PSI Services LLC
Phone: (855) 257-1620
E-mail: examschedule@psionline.com
https://test-takers.psiexams.com/ar**const**

ARKANSAS CONTRACTORS LICENSING BOARD

CONTRACTOR LICENSURE EXAMINATIONS
CANDIDATE INFORMATION BULLETIN

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EXAMINATIONS BY PSI SERVICES LLC

The Arkansas Contractors Licensing Board has contracted with PSI Services LLC (PSI) to conduct the licensure examination program. PSI provides these examinations through a network of computer examination centers in Arkansas and various locations throughout the United States.

Arkansas Contractors Licensing Board
4100 Richards Road
North Little Rock, Arkansas 72117
Phone: (501) 372-4661
Email: contractors.licensing.board@arkansas.gov
https://www.aclb.arkansas.gov/

EXAMINATION PAYMENT AND SCHEDULING PROCEDURES

FEES

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.

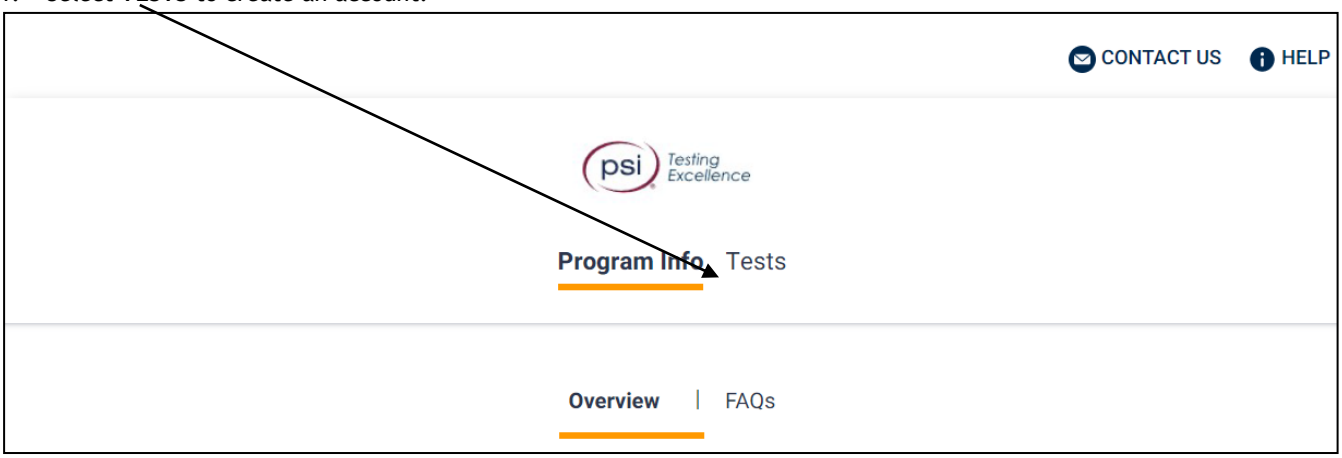
Examination Fee	**$84**

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

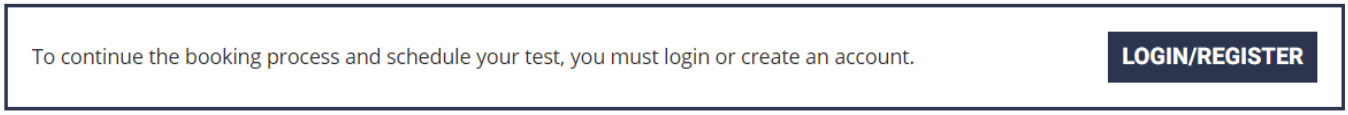
ONLINE (https://test-takers.psiexams.com/arconst**)**

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.

