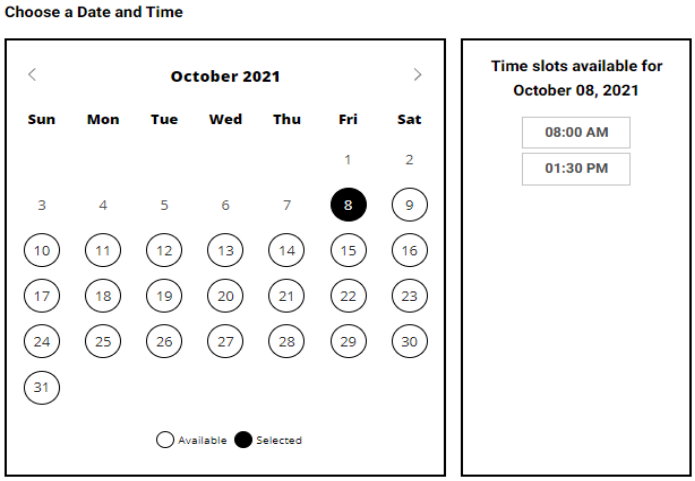


Scheduling at a Test Center

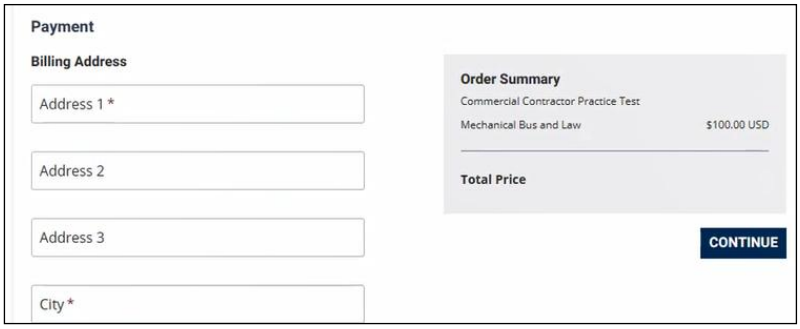
1. Enter the "City or Postal Code" and select **FIND**.



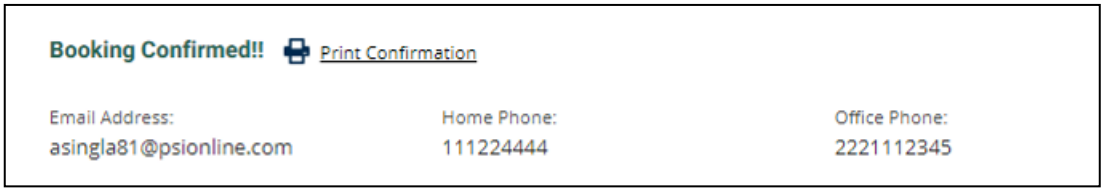
2. Select a date and time to book an appointment.



