Before scheduling your examination, be sure you understand the contents of this bulletin. Please retain and use it as a reference when contacting PSI.

California Bureau of Security and Investigative Services

Alarm Company Operator Qualified Manager Examination

Candidate Information Bulletin

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

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

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Updated November 2023

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PURPOSE

This bulletin is designed to provide you with general information regarding the Bureau of Security and Investigative Services' (BSIS) Alarm Company Operator Qualified Manager Examination processes.

EXAMINATION DEVELOPMENT

The Alarm Company Operator Qualified Manager Examination is developed and maintained by the Office of Professional Examination Services (OPES), a division of the California Department of Consumer Affairs. OPES staff include testing specialists who are trained to develop and analyze occupational licensure examinations. Individual multiple-choice questions are developed in Examination Development Workshops by licensees serving as Subject Matter Experts. Each question is carefully researched and validated with published references to ensure accuracy and consistency with entry level practice.

ESTABLISHING THE PASSING STANDARDS

A licensing examination determines whether an examinee is competent to practice, not whether the examinee performs better or worse than others who take the test.

In accordance with Business and Professions Code section 101.6, the purpose of Boards, Bureaus and Commissions is to "…establish minimum qualifications and levels of competency and license persons desiring to engage in the occupations they regulate upon determining that such persons possess the requisite skills and qualifications necessary to provide safe and effective services to the public, or register or otherwise certify persons in order to identify practitioners and ensure performance according to set and accepted professional standards."

EXAMINATION REGISTRATION, PAYMENT, AND SCHEDULING PROCEDURES

Once you have been approved by BSIS, you are responsible for contacting PSI to schedule an appointment to take the examination. You may do so via the internet at https://test-takers.psiexams.com/cabsi, or schedule over the telephone at (877) 392-6422, TTY (800) 735-2929.

- FIRST TIME EXAMINEES: Examination eligibility expires, and an application is deemed abandoned, if the applicant fails to sit for the examination within one year after being notified of eligibility.
- RE-EXAMINATION APPLICANTS: Examination eligibility expires, and an application is deemed abandoned, if an applicant fails any written examination and does not retake the examination within one year after initially being notified of eligibility.

In most California test centers, testing does not take place on the following major holidays:

New Year's Day	Labor Day
Martin Luther King, Jr. Day	Thanksgiving Day
Presidents Day	Day After Thanksgiving
Memorial Day	Christmas Day
Juneteenth	Day After Christmas
Independence Day	

INTERNET SCHEDULING

You may schedule your examination by completing the online Test Registration Form, which is available at PSI's website, https://test-takers.psiexams.com/cabsi.

Log onto PSI's website and select Sign in / Create Account. Select Create Account. You are now ready to pay for and schedule the examination. Enter your zip code, and a list of the test centers closest to you will appear. Once you select the desired test center, available dates will appear.

TELEPHONE SCHEDULING

You may call PSI at (877) 392-6422, Monday through Friday between 4:30 a.m. and 7:00 p.m., or Saturday and Sunday between 6:00 a.m. and 2:30 p.m., Pacific Time, to schedule your appointment for the examination.

CANCELING AN EXAMINATION APPOINTMENT

You may cancel and reschedule an examination appointment without forfeiting your fee ***if your cancellation notice is received two (2) days prior to the scheduled examination date***. For example, for a 9:00 a.m. Monday appointment, the cancellation notice would need to be received before 9:00 a.m. on the previous Saturday. You may call PSI at (877) 392-6422.

Note: A voicemail or email message is not an acceptable form of cancellation. Please use the PSI website, or call PSI and speak to a Customer Service Representative.

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;
- You do not appear for your examination appointment;
- You arrive after examination start time; or
- You do not present proper identification when you arrive for the examination.

TAKING A RE-EXAMINATION

Candidates who fail the examination are eligible to re-take it. An Application for Reexamination form will be provided with the score report at the test center or may be obtained by contacting BSIS. EXAMINEES MUST PARTICIPATE IN AND PASS THE EXAMINATION WITHIN ONE YEAR OF RECEIVING THE INITIAL ELIGIBILITY NOTIFICATION.

TEST CENTER CLOSING FOR AN EMERGENCY

In the event that severe weather or another emergency forces the closure of a test center 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 (877) 392-6422. 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.

TESTING ACCOMMODATIONS AVAILABLE

If you need testing accommodations to take the examination, call the BSIS Licensing Unit at 916-322-4000 to request a Testing Accommodations form. They will mail you the form, which must be completed and returned with your license application. You will be required to explain the disability and what testing accommodations are needed. A letter from your health- care provider must be included, confirming the disability and justifying the need for testing accommodations using the criteria in the request form.

NOTE: English as a second language is NOT a disability, and testing accommodations are not granted.

TEST CENTER LOCATIONS

CLICK HERE FOR THE TEST SITE PHONE NUMBERS

The California examinations are administered at the PSI examination centers in California as listed below:

AGOURA HILLS
30851 AGOURA RD SUITE 302
AGOURA HILLS, CA 91301

FROM THE EAST: TAKE US-101 N/VENTURA FWY WEST TO REYES ADOBE RD (EXIT 38). TURN LEFT ONTO REYES ADOBE RD. TURN RIGHT ONTO AGOURA RD. 30851 AGOURA RD IS ON THE RIGHT.
FROM THE WEST: TAKE US-101 S TO LINDERO CYN RD (EXIT 39). TURN RIGHT ONTO LINDERO CANYON RD. TURN LEFT ONTO AGOURA RD. 30851 AGOURA RD IS ON THE LEFT.

ATASCADERO
7305 MORRO RD, SUITE 201A
ATASCADERO, CA 93422
FROM US-101 N, TAKE THE CA-41 EXIT (EXIT 219) TOWARD MORRO RD. TURN LEFT ONTO EL CAMINO REAL. TURN LEFT ONTO CA-41/MORRO RD.

FROM US-101 S, TAKE THE MORRO RD/CA-41 EXIT (EXIT 219), TURN RIGHT ONTO CA-41/MORRO RD.

BAKERSFIELD
5405 STOCKDALE HIGHWAY
SUITE 103
BAKERSFIELD, CA 93309
FROM INTERSTATE 5-SOUTH, TAKE THE STOCKDALE HIGHWAY EXIT (EXIT 253). TURN RIGHT ONTO STOCKDALE HIGHWAY. END AT 5405 STOCKDALE HIGHWAY.

FROM INTERSTATE 5-NORTH TOWARD BAKERSFIELD, KEEP LEFT TO TAKE CALIFORNIA 99 NORTH VIA EXIT 221 TOWARD BAKERSFIELD/FRESNO. TAKE THE CALIFORNIA 58 EAST EXIT TOWARD TEHACHAPI/MOJAVE. TAKE THE EXIT ON THE LEFT TOWARD CALIFORNIA STATE UNIVERSITY/STOCKDALE HIGHWAY/BRUNDAGE LANE. TURN LEFT ONTO WIBLE ROAD, TURN SLIGHT LEFT ONTO STOCKDALE HIGHWAY. END AT 5405 STOCKDALE HIGHWAY.

CARSON
17420 S. AVALON BLVD, SUITE 205
CARSON, CA 90746
FROM CA-91 E/GARDENA FWY TAKE THE AVALON EXIT. OFF RAMP WILL LEAD YOU ONTO ALBERTONI ST. MAKE A RIGHT ONTO AVALON BLVD AND WE ARE LOCATED ON THE RIGHT HANDSIDE (SAME PARKING LOT AS CARL'S JR).

