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

CONNECTICUT DEPARTMENT OF CONSUMER PROTECTION

OCCUPATIONAL LICENSING
HOME INSPECTION TRADE
CANDIDATE INFORMATION BULLETIN

Note: Writing questions and answers in reference materials is strictly prohibited. Any such content must be removed before entering the testing room.

If you are observed writing in reference materials during the exam or the review process, you will be barred from further testing until conclusion of an investigation conducted by the Department of Consumer Protection to determine your eligibility to test again.

Please refer to our website to check for the most updated information at https://test-takers.psiexams.com/ctot

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CONTENT OUTLINE

Examination Procedure Checklist 1
Examinations by PSI Services LLC 2
Examination Scheduling Procedures 2
Eligibility and Fees 2
Internet Registration 2
Telephone Registration 2
Canceling an Examination 2
Scheduling a Re-Examination 2
Missed Appointment or Late Cancellation 2
Exam Accommodations 3
Emergency Examination Center Closing 3
Social Security Confidentiality 3
Examination Site Locations 3
Reporting to the Examination Site 3
Required Identification 3
Security Procedures 3
Taking the Examination by Computer 4
Tutorial 4
Experimental Questions 4
Examination Review 4
Score Reporting 4
Duplicate Score Reports 5
References and Examination Content Outlines 5

CONNECTICUT EXAMINATION PROCEDURE CHECKLIST

Before registering for an examination, make sure that you have reviewed the following checklist.

Prepare for your examination(s):

- Use the examination content outlines provided in this bulletin as the basis of your study.

Schedule your examination(s):

- Once you are eligible, it is your responsibility to contact PSI to pay and schedule. You may go online at https://test-takers.psiexams.com/ctot or call (855) 746-8171.

Take your examination(s):

- Must bring one form of identification, which bear your signature and photograph.
  - ➘ Your name as shown on the application form must exactly match the name on the photo I.D. used when checking in at the examination site.
- Arrive 30 minutes prior to appointment.

After your examination(s):

- Submit the licensing fee indicated on the passing score report for your trade examination with all passing score reports to the Connecticut Department of Consumer Protection.

EXAMINATIONS BY PSI SERVICES LLC

This Candidate Information Bulletin provides you with information about the examination process for Occupational Licensure in the State of Connecticut.

Connecticut State law requires Occupational Licensure to be licensed and regulated by the Connecticut Department of Consumer Protection. Eligibility for examination is determined by the State.

The State has contracted with PSI Services LLC (PSI) to conduct its examination program. PSI provides examinations through a network of computer examination centers in Connecticut. 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.

EXAMINATION SCHEDULING PROCEDURES

ELIGIBILITY AND FEES

- Journeyperson/Technician/Drillers are required to pass only a trade portion for licensure License:
  - You may take examinations on an unlimited basis for up to one year from the date of eligibility.
- Contractor/Dealer-Techs are required to pass both a trade portion and business portion for licensure. Home Inspectors are required to pass only the trade portion.
  - You may take examinations on an unlimited basis.
  - Any portion score is valid for a period of 2 years from the date it was passed. For example, a contractor that passes the business examination portion has 2 years to pass the trade examination portion, before being required to retake that business portion again.
  - Any existing Contractor/Home Inspector/Dealer-Tech seeking an additional license, and has NOT passed their business examination portion in the past 2 years, is required to RETAKE the business examination portion (plus the new trade examination portion) in order to get the new license.
  - Any existing Contractor/Home Inspector/Dealer-Tech seeking an additional license, and has passed the business examination portion within the past 2 years, is required to take only the trade examination portion.

All eligibilities are valid for a period of 1 year from the date that the State approves your application. The bulletin advises that you don't wait until the end of your eligibility period to register.

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

Each Examination Portion	**$59**

NOTE: REGISTRATION FEES ARE NOT REFUNDABLE OR TRANSFERABLE

INTERNET SCHEDULING

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/ctot. 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. 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 SCHEDULING

You may call PSI Customer Service Representatives at (855) 746-8171, Monday-Friday between 7:30 am and 10:00 pm, or Saturday-Sunday between 9:00 am and 5:30 pm, Eastern Time. For telephone registration, you will need a valid credit card (VISA, MasterCard, American Express, or Discover).

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) 746-8171 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.

SCHEDULING A RE-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/ctot. You may also call PSI at (855) 746-8171.

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) 746-8171. 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/ctot.

SOCIAL SECURITY NUMBER CONFIDENTIALITY

PSI will use your social security number only as an identification number in maintaining your records and reporting your examination scores to the state. A Federal law requires state agencies to collect and record the social security numbers of all licensees of the professions licensed by the state.

