



PSI Services LLC
<https://test-takers.psiexams.com/tnpps>

State of Tennessee Department of Commerce and Insurance



TENNESSEE PRIVATE INVESTIGATOR AND POLYGRAPH EXAMINATIONS CANDIDATE INFORMATION BULLETIN

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EXAMINATIONS BY PSI EXAMINATION SERVICES

This Candidate Information Bulletin provides you with information about the examination and application process for the private investigator, private investigation company, polygraph intern, and polygraph examiner licensure in the State of Tennessee.

Tennessee state laws stipulate that a person may not act in this field without first obtaining a license issued by the Tennessee Department of Commerce and Insurance. 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 relating to private investigations, private investigation companies and polygraph examiners.

The Tennessee Department of Commerce and Insurance has contracted with PSI Services LLC (PSI) to conduct the examination program. PSI provides examinations through a network of computer examination centers in Tennessee. 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.

Following are the examinations offered by PSI Examination Services:

Name of Exam
Private Investigator
Private Investigation Company
Polygraph Examiner Intern
Polygraph Examiner

CONTACT INFORMATION

All questions and requests for information pertaining to the **examination** should be directed to PSI.

PSI
(855) 746-8173

<https://test-takers.psiexams.com/tnpps>

All questions and requests for information pertaining to **licensure** should be directed to the Department of Commerce and Insurance:

Department of Commerce and Insurance
500 James Robertson Pkwy
Nashville, TN 37243
(615) 741-4827
<http://regboards.tn.gov>

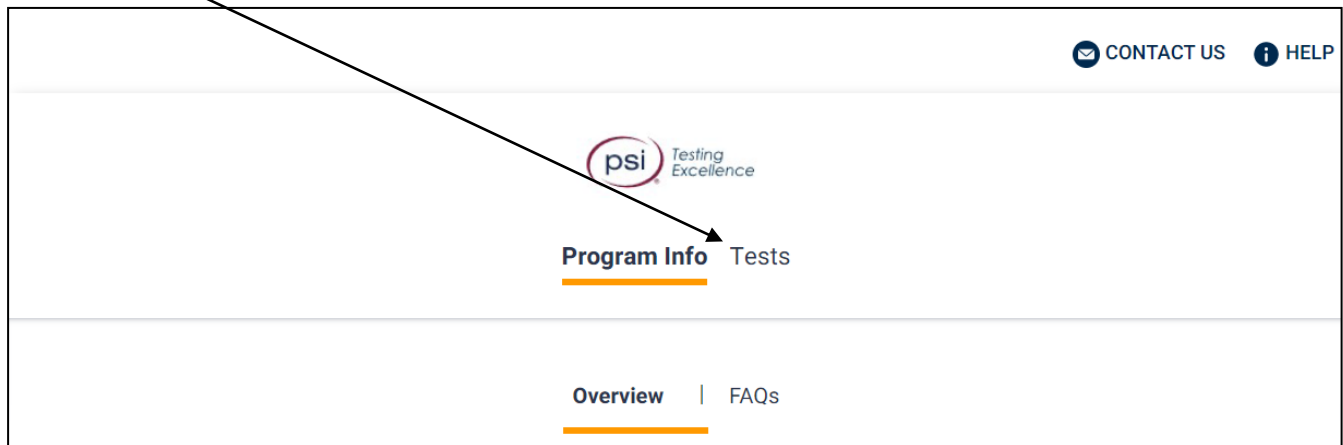
EXAMINATION FEE

Private Investigator examination fee	\$140
Polygraph Examiner examination fee	\$140

NOTE: EXAMINATION FEES ARE NOT REFUNDABLE OR TRANSFERABLE. Your examination fee will be forfeited if you do not test within 1 year of the date your examination fee is received by PSI.

For the **fastest and most convenient** examination scheduling process, register for your examinations online by accessing PSI's registration Website: [Click Here](#) or on the email confirmation you received from PSI.

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



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

To continue the booking process and schedule your test, you must login or create an account.

LOGIN/REGISTER

3. 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.