FROM CA-91 W TAKE THE AVALON EXIT. MAKE A LEFT ONTO AVALON BLVD. MAKE A U-TURN ON AVALON BLVD AND ALBERTONI ST. WE ARE LOCATED ON THE RIGHT-HAND SIDE. (SAME PARKING LOT AS CARL'S JR).

DIAMOND BAR
21660 EAST COPLEY DR SUITE 215
DIAMOND BAR, CA 91765
FROM I-10 E, TAKE THE GRAND AVE EXIT (EXIT 38A). TURN RIGHT ONTO S GRAND AVE. TURN RIGHT ONTO GOLDEN SPRINGS DR. TURN LEFT ONTO COPLEY DR.
FROM 60 WEST, TAKE GRAND AVE EXIT (EXIT 24B). TURN LEFT ONTO GRAND AVE. TURN RIGHT ONTO GOLDEN SPRINGS DR. TURN LEFT ONTO COPLEY DR. 21660 COPLEY DR, STE 260 IS ON THE LEFT.

EL MONTE – SANTA FE SPRINGS
10330 PIONEER BOULEVARD, SUITE 285
SANTA FE SPRINGS, CA 90670
FROM THE I-5 NORTH TAKE NORWALK BLVD (EXIT 121), TURN RIGHT ONTO NORWALK BLVD. TURN LEFT ONTO IMPERIAL HWY/CA-90. TURN RIGHT ONTO PIONEER BLVD, TESTING CENTER WILL BE ON YOUR RIGHT.

FRESNO
351 E. BARSTOW AVE, SUITE 101
FRESNO, CA 93710
FROM CA-41 S, TAKE THE BULLARD AVE EXIT. TURN LEFT ONTO E BULLARD AVE. TURN RIGHT ONTO N FRESNO ST. PASS THROUGH THE INTERSECTION OF FRESNO AND BASTOW AVE. TAKE THE FIRST DRIVEWAY ON THE RIGHT-HAND SIDE.

FROM CA-41 N, TAKE THE SHAW AVE EXIT TOWARD CLOVIS. TURN RIGHT ONTO E SHAW AVE. TURN LEFT ONTO N FRESNO ST. TURN LEFT INTO THE LAST DRIVEWAY BEFORE BARSTOW AVE. TESTING CENTER IS IN THE OFFICE COMPLEX ON THE SW CORNER OF BARSTOW AND FRESNO ST.

IRVINE
8 CORPORATE PARK, SUITE 200
IRVINE, CA 92606
FROM I-405 S – USE THE 2ND LANE FROM RIGHT TO TAKE EXIT 7 FOR JAMBOREE RD, THEN USE THE LEFT 2 LANES TO TURN LEFT ONTO JAMBOREE RD. GO ABOUT 1.5 MILES THEN TURN RIGHT ONTO BECKMAN AVE. TAKE THE FIRST RIGHT ONTO CORPORATE PARK. 8 CORPORATE PARK IS THE SECOND BUILDING ON THE RIGHT.

FROM I-5 S – TAKE EXIT 100 FOR JAMBOREE RD. USE THE 2ND FROM RIGHT LANE TO TURN RIGHT ONTO JAMBOREE RD. TAKE THE RAMP TO JAMBOREE RD THEN KEEP LEFT AT THE FORK TO CONTINUE ONTO JAMBOREE RD. GO ABOUT 2.2 MILES THEN TURN LEFT ONTO BECKMAN AVE. TAKE THE FIRST RIGHT ONTO CORPORATE PARK. 8 CORPORATE PARK IS THE SECOND BUILDING ON THE RIGHT.

ONCE PARKED, PROCEED THROUGH THE FRONT ENTRANCE AND TAKE THE ELEVATOR TO THE SECOND FLOOR. THE TEST CENTER IS IN SUITE 200.

LAWNDALE
THE BAYTOWER CORPORATE CENTER
15901 HAWTHORNE BLVD, SUITE 330

LAWNDALE, CA 90260
FROM I-5S, MERGE ONTO CA-110S, WHICH BECOMES I-110S. MERGE ONTO I-105W. TAKE THE I-405S/I-405N EXIT AND MERGE ONTO I-405S. TURN RIGHT ONTO INGLEWOOD AVE. TURN LEFT ONTO MANHATTAN BEACH BLVD. TURN RIGHT ONTO HAWTHORNE BLVD.

REDDING
2861 CHURN CREEK, UNIT C
REDDING, CA 96002
FROM I-5 S, TAKE THE CYPRESS AVENUE EXIT (677). TURN RIGHT ONTO E. CYPRESS AVE. TURN RIGHT ON CHURN CREEK RD.

FROM I-5 N TOWARDS SACRAMENTO, TAKE THE CYPRESS AVE EXIT (677). TURN LEFT ONTO E. CYPRESS AVE. TURN RIGHT ONTO CHURN CREEK RD.

FROM 299 E TOWARDS REDDING, START GOING WEST ON CA-299. MERGE ONTO 1-5 S RAMP ON THE LEFT TOWARDS SACRAMENTO. TAKE THE CYPRESS AVE EXIT (677). TURN LEFT ONTO E. CYPRESS AVE. TURN RIGHT ONTO CHURN CREEK RD.

FROM 299 W TOWARDS REDDING. START GOING EAST ON CA-299 TOWARDS WEAVERVILLE/REDDING. FROM 299 EAST TURN RIGHT ONTO CA-273/CA-299 E/MARKET STREET. TURN LEFT ONTO CA-299-E. MERGE ONTO 1-5 S VIA EXIT 2A TOWARDS RED BLUFF/SACRAMENTO. TAKE THE CYPRESS AVE EXIT (677). TURN LEFT ONTO E. CYPRESS AVE. TURN RIGHT ONTO CHURN CREEK RD.

RIVERSIDE
7888 MISSION GROVE PARKWAY S., SUITE 130
RIVERSIDE, CA 92508
FROM THE CA-91W TOWARD RIVERSIDE/BEACH CITIES, TAKE THE CENTRAL AVENUE EXIT TOWARD MAGNOLIA CENTER. TURN LEFT ONTO CENTRAL AVE. CENTRAL AVE BECOMES ALESSANDRO BLVD. VEER TO THE RIGHT, THEN STAY STRAIGHT TO GO ONTO TRAUTWEIN RD (YOU WILL PASS COMMUNICATIONS CENTER DR). TURN LEFT ONTO MISSION GROVE PKY W.

FROM THE HIGH DESERT/SAN BERNARDINO AREA 215 S, WHERE THE 60 FWY, 91 FWY, AND THE 215 FWY SPLIT, TAKE 215S (SIGNS FOR THE 60 EAST INDIO). TAKE EXIT 27C FOR ALESSANDRO BLVD, TURN RIGHT ONTO E ALESSANDRO BLVD, TURN LEFT ONTO MISSION GROVE PKWY S.

SACRAMENTO
8950 CAL CENTER DR, SUITE 158
BUILDING TWO
SACRAMENTO, CA 95826
FROM US-50 E: USE THE RIGHT TWO LANES TO TAKE EXIT 11 FOR WATT AVE. USE THE RIGHT 2 LANES TO TURN RIGHT ONTO WATT AVE. USE THE LEFT LANE TO TURN LEFT AT THE FIRST CROSS STREET ONTO FOLSOM BLVD. USE THE LEFT TWO LANES TO TURN LEFT ONTO MANLOVE RD. TURN LEFT ONTO CAL CENTER DR. BUILDING 8950 WILL BE ON THE LEFT.