3. You are now ready to pay.

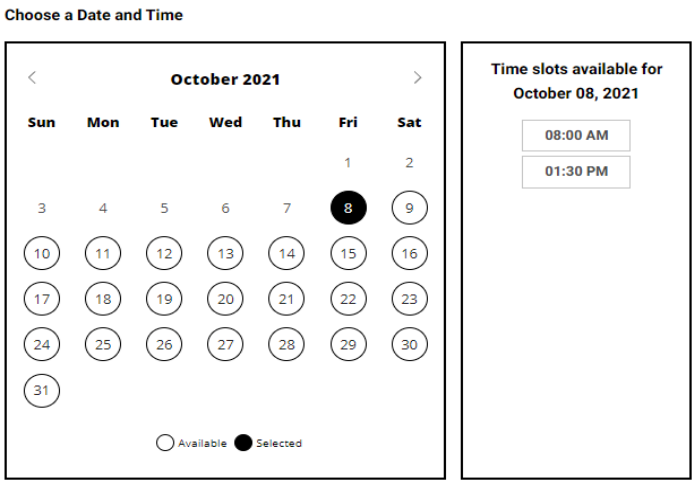


4. Once payment has been made you will receive a message confirming the test center, booked date, and booked time.

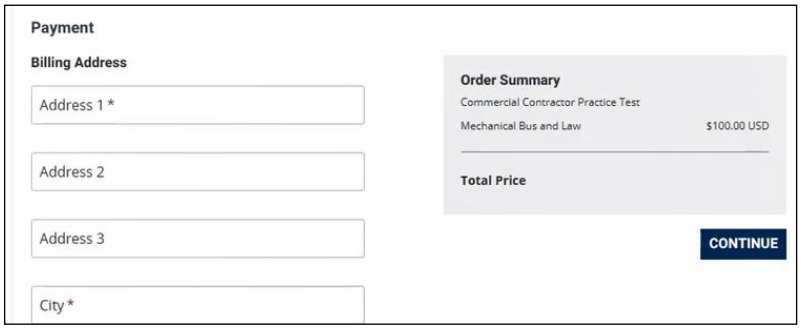


Scheduling via Remote Proctor

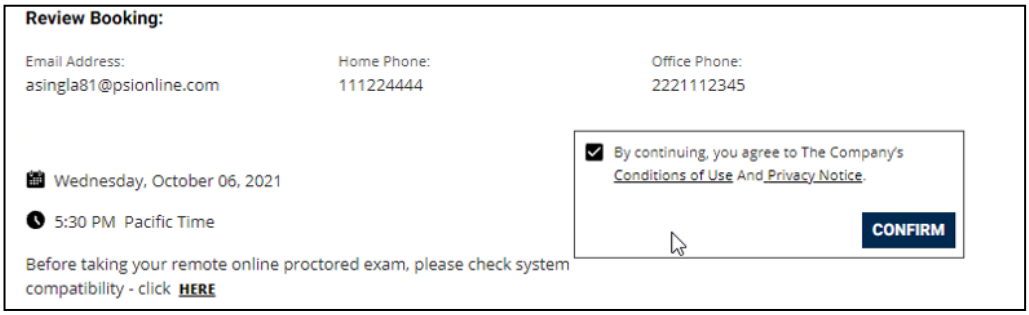
1. Select a date and time to book an appointment.



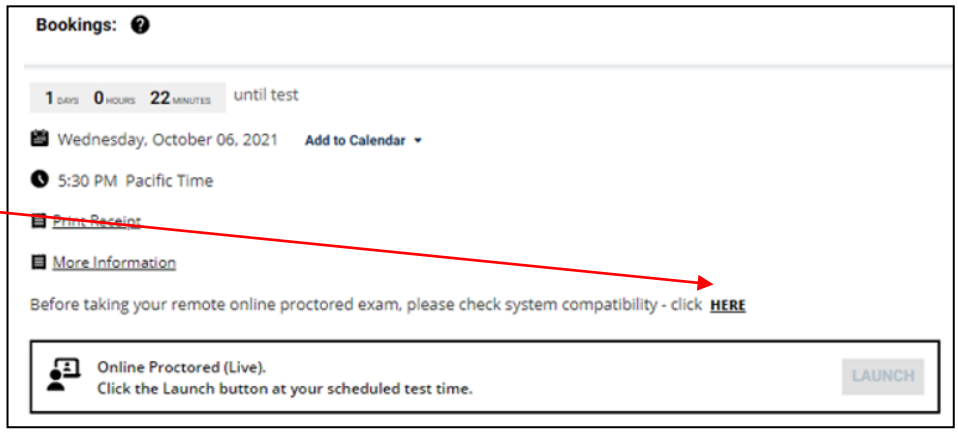
2. You are now ready to pay.



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 (844) 267-1017. You may also initiate a chat after you close the Secure Browser Software by clicking here.

TELEPHONE REGISTRATION

Call (855) 744-0310, PSI registrars are available to receive payment and to schedule your appointment for the examination. Please call Monday through Friday between 4:30 am and 7:00 pm, and Saturday-Sunday between 8:00 am and 2:30 pm, Pacific Time.

RETAKING A FAILED EXAMINATION

It is not possible to make a new examination appointment on the same day you have taken an examination; this is due to processing and reporting scores. You may access a registration form at https://test-takers.psiexams.com/azcon. You may also call PSI at (855) 744-0310.

- Candidates must wait 30 days before retaking the examination they did not pass.
- Candidates are allowed 3 attempts to pass each examination. After 3 failed attempts, they must wait 90 days before retaking the examination they did not pass.

CANCELING AN EXAMINATION APPOINTMENT

You may cancel and reschedule an examination appointment without forfeiting your fee if your *cancellation notice is received 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 (855) 744-0310 or use the https://test-takers.psiexams.com/azcon.

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.

MISSED APPOINTMENT OR LATE CANCELLATION

Your registration will be invalid, you will not be able to take the examination as scheduled, and you will forfeit your examination fee, if you:

- Do not cancel your appointment 2 days before the schedule examination date;
- Do not appear for your examination appointment;
- Arrive after examination start time;
- Do not present proper identification when you arrive for the examination.

EXAM ACCOMMODATIONS

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 examination schedule by calling (855) 744-0310. 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/azcon.