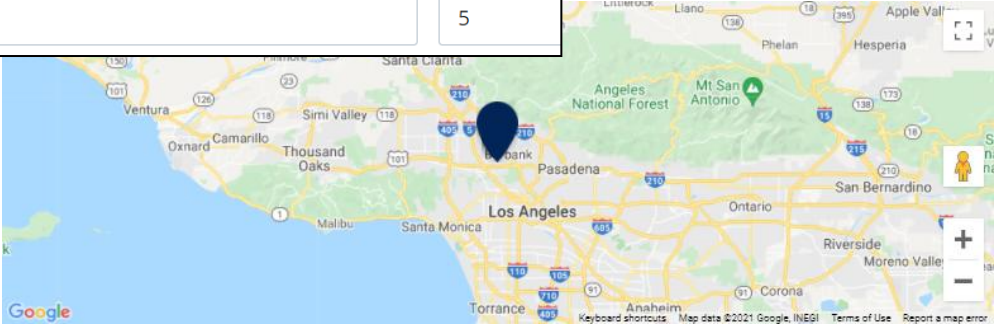
ID *	
First Name *	Last Name *
Middle Name	Generation
Email *	
Password *	Your password must contain: • At least one capital letter A-Z • At least one lower case letter a-z • At least one number 0-9 • At least one special character !@#V\$%^V^&V/* • At least 8 and up to 32 characters
Confirm Password *	

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

Search Test Center Location

Radius

5



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

Choose a Date and Time

<

October 2021

>

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

☐ Available ☒ Selected

**Time slots available for
October 08, 2021**

08:00 AM

01:30 PM

6. You are now ready to pay.

Payment

Billing Address

Order Summary

Commercial Contractor Practice Test
Mechanical Bus and Law
\$100.00 USD

Total Price

CONTINUE

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

Booking Confirmed!!  [Print Confirmation](#)

Email Address:
asingla81@psionline.com

Home Phone:
111224444

Office Phone:
2221112345

TELEPHONE REGISTRATION

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

PSI registrars are available at (855) 746-8173, Monday through Friday between 6:30 am and 9:00 pm, and Saturday-Sunday between 8:00 am and 4:30 pm, Central Time, to receive your payment and schedule your appointment for the examination.

SCHEDULING AN APPOINTMENT TO TAKE THE EXAMINATION

You are responsible for contacting PSI to schedule an appointment to take the examination. PSI will make every effort to schedule the examination site location and time that is most convenient for you. To schedule with a PSI customer service representative, call (855) 746-8173 Monday through Friday between 6:30 am and 9:00 pm, or Saturday and Sunday between 08:00 am and 4:30 pm, Central Time. If space is available in the examination site of your choice, you may schedule an examination 3 days prior to the examination date of your choice, up to 4:00 p.m., Pacific Time (6:00 p.m. Central Time) Please be prepared to offer alternate examination appointment choices.

REREGISTERING FOR AN 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 Monday can call the next day, Tuesday, and retest as soon as Wednesday, depending upon space availability. You may access a registration form at <https://test-takers.psiexams.com/tnpps>. You may also call PSI at (855) 746-8173.

CANCELING AND RESCHEDULING 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*. You may call PSI at (855) 746-8173 (a representative is available Monday through Friday, between 6:30 am and 7:00 pm and Saturday, between 10:00 am and 4:00 pm, Central Time).

Note: A voicemail or mail message is not an acceptable form of cancellation. Please use the PSI Website or call PSI and 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 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.

You will need to fill this out if requesting to test out of state.

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.

EXAMINATION SITE LOCATIONS

The examinations are administered at the examination centers listed below:

Chattanooga

6918 Shallowford Rd, Suite 314
Chattanooga, TN 37421

Take I-24 thru Chattanooga. Merge onto I-75 N (toward Knoxville). Take Exit #5 - Shallowford Rd. Turn Left onto Shallowford. The office is on the left.

Jackson

368 North Parkway, #3
Jackson, TN 38305

From I-40, Exit 80A onto South 45 Bypass. Third Signal light is North Parkway. Go left onto North Parkway and then go right into the first driveway on your right.

From the South, take Bypass 45 North to North Parkway and go right onto North Parkway and right into first driveway on the right.