FROM US-50 W: USE THE RIGHT TWO LANES TO TAKE EXIT 11 FOR WATT AVE. USE THE LEFT 2 LANES TO TURN LEFT ONTO WATT AVE. USE THE LEFT LANE TO TURN LEFT AT THE FIRST CROSS STREET ONTO FOLSOM BLVD. USE THE LEFT TWO LANES TO TURN LEFT ONTO MANLOVE RD. TURN LEFT ONTO CAL CENTER DR. BUILDING 8950 WILL BE ON THE LEFT.

SAN DIEGO
5440 MOREHOUSE DRIVE, SUITE 3100
SAN DIEGO, CA 92121
FROM 1-805 S, TAKE THE SORRENTO VALLEY RD/MIRA MESA BLVD EXIT. TURN LEFT ONTO MIRA MESA BLVD, TURN LEFT ONTO SCRANTON ROAD. TURN RIGHT ONTO MOREHOUSE DRIVE.
FROM I-805 N TOWARD LOS ANGELES, TAKE THE MIRA MESA BLVD/VISTA SORRENTO PKWY EXIT. TURN RIGHT ONTO MIRA MESA BLVD. TURN LEFT ONTO SCRANTON RD. TURN RIGHT ONTO MOREHOUSE DR.

ADDITIONAL PARKING CAN BE FOUND (ON TOP OF THE AT&T BUILDING) BY CONTINUING ON MOREHOUSE PAST OUR BUILDING AND TURNING LEFT AT THE NEXT DRIVEWAY UP THE HILL.

SAN FRANCISCO
150 EXECUTIVE PARK BLVD., STE 2400
SAN FRANCISCO, CA 94134
I-80 W BECOMES US-101 S. TAKE EXIT 429A TOWARD MONSTER PARK/TUNNEL AVE. TAKE THE RAMP TOWARD 3COM PARK. TURN RIGHT ONTO ALANNA RD. TURN LEFT ONTO EXECUTIVE PARK BLVD.

SANTA CLARA
2936 SCOTT BLVD
SANTA CLARA, CA 95054
FROM US-101 N, TAKE THE SAN TOMAS EXPWY/MONTAGUE EXPWY EXIT- EXIT 392. TAKE THE SAN TOMAS EXPWY RAMP. MERGE ONTO SAN TOMAS EXPY/CR-G4. TURN LEFT ONTO SCOTT BLVD.

FROM I-880 S TOWARD SAN JOSE, TAKE THE MONTAGUE EXPWY EXIT (7). TAKE THE MONTAGUE EXPWY WEST RAMP. MERGE ONTO MONTAGUE EXPY/CR-G4 E. TURN LEFT ONTO E TRIMBLE RD. E TRIMBLE RD BECOMES DE LA CRUZ BLVD. TURN SLIGHT RIGHT ONTO CENTRAL EXPY/CR-G6 W. TURN SLIGHT RIGHT ONTO SCOTT BLVD.

SANTA ROSA
160 WIKIUP DRIVE, SUITE 105
SANTA ROSA, CA 95403
FROM US-101 N, TAKE MARK WEST SPRINGS/RIVER ROAD EXIT. TURN RIGHT ON MARK WEST SPRINGS. TURN LEFT AT OLD REDWOOD HIGHWAY. TURN RIGHT ON WIKIUP DRIVE. FIRST DRIVEWAY ON RIGHT.

FROM US-101 S, TAKE MARK WEST SPRINGS/RIVER ROAD EXIT. TURN LEFT ON MARK WEST SPRINGS. TURN LEFT AT OLD REDWOOD HIGHWAY. TURN RIGHT ON WIKIUP DRIVE. FIRST DRIVEWAY ON RIGHT.

UNION CITY
32960 ALVARADO-NILES RD, SUITE 650
UNION CITY, CA 94587
FROM I-880 N – AT EXIT 23, TAKE RAMP RIGHT AND FOLLOW SIGNS FOR ALVARADO NILES RD. TURN RIGHT ONTO ALVARADO NILES RD. AFTER ABOUT A MILE, MAKE A U-TURN AT DOWE AVE. TAKE THE FIRST RIGHT INTO THE OFFICE PARK AND THEN TAKE THE FIRST LEFT ONCE ON THE PROPERTY. SUITE 650 WILL BE IN THE FIRST BUILDING ON YOUR RIGHT.
FROM I880 S - AT EXIT 23, TAKE RAMP RIGHT AND FOLLOW SIGNS FOR ALVARADO NILES RD. TURN LEFT ONTO ALVARADO NILES RD. AFTER ABOUT A MILE, MAKE A U-TURN AT DOWE AVE. TAKE THE FIRST RIGHT INTO THE OFFICE PARK AND THEN TAKE THE FIRST LEFT ONCE ON THE PROPERTY. SUITE 650 WILL BE IN THE FIRST BUILDING ON YOUR RIGHT.

VENTURA
4245 MARKET ST, SUITE 208
VENTURA, CA 93003
FROM US-101N, TAKE THE TELEPHONE ROAD (EXIT 65). TURN LEFT ONTO TELEPHONE ROAD. TURN RIGHT ONTO MARKET STREET.

VISALIA
3400 W MINERAL KING AVE, SUITE D
VISALIA, CA 93291
FROM CA-99N, MERGE ONTO CA-198E VIA EXIT 96 TOWARD VISALIA/SEQUOIA NAT'L PARK. TAKE THE EXIT TOWARD DEMAREE STREET. MERGE ONTO W NOBLE AVENUE. TURN LEFT ONTO S COUNTY CENTER DRIVE. TAKE THE 1ST LEFT ONTO W MINERAL KING AVENUE.

WALNUT CREEK
175 LENNON LANE, SUITE 203
WALNUT CREEK, CA 94598
FROM I-5N, KEEP LEFT TO TAKE I-580W TOWARD TRACY/SAN FRANCISCO. MERGE ONTO I-680N VIA EXIT 44B TOWARD SACRAMENTO/WALNUT CREEK/CONCORD. TAKE THE YGNACIO VALLEY ROAD EXIT AND TURN RIGHT. TURN LEFT ONTO LENNON LANE.

OUT-OF-STATE TEST CENTER LOCATIONS

The following out-of-state test centers will also offer this examination:

ALBUQUERQUE
9550 SAN MATEO BLVD, N.E., SUITE G
ALBUQUERQUE, NM 87113

FROM I-25 S -TAKE EXIT 234 NM-556/ROY AVE TOWARD TRAMWAY RD. CONTINUE ONTO PAN AMERICAN FRONTAGE RD S FOR .2 MILES CONTINUE ONTO PAN AMERICAN FREEWAY NE AND GO .4 MILES. TURN RIGHT ONTO VENICE AVE NE AND GO .3 MILES. THE PSI OFFICE IS THE LAST BUILDING ON THE LEFT BEFORE YOU REACH SAN MATEO. THE MAIN ENTRANCE THAT FACES SAN MATEO IS WHERE TEST TAKERS WILL ENTER. THE ENTRANCE FACING VENICE AVE WITH BE WHERE LICENSING CANDIDATES WILL REPORT.

