



PSI licensure:certification  
3210 E Tropicana  
Las Vegas, NV 89121  
[www.psiexams.com](http://www.psiexams.com)

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

# CONNECTICUT DEPARTMENT OF CONSUMER PROTECTION

## OCCUPATIONAL LICENSING GLAZIERS CANDIDATE INFORMATION BULLETIN

RICHARD M. HURLBURT, DIRECTOR  
OCCUPATIONAL & PROFESSIONAL LICENSING DIVISION

Please refer to our website to check for the most updated information at [www.psiexams.com](http://www.psiexams.com)

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## CONNECTICUT EXAMINATION PROCEDURE CHECKLIST

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

### Become eligible to take the examination(s):

- Submit an application, an application fee, and the required documents to PSI licensure: certification (PSI). Once you have met the requirements, you will be issued an Examination Eligibility postcard. Note: This application can be found on page 2.

### Prepare for your examination(s):

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

### Register for your examination(s):

- Complete the registration form on line, at [www.psiexams.com](http://www.psiexams.com), and send it to PSI via the Internet or;
- Completely fill out the PSI Registration Form (see page 2) and mail or fax to PSI or;
- Call (800) 733-9267 to register.
- Send online \_\_\_\_\_ (no wait for scheduling the examination date).
- Mailed on \_\_\_\_\_ (allow 2 weeks for processing before scheduling the examination date).
- Faxed on \_\_\_\_\_ (allow 4 business days for processing before scheduling the examination date).
- Phoned on \_\_\_\_\_ (no wait for scheduling the examination date).

### Schedule your examination(s):

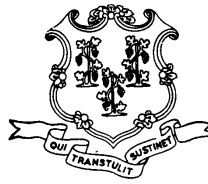
- Once you have paid, you are responsible for calling PSI to schedule an appointment to take the examination at (800) 733-9267.
- Scheduled for:  
    Examination Date: \_\_\_\_\_  
    Examination Time: \_\_\_\_\_  
    Test Center Location: \_\_\_\_\_
- To change scheduled date, call back by \_\_\_\_\_

### Take your examination(s):

- Must bring two forms of identification, which bear your signature. One of these must also have your 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.



## Occupational Trade License Application

➔ **Instructions:** All applicants must review the [Candidate Information Bulletin](#) at [www.psiexams.com](http://www.psiexams.com).

- 1) This application must be completed and notarized by the individual applying for licensure.
- 2) **Fees:** Contractor \$150.00; Journeyperson \$90.00; Dealer-Tech \$200.00; Technician \$80.00; Driller (any type) \$88.00. A check and/or money order for the applicable fee made payable to PSI licensure:certification must accompany this application. Application fees are non-refundable.
- 3) Once this application is reviewed and approved, you will receive an Examination Eligibility Postcard from PSI with instructions to register and schedule the examination. Please note that an examination fee will be due at the time you schedule the examination with PSI.

**Applicants must include the appropriate required documentation for each license type:**

- ➔ **Journeyperson, Driller or Technician applicants** must attach the **original copy** of the Letter of Apprenticeship Completion Certificate. This can be obtained from the State of Connecticut, Department of Labor, Apprenticeship Training Division at (860) 263-6085 or [www.ctapprenticeship.com](http://www.ctapprenticeship.com).
- ➔ **Contractor or Dealer-Technician applicants** must have held the respective journeyperson, driller or technician license for a minimum of two (2) years prior to applying. You must attach a photocopy of your current license.
- ➔ **If applying for equivalent experience and training (any license type)**, submit notarized statements from occupational related employers as to the dates and duties of employment AND copies of any diplomas and degrees of education related to the occupational license type for which you are applying. Should your application not be approved, you will receive a deficiency letter with further directions.