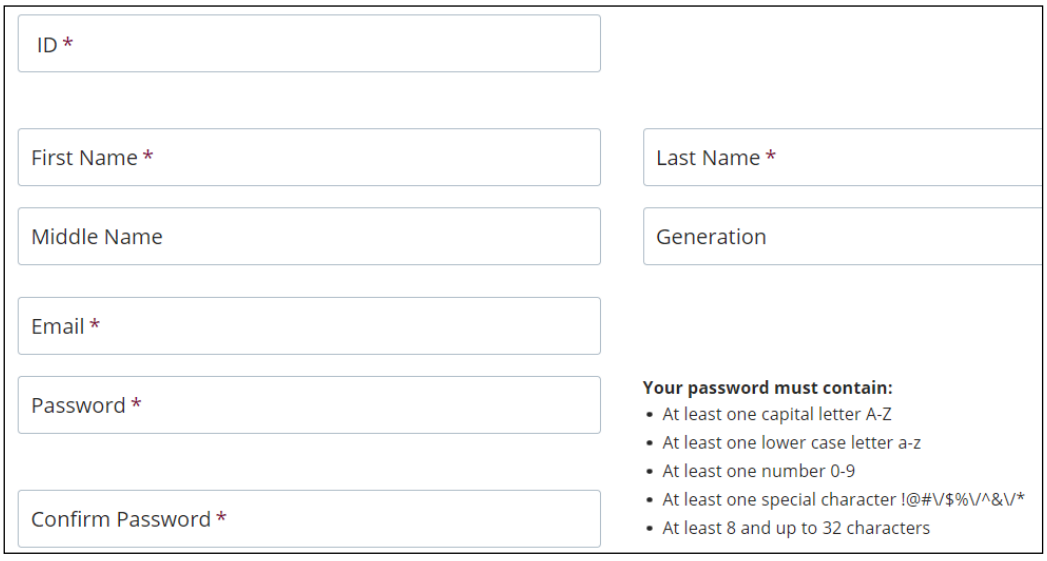


2. Select the examination and you are ready to create an account. Select **LOGIN/REGISTER**.

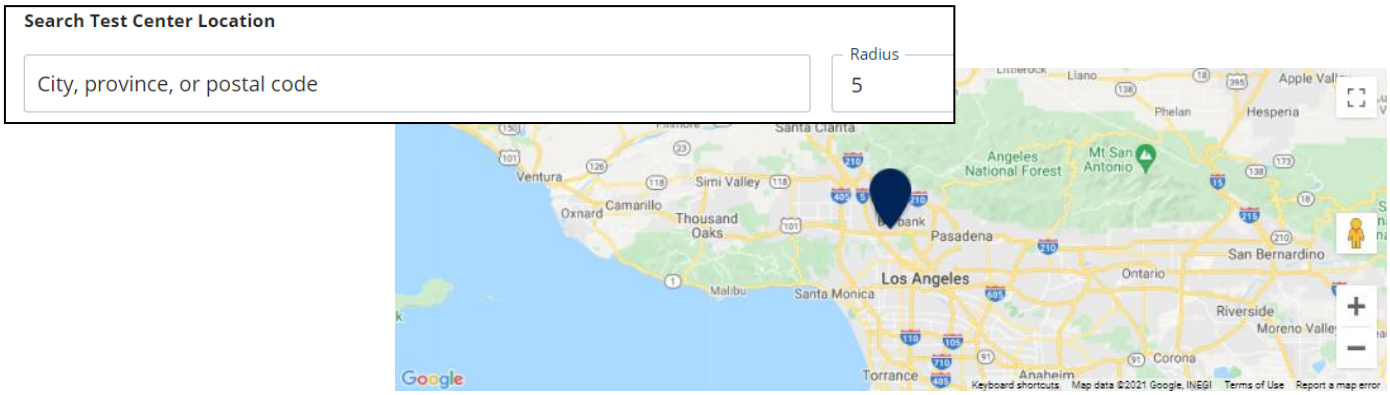


3. You will be prompted to **CREATE AN ACCOUNT** with PSI.

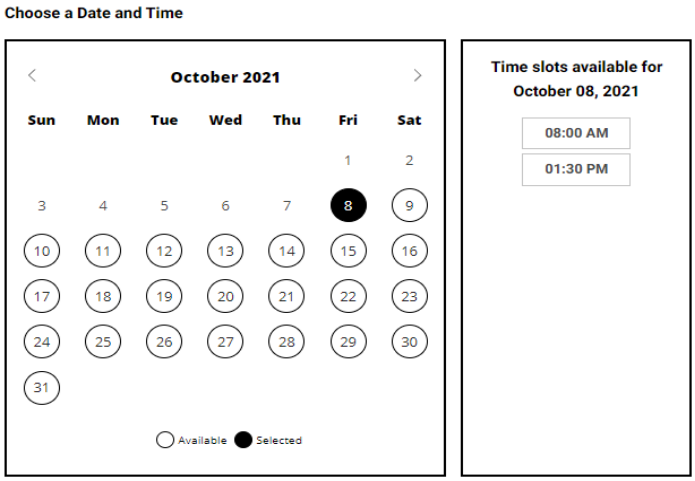
   The first and last name must match exactly with your current, valid, government-issued ID.