ATLANTA (MARIETTA)
2100 ROSWELL ROAD NE, SUITE 2128
MARIETTA, GA 30062
FROM I-75 NORTHBOUND, TAKE EXIT #263 – THE 120 LOOP, EAST TOWARD ROSWELL. DRIVE APPROXIMATELY 1.5 MILES (PAST POWERS FERRY AND LOWER ROSWELL ROADS) AND EXIT RIGHT TOWARD ROSWELL. MAKE A RIGHT AT THE LIGHT OFF OF THE EXIT AND ONTO ROSWELL ROAD. PAVILIONS AT EAST LAKE SHOPPING CENTER IS ½ MILE ON RIGHT.

FROM I-75 SOUTHBOUND, TAKE EXIT#265 - GA 120 LOOP/EAST. TURN
BRONX
34 MARCONI STREET, SUITE 210
BRONX, NY 10461
PRESS IN THE CODE 26 TO ACCESS SUITE AFTER ARRIVAL AT BUILDING

HEAD NORTH ON HUTCHINSON RIVER PKWY N. TAKE EXIT 3W FOR PELHAM PKWY W. MERGE ONTO BRONX AND PELHAM PKWY. USE THE RIGHT LANE TO TAKE THE HUTCHINSON PKWY S RAMP TO WHITESTONE BR QUEENS. MERGE ONTO HUTCHINSON RIVER PKWY S. TAKE EXIT 2 TOWARD WESTCHESTER AVE/E TREMONT AVE. TAKE A SLIGHT RIGHT TOWARDS WATERS PL. TURN RIGHT ONTO WATERS PL. TURN RIGHT ONTO MARCONI ST. THE OFFICE WILL BE ON YOUR LEFT.

ENTER THE FRONT ENTRANCE PRESS 26 TO ACCESS. AFTER ENTRANCE INTO BUILDING TAKE THE STAIRS OR ELEVATOR TO THE SECOND FLOOR. WE ARE IN SUITE 210. IF TAKING THE STAIRS, TAKE A LEFT ONCE YOU REACH THE SECOND FLOOR. THE OFFICE IS AT THE TOP OF THE RAMP. FROM THE ELEVATOR, TAKE 2 RIGHTS. THE OFFICE IS AT THE TOP OF THE RAMP.

CENTENNIAL
12150 E. BRIARWOOD AVE, SUITE 270
CENTENNIAL, CO 80112

EXIT I-25 AT ARAPAHOE ROAD. HEAD EAST ON ARAPAHOE (AWAY FROM THE MOUNTAINS) TO PEORIA (5 TRAFFIC LIGHTS). TURN RIGHT ON PEORIA AND LEFT ON BRIARWOOD.

CHARLOTTE
TYVOLA EXECUTIVE PARK 1
5701 WESTPARK DR, #101
CHARLOTTE, NC 28217
FROM I-77S TOWARDS COLUMBIA, EXIT TYVOLA ROAD (EXIT #5). TURN LEFT AT TYVOLA ROAD. MAKE A RIGHT AT WESTPARK DR.
FROM I-77N, EXIT TYVOLA ROAD (EXIT #5). BEAR RIGHT AT TYVOLA ROAD. TURN RIGHT AT WESTPARK DR.

CHERRY HILL
901 LINCOLN DR W, SUITE 130
MARLTON, NJ 08053
FROM NJ-73 NORTH – TAKE THE RAMP ON THE ON THE RIGHT FOR NJ-73 NORTH AND HEAD TOWARDS NEW JERSEY TURPIKE/PALMYRA/TACONY. GO 1.6 MILES THEN BEAR RIGHT TO TURN ONTO LINCOLN DR EAST. TURN LEFT ONTO LINCOLN DR E, WHICH THEN TURNS INTO LINCOLN DR. AT THE LIGHT, GO STRAIGHT ONTO LINCOLN DR WEST.

CHICAGO
332 S. MICHIGAN AVENUE
SUITE 525
CHICAGO, IL 60604
TAKE US-41S WHICH BECOMES I-94E. TAKE THE W JACKSON BLVD EXIT (51F). TURN LEFT ON W JACKSON BLVD. TURN RIGHT ON S MICHIGAN AVE.

DALLAS
1701 N COLLINS BLVD, SUITE 130
RICHARDSON, TX 75080
FROM US-75 NORTH TAKE EXIT 26 ONTO N. CENTRAL EXPRESSWAY TOWARD COLLINS BLVD./CAMPBELL RD. TURN LEFT ONTO CAMPBELL RD. TURN LEFT ON COLLINS BLVD. BUILDING IS ON RIGHT.

HOUSTON (NORTHWEST)
9800 NORTHWEST FREEWAY
SUITE 200
HOUSTON, TX 77092
FROM HWY 290 DRIVING SOUTHEAST, MERGE ONTO LOOP 610 NORTH. EXIT AT T.C.JESTER AND THEN U-TURN UNDER LOOP 610. STAY ON THE FEEDER ROAD, SHERATON HOTEL IS ON THE RIGHT AS THE ROAD CURVES RIGHT. TURN INTO THE PARKING LOT IMMEDIATELY AFTER THE SHERATON HOTEL AND BEFORE THE OFFICE BUILDING. CENTER IS ON THE 2ND FLOOR.

MILFORD
500 BIC DRIVE
SUITE 101
MILFORD, CT 06461
FROM HIGHWAY I-95 EXIT 35. GO TOWARD BIC DRIVE. GO .5 MILES TO 500 BIC DRIVE WHICH IS AT GATE 1 OF THE FORMER BIC COMPLEX. GO TO THE REAR OF THE LOT AND PARK. WALK DOWN THE HILL IN FRONT OF THE BUILDING AND ENTER THE FRONT DOOR. SIGNS WILL DIRECT YOU TO SUITE 101 (PSI).

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 FIRST BUILDING ON YOUR LEFT.

FROM I-40 WEST: TAKE EXIT ONTO BRILEY PARKWAY, TURN LEFT ONTO BRILEY PWY. EXIT ONTO MURFREESBORO RD. STAY IN THE RIGHT LANE. TURN RIGHT ONTO KERMIT DRIVE. PSI IS IN THE FIRST BUILDING ON YOUR LEFT.

OLATHE
18000 W. 105TH ST. CORPORATE
RIDGE OFFICE PARK OLATHE, KS
66061
FROM EAST - TAKE I-435 W TO K-10/LAWRENCE EXIT 1B. FROM K-10, EXIT AT RIDGEVIEW RD AND TURN LEFT. TAKE FIRST LEFT INTO OFFICE PARK. THE PSI OFFICE IS ON LEFT.
FROM NORTH - TAKE I-35 S TO I-435 W EXIT 222B, THEN TAKE K-10/LAWRENCE EXIT 1B. FROM K-10, EXIT AT RIDGEVIEW RD AND TURN LEFT. TAKE FIRST LEFT INTO OFFICE PARK. THE PSI OFFICE IS ON LEFT.
FROM WEST OF I-35, TAKE I-435 S, THEN TAKE K-10/LAWRENCE EXIT 1B. FROM K-10, EXIT AT RIDGEVIEW RD AND TURN LEFT. TAKE FIRST LEFT INTO OFFICE PARK. THE PSI OFFICE IS ON LEFT.
FROM SOUTH - TAKE I-35 N TO I-435 W EXIT 222B, THEN TAKE K-10/LAWRENCE EXIT 1B. FROM K-10, EXIT AT RIDGEVIEW RD AND TURN LEFT. TAKE FIRST LEFT INTO OFFICE PARK. THE PSI OFFICE IS ON LEFT.
FROM WEST - TAKE K-10/LAWRENCE EXIT 1B. FROM K-10, EXIT AT RIDGEVIEW RD AND TURN RIGHT. TAKE FIRST LEFT INTO OFFICE PARK. THE PSI OFFICE IS ON LEFT. PLEASE PARK IN THE SPOTS DESIGNATED FOR VISITORS/TESTERS AT THE FRONT OF THE BUILDING.

