PSI Services LLC
https://test-takers.psiexams.com/akcon

# DEPARTMENT OF COMMERCE, COMMUNITY, AND ECONOMIC DEVELOPMENT
# DIVISION OF CORPORATIONS, BUSINESS AND PROFESSIONAL LICENSING

# RESIDENTIAL CONTRACTOR ENDORSEMENT EXAMINATION CANDIDATE INFORMATION BULLETIN


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## EXAMINATIONS BY PSI SERVICES LLC

This Candidate Information Bulletin provides you with information about the examination process for obtaining a Residential Contractor Endorsement License in Alaska.

The Department of Commerce, Community, and Economic Development has contracted with PSI Services LLC (PSI) to conduct the examination program. PSI works closely with the Department to make certain that these examinations meet the State's as well as nationally established technical and professional standards for examination development and administration. PSI provides these examinations through a network of computer examination centers in Alaska.

## THE LICENSURE PROCESS

For licensing information, please contact:

State Of Alaska
Department of Commerce, Community,
and Economic Development
Division of Corporations,
Business and Professional Licensing
Contractor Licensing Section
333 Willoughby Avenue, 9th Floor, Juneau, Alaska 99801
Website: https://www.commerce.alaska.gov/web/

If your last name begins with A-K, please contact 907-465-8444

If your last name begins with L-Z, please contact 907-465-5372

## EXAMINATION PAYMENT AND SCHEDULING PROCEDURES

You do not need approval from the State of Alaska to take the examination. Examination results are valid for one year.

**Examination Fee $150**

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

### ONLINE

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

Log onto PSI's website and select Sign in / Create Account. Select Create Account. You are now ready to pay and schedule for the exam.

For a test site, enter your zip code and a list of the testing sites closest to you will appear. Once you select the desired test site, available dates will appear.

### TELEPHONE

PSI registrars are available at (855) 746-8173, Monday-Friday between 4:30 am and 7:00 pm, and Saturday-Sunday between 6:00 am and 2:30 pm, Pacific Time to receive your payment and schedule your exam.

For telephone registration, you will need a valid credit card (VISA, MasterCard, American Express, or Discover).

### RESCHEDULING/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) 746-8173, or use the PSI Website.

**Note: A voice mail 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; this is due to processing and reporting scores. A candidate who tests unsuccessfully on a Wednesday can call the next day, Thursday, and retest as soon as Friday, depending upon space availability. You may access a registration form at https://test-takers.psiexams.com/akel. You may also call PSI at (855) 746-8173.

### MISSED APPOINTMENT OR LATE CANCELLATION

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

- Do not cancel your appointment 2 days before the scheduled 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) 746-8173. Every effort will be made to reschedule your examination at a convenient time as soon as possible. You will not be penalized. You will be rescheduled at no additional charge.

## EXAMINATION SITE LOCATIONS

**Fairbanks**
University of Alaska
1790 Tanana Lp Rm 122, UAF Bunnell Building
Fairbanks, AK 99775

**Juneau**
University of Alaska SE Learning Center
11066 Auke Lake Way
Egan Library 101
Juneau, AK 99801

**Ketchikan**
Ketchikan - University of Alaska Southeast
2600 7th Ave. Paul Bldg RM 101
Ketchikan, AK 99901

**Sitka**
Sitka - University of Alaska Southeast
1332 Seward Avenue
Mount Edgecumbe Campus
Sitka, AK 99835

**Soldotna**
Kenai Peninsula College - Kenai River Campus
156 College Road
Soldotna, AK 99669

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 EXAMINATION SITE

On the day of the examination, you should arrive at least 30 minutes prior to your scheduled appointment time. This allows time for the sign-in and identification verification procedure as well as providing time for you to familiarize yourself 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.*

**Click here for a video of the Test Center Experience**

### REQUIRED IDENTIFICATION AT EXAMINATION SITE

**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
- US Government Issued Passport
- US Government Issued Military Identification Card (not allowed for remote testing)
- US Government Issued Alien Registration Card
- Canadian Government Issued ID

Failure to bring the proper documentation invalidates your registration. You will not be able to take the examination as scheduled, and you will forfeit your examination fee.

### 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.

If testing at a PSI test site you will be given an LCD writing tablet at check-in that must be returned at check-out. This is to be used for notes.

Candidates may bring reference books. However, no study guides are allowed. Reference books may be highlighted, underlined, and/or indexed prior to the exam. They must be otherwise UNMARKED (not written in). Sample examinations are not allowed.