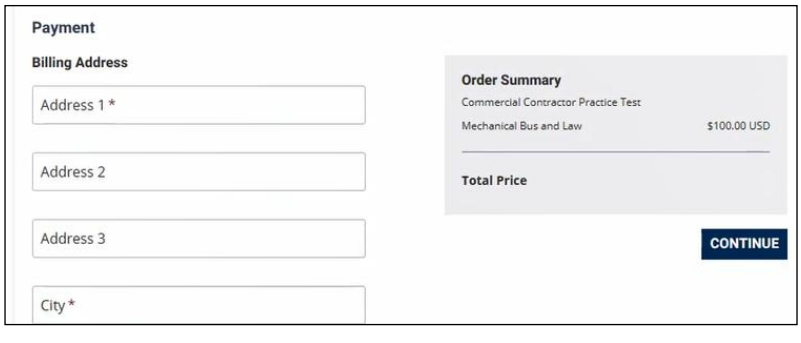
4. Enter the “City or Postal Code” and select **FIND**.



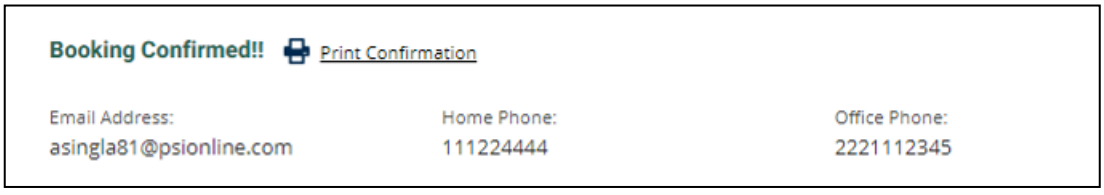
5. Select a date and time to book an appointment.



6. You are now ready to pay.



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



TELEPHONE

Call (855) 257-1620, PSI registrars are available to receive payment and to schedule your appointment for the examination.

To register by phone, you need a valid credit card (VISA, MasterCard, American Express or Discover). PSI registrars are available Monday through Friday between 6:00 am and 7:00 pm, and Saturday-Sunday between 8:00 am and 4:30 pm, Central Time.

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 reschedule online at https://test-takers.psiexams.com/arconst or call PSI at (855) 257-1620.

Note: A voice 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

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 results. A candidate who tests unsuccessfully on a Wednesday can call the next day, Thursday, and retest as soon as Friday, depending upon space availability. If you fail, you may test on an unlimited basis until you pass.

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.

EXAMINATION ACCOMMODATIONS (ADA)

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

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

EXAMINATION SITE CLOSING FOR AN EMERGENCY

In the event that severe weather or another emergency forces the closure of an examination site on a scheduled examination date, your examination will be rescheduled. PSI personnel will attempt to contact you in this situation via telephone and email. However, you may check the status of your examination on PSI's website at https://test-takers.psiexams.com/arconst or by calling (855) 257-1620. 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

Bentonville	2205 SW I Street, Bentonville Arkansas 72712
Fayetteville (University of Arkansas Testing Services)	97 N. Razorback Road, 1 University of Arkansas,
Fayetteville (N. College Ave)	3015 North College Avenue, Fayetteville Arkansas 72703
Fort Smith	501 South 20th Street, Fort Smith Arkansas 72901
Harrison (North Arkansas College)	1515 Pioneer Dr Room L111, South Campus Library,
Little Rock (Shackleford Plaza)	8 Shackleford Plaza, Ste 300A, Little Rock Arkansas
Little Rock (Velvatex College)	1520 Martin Luther King Drive, Little Rock Arkansas
Magnolia (Southern Arkansas University)	100 East University, Reynolds 216, Magnolia Arkansas 71753
North Little Rock (Remount Road)	8318 Remount Road, North Little Rock Arkansas 72118
North Little Rock (Lakewood Village)	2819 Lakewood Village Center, North Little Rock
Pine Bluff (Southeast Arkansas College)	1900 S. Hazel Street, Pine Bluff Arkansas 71603
Searcy	2615 S Main Street, Searcy Arkansas 72143

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 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

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

Candidates must register for the exam with their LEGAL first and last name as it appears on their government issued identification. The required identification below must match

the first and last name under which the candidate is registered. Candidates are required to bring one (1) form of a valid (non-expired) signature bearing identification to the test site.