PHIDELPHIA
ONE BALA AVENUE, SUITE 310 BALA
CYNWYD, PA 19004
FROM I-76 EXIT CITY LINE AVENUE. FOLLOW CITY LINE AVENUE SOUTH. THE BUILDING IS ON THE CORNER OF BALA AVENUE AND CITY LINE (NEXT TO THE BALA CYNWYD RAILROAD STATION). THIS IS NOT BALA PLAZA.

RICHMOND (BOULDERS II)
7400 BEAUFONT SPRINGS DR
BOULDERS II BUILDING, SUITE 560

RICHMOND, VA 23225
FROM VA-150 N - TAKE THE US-60 W/MIDLOTHIAN TURNPIKE EXIT TOWARDS MIDLOTHIAN. MERGE ONTO US-60 W. IN .3 MILES, TURN RIGHT TOWARDS SPRINGLINE DR. IN .3 MILES, TURN LEFT ONTO BEAUFONT SPRINGS DR. IN ABOUT .3 MILES THE BUILDING SHOULD BE ON THE RIGHT. A SIGN NEAR THE ROAD SAYS "BOULDERS II" TO LET YOU KNOW YOU ARE AT THE RIGHT BUILDING. ONCE PARKED, GO INSIDE THE BUILDING AND TAKE THE ELEVATOR TO THE 5TH FLOOR.

SOUTHFIELD (DETROIT AREA)
2640 LAHSER ROAD, SUITE 150
SOUTHFIELD, MI 48033
FROM I-96 E MERGE ONTO I-696 E. THEN MERGE ONTO MI-10 S. TAKE THE LAHSER ROAD EXIT. KEEP LEFT AT THE FORK IN THE RAMP. TURN LEFT ONTO NORTHWESTERN HWY. TURN RIGHT ONTO LAHSER ROAD. YOU MAY ACCESS THE BUILDING FROM THE BACK USING THE NW DOOR.

SPRINGFIELD
1111 ELM STREET, SUITE 32A
WEST SPRINGFIELD, MA 01089
TAKE MASS PIKE (RT. 90). EXIT 4-WEST SPRINGFIELD/HOLYOKE. TURN RIGHT ON WEST SPRINGFIELD/RT. 5 SOUTH. CONTINUE ON RT. 5 APPROXIMATELY TWO MILES. TURN RIGHT ON ELM ST.-IMMEDIATELY AFTER SHOWCASE CINEMAS. OFFICE IS APPROXIMATELY 1/4 MILE ON THE RIGHT.

TULSA
2840 E. 51ST STREET
BRITTANY SQUARE OFFICE PARK, SUITE 215
TULSA, OK 74105
FROM I-44 EAST - TAKE EXIT NUMBER 228 (HARVARD), STAY TO THE RIGHT WHICH WILL BE WESTBOUND ON 51ST ST. IN ROUGHLY ½ MILE, TURN LEFT ON DELAWARE CT. THE TEST CENTER IS IN THE FIRST BUILDING ON THE LEFT MARKED "BRITTANY SQUARE OFFICE PARK".

FROM I-44 WEST - TAKE EXIT 228 TOWARDS HARVARD AVE. MERGE ONTO E SKELLY DR. USE THE 2ND FROM THE LEFT LANE TO TURN LEFT ONTO S HARVARD AVE. TURN RIGHT ONTO E 51ST ST/EAST 51ST STREET SOUTH. GO ABOUT ½ MILE THEN TURN LEFT ONTO DELAWARE CT. THE TEST CENTER IS IN THE FIRST BUILDING ON THE LEFT MARKED "BRITTANY SQUARE OFFICE PARK".

ONCE INSIDE THE BUILDING, PROCEED TO THE 2ND FLOOR. THE TEST CENTER IS IN SUITE 215.

VANCOUVER
11818 SE MILL PLAIN BLVD, STE 402
VANCOUVER, WA 98684
FROM I-205 N - TAKE EXIT 28A-B-C FOR MILL PLAIN BLVD TOWARD NE 112TH AVE AND USE THE RIGHT 2 LANES. KEEP RIGHT AT THE FORK TO CONTINUE TO CONTINUE TO EXIT 28A AND FOLLOW THE SIGNS FOR MILL PLAIN BLVD E. USE ANY LANE TO TURN RIGHT ONTO SE MILL PLAIN BLVD. TAKE A LEFT ONTO NE 120TH AVE. TAKE THE FIRST LEFT INTO CRESTWOOD BUSINESS PARK. THE PSI TEST CENTER IS LOCATED IN BUILDING 4, SUITE 402, BETWEEN SACRED STONE HOLISTIC CENTER AND REALTYONEGROUP.

WEST DES MOINES
950 OFFICE PARK RD
WEST DES MOINES, IA 50265
FROM INTERSTATE 235 (EASTBOUND OR WESTBOUND), TAKE EXIT #3 FOR 8TH STREET (WEST DM)/73RD ST (WINDSOR HTS). TURN RIGHT AT THE TRAFFIC LIGHT AND PROCEED SOUTH TO OFFICE PARK ROAD. TURN RIGHT (WEST) ON OFFICE PARK.

WEST HARTFORD
1245 FARMINGTON AVENUE, SUITE
203 WEST HARTFORD CT.
FROM I-84 WEST, TAKE EXIT 40 TOWARD CT-71/NEW BRITAIN AVE/CORBINS CORNER. TURN RIGHT ONTO RIDGEWOOD RD. TURN LEFT ONTO WOOD PONT RD. TURN LEFT ONTO TUNXIS RD. TURN RIGHT ONTO BROOKMOOR RD. TURN RIGHT ONTO BUENA VISTA RD. TURN LEFT ONTO EVERETT AVE. TURN RIGHT ONTO FARMINGTON AVE. DESTINATION IS ON THE RIGHT.

WILSONVILLE
25195 SW PARKWAY AVENUE, SUITE 105
WILSONVILLE, OR 97070
GOING SOUTH: OFF I5, TAKE EXIT 286 (ELLINGENS/BOONES FERRY RD). TURN LEFT AND CROSS BACK OVER THE FREEWAY. TURN LEFT AT 2ND SIGNAL LIGHT (PARKWAY AVE.) TURN INTO PARKWAY PLAZA PARKING LOT (ACROSS THE STREET FROM SHRINER'S). WE ARE LOCATED IN THE MAIN ENTRANCE FIRST DOOR ON THE RIGHT.

WHEATRIDGE
4891 INDEPENDENCE ST #220
WHEAT RIDGE, CO 80033
FROM I-70W, MERGE ONTO KIPLING ST/CO-391N. TURN RIGHT ONTO W 49TH AVE. TAKE THE 1ST RIGHT ONTO INDEPENDENCE ST.

REPORTING TO THE TEST CENTER

On the day of the examination, you must arrive at least 30 minutes prior to your scheduled appointment time. This allows time for check-in and identification verification, and provides time to familiarize yourself with the examination process. If you arrive late, you may not be admitted to the test center, and you may forfeit your examination registration fee. Even though candidates will have their thumbprint taken, you are still required to comply with any identification requirements established by the appropriate regulatory entity.