EXAMINATION SITE LOCATIONS

The PSI Occupational Licensing examinations are administered at the examination centers listed below:

West Hartford
1245 Farmington Ave, Suite 203
West Hartford, CT 06107

Milford
500 BIC Drive
Suite 105
Milford, CT 06461

Auburn
48 Sword St, Unit 204
Auburn, MA 01501

Boston
56 Roland St., Suite 305
Washington Crossing
Charlestown, MA 02129

Fall River
218 South Main St, Suite 105
Fall River, MA 02721

Springfield
1111 Elm Street, Suite 32A
West Springfield, MA 01089

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 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 (VALID and with photo) - Choose One

- State issued driver's license
- State issued temporary driver's license
- State issued identification card
- State issued temporary identification card
- US Government Issued Passport
- US Government Issued Military Identification Card
- US Government Issued Alien Registration Card
- Canadian Government Issued ID
  NOTE: ID must contain candidate's photo, be valid and unexpired.

SECURITY PROCEDURES

The following security procedures will apply during the examination:

- You will be provided with a piece of scratch paper and a pencil. These will need to be returned to the proctor at the end of the exam.
- 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 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 such as, but not limited to: open sweaters, cardigans, shawls, scarves, hoodies, vests, jackets and coats are not permitted in the testing room. **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 guests of any nature, including drivers, children, friends, family, colleagues or instructors.
- 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

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 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.

EXAMINATION REVIEW

In the event you fail the examination you will be given 30 minutes at the end of the examination to review the items you missed at no charge. The items will not be in any particular order.

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, all substantive comments are reviewed. This is the only review of examination materials available to candidates.

SCORE REPORTING

In order to receive a passing score on each examination, you must correctly answer 70% of the questions available. In order to help you understand how this cut-score relates to your examination, we have listed the total number of questions found on each exam and have listed the number of questions that equates to the 70% passing score. For example, on an 80-question test, candidates are required to

get 70% of the questions correct which translates into 56 questions for that test.

Your score will be given to you immediately following completion of the examination. The following summary describes the score reporting process:

On screen – your score will appear immediately on the computer screen.

- If you **pass**, you will immediately receive a successful notification.
- If you **do not pass**, you will immediately receive an unsuccessful notification on the screen along with a diagnostic report indicating your strengths and weaknesses by examination type.

You may print a duplicate score report from your online account.

EXAMINATION REFERENCE MATERIAL AND CONTENT OUTLINES

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.

TRADE AND JOURNEYMAN EXAMINATIONS

Many of these reference materials are available for purchase at www.psionlinestore.com or by calling the PSI Online Store, toll-free, at (866) 589-3088.

H-1 HOME INSPECTOR

# of Questions	Minimum Passing Score	Time Allowed
100	70%	3 Hours

CONTENT OUTLINE

Subject Area	# of Items
Laws and Regulations	10
Foundations, Drainage, Basements and Structural System	10
Interior Walls, Doors, Stairways, Ceilings, Fixtures and Floors	3
Exterior Walls, Doors, Windows, and Door Glazing	6
Fireplace and Chimney	4
Roof, Roof Structure, Gutters and Attic	10
Porches, Balconies, Exterior Stairways and Decks	2
Vapor Barriers and Insulation	2
Appliances, including Water Heaters	8
Cooling Systems	5
Heating systems	6
Ducts, Vents (including Dryer Vents), and Flues	4
Plumbing Systems	10
Service Entrance and Panels	5
Branch Circuits, Connected Devices, and Fixtures	15

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 examination is *CLOSED* book

The following reference material is recommended for study, but is not allowed in the examination center:

- *International Residential Code for One- and Two-Family Dwellings*, 2015, 2018 and 2021, International Code Council, 5203 Leesburg Pike, Suite 600, Falls Church, VA 22041, (703) 931-4533, www.iccsafe.org/
- *Contractors Guide to Business, Law and Project Management, Connecticut*, 6th Edition, National Association of State Contractors Licensing Agencies (NASCLA), 23309 N. 17th Drive, Phoenix, Arizona, 85027, Telephone: (623) 587-9519, Fax: (623) 587-9625, www.nascla.org. The manual contains several of the CT Regulations for Home Inspectors which are used for the exam. In lieu of the Contractor's Guide, these Regulations can be found using the link below: https://www.cga.ct.gov/current/pub/Chap_400f.htm
- *Principles of Home Inspection: Systems and Standards*, Third Edition, 2018, Carson and Dunlop, Dearborn Real Estate Education Company, 30 S. Wacker Drive, Chicago, IL 60606-7481, (800) 824-8742, www.dearbornRE.com.
- *Carpentry and Building Construction*, 2016 edition, John L. Feirer and Mark D. Feirer, Publisher: McGraw-Hill, www.contractorsseminars.com, 828-277-3999.
- *Regulations of Connecticut State Agencies, Title 20 - Professional & Occupational Licensing, Certification, Department of Consumer Protection, Home Inspectors, Chapters 20-491-1 thru 20-491-28* https://eregulations.ct.gov/eRegsPortal

LICENSE APPLICATION INSTRUCTIONS

Submit the licensing fee indicated on the passing score report for your trade examination with all passing score reports to the Connecticut Department of Consumer Protection.

Connecticut Department of Consumer Protection
Occupational and Professional Licensing
450 Columbus Boulevard, Suite 801
Hartford, CT 06103
Phone: 860-713-6135
E-Mail: DCP.OccupationalProfessional@ct.gov
Agency Web site: www.ct.gov/dcp