TRADE EXAMINATION SITE LOCATIONS (IN-PERSON TESTING)

FLAGSTAFF
Northern Arizona University
Du Bois Building 64, Room 140
306 E. Pine Knoll Drive
Flagstaff, AZ 86011
Refer to NAU Parking Services https://nau.edu/Parking-Shuttle-Services/Guest-Parking/ *for parking requirements and nearby locations.*

GLENDALE
Glendale-Arizona Flight Training Center - Glendale Airport
6799 N Glen Harbor Blvd
Glendale, AZ 85307

PHOENIX
2345 E Thomas Rd, Ste 385
Phoenix, AZ 85016

TEMPE
Mill Avenue Business Center
40 W. Baseline Road, Suite 221
Tempe, AZ 85283

TUCSON
310 S. Williams Street, Suite 176
Tucson, AZ 85711

Additionally, PSI has examination centers in many other regions across the United States. You may take this examination at any of these locations. Once you have paid for the examination, enter your zip code and a list of the testing sites closest to you will appear.

REPORTING TO THE TRADE EXAMINATION SITE

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

REQUIRED IDENTIFICATION

You must provide 1 form of identification. The identification must match the name you scheduled with.

NOTE: ID must contain candidate's signature, photo, be valid and unexpired.

- State issued driver's license
- State issued identification card
- Valid passport - Foreign or Domestic issued
- US Government Issued Military Identification Card
- US Government Issued Alien Registration Card

SECURITY PROCEDURES

The following examination protocols apply during any examination. PSI may pause or terminate an examination at any time. Failure to follow the examination protocol, may result in the disqualification of examination results, prohibition from taking future examinations, and may lead to legal action.

You will be given a piece of scratch paper and a pencil. You will return the scratch paper and pencil during check-out. Candidates may use a basic, silent, nonprinting, non-programmable, non scientific calculator in the examination center.

Prohibited Items:

- Electronic devices of any type, including but not limited to; cellular phones, cameras, computers of any type (e.g., laptops, tablets, iPads), earbuds, electronic games, electronic watches, headsets, mobile devices, music players (e.g., iPods), pagers, radios, recording devices (audio or video), smart watches, televisions, etc.).
- Hats or headgear not worn for religious reasons or as religious apparel, including hats, baseball caps, or visors.
- Bulky or loose clothing or coats including but not limited to, open sweaters, cardigans, shawls, scarves, vests, jackets and coats.
    - In the event you are asked to remove bulky or loose outerwear, appropriate attire, such as a shirt or blouse should be worn underneath.
- Other personal items, including but not limited to; backpacks, briefcases, chewing gum, drinks, food, good luck items, notebooks, paper or other materials on which to write, pens, pencils or other writing devices, purses, reading material, smoking or chewing products, wallets, etc.

Prohibited Behavior:

- Giving or receiving assistance on an examination.
- Copying or communicating examination content.
- Using outside references or resources during an exam, examples:
    - Browsing other local resources.
    - Browsing the internet.
    - Attempting to use a computer or computer program not provided or approved by PSI.
    - Attempting to use a telephone or mobile device.
    - Using notepad on the computer.
    - Using an application on the computer not provided by PSI.
- Engaging in disruptive behavior during check-in or during an exam, examples:
    - Acting in an inappropriate manner.
    - Using abusive language.
    - Speaking aloud.
    - Causing noise unrelated to keyboard typing.
- Engaging in prohibited behavior during check-in or during an exam, examples:
    - Reading questions out loud.
    - Leaving the room without proctor approval.
    - Using instant messaging, or other electronic communication.
    - Capturing a picture or video of exam items.
    - Attempting to use telephone or mobile device.
    - Obstructing the proctor's view (camera or in person).
    - Having inappropriate materials on desktop (explicit).
    - Changing spaces during the exam without proctor approval.
    - Not focusing eyes on the screen.

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 being 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.

No prohibited items are allowed within the candidate's reach or line of sight. If prohibited items are found during check-in, candidates shall put them in the provided secure storage or return these items to their vehicle for test center exams. PSI will not be responsible for the security of any personal belongings or prohibited items.

- Any candidate seen giving or receiving assistance on an examination, found with prohibited items, or displaying prohibited behavior or violating any security regulations will have his or her examination terminated, and be asked to surrender all examination materials. All such instances will be reported to the examination sponsor.

Additional protocols for testing at a testing center, include but not limited to:

- 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 guests of any nature, including drivers, children, friends, family, colleagues, or instructors.
- 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. Candidates will not receive extra time to complete the examination.