➔ **MAIL** your completed application and fee to:

PSI licensure:certification  
3210 East Tropicana Ave  
Las Vegas, NV 89121

For specific license types, contact  
PSI licensure:certification  
[www.psiexams.com](http://www.psiexams.com) or 1-800-733-9267

**Applicant Information:**

First Name, Middle Initial, Last Name			License Type Applying For:		
Residence Street Address		City or Town		State	Zip Code
Telephone Number (w/ area code)	Email Address	Social Security Number		Date of Birth	
Mailing Address (if different from above)		City or Town		State	Zip Code
Do you presently hold a license for your occupation in any State? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, attach a copy of your current license					
Have you ever been convicted of a felony? <input type="checkbox"/> Yes <input type="checkbox"/> No					

**Notarization:**

*I, being duly sworn according to law, hereby affirm that the answers given in this application are true to the best of my knowledge and belief and that this application is made for the sole purpose of obtaining a license.*

\_\_\_\_\_  
Signature of Applicant \_\_\_\_\_  
Date

Subscribed and sworn to before me, this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
Signature of Notary Public, Justice of the Peace, Commissioner of Superior Court \_\_\_\_\_  
My Commission Expires





## EXAMINATIONS BY PSI

This Candidate Information Bulletin provides you with information about the examination and application 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 licensure:certification (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.

## GUIDELINES FOR LICENSE APPLICATION/QUALIFICATION

### HOW TO OBTAIN A LICENSE

1. Submit an application, an application fee, and the required documents to PSI licensure:certification (PSI). Once you have met the requirements, you will be issued an Examination Eligibility postcard.  
Note: This application can be found on page 2 of this Candidate Information Bulletin.
2. Upon approval, PSI will mail you a confirmation notice containing the examinations that you are eligible for, and instructions for selecting an examination date.
3. Denied candidates are notified by PSI of the elements they need to complete in order to be approved for licensure.

All questions and requests for information should be directed to PSI.

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## EXAMINATION REGISTRATION AND 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/Home Inspector/Dealer-Techs are required to pass both a trade portion and business portion for licensure.
  - 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, must RETAKE the business examination portion (plus the new trade examination portion) in order to get the new license.
- If a Contractor/Home Inspector/Dealer-Tech seeks an additional license, and has a passed the business examination portion within the past 2 years, only needs to take 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	\$52
--------------------------	------

**NOTE: REGISTRATION FEES ARE NOT REFUNDABLE OR TRANSFERABLE**

### INTERNET REGISTRATION

The Examination Registration Form is available at PSI's website, [www.psiexams.com](http://www.psiexams.com). You may register and schedule for an examination via the Internet 24 hours a day.

1. Complete the registration form on line and send it to PSI via the Internet.
2. Upon completion of the online registration form, you will be given the available dates for scheduling your examination.

### STANDARD MAIL REGISTRATION

Complete the PSI registration Form (found on page 3), and appropriate examination fee(s) to PSI. Payment of fees can be made by VISA, Mastercard, money order or cashier's check. Money orders or cashier's checks should be made payable to PSI. Print your social security number on your cashier's check or money order to ensure that your fees are properly assigned. **CASH AND COMPANY CHECKS ARE NOT ACCEPTED.**

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**BE SURE TO READ ALL DIRECTIONS CAREFULLY BEFORE COMPLETING THE EXAMINATION REGISTRATION FORMS. IMPROPERLY COMPLETED FORMS WILL BE RETURNED TO YOU UNPROCESSED.**



If your application or fees are not correct, we will return them to you immediately with instructions on correct application procedures.

Please allow 2 weeks to process your Registration. After 2 weeks, you may call PSI to schedule the examination(s) after 9:00 a.m., Eastern Time, (800) 733-9267.

### TELEPHONE REGISTRATION

For telephone registration, you will need a valid VISA or MasterCard.

1. Complete the Examination Registration Form (found on page 3), including your credit card number and expiration date, so that you will be prepared with all of the information needed to register by telephone.
2. Call (800) 733-9267, 24 hours a day and register using the Automated Registration System. Otherwise, PSI registrars are available Monday through Friday, between 7:30 am and 8:00 pm and Saturday, between 11:00 am and 5:00 pm, Eastern Time, to receive the information listed on your Examination Registration Form and schedule your appointment for the examination.

### FAX REGISTRATION

For Fax registration, you will need a valid VISA or MasterCard.

Complete the Examination Registration Form (found on page 3), including your credit card number and expiration date.

1. Fax the completed form to PSI (702) 932-2666. Fax registrations are accepted 24 hours a day.
2. Please allow 4 business days to process your registration. After 4 business days, you may call PSI to schedule the examination(s), (800) 733-9267.