REQUIRED IDENTIFICATION AT THE TEST CENTER

You must provide one of the following valid forms of government-issued identification before you may examine:
- Valid photographic Driver's License (any state)
- Valid State identification card (any state)
- Valid U.S. military identification
- Valid passport
- U.S. Government-issued Passport Card

All photographs must be recognizable as the person to whom the identification card was issued. The name on the application must match the photographic I.D. card. If you cannot provide the required identification, you must call (877) 392-6422 at least 3 weeks prior to your scheduled appointment to arrange a way to meet this security requirement. *Failure to provide all of the required identification at the time of the examination without notifying PSI is considered a missed appointment, and you will not be able to take the examination.*

CALIFORNIA LAW SECURITY PROCEDURES

Section 123 of the California Business and Professions Code states: It is a misdemeanor for any person to engage in any conduct which subverts or attempts to subvert any licensing examination or the administration of an examination, including, but not limited to:
- Conduct which violates the security of the examination materials;
- Removing from the examination room any examination materials without authorization;
- The unauthorized reproduction by any means of any portion of the actual licensing examination;
- Aiding by any means the unauthorized reproduction of any portion of the licensing examination;
- Paying or using professional or paid examination-takers for the purpose of reconstructing any portion of the licensing

examination;

- Obtaining examination questions or other examination material, except by specific authorization either before, during, or after an examination; or
- Selling, distributing, buying, receiving, or having unauthorized possession of any portion of a future, current, or previously administered licensing examination.
- Communicating with any other examinee during the administration of a licensing examination.
- Copying answers from another examinee or permitting one's answers to be copied by another examinee.
- Having in one's possession during the administration of the licensing examination any books, equipment, notes, written or printed materials, or data of any kind, other than the examination materials distributed, or otherwise authorized to be in one's possession during the examination.
- Impersonating any examinee or having an impersonator take the licensing examination on one's behalf.

Nothing in this section shall preclude prosecution under authority provided for in any other provision of law. In addition to any other penalties, a person found guilty of violating this section, shall be liable for the actual damages sustained by the agency administering the examination not to exceed ten thousand dollars ($10,000) and the costs of litigation.

IMPORTANT INFORMATION ABOUT TAKING THE EXAMINATION

1. All candidates will have their thumbprint taken during examination check-in. The thumbprint must be matched after candidates return from a restroom break and any time the candidate leaves and returns to the test center after check-in.

2. The temperature in the testing room is maintained at a moderate level. Candidates are advised to layer clothing. Acceptable layered clothing includes lightweight shirts, sweaters, and pullovers without pockets or hoods. These items must be worn upon check-in, while you wait to enter the testing room, and during your initial seating for the examination. If the layered item is removed during the examination, you will be required to store it in the lobby while time continues to count down on your examination. Outerwear (coats, heavy jackets, vests, shawls, scarves, etc.) is not allowed in the testing room.

3. There are timing mechanisms available in the testing room and on the computer console to help candidates keep track of time during the test administration. Candidates are not permitted to bring watches or other timekeeping devices into the testing room.

4. Only one candidate at a time will be allowed to take a restroom break. Candidates are required to sign out when leaving and returning to the testing room. If a candidate's restroom break takes longer than 5 (five) minutes, a proctor will check on the candidate and will notify the applicable regulatory entity of the occurrence. The regulatory entity will investigate and take appropriate action.

5. The following is a non-exhaustive list of personal items that are not permitted in the testing room:

Purses	Briefcases/daypacks/luggage
Cellular phones	Pagers
Drinks (including water)	Food/candy/snacks/gum
Good luck items	Luggage
Calculators	Reading materials
Textbooks	Notes
Any recording device	Smart devices
Electronic devices	Headphones or earphones/earbuds
Personal pens or pencils	Therapeutic items
Cameras	Over-the-counter medication
Weapons	Fashion scarves
Hats/baseball caps/visors*	Sunglasses**
Bulky, large, or noisy jewelry***	Prescription drugs****

**Headwear worn for religious purposes is subject to inspection.*
***Prescription and non-prescription eyeglasses may not be worn for the photo. Eyeglasses are subject to inspection.*
****Jewelry that is allowed into the testing room is subject to inspection.*
*****Drugs that are medically necessary during the pendency of the examination may be brought into the test center, in a container bearing a proper prescription label with the name of the candidate and of the drug; any such medication is subject to examination by a proctor upon check-in.*

Examination proctors will have considerable discretion to refuse permission of clothing and/or items that compromise the integrity or security of the examination.

During the check-in process, all candidates will be asked if they possess any of the prohibited items, and all candidates will be asked to empty their pockets. If prohibited items are found during check-in, candidates must return these items to their vehicle or other place of safekeeping. Neither PSI nor the Department of Consumer Affairs will beresponsible for the items. Any candidate possessing prohibited items in the testing room will have their examination results invalidated, and PSI will notify the appropriate regulatory entity of the occurrence.

6. Shoes must be worn at all times, and feet are not permitted on the chairs. Feet must remain on the floor during the examination.

7. Copying any portion of the examination content by any means or communicating examination content for the purpose of aiding its unauthorized reproduction, whether before, during, or after the examination, is a violation of PSI security policy and existing law. Either one may result in the disqualification or invalidation of examination results, the denial of your license, and may result in criminal prosecution.

8. If a candidate is asked by a proctor to step into the lobby during your examination, the proctor will suspend the candidate's examination, so all remaining testing time will be retained.

STUDY COURSES AND PUBLICATIONS

Only candidates, and those individuals with prior regulatory entity approval, are allowed to be present in the test center.

If candidates require that an exception be made to ANY of the abovementioned security procedures, candidates must contact their regulatory entity PRIOR to the date of their examination. The regulatory entity must provide the exception to PSI. NO EXCEPTIONS WILL BE MADE ON THE DAY OF THE EXAMINATION.

TAKING THE EXAMINATION BY COMPUTER

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

IDENTIFICATION SCREEN

You will be directed to a semiprivate testing station to take the examination. When you are seated at the testing station, you will be prompted to confirm your name, identification number, and the examination for which you are registered.

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 testing time. Sample questions are included following the tutorial so that you may practice answering questions and reviewing your answers.

TEST QUESTION SCREEN

The "function bar" at the top of the test question screen provides mouse-click access to the features available while taking the examination.

One question at a time appears on the screen. During the examination, minutes remaining will be displayed at the top of the screen and updated as you record your answers.

TIPS FOR PREPARING FOR YOUR EXAMINATION

The following suggestions will help you prepare for your examination:

- Planned preparation increases your likelihood of passing.
- Start with a current copy of this Candidate Information Bulletin and use the examination content outline as the basis of your study.
- Read study materials that cover all the topics in the content outline.
- Take notes on what you study. Putting information in writing helps you commit it to memory, and it is also an excellent business practice. Underline or highlight key ideas that will help with a later review.
- Discuss new terms or concepts as frequently as you can with colleagues. This will test your understanding and reinforce ideas.
- Your studies will be most effective if you study frequently, for periods of about 45 to 60 minutes. Concentration tends to wander when you study for longer periods of time.

Some persons may offer examination preparation courses or publications. We have no information to indicate that applicants who use these sources have a higher pass rate than those who do not. Training courses, other than BSIS specified courses (i.e., Powers to Arrest training), are not associated with BSIS. No publishers or training sponsors have legal access to BSIS's examination materials. We make every effort to ensure that the contents of our examinations remain confidential and that the questions are changed frequently.