North Parkway is also known as Business Route 412. Coming from the east on 412, turn left into last driveway on the left. Coming from the West on North Parkway, turn right into the first driveway on the right, after crossing the 45 Bypass. PSI is directly across the street (North Parkway) from the China Palace Buffet.

Johnson City

904 Sunset Drive, Ste 7A
Johnson City, TN 37604

Take I-26 to Exit 19 (Old number 36). Go South on Highway 381 (North State of Franklin Road) approximately 2.2 miles. At the 4th light turn left (this is Sunset Drive), go approximately .7 tenths of a mile. There is a large building on the left hand side of the road. This is 904 Sunset Drive. Suite 7A is in the row of office spaces behind this building.

Knoxville

301 South Gallaher View Rd, Suite 114
Knoxville, TN 37919

Traveling I-40/I-75 East Bound, take exit #379 (Bridgewater Rd.) Turn right onto Bridgewater Rd. Turn left onto Kingston Pike. Turn right onto South Gallaher View Rd.

Traveling I-40 W/I75 S West Bound, take Gallaher View exit #379. Turn left at lights, go through Kingston Pike, pass Bearden High School, and down slight hill on right.

Arrive at Suburban Office Plaza and go to back of building to Suite 114.

Memphis

8700 Trail Lake Drive West, Suite 100
Memphis TN 38125

Nashville

The Oaks

1102 Kermit Drive, Suite 101
Nashville, TN 37217

From I-40 East: take exit onto I-24 (Exit 213-A). Take Murfreesboro Road at the first exit (Exit 52). Stay in the right lane on the ramp, as the exit appears while you are still in the curve. On Murfreesboro, stay in the left lane. You will pass Days Inn and Super Gigante grocery on your right. Turn left onto Kermit Drive when there is a McDonalds on your right. PSI is in the second building on your left. Suite 101 is on the northwest side of building 1102.

From I-40 West: take exit onto Briley Parkway, turn left onto Briley. Exit onto Murfreesboro Rd. Stay in the right lane. Turn right onto Kermit Drive. PSI is in the second building on your left. Suite 101 is on the northwest side of building 1102.

Additionally, PSI has examination centers in many other regions across the United States. You may take this examination at any of these locations by submitting the out-of-state request form found in the back of this bulletin.

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.*

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 security procedures will apply during the examination:

- Only non-programmable calculators that are silent, battery-operated, do not have paper tape printing capabilities, and do not have a keyboard containing the alphabet will be allowed in the examination site.
- Candidates may take only approved items into the examination room.
- All personal belongings of candidates, with the exception of close-fitting jackets or sweatshirts, 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, including coats, shawls, hooded clothing, heavy jackets, or overcoats.
 - 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.
- 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.
- 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 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.
- 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 examination sponsor 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 examination sponsor.

- Copying or communicating examination content is violation of a candidate's contract with PSI, and federal and state law. Either may result in the disqualification of examination results and may lead to legal action.
- 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 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.

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 or you have ended your examination.

SCORE REPORTING

Your score will be given to you immediately following completion of the examination. In order to pass the examinations, you must achieve a minimum score of 70%.

You can print your score report from your online account.

EXPERIMENTAL QUESTIONS

In addition to the number of examination questions 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 and the time taken to answer them will not count against examination time. The administration of such unscored, experimental questions is an essential step in developing future licensing examinations.

DESCRIPTION OF EXAMINATIONS

PRIVATE INVESTIGATOR

Name of Exam	# of Items	Length of Exam	Passing Score
Private Investigator	100	2 Hours	70%

CONTENT OUTLINE

Subject Area	# of Items
Practical Knowledge	40
Tennessee Rules and Laws	60

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.

Candidates may use a silent, nonprinting, non-programmable calculator in the examination center. This examination is CLOSED BOOK.