REQUIRED IDENTIFICATION (with photo) – Choose One

- State issued driver's license
- State issued identification card
- US Government Issued Passport
- US Government Issued Military Identification Card
- US Government Issued Alien Registration Card

SECURITY PROCEDURES

The following security procedures apply during examinations:

- You will have access to an online calculator. You may not bring your own calculator.

You will be given a piece of scratch paper and a pencil. These will be returned to the proctor at the end of your examination.

- Candidates may only take 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 representati
- on 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.
- 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.

EXAMINATION REVIEW

PSI, in cooperation with the Department, will be consistently evaluating the examinations being administered to ensure that the examinations accurately measure competency in the required knowledge areas. While taking the examination, examinees will have the opportunity to provide comments on any questions, by using the clicking 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 given to you immediately following completion of the examination. You can 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.

EXAMINATION 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.

ARKANSAS CONTRACTOR BUSINESS AND LAW EXAMINATION

All contractor license classifications **must** take the **Arkansas Contractor Business and Law Exam**ination in addition to any required trade-specific examination (this includes the *NASCLA Accredited Examination for Commercial General Building Contractors*). See page 7 for the links to the content outlines.

# of Questions	Minimum Passing Score	Time Allowed
50	35 correct 70%	120 Minutes

CONTENT OUTLINE

Subject Area	# of Items
Business Management	4
Contracts and Agreements	5
Environmental Laws and Regulations	2
Estimating and Bidding	5
Financial Management	4
Insurance and Bonding	5
Labor Laws and Employment Regulations	3
Project Management	4
OSHA Recordkeeping and Reporting	2
Tax Laws	3
Arkansas Lien Laws	4
Arkansas Contractor Rules and Regulations	9

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.

You will have access to an online calculator. You may not bring your own calculator.

The following reference material is allowed in the examination center:

NASCLA Contractors Guide to Business, Law and Project Management, Arkansas 8th Edition.
https://www.nascla.org/store/viewproduct.aspx?id=10710618

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 Arkansas Contractors Licensing Board. 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.

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

Arkansas Business and Law
Carpentry, Framing, Millwork, Cabinets – Residential
Carpentry, Framing, Millwork, Cabinets – Commercial
Concrete – Residential
Concrete – Commercial
Remodeling, Renovations, Restoration, Alterations – Residential
Remodeling, Renovations, Restoration, Alterations – Commercial
Residential Builder
Residential Remodeler
Roofing/Roof Decks – Residential
Roofing/Roof Decks – Commercial
NASCLA Commercial Builders exam
Glass, Glazing, Doors, Windows – Commercial
Glass, Glazing, Doors, Windows, Hardware, Storefront – Residential
Grading & Drainage, Excavation – Residential
Grading & Drainage, Excavation – Commercial
Heavy Construction - Commercial
Insulation – Residential
Insulation – Commercial
Municipal and Utility - Commercial
Swimming Pools, Spas – Residential
Swimming Pools, Spas – Commercial
Wood Framing – Residential
Wood Framing – Commercial
Drywall – Residential
Drywall – Commercial
Floors, Floor Covering – Residential
Floors, Floor Covering – Commercial
Masonry – Residential
Masonry – Commercial
Painting, Wallcovering – Residential
Painting, Wallcovering – Commercial
Siding, Soffit, Facia, Gutters – Residential
Siding, Soffit, Facia, Gutters – Commercial
Base & Paving – Residential
Base & Paving – Commercial
Demolition, Blasting – Commercial and Residential
Detached Garage, Storage Buildings, Detached Structures, Metal Buildings – Residential
Highway, Railroad, Airport - Commercial
Metal Buildings, Detached Structures, Storage Buildings – Commercial
Process Piping – Commercial
Steel, Alloy, Ornamental, Metal Fabrication, Welding – Residential
Steel, Alloy, Ornamental, Metal Fabrication, Welding – Commercial
Underground Piping, Cable, Trenching, Boring – Commercial
Water and Sewer Lines – Commercial