Candidates are allowed to bring a word-to-word translation dictionary. Word-to-word language translation dictionaries are not to contain pictures or definitions.

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, handheld calculators, 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.

## TAKING THE EXAMINATION BY COMPUTER

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

**Click here for the Tutorial in English**

### CANDIDATE COMMENTS

During the test development process, PSI makes every effort to create accurate and fair test questions. However, on occasion a candidate may feel that a particular test question is misleading or is missing information that is needed in order to provide a correct answer. If during the test you believe that a test question needs clarification, we highly recommend that you submit your comments and concerns to PSI while at the test center. Comments may be entered on the computer by clicking the Comments link on the function bar of the test question screen. When submitting comments, please provide as much detail as possible describing what you feel is problematic about the test question.

All comments made are for the future benefit of candidates. PSI will review all comments and, if necessary, make immediate key changes (or item deletions). But, PSI will under no circumstances retroactively change a grade of any prior candidate.

### PROTESTS BY CANDIDATES

If a candidate has a concern involving content or scoring of the examination and would like a written response from PSI, the candidate must submit an appeal letter. This letter must include name, social security number, name of the examination, test date, and specific description of concerns. This letter also must contain your signature.

## SCORE REPORTING

Passing examination results are valid for 12 months from the "pass" date.

Your score will be displayed on screen at the end of the examination and a score report will be printed for 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.

### EXPERIMENTAL QUESTIONS

In addition to the number of questions per examination, a small number of one to ten experimental items, generally, approximately 10% of the number of questions, may be

administered to candidates during the examination. 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.

**Now you can take the practice exam online at https://test-takers.psiexams.com/akcon to prepare for your Contractor Examination**

Please note that practice exams are intended only to help testing candidates become familiar with the general types of questions that will appear on a licensing examination. They ARE NOT a substitute for proper education and study. Furthermore, scoring well on the practice exam does not guarantee a positive outcome on an actual licensing examination.

Note: You may take the practice exams an unlimited number of times; you will need to pay each time.

## EXAMINATION CONTENT OUTLINE

## AK RESIDENTIAL CONTRACTOR ENDORSEMENT

**This exam is not offered to test remotely due to the handout**

A general contractor may not undertake the construction or alteration, or submit a bid to undertake the construction or alteration, of a privately-owned residential structure of one to four units or advertise or publicly represent that the general contractor may undertake work of this type in the state without a residential contractor endorsement. AS 08.18.025, "Alteration" means changes that have a value of greater than 25 percent of the value of the structure being altered. This exam tests the competence in relation to arctic structural and thermal construction techniques and other matters as determined by the department in consultation with representatives of the construction industry.

| # of Questions | % Required to Pass | Time Allowed |
|---|---|---|
| 100 | 70% | 240 Minutes |

**CONTENT OUTLINE**

| Content Area | # of Items |
|---|---|
| Sitework, Footings and Foundations (Subtopics include: Residential Code, Advanced Cold Climate Home Building Techniques: Orientation, Foundations, Slabs and Crawl spaces) | 12 |
| Concrete and Concrete Reinforcement (Subtopics include: Residential Code, General Requirements, Finishing, Placing, Reinforcing Steel) | 10 |
| Masonry (Subtopics include: Residential Code, Accessories, Fireplaces, Installation, General Requirements, Veneers) | 8 |
| General Plan Reading | 4 |
| Carpentry – General and Residential Code (Subtopics include General Requirements, Fire Safety, Framing, Life Safety) | 12 |
| Advanced Cold Climate Home Building Techniques – Framing (Subtopics include: Walls and Attics-Roofs) | 4 |
| American Wood Council Framing Fundamentals (Subtopics include: Sawn Lumber, Glue Lams, Poles, Piles, Joists, Structural Lumber and Panels, Mechanical Connections) | 8 |
| Seismic and Wind Loading Fundamentals (Subtopics include: Members and Connections, Wood-Diaphragms and Shear Walls, Structural Panels to Resist Wind Loads) | 6 |
| General Code (Subtopics include: Life and Fire Safety) | 4 |
| Thermal and Moisture Protection – General (Subtopics include: Asphalt Shingles, General Roofing) | 6 |
| Thermal and Moisture Protections – Advanced Cold Climate Home Building Techniques | 12 |
| Equipment and Tools | **5** |
| OSHA Safety | **6** |
| Alaska Regulations for Residential Endorsement | **3** |

**REFERENCE LIST**

The reference material listed below was used to prepare the questions for this examination. The examination may also contain questions based on trade knowledge or general industry practices. **Except for Code books**, you can base your answers on later editions of references as they become available. For Code questions, the examinations will be based **only** on the edition of the Code book that is listed.
Candidates may use a silent, nonprinting, non-programmable calculator in the examination center.