### SCHEDULING AN APPOINTMENT TO TAKE THE EXAMINATION

You are responsible for calling PSI to schedule an appointment to take the examination. PSI will make every effort to schedule the examination site and time that is most convenient for you. To schedule your examination using a touch-tone phone, call PSI 24 hours a day at (800) 733-9267. To schedule with a PSI registrar, call Monday through Friday, between 7:30 am and 8:00 pm and Saturday, between 11:00 am and 5:00 pm, Eastern Time. If space is available in the examination site of your choice, you may schedule an examination 1 day prior to the examination date of your choice, up to 7:00pm ET. Please be prepared to offer alternate examination appointment choices.

### 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 (800) 733-9267. Please note that you may also use the automated system, using a touch-tone phone, 24 hours a day in order to cancel and reschedule your appointment.

**Note: A voice mail message is not an acceptable form of cancellation. Please use the internet, automated telephone system, or call PSI and speak 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 [www.psiexams.com](http://www.psiexams.com). You may also call PSI at (800) 733-9267. Please note that you may also use the automated system, using a touch-tone phone, 24 hours a day to schedule or reschedule an examination.

### 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.

### SPECIAL EXAMINATION ARRANGEMENTS

All examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990, and every reasonable accommodation will be made in meeting a candidate's needs. Applicants with disabilities or those who would otherwise have difficulty taking the examination must fill out the form at the end of this Candidate Information Bulletin and fax to PSI (702) 932-2666. This form also includes out-of-state testing requests.

### 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 (800) 733-9267. Every effort will be made to reschedule your examination at a convenient time as soon as possible. You may also check our website at [www.psiexams.com](http://www.psiexams.com).

### 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

45 South Main Street, Suite 209  
West Hartford, CT 06107

*From I-84, exit 41, S. Main St. and proceed north approximately 2 miles. 45 South Main will appear on the left, directly across the street from the Town Hall, before you cross Farmington Avenue. The attendant will park your car at no charge. Take the elevator to the second floor to Suite 209.*

### 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).*

### Auburn

48 Sword St, Unit 204  
Auburn, MA 01501

*From Southbridge St/MA-12, turn left onto Sword St.*

### Boston

Inner Tech Park, 56 Roland St., Suite 211  
Boston, MA 02129

*From North: Take I-93 South. Exit 28 - Boston/Sullivan Sq./Charlestown. Merge into Mystic Ave. Take I-93S Ramp to Boston/Sullivan Sq./Charlestown (take ramp do not get on highway). Make slight left turn on to Maffa Way. Make slight right turn on to Cambridge Street. At first traffic light, make left on to Carter Street - There is a sign for Inner Tech Park. Right on to Roland Street. Ene at 56 Roland Street (Building on left, parking lot on right). Enter through North lobby.*

### Fall River

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

*From the North take Rte. 24S to 79S. Take Route 138S Exit. Bear right off exit. Go left at first traffic light. Take left at the second traffic light (top of hill) onto So Main St. 218 is 2 blocks down on the right. Parking: Go past 218 SO Main to 2nd light. Take right. Take another right at next traffic light. Third St parking Garage is on your right.*

### Springfield

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

*Going East on Mass Pike (Rt. 90). Take 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.*

*Going West on Mass Pike (Rt. 90). Take Exit 4 - West Springfield/Holyoke. Follow as above.*

### New Rochelle

145 Huguenot St, Ste 220  
New Rochelle, NY 10801

*From I-95 N / New England Trwy, take exit 16 toward Cedar St. Turn Left onto Garden St. Turn right onto Cross Westchester Ave. Cross Westchester Ave becomes Cedar St. Turn slight right onto Huguenot St.*

### White Plains

297 Knollwood Rd., Suite 333  
White Plains, NY 10607

*From North*

*Take the White Plains left exit onto I-287E. Take exit #4/Hartsdale and turn right on Knollwood Rd (RT-100A).*

*From East*

*Turn right on CR-135. Turn left to take ramp onto I-684S and take the White Plains Exit onto I-287W toward White Plains. Take exit #4/Hartsdale and turn left on Knollwood Rd (RT-100A).*

PSI has other locations throughout the country. Please review the website, [www.psiexams.com](http://www.psiexams.com), to view those other sites. You will need to contact PSI if you want to make arrangements to test in another state (800) 733-9267.