EXAMINATION RESULTS

At the end of your examination, you will receive a pass/ fail result notice. Your examination results are confidential and are released only to you and your state licensing agency. To protect your privacy and to maintain the confidentiality of examination results, score information is not given over the telephone.

DUPLICATE SCORE REPORTS

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

LICENSING INFORMATION

If you pass the BSIS examination, you will receive a letter from BSIS requesting confirmation of your Business Name, Business Address, and the initial license fee.

LICENSING FEE

You are not licensed until you pay your initial license fee, complete all licensing requirements, including clearances from the Department of Justice and the Federal Bureau of Investigations, and your license number has been issued by BSIS. To obtain your license, complete the confirmation letter and return it with the required licensing fee. Make your check or money order payable, and mail to:

Department of Consumer Affairs
Bureau of Security and Investigation Services
PO Box 989002
West Sacramento, CA 95798

If you have met the listed requirements above, your license number will be available approximately four weeks after your confirmation letter is received by BSIS. Please indicate if there has been any change to your address. It is vital that you keep BSIS informed of your current address. The California Code of Regulations Section 606 requires that you notify BSIS within 30 days of any change of address. In considering the address you list on the form, be aware that it will be your address of record and that it will be available to the public by tele phone, in writing, and through BSIS.

The license that you receive will specify an expiration date of 24 months after initial licensure. As a courtesy, BSIS will send a renewal notice to your address of record approximately 60 days

prior to the expiration date of your license. However, it is your responsibility to renew your license whether or not you receive the renewal notice.

THE LICENSING EXAMINATION

The **Alarm Company Operator Qualified Manager** Examination consists of 100 multiple-choice items. You will have 2 hours to take the examination.

EXAMINATION CONTENT OUTLINE

The following identifies the specific content areas for the Alarm Company Operator Qualified Manager Examination. The percentage of total examination items that correspond to these content areas are also identified. The actual number of items per content area included on an examination may vary due to exam development considerations.

ALARM COMPANY OPERATOR QUALIFIED MANAGER

Content Area Name	Approximate Percent of Exam Items
Managing Business Operations	30%
Managing Alarm Installations	55%
Alarm System Monitoring and Response	15%

STUDY MATERIALS

The resources listed below are recommended study materials.

Exam Title	Resources
Alarm Company Operator Qualified Manager	▪ Business & Professions Code, Chapter 11.6 https://www.bsis.ca.gov/about_us/laws/alarm_law.shtml ▪ California Code of Regulations, Title 16, Division 7 https://www.bsis.ca.gov/about_us/laws/index.shtml Other Recommended Study Materials: ▪ Powers to Arrest Training Manual https://www.bsis.ca.gov/forms_pubs/poa.pdf ▪ The National Electrical Code ▪ Underwriters Laboratories Standards for Safety #681 and #1641 ▪ California Civil Code and Labor Code

TABLE 19 – EXAMINATION OUTLINE FOR THE CALIFORNIA ALARM COMPANY OPERATOR LICENSING EXAMINATION

Content Area 1: Managing Business Operations (30%)
Section 1A: Business Practices (15%)

Task Statements	Knowledge Statements
T1. Manage business practices to comply with legal requirements regarding alarm company operations.	K1. Knowledge of laws regarding alarm company operator qualified manager obligations and scope. K2. Knowledge of laws regarding prohibited acts. K3. Knowledge of laws regarding alarm company business entities and structures. K4. Knowledge of laws regarding fictitious business name requirements. K5. Knowledge of laws regarding out-of-state alarm company organizations operating in California.
T2. Obtain insurance to comply with liability requirements for alarm company corporations.	K6. Knowledge of laws regarding liability coverage for acts of errors or omissions. K7. Knowledge of laws regarding liability coverage for bodily injury, death, or property damage when firearms are carried on duty. K8. Knowledge of laws regarding insurance documentation and submission requirements.
T3. Develop marketing strategies and materials that comply with advertising and solicitation requirements.	K9. Knowledge of laws regarding advertising alarm company services. K10. Knowledge of laws regarding untrue or misleading statements in advertisements or documents. K11. Knowledge of laws regarding displaying of ACO license.
T4. Develop contracts or agreements to specify details of alarm company services.	K12. Knowledge of laws related to contracting with clients for alarm company services. K13. Knowledge of methods for developing scope of work and costs contract provisions. K14. Knowledge of laws regarding project abandonment and willful refusal to initiate installation. K15. Knowledge of laws regarding right of rescission.
T5. Report incidents of violent events to notify BSIS of circumstances of bodily injury, death, or discharge.	K16. Knowledge of laws regarding reporting of firearms discharge or use of other weapons. K17. Knowledge of types of information to include on Incident Report to BSIS. K18. Knowledge of requirements for submitting Incident Reports within specified time frame.

Content Area 1: Managing Business Operations (30%)
Section 1B: Employer Obligations (15%)

Task Statements	Knowledge Statements
T6. Verify alarm company employee (ACE) certifications and training to ensure compliance with registration requirements.	K19. Knowledge of laws regarding ACE Power to Arrest training requirements. K20. Knowledge of laws regarding ACE firearms proficiency before carrying during employment.
T7. Maintain records of ACE training completion and certifications to ensure employees remain current.	K21. Knowledge of laws related to the certification of registrations of employees.
T8. Maintain records of firearms and other weapons in possession of ACE while on duty to document weapon type(s) and possessor information.	T22. Knowledge of laws related to firearms records retention.
T9. Maintain personnel records to comply with employment and termination documentation requirements.	K23. Knowledge of laws regarding recordkeeping and retention of employee personnel records. K24. Knowledge of laws regarding confidentiality of employee personnel files. K25. Knowledge of regarding employee wages, breaks, and other forms of compensation.
T10. Train ACEs on the responsibilities and limitations of alarm company personnel to reinforce adherence while on duty.	K26. Knowledge of laws regarding trespassing. K27. Knowledge of laws regarding privacy. K28. Knowledge of laws regarding scope and level of authority of ACEs. K29. Knowledge of laws regarding false arrest, detainment, and confinement. K30. Knowledge of methods for training ACE personnel.
T11. Supervise ACEs to ensure installation procedures are performed in a manner that conforms to laws and regulations.	K31. Knowledge of methods of supervising ACE on installation procedures that conform with laws and regulations.
T12. Provide ACEs with uniforms, patches, and other designations to identify employees as alarm company designees.	K32. Knowledge of requirements for carrying current registration and photo identification while on duty. K33. Knowledge of laws regarding design and use of ACE uniforms, badges, and designations.
T13. Provide employees with wages and other compensation to comply with employer obligations.	K34. Knowledge of laws regarding employee wages, breaks, and other forms of compensation. K35. Knowledge of laws regarding paid time off and unpaid leave requirements. K36. Knowledge of laws regarding workers' compensation insurance requirements.

Content Area 2: Managing Alarm Installations (55%)
Section 2A: Project Consultation and Plan (10%)

Task Statements	Knowledge Statements
T14. Evaluate alarm system needs with customer to develop system plans and specifications.	K37. Knowledge of advantages and disadvantages of alarm systems. K38. Knowledge of methods to assess customer's needs and expectations of alarm systems. K39. Knowledge of laws regarding electronic systems that can be installed by alarm company operators. K40. Knowledge of methods to conduct risk assessments to meet client goals.
T15. Designate locations for alarm system control panel and keypads/touchpads to be installed.	K41. Knowledge of factors that affect placement of alarm system keypad(s), touchpads, and control equipment.
T16. Design alarm system plan to determine points of protection.	K42. Knowledge of factors that affect placement of detection devices. K43. Knowledge of methods for designing alarm system plans based on protection needs. K44. Knowledge of methods for documenting alarm design and location.
T17. Obtain alarm system permits to ensure compliance with safety and building codes.	K45. Knowledge of permits required for alarm system installation. K46. Knowledge of sources to obtain information about local ordinances regarding alarm system operation. K47. Knowledge of local alarm ordinances for permitting alarm system installation.