***The following reference material is allowed in the examination center:***

*Alaska Centralized Regulations*, Alaska Department of Commerce, Community and Economic Development, Division of Corporations, Business and Professional Licensing, P.O. Box 110806, Juneau, AK 99811-0806, https://www.commerce.alaska.gov/web/Portals/5/pub/Centralized_Licensing_Regs.pdf

*Alaska Centralized Statutes* , Alaska Department of Commerce, Community and Economic Development, Division of Corporations, Business and Professional Licensing, P.O. Box 110806, Juneau, AK 99811-0806,https://www.commerce.alaska.gov/web/Portals/5/pub/Centralized_Licensing_Stats.pdf

*Alaska Construction Contractor Statutes and Regulations* (AS 08.18; 12 AAC 21), Alaska Department of Commerce, Community and Economic Development, Division of Corporations, Business and Professional Licensing, P.O. Box

110806, Juneau, AK 99811-0806, https://www.commerce.alaska.gov/web/portals/5/pub/ContractorStatutes.pdf

*ANSI/AWC NDS-2018 Wood Design Standards*, https://www.awc.org/codes-standards/publications/nds-2018

*ANSI/AF&PA SDPWS-2015 Special Design Provisions for Wind and Seismic (SDPWS) Standard*, https://www.awc.org/codes-standards/publications/sdpws-2015

*Code of Federal Regulations - 29 CFR Part 1926 (OSHA),* U.S. Department of Labor, Occupational Safety & Health Administration, 200 Constitution Avenue, NW; Room Number N3626, Washington, D.C. 20210, 800-321-6742 (OSHA) or https://www.osha.gov/laws-regs/regulations/standardnumber/1926 or https://www.osha.gov/pls/oshaweb/owastand.display_standard_group?p_toc_level=1&p_part_number=1926
**OR**
*Code of Federal Regulations - 29 CFR Part 1926 Selections by PSI*, with latest available amendments, 866-589-3088. (See order form at the end of the Candidate Information Bulletin.)

*International Residential Code for One- and Two-Family Dwellings,* 2018 Edition, International Code Council, 888-ICC-SAFE (888-422-7233) and press 0, www.iccsafe.org

*Northern Comfort: Advanced Cold Climate Home Building Techniques*, 2016 Edition, Alaska Craftsman Home Program, Inc., 907-258-2247, achpalaska@gmail.com

***The following reference material is NOT allowed in the examination center:***

*BCSI: Guide to Good Practice for Handling, Installing, Restraining, and Bracing of Metal Plate Connected Wood Trusses*, 2019, Structural Building Components Association and Truss Plate Institute, (608) 274-4849, www.sbcindustry.com

*Carpentry and Building Construction*, 2016 (Student Edition), John L. Feirer and Mark D. Feirer, McGraw-Hill, www.mheducation.com

*The Contractor's Guide to Quality Concrete Construction,* 2018, 4th Edition, American Concrete Institute, (248) 848 3800, www.concrete.org

*Modern Masonry - Brick, Block, Stone*, Clois E. Kicklighter, 2016 Edition). The Goodheart-Willcox Company, (800) 323-0440, www.g-w.com.

*Roofing Construction and Estimating*, Daniel Atcheson, 1995, Craftsman Book Company, (800) 829-8123, craftsman-book.com

Candidates are responsible for bringing their own references to the examination center. Reference materials may be highlighted, underlined, annotated and/or indexed prior to the examination session. However, references may not be written in during the examination session. Any candidate caught writing, highlighting, underlining and/or indexing in the references during the examination will be reported to the Department. Furthermore, candidates are not permitted to bring in any additional papers (loose or attached) with their approved references. References may be tabbed/indexed with permanent tabs only. (Permanent tabs are defined as tabs that would tear the page if removed). Temporary tabs, defined as Post-It notes, or other tabs that may be removed without tearing the page are not allowed and must be removed from the reference before the exam will begin. If you are downloading from the Internet, you may bring this reference into the testing center with you as long as it is bound. You can have it spiral bound or you may hole-punch it and put it in a binder.