## 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

*You must provide 2 forms of identification.* One must be a VALID form of government issued identification (driver's license, state ID, passport, military ID), which bears your signature and has your photograph. The second ID must have your signature and preprinted legal name. All identification provided must match the name on the Examination Registration Form and your Registration Confirmation Notice.

If you cannot provide the required identification, you must call (800) 733-9267 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.*

### SECURITY PROCEDURES

The following security procedures will apply during the examination:

- Cell phones, pagers, and children are not allowed in the examination site.
- 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.



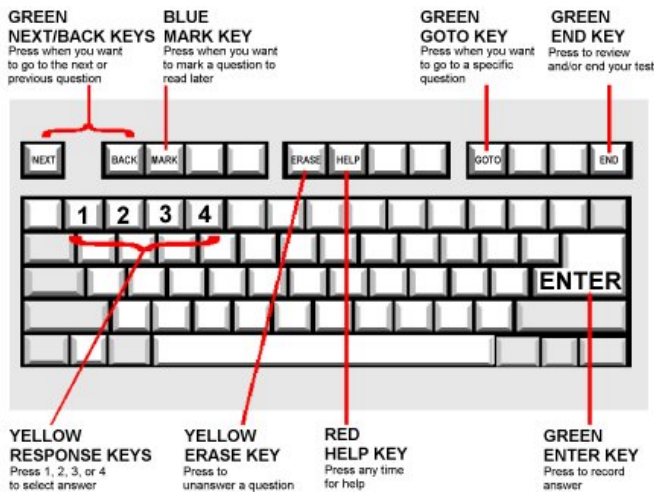
- No smoking, eating, or drinking will be allowed in the examination site.
- Copying or communicating examination content is a violation of PSI security policy and Connecticut State Law. Either one may result in the disqualification of examination results and may lead to legal action.

## EXAMINATION QUESTION EXAMPLE

During the examination, you should press 1, 2, 3, or 4 to select your answer or press “MARK” to mark it for later review. You should then press “ENTER” to record your answer and move on to the next question. A sample question display follows:

## TAKING THE EXAMINATION BY COMPUTER

Taking the PSI examination by computer is simple. You do not need any computer experience or typing skills. You will use fewer keys than you use on a touch-tone telephone. All response keys are colored and have prominent characters. An illustration of the special keyboard is shown here.



### 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 to the computer and keyboard 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 using the keys, answering questions, and reviewing your answers.

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.

### PRETEST ITEMS

In addition to the number of questions per examination, a small number of five to ten “pretest” questions may be administered to candidates during the examinations. These questions will not be scored and the time taken to answer them will not count against examination time. The administration of such non-scored experimental questions is an essential step in developing future licensing examinations.

### CANDIDATE COMMENTS

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

PSI regularly collects all comments from its test centers and reviews every comment within 20 business days from the date the comment was submitted. If your comments result in the editing or removal of one of your test questions, PSI will re-score your test results to determine if your grade status has changed from fail to pass. If your test result changes from fail to pass, you will be notified of the change. Otherwise, if you do not hear from PSI within 20 business days following your test, please understand that your comments have been reviewed but that they have not impacted your overall passing status. If you feel that you wish to further challenge

the test content, we recommend that you register for an examination review.

### EXAMINATION REVIEW

Failing candidates will have the option of reviewing their examination in a secure environment and challenging any questions or answers that they feel should be eliminated, changed, or given credit.

In order to schedule a review, you must register using the same process used to register for your test.

During the review candidates will be presented with the questions the candidate incorrectly answered during the examination on a desktop computer. Additionally, the candidate will be given the correct answer to the question. The purpose of the review is to allow the candidate to self-research the question to determine why the answer they selected was incorrect. If the candidate feels that there is an error in the question, the candidate may comment about the question during the review by pressing the "Comment" button on the keyboard. The candidate can then enter any relevant information about the test question.