Additional protocols for remote online proctored exams, include but not limited to:

- Temporarily moving out of the camera's line of sight.
- Candidates are not allowed to have scratch paper.
- Adequate lighting for the proctor to see candidate's activity.
- Internet service must be sufficient to administer the exam, see page 12 for requirements.
- Web camera must be placed for ideal viewing by the proctor.
- Candidate may not change computers during the exam.
- Candidate may not change spaces during the exam.
- Candidate must follow proctor instructions, which may include, but are not limited to:
    - Keeping hands on the desktop.
    - Keeping eyes on the computer screen.
    - Not fidgeting during the exam.
    - Keeping hands away from face.
- Please do your best to avoid covering your mouth for the whole duration of exam. Be aware that talking/whispering/mouthing is not allowed during exam.
- Breaks are NOT allowed during remote online proctored examinations. If you believe you cannot complete your examination without a break, please do not register for remote online proctored examinations.

TAKING THE TRADE EXAMINATION BY COMPUTER AT A PSI TEST CENTER (IN-PERSON TESTING)

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 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 answering questions and reviewing your answers. The "Function Bar" at the top of the sample question provides mouse-click access to the features available while taking the examination.

EXAM 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.

EXPERIMENTAL QUESTIONS

In addition to the number of examination items specified in the "Examination Content Outlines", a small number (5 to 10) of "experimental" questions may be administered to candidates during the examinations. These questions will not be scored. However, these questions will count against examination time. The administration of such unscored, experimental questions is an essential step in developing future licensing examinations.

EXAMINATION REVIEW

PSI, in cooperation with the ROC, 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. Comments may be entered by clicking on the Comments link on the function bar of the test question screen. These comments will be analyzed by PSI examination development staff. PSI does not respond to individuals regarding these comments, 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 request a duplicate score report after your examination by emailing scorereport@psionline.com.

CONFLICTING TEST INFORMATION

If a test question answer could differ because of conflicting information in test reference sources, a legal requirement such as a code, law or regulation overrides any other reference. If two legal requirements appear to conflict, the state-specific code, law or regulation overrides the national one. Information from sources on the test reference list override information from other sources or persons.

SAMPLE QUESTIONS

The following questions are offered as examples of the types of questions you will be asked during the course of examination. They are intended primarily to familiarize you with the style and format of questions you can expect to find in the examinations. The examples do NOT represent the full range of content or difficulty levels found in the actual examinations.

1. Pigments that are used for coloring concrete generally DO NOT affect concrete properties when the percentage by weight is kept below what MAXIMUM amount?
   a. 3%
   b. 6%
   c. 8%
   d. 10%

2. What MINIMUM size copper conductor type THW is required for a feeder circuit that is providing 3-phase, 480-volt power to a 10-horsepower and a 5-horsepower, wound rotor, motor load?
   a. 8 AWG
   b. 10 AWG
   c. 12 AWG
   d. 14 AWG

3. If the flow through a stream nozzle used on a non-sodded bank is greatly reduced, what is the most likely cause?
   e. Reduced supply pressure
   f. Cavitation
   g. Back-siphonage
   h. Clogged orifices

4. Vibration isolators used between a mechanical system and attached ducts shall be what MAXIMUM length?
   a. 10"
   b. 12"
   c. 16"
   d. 20"

5. Where is the shut-off valve installed in the relief discharge piping on a hot water heater?
   e. A shut-off valve is not permitted
   f. Between the relief valve and the heater tank
   g. Not more than 12 inches downstream from the relief valve
   h. Not more than 12 inches upstream from the connection to the building drainage system

Answers to sample questions: 1-b; 2-d; 3-d; 4-a; 5-a.

Click the Link to View Your Arizona Contractor Trade-Specific Content Outline

A General Engineering (Commercial) Content Outline
A (KA) General Engineering (Commercial) Content Outline
A-4 Drilling Content Outline
A-5 Excavating, Grading and Oil Surfacing Content Outline
A-7 Piers and Foundations (Commercial) Content Outline
A-9 Swimming Pools (Commercial)/General Swimming Pool Contractor (Residential) Content Outline
A-11 Steel and Aluminum Erection (Commercial)/(Residential) Content Outline
A-12 Sewers, Drains, and Pipe Laying (Commercial) Content Outline
A-14 Asphalt Paving Content Outline
A-15 Seal Coating Content Outline
A-16 Waterworks (Commercial) Content Outline
A-17 Electrical and Transmission Lines (Commercial) Content Outline
A-19 Swimming Pools, Including Solar (Commercial)/General Swimming Pool Contractor, Including Solar (Residential) Content Outline
B General Residential Contractor Content Outline
B-1 General Commercial Contractor Content Outline
B-2 General Small Commercial Contractor Content Outline
B-3 Limited Remodeling and Repair Contractor (Residential)/Commercial) Content Outline
B-4 General Residential Engineering Content Outline
B-5 Swimming Pools (Commercial)/General Swimming Pool Contractor (Residential) Content Outline
B-6 Swimming Pools, Including Solar (Commercial)/General Swimming Pool Contractor, Including Solar (Residential) Content Outline
B-10 Premanufactured Spas and Hot Tubs Content Outline