The following reference materials are NOT allowed in the examination center:

Tennessee Private Investigator Laws & Rules, Online, Tennessee Private Investigation & Polygraph Commission, 500 James Robertson Parkway, Nashville, TN 37243, <http://www.tn.gov/regboards/pi/laws.shtml>

The Complete Idiot's Guide to Private Investigating, Third Edition, 2013, Alpha Books/Penguin, 375 Hudson Street, New York, NY 10014, www.penquingroup.com

PRIVATE INVESTIGATION COMPANY

Name of Exam	# of Items	Length of Exam	Passing Score
Private Investigation Company	100	2 Hours	70%

CONTENT OUTLINE

Subject Area	# of Items
Practical Knowledge	30
Business Management	20
Tennessee Rules and Laws	50

REFERENCE LIST

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The Complete Idiot's Guide to Private Investigating, Third Edition, 2013, Alpha Books/Penguin, 375 Hudson Street, New York, NY 10014, www.penquingroup.com

The Small Business Owner's Manual, 2005, Career Press, 3 Tice Road, Franklin Lakes, NJ 07417, www.careerpress.com

POLYGRAPH EXAMINER INTERN

Name of Exam	# of Items	Length of Exam	Passing Score
Polygraph Examiner Intern	50	1 Hour	70%

CONTENT OUTLINE

Subject Area	# of Items
Behavioral Sciences A. Anatomy and Physiology B. Psychology	5
Instrumentation A. Calibrate Instruments B. Maintain Instruments C. Trouble Shooting D. Knowledge of Instruments	5
Interview and Interrogation Techniques A. Formulating Questions B. Knowledge of Cultural and Aptitude	5
Procedures A. Pre-test B. In-test C. Post-test	8
Legal Aspects A. EPPA (Employee Polygraph Protection Act) B. ADA (Americans with Disabilities Act) C. Legal History	7
Test Types 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)	7
Chart Interpretation	5
Laws, Rules, Regulations	8

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The following reference materials are NOT allowed in the examination center:

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.

2002-2012 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.

Tennessee Polygraph Examiners Laws, TCA Title 62, Chapter 27, 2007, Tennessee Private Investigation & Polygraph Commission, 500 James Robertson Parkway, Nashville, TN 37243, www.tn.gov/commerce/boards/pi/index.shtml.

Tennessee Polygraph Examiners Rules, Chapters 1160-1 & 1160-2, 2007, Tennessee Private Investigation & Polygraph Commission, 500 James Robertson Parkway, Nashville, TN 37243, www.tn.gov/commerce/boards/pi/index.shtml.

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.

Americans with Disabilities Act of 1990, As amended with ADA Amendments Act of 2008, <http://www.ada.gov/pubs/adastatute08.htm>

Criminal Interrogation and Confessions, 5th edition, 2013, Jones & Bartlett Learning, LLC, 5 Wall Street, Burlington, MA. 01803, 978-443-5000, www.jblearning.com

Taber's Cyclopedic Medical Dictionary, 22nd edition, 2009, F.A. Davis Company, Philadelphia, PA

POLYGRAPH EXAMINER

Name of Exam	# of Items	Length of Exam	Passing Score
Polygraph Examiner	100	2 Hours	70%

CONTENT OUTLINE

Subject Area	# of Items
Behavioral Sciences A. Anatomy and Physiology B. Psychology	10
Instrumentation A. Calibrate Instruments B. Maintain Instruments C. Trouble Shooting D. Knowledge of Instruments	10
Interview and Interrogation Techniques A. Formulating Questions B. Knowledge of Cultural and Aptitude	10
Procedures A. Pre-test	15

B. In-test C. Post-test	
Legal Aspects A. EPPA (Employee Polygraph Protection Act) B. ADA (Americans with Disabilities Act) C. Legal History	15
Test Types 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)	15
Chart Interpretation	10
Laws, Rules, Regulations	15

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Tennessee Polygraph Examiners Rules, Chapters 1160-1 & 1160-2, 2007, Tennessee Private Investigation & Polygraph Commission, 500 James Robertson Parkway, Nashville, TN 37243, www.tn.gov/commerce/boards/pi/index.shtml.

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Americans with Disabilities Act of 1990, As amended with ADA Amendments Act of 2008, <http://www.ada.gov/pubs/adastatute08.htm>

Criminal Interrogation and Confessions, 5th edition, 2013, Jones & Bartlett Learning, LLC, 5 Wall Street, Burlington, MA. 01803, 978-443-5000, www.jblearning.com

Taber's Cyclopedic Medical Dictionary, 22nd edition, 2009, F.A. Davis Company, Philadelphia, PA