All comments together with a copy of the challenged test questions, will be submitted directly to PSI's test development staff for review. Within 20 business days, PSI will mail you a response as to whether or not any of your challenges were determined to be valid, and a new score report if your status changed from fail to pass. However, most test questions are determined to be correct as presented on the exam, so we recommend you NOT wait for a response before preparing for and scheduling to retake the exam.

You may not be permitted to take any notes out of the review sessions. Please call (800) 733-9267 with any questions. The examination review fee is \$26.

### **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. This will happen automatically at the end of the time allowed for the examination; if you are using review features, you will be able to obtain your score immediately when you indicate that you have finished and would like to see your results.
  - 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. Registration forms for submittal to PSI to retake the examination will be available at the examination site.
- **On paper** - an official score report will be printed at the examination site.

### DUPLICATE SCORE REPORTS

You can write to PSI to request a duplicate of your score report. The fee for a duplicate score report is \$15. *Money Order or cashier's check ONLY.*

### **TIPS FOR PREPARING FOR YOUR LICENSE 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.

### **EXAMINATION REFERENCE MATERIAL AND CONTENT OUTLINE**

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.

### **BUSINESS AND LAW EXAMINATION**

**Required for ALL Contractor/Dealer Tech Licenses.**

The Business and Law examination may include questions that appear not to directly relate to your licensing category. However, this examination and those questions are testing your general ability to research information.



## SCOPE OF WORK

# of Questions	Minimum Passing Score	Time Allowed
50	70%	2 Hours

## CONTENT OUTLINE

Subject Area	# of Items
Licensing	5
Estimating and Bidding	7
Lien Law	1
Financial Management	5
Tax Laws	5
Labor Laws	5
Project Management	5
Contracts	6
Business Organization	2
Risk Management	4
Environmental and Safety	5

## 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.

This examination is OPEN BOOK.

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

- *Contractors Guide to Business, Law and Project Management*, Connecticut, 4th Edition, National Association of State Contractors Licensing Agencies (NASCLA), Post Office Box 14941, Scottsdale, AZ 85267, (623) 587-9519, Fax (623) 587-9625, [www.nascla.org](http://www.nascla.org)

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 in the references during the examination will have the references confiscated and will be reported to the department. Furthermore, candidates are not permitted to bring in any additional papers (loose or attached) with their approved references. Any additional materials will be removed from the references and confiscated. References may be tabbed/indexed with permanent tabs **only**. Temporary tabs, such as Post-It notes, are not allowed and must be removed from the reference before the exam will begin.

**NOTE: ALL CONTRACTORS AND DEALERS MUST PASS A BUSINESS AND LAW EXAMINATION AND A TRADE EXAMINATION.**

## TRADE AND JOURNEYMAN EXAMINATIONS

The reference materials listed in the content outlines may be found at one of the following locations:

Professional Booksellers  
[www.pro-book.com](http://www.pro-book.com)  
615-383-0044 or 800-572-8878

Bookmark, Inc.  
[www.bookmarki.com](http://www.bookmarki.com)  
800-642-1288

Builders Book Depot  
[www.buildersbookdepot.com](http://www.buildersbookdepot.com)  
800-284-3434

Construction Training Bookstore  
[www.constructiontrainingbookstore.com](http://www.constructiontrainingbookstore.com)  
203-753-7910 or 800-342-6315

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

Titles currently in stock are listed on the order form near the end of this candidate information bulletin.

## **AG-1 GLAZIER CONTRACTOR (AUTO)**

### SCOPE OF WORK

The holder of this license may perform the installation, maintenance, or repair of fixed glass in motor vehicles.

# of Questions	% Required to Pass	Time Allowed
50	70%	2 hours

### CONTENT OUTLINE

Subject Area	# of Items
Glass Service -- Replacement	25
Glass Service -- Repair	5
Glass Service -- Reference, Standards, Regulations	7
Glass Service -- Adhesives and Sealants	6
Pattern Making	2
Safety	5

### 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.

This examination is CLOSED BOOK.