C-1 Drywall and Acoustical Systems Content Outline
C-3 Awnings, Canopies and Patio Covers Content Outline
C-4 Boilers, Steamfitting and Process Piping (Commercial) Content Outline
C-6 Swimming Pool Service and Repair Content Outline
C-9 Concrete (Residential/Commercial) Content Outline
C-10 Drywall and Acoustical Systems Content Outline
C-11 Electrical (Commercial) Content Outline
C-14 Fencing Content Outline
C-16 Fire Protection Systems (Commercial) Content Outline
C-24 Ornamental Metals Content Outline
C-36 Plastering Content Outline
C-37 Plumbing (Commercial) Content Outline
C-38 Signs Content Outline
C-39 Air Conditioning and Refrigeration (Residential/Commercial) Content Outline
C-40 Insulation Content Outline
C-45 Sheet Metal Content Outline
C-49 Industrial Refrigeration (Commercial) Content Outline
C-53 Water Well Drilling Content Outline
C-54 Water Conditioning Equipment Content Outline
C-56 Welding Content Outline
CR-57 Wrecking Content Outline
C-58 Evaporative Cooling and Ventilating Residential/Commercial) Content Outline
C-60 Finish Carpentry Content Outline
C-74 Boilers, Steamfitting and Process Piping, Including Solar (Commercial) Content Outline
C-77 Plumbing, Including Solar (Commercial) Content Outline
C-78 Solar Plumbing, Liquid Systems Only (Residential/Commercial) Content Outline
C-79 Air Conditioning and Refrigeration, Including Solar (Residential/Commercial) Content Outline
CR-1 Drywall and Acoustical Systems Content Outline
CR-2 Excavating, Grading and Oil Surfacing Content Outline
CR-3 Awnings Canopies and Patio Covers Content Outline
CR-4 Boilers, Steamfitting and Process Piping (Commercial) Content Outline
CR-6 Swimming Pool Service and Repair Content Outline
CR-7 Carpentry Content Outline
CR-8 Floor Covering (Residential/Commercial) Content Outline
CR-9 Concrete (Residential/Commercial) Content Outline
CR-10 Drywall and Acoustical Systems Content Outline

CR-11 Electrical (Commercial) Content Outline
CR-12 Elevators (Residential/Commercial) Content Outline
CR-14 Fencing Content Outline
CR-15 Blasting (Residential/Commercial) Content Outline
CR-16 Fire Protection Systems (Commercial) Content Outline
CR-17 Steel and Aluminum Erection (Commercial)/(Residential) Content Outline
CR-21 Hardscaping and Irrigation Systems (Residential/Commercial) Content Outline (English)
CR-21 Hardscaping and Irrigation Systems (Residential/Commercial) Content Outline (Spanish)
CR-24 Ornamental Metals Content Outline
CR-31 Masonry (Residential/Commercial) Content Outline
CR-34 Painting and Wall Covering (Residential/Commercial) Content Outline
CR-36 Plastering Content Outline
CR-37 Plumbing (Commercial) Content Outline
CR-39 Air Conditioning and Refrigeration (Residential/Commercial) Content Outline
CR-40 Insulation Content Outline
CR-41 Septic Tanks and Systems (Residential/Commercial) Content Outline
CR-42 Roofing (Residential/Commercial) Content Outline
CR-45 Sheet Metal Content Outline
CR-48 Ceramic, Plastic and Metal Tile (Residential/Commercial) Content Outline
CR-53 Water Well Drilling Content Outline
CR-54 Water Conditioning Equipment Content Outline
CR-56 Welding Content Outline
CR-57 Wrecking Content Outline
CR-58 Evaporative Cooling and Ventilating Residential/Commercial) Content Outline
CR-60 Finish Carpentry Content Outline
CR-61 Limited Remodeling and Repair Contractor (Residential)/Commercial) Content Outline
CR-65 Glazing (Residential/Commercial) Content Outline
CR-66 Seal Coating Content Outline
CR-67 Low Voltage Communication Systems (Residential/Commercial) Content Outline
CR-69 Asphalt Paving Content Outline
CR-70 Reinforcing Bar and Wire Mesh (Commercial) Content Outline
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