Content Area 2: Managing Alarm Installations (55%)
Section 2B: Alarm Installation (25%)

Task Statements	Knowledge Statements
T18. Install alarm system control panel and keypads/touchscreens to program system.	K48. Knowledge of methods to test cellular, radio signal, and network at alarm panel location. K49. Knowledge of types of wired and wireless alarm devices and sensors. K50. Knowledge of procedures for installing alarm system control panel units (CPUs). K51. Knowledge of procedures for installing alarm system keypads or touchscreens. K52. Knowledge of procedures for installing external communication devices.
T19. Install interior, perimeter, and exterior detection devices.	K53. Knowledge of methods for analyzing existing construction as it relates to alarm system installation. K54. Knowledge of procedures for installing interior and exterior alarm system detection devices. K55. Knowledge of equipment required for installation of alarm protection devices. K56. Knowledge of principles of alarm system design. K57. Knowledge of procedures for installing conduit and raceway alarm systems. K58. Knowledge of types of conduits related to alarm systems. K59. Knowledge of methods for wiring requirements related to alarm system installation. K60. Knowledge of types of wire used in alarm system installation. K61. Knowledge of methods to ground alarm system equipment. K62. Knowledge of electrical codes that apply to alarm system installation.

Content Area 2: Managing Alarm Installations (55%)
Section 2B: Alarm Installation (25%), Continued

Task Statements	Knowledge Statements
T20. Connect alarm system communication transmission devices to monitoring facility or individual.	K63. Knowledge of methods to connect communication transmission devices with remote monitoring facilities. K64. Knowledge of methods to install phone line interface devices. K65. Knowledge of methods to install network connection devices. K66. Knowledge of effects of DSL internet connection on alarm system communication transmission. K67. Knowledge of methods to install DSL internet filters. K68. Knowledge of methods to test alarm system transmission devices communication.
T21. Follow safety procedures while operating equipment to prevent injury during alarm system installation.	K69. Knowledge of procedure for using protective and safety equipment during alarm system installation. K70. Knowledge of job site safety requirements and protocols related to alarm installation. K71. Knowledge of Cal/OSHA requirements related to alarm installations.
T22. Educate client on the operation and maintenance of alarm system.	K72. Knowledge of procedures for operating installed alarm systems. K73. Knowledge of methods to explain alarm system functions to customers. K74. Knowledge of installation procedures that minimize the occurrence of malfunction or dysfunction. K75. Knowledge of methods for explaining application-based or internet-based alarm system controls.
T23. Provide clients with close-out documentation for alarm system.	K76. Knowledge of laws regarding the provision of alarm system documentation to customers. K77. Knowledge of procedures for documenting alarm system installation and components.

Content Area 2: Managing Alarm Installations (55%)
Section 2C: Alarm Service and False Alarm Prevention (20%)

Task Statements	Knowledge Statements
T24. Investigate reported alarm system problems to identify defective equipment or devices.	K78. Knowledge of procedures for troubleshooting alarm system malfunctions or dysfunctions. K79. Knowledge of methods for interpreting central monitoring activity reports.
T25. Educate clients on false alarm prevention procedures to minimize occurrences.	K80. Knowledge of factors that result in false alarms. K81. Knowledge of methods for analyzing service history. K82. Knowledge of laws regarding liability for false alarm and nuisance alarms.
T26. Verify alarm system has been programmed correctly to rule out programming as cause of dysfunction or false alarms.	K83. Knowledge of methods used to recognize problems with alarm system equipment.
T27. Provide maintenance for alarm system according to manufacturer's specifications.	K84. Knowledge of types of compatible alarm system components used for repair services.

Content Area 3: Managing Alarm System Monitoring and Response (15%)

Task Statements	Knowledge Statements
T28. Provide monitoring services to respond to threats, emergency, and off-normal events.	K85. Knowledge of laws related to the use of third-party monitoring services. K86. Knowledge of laws regarding alarm company monitoring services. K87. Knowledge of laws regarding self-monitoring services. K88. Knowledge of criteria for monitoring agreement contracts between alarm company operator and monitoring services. K89. Knowledge of types of system programming signals. K90. Knowledge of communication methods (e.g., digital, radio) used to transmit alarm system activity.
T29. Verify that alarm signals received from protected premises match information on file provided by installation.	K91. Knowledge of methods used to verify recorded event history. K92. Knowledge of methods used to verify that devices, panel programming, and signals correlate.
T30. Contact responsible parties according to established procedures to determine if dispatch is required.	K93. Knowledge of methods for managing the monitoring process in the event of a triggered alarm.
T31. Maintain an up-to-date emergency call list of responsible parties.	K94. Knowledge of requirements regarding the maintenance of emergency contact information. K95. Knowledge of methods to obtain updated contact information from client.

Practice Questions

1. Where is the best location to install a magnetic contact on a perimeter door?

   A. Top hinge side of the door
   B. Top leading edge of the door
   C. Bottom center of the door
   D. Bottom hinge side of the door

2. How are batteries wired to obtain 24 volts DC?

   A. Wire two 12 volt batteries in series
   B. Wire two 12 amp-hour batteries in series
   C. Wire two 12 volt batteries in parallel
   D. Wire two 12 amp-hour batteries in parallel

3. What is the maximum number of days allowed for a licensee to notify the Bureau that the qualified manager has ceased to be actively in charge of the business?

   A. 15
   B. 30
   C. 90
   D. 120

4. In addition to the ACO's license number, what information must be included in every alarm company operator's installation agreement?

   A. Business name, address, and insurance policy
   B. Business name, address, and telephone number
   C. City license number, central station number, and insurance policy
   D. City license number, central station number, and telephone number

5.

An alarm company is establishing a monitoring service contract with a third-party monitoring station. What information will the alarm company need to provide to the monitoring station?

A. UL certification, names and numbers of all company officers, and business license

B. UL certification, names and numbers of all company officers, and additional insured certificate

C. ACO license number, proof of liability insurance, and business license

D. ACO license number, proof of liability insurance, and additional insured certificate

Answer Key

1. B
2. A
3. A
4. B
5. D

BUREAU OF SECURITY AND INVESTIGATIVE SERVICES
2420 DEL PASO ROAD,
SECOND FLOOR, SUITE 270
SACRAMENTO, CALIFORNIA 95834
(916) 322-4000
www.dca.ca.gov/bsis

STATE OF CALIFORNIA
NOTICE OF ELIGIBILITY

You are eligible to sit for the examination for licensure as an Alarm Company Operator Qualified Manager.

Your address label contains important date information. In the upper left corner of the address label (above your name) is the date your application for examination was approved; following that is the date by which you must take your examination. You must take your examination by the date specified on the label, or you will need to reapply for the examination and submit another application fee. (See *Examination Registration, Payment, and Scheduling Procedures* in this Candidate Information Bulletin.)

This bulletin is designed to provide you with information regarding examination procedures. To schedule your examination, please refer to the instructions in this bulletin.

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