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

- *Auto Glass Technician Reference Manual*, 2001, National Glass Association, 8200 Greensboro Drive, Suite 302, McLean, VA 22102-3881, (703) 442-4890, [www.glass.org](http://www.glass.org), ISBN 563930005
- *Auto Glass Repair Technician Reference Manual*, 1998, National Glass Association, 8200 Greensboro Drive, Suite 302, McLean, VA 22102-3881, (703) 442-4890, [www.glass.org](http://www.glass.org), ISBN 563930196

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 in the references during the examination will have the references confiscated and will be reported to the department. Furthermore, candidates are not permitted to bring in any additional papers (loose or attached) with their approved references. Any additional materials will be removed from the references and confiscated. References may be tabbed/indexed with permanent tabs only. Temporary tabs, such as Post-It notes, are not allowed and must be removed from the reference before the exam will begin.

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**AG-2 GLAZIER JOURNEYPERSON (AUTO)**

**SCOPE OF WORK**

The holder of this license may perform the installation, maintenance, or repair of fixed glass in motor vehicles only while in the employ of a contractor licensed for such.

# of Questions	% Required to Pass	Time Allowed
40	70%	1.5 hours

**CONTENT OUTLINE**

Subject Area	# of Items
Glass Service -- Replacement	21
Glass Service -- Repair	4
Glass Service -- Reference, Standards, Regulations	5
Glass Service -- Adhesives and Sealants	4
Pattern Making	2
Safety	4

**FG-1 GLAZIER CONTRACTOR (FLAT)**

**SCOPE OF WORK**

The holder of this license may perform the installation, maintenance, or repair of glass in residential or commercial structures.

# of Questions	Minimum Passing Score	Time Allowed
60	70%	2 Hours

**CONTENT OUTLINE**

Subject Area	# of Items
General Glazing	15
Glass Systems	13
Metal Framing	6
Plastics/Acrylics	5



Sealant Installations	4
Safety	7
Code Requirements	10

Plastics/Acrylics	4
Sealant Installations	4
Safety	6
Code Requirements	8

### REFERENCE LIST

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

This examination is CLOSED BOOK.

*The following reference materials are not allowed in the examination center:*

- *Glass Installer Reference Manual*. (2005). National Glass Association, 8200 Greensboro Drive, Suite 302, McLean, VA 22102-3881, (703) 442-4890, ISBN 1563930242, [www.glass.org](http://www.glass.org)
- *Guide to the Glass and Glazing Requirements of the Model Building Codes*. (1996). National Glass Association, 8200 Greensboro Drive, Suite 302, McLean, VA 22102-3881, (703) 442-4890, ISBN 1563930129, [www.glass.org](http://www.glass.org)
- *Code of Federal Regulations - 29 CFR Part 1926 (OSHA)*, 2008, Superintendent of Documents, PO Box 371954, Pittsburgh, PA 15250-7954, 888-293-6498, <http://www.access.gpo.gov/nara/cfr/cfr-table-search.html#page1> OR *Code of Federal Regulations - 29 CFR Part 1926 Selections by PSI*, 2008, 3210 E Tropicana, Las Vegas, NV 89121, (800) 733-9267, [www.psiexams.com](http://www.psiexams.com), (See order form at the end of the Candidate Information Bulletin.)
- *2003 International Building Code Portion of the 2005 State Building Code* (Chapter 24 and Sections 305.1 and 305.2), ICC

### 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.

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- *Code of Federal Regulations - 29 CFR Part 1926 (OSHA)*, 2008, Superintendent of Documents, PO Box 371954, Pittsburgh, PA 15250-7954, 888-293-6498, <http://www.access.gpo.gov/nara/cfr/cfr-table-search.html#page1> OR *Code of Federal Regulations - 29 CFR Part 1926 Selections by PSI*, 2008, 3210 E Tropicana, Las Vegas, NV 89121, (800) 733-9267, [www.psiexams.com](http://www.psiexams.com), (See order form at the end of the Candidate Information Bulletin.)
- *2003 International Building Code Portion of the 2005 State Building Code* (Chapter 24 and Sections 305.1 and 305.2), ICC

## FG-2 GLAZIER JOURNEYPerson (FLAT)

### SCOPE OF WORK

The holder of this license may perform the installation, maintenance, or repair of glass in residential or commercial structures only while in the employ of a contractor licensed for such.

# of Questions	Minimum Passing Score	Time Allowed
50	70%	2 Hours

### CONTENT OUTLINE

Subject Area	# of Items
General Glazing	12
Glass Systems	10
Metal Framing	6

## 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 & Professional Licensing Division  
165 Capitol Avenue  
Hartford, CT 06106-1630  
(860) 713-6135  
[www.ct.gov/dcp](http://www.ct.gov/dcp)

## CERTIFICATE OF ACHIEVEMENT

Once you have passed the examination(s), you may order a personalized Certificate of Achievement. Please fill out the



order form on the following page, and mail this, along with the appropriate fee to PSI.

PSI licensure:certification  
3210 E Tropicana  
Las Vegas, NV 89121  
(800) 733-9267 • Fax (702) 932-2666  
[www.psiexams.com](http://www.psiexams.com)

Once PSI has received your request, the certificate will be mailed out within 2 weeks. Note: the name on the certificate will exactly match the name used on the registration for the examination. Each certificate will be for one examination only. If you pass more than one examination, you will need to order a separate certification for each. Note: this is not your license.




## BOOKS AND MORE ARE NOW AVAILABLE AT THE PSI ONLINE STORE!

To place an order for one or more of the following items listed, you may:

- Order online at [www.psionlinestore.com](http://www.psionlinestore.com)
- Call the PSI Online store toll-free at (866) 589-3088

Note: prices are available online at [www.psionlinestore.com](http://www.psionlinestore.com)

<input type="checkbox"/>	CERTIFICATE OF ACHIEVEMENT (You must have passed the exam before ordering the certificate) Certificate of Achievement suitable for framing. \$18.00 plus shipping and handling.	
<input type="checkbox"/>	<a href="#">29 CFR Part 1926 Selections</a>	
<input type="checkbox"/>	<a href="#">Business and Project Management for Contractors - Connecticut Edition</a>	

*Please note: Inventory and pricing subject to change without notice.*

- You may also place a checkmark next to the items that you would like to order, and fax this form to PSI (be sure to include your contact information). A Customer Service Rep will call you to place the order.

FAX to:  
PSI licensure:certification  
Fax (702) 932-2668

Name \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Phone Number \_\_\_\_\_





# SPECIAL ARRANGEMENT REQUEST FORM OR OUT-OF-STATE TESTING REQUEST

All examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990. Applicants with disabilities or those who would otherwise have difficulty taking the examination may request special examination arrangements.

Candidates who wish to request special arrangements because of a disability should fax this form and supporting documentation to PSI at (702) 932-2666.

### Requirements for special arrangement requests

You are required to submit documentation from the medical authority or learning institution that rendered a diagnosis. Verification must be submitted to PSI on the letterhead stationary of the authority or specialist and include the following:

- Description of the disability and limitations related to testing
- Recommended accommodation/modification
- Name, title and telephone number of the medical authority or specialist
- Original signature of the medical authority or specialist

Date \_\_\_\_\_

Legal Name: \_\_\_\_\_  
Last Name First Name

Address: \_\_\_\_\_  
Street City, State, Zip Code

Telephone : (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_  
Home Work

Email Address: \_\_\_\_\_

Check any special arrangements you require (requests must concur with documentation submitted):

- |  |   |
|--|---|
| <input type="checkbox"/> Reader (as accommodation for visual impairment or learning disability)                | <input type="checkbox"/> Extended Time (Additional time requested: _____) |
| <input type="checkbox"/> Large-Print written examination   | <input type="checkbox"/> Other _____                                      |
| <input type="checkbox"/> Out-of-State Testing Request (this request does not require additional documentation) | _____   |

Site requested: \_\_\_\_\_

- Complete and fax this form, along with supporting documentation, to (702) 932-2666.
- After 4 business days, please call 800-733-9267 x6750 and leave a voice message.
- PSI Special Accommodations will call you back to schedule the examination within 48 hours.

**DO NOT SCHEDULE YOUR EXAMINATION UNTIL THIS DOCUMENTATION HAS BEEN RECEIVED AND PROCESSED BY PSI SPECIAL ACCOMMODATIONS.**



PSI Services, LLC  
3210 E Tropicana  
Las Vegas, NV 89121

