# RESIDENTIAL CONTRACTOR ENDORSEMENT EXAMINATION CANDIDATE INFORMATION BULLETIN

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

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Updated 5/8/2017
Alaska Examination Procedure Checklist

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

- You do not need approval from the State of Alaska to take the examination.
- Examination results are valid for one year.

Prepare for your examination:

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

Register for your examination:

- Complete the registration form on line, at www.psiexams.com, and submit 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:

- Once you have paid, you are responsible for contacting PSI to schedule an appointment to take the examination. You may either schedule via the Internet, or schedule over the telephone at (800) 733-9267.
- Scheduled for:
  - Examination Date:__________________________
  - Examination Time:__________________________
  - Test Center Location:_______________________
- To change scheduled date, call back by__________________________

Take your examination:

- 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:

- Upon passing the examination, your results will be made available to the State to access.
- For licensing information, go to: http://www.commerce.alaska.gov/web/ or email or call.
  (If your last name begins with A-K), please contact 907-465-8444
  (If your last name begins with L-Z), please contact 907-465-5372
This Candidate Information Bulletin provides you with information about the examination process for obtaining a Residential Contractor Endorsement License in Alaska.

The Department of Commerce, Community, and Economic Development has contracted with PSI Services LLC (PSI) to conduct the examination program. PSI works closely with the Department to make certain that these examinations meet the State’s as well as nationally established technical and professional standards for examination development and administration. PSI provides these examinations through a network of computer examination centers in Alaska.

THE LICENSURE PROCESS

For licensing information, please contact:

State Of Alaska
Department of Commerce, Community, and Economic Development
Division of Corporations, Business and Professional Licensing
Contractor Licensing Section
333 Willoughby Avenue, 9th Floor, Juneau, Alaska 99801
Website: https://www.commerce.alaska.gov/web/

If your last name begins with A-K, please contact 907-465-8444
If your last name begins with L-Z, please contact 907-465-5372

EXAMINATION REGISTRATION PAYMENT AND SCHEDULING PROCEDURES

You do not need approval from the State of Alaska to take the examination. Examination results are valid for one year.

Examination Fee $150

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

ON-LINE REGISTRATION

For the fastest and most convenient examination scheduling process, PSI recommends that you register for your examinations using the Internet. You register online by accessing PSI’s registration website at www.psiexams.com. Internet registration is available 24 hours a day.

- Log onto PSI’s website and create an account. You will be asked to put in your email address and the spelling of your name exactly as it is shown on your identification that will be presented at the examination site.
- You will be asked to select the examination. You will then enter your personal and contact information. You will then be ready to pay and schedule for the examination. Enter your zip code and a list of the examination sites closest to you will appear. Once you select the desired examination site, available dates will appear.

TELEPHONE REGISTRATION

PSI registrars are available at 800-733-9267 Monday-Friday between 4:30 am and 7:00 pm, and Saturday-Sunday, between 6:00 am and 2:30 pm, Pacific Time.

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

FAX REGISTRATION

Complete the PSI registration form (found at the end of this bulletin), including your credit card number and expiration date. Fax the completed form to PSI (702) 932-2666. Fax registrations are accepted 24 hours a day.

Please allow 4 business days to process your Registration. After 4 business days, you may call PSI to schedule the examination, (800) 733-9267.

STANDARD MAIL REGISTRATION

Complete the PSI registration form (found at the end of this bulletin), and appropriate examination fee to PSI. Payment of fees may be made by credit card (VISA, MasterCard, American Express or Discover), company check, money order or cashier’s check, made payable to PSI. Print your name on the check or money order to ensure that your fees are properly assigned. CASH AND PERSONAL CHECKS ARE NOT ACCEPTED.

Please allow 2 weeks to process your Registration. After 2 weeks, you may call PSI to schedule the examination after 4:30 am (Monday-Friday) or 6:00 am (Saturday-Sunday), Pacific Time, at (800) 733-9267.

RESCHEDULING/CANCELING AN EXAMINATION APPOINTMENT

You may cancel and reschedule an examination appointment without forfeiting your fee if your cancellation notice is received 2 days before the scheduled examination date. For example, for a Monday appointment, the cancellation notice would need to be received on the previous Saturday. You may call PSI at (800) 733-9267.

Note: A voice mail message is not an acceptable form of cancellation. Please use the PSI Website or call PSI to speak directly to a Customer Service Representative.

RETAILING A FAILED EXAMINATION

It is not possible to make a new examination appointment on the same day you have taken an examination; this is due to processing and reporting 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. You may also call PSI at (800) 733-9267.
MISSED APPOINTMENT OR LATE CANCELLATION

If you miss your appointment, you will not be able to take the examination as scheduled, further you will forfeit your examination fee, if you:

- Do not cancel your appointment 2 days before the scheduled examination date;
- Do not appear for your examination appointment;
- Arrive after examination start time;
- Do not present proper identification when you arrive for the examination.

EXAMS ACCOMMODATIONS

All examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990, and exam accommodations will be made in meeting a candidate’s needs. 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 it 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 will not be penalized. You will be rescheduled at no additional charge.

SOCIAL SECURITY NUMBER CONFIDENTIALITY

PSI will use your social security number only as an identification number in maintaining your records and reporting your examination results 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 following directions are generated from the most current mapping services available. However, new road construction and highway modifications may result in some discrepancies. If you are not familiar with the specific area of the examination site, please consult a reliable map prior to your examination date.

Anchorage
University of Alaska
3901 Old Seward Hwy, Rm 112
Anchorage, Alaska 99503
Test center is located on Old Seward Highway between Tudor and 36th Avenue.
From Tudor turn right or left onto Old Seward.
Travel North to the light at 40th and turn right onto 40th Avenue.
Travel all the way around the building following the signs to the South Entrance of the University Center. Go to Room 112.

Fairbanks
University of Alaska-Fairbanks
314 S. Chandler St, 211 Gruening Building
Fairbanks, Alaska 99775
Testing Services can be accessed from either Alumni Drive on the corner of University Avenue and College Road or Thompson Drive off Geist Road.

Juneau
University of Alaska SE Learning Center
11066 Auke Lake Way
Egan Library 101
Juneau, Alaska 99801
Heading north on Glacier Ave, take the 1st left onto W 10th St. Take the 2nd right onto AK-7/Egan Drive. Continue straight onto Glacier Hwy. Destination will be on the right. Proceed to Egan Library.

Ketchikan
University of Alaska Southeast
2600 7th Ave.
Paul Building, Room 101
Ketchikan, Alaska 99901
From ferry terminals:
Drive South on Tongass Avenue to Jefferson (first light). Turn left at Jefferson. Drive to top of Jefferson, turn left at College Ave. Follow street around and up into campus parking lot. Testing center is located on the 1st floor of the Paul Building, Room 101.
From Downtown/Cruise Ship Docks:
Drive North on Tongass Avenue to Jefferson (approx. 1.5 miles). Turn right at Jefferson. Drive to top of Jefferson, turn left at College Ave. Follow street around and up into campus parking lot. Testing center is located on the 1st floor of the Paul Building, Room 101.

Kodiak
University of Alaska-Kodiak College
117 Benny Benson
Kodiak Campus
Kodiak, Alaska 99615
Take East Rezanof Drive going east to Benny Benson Drive and turn left. The College is on the right one-half block. Turn right into the college. The Test Center is located in room 108 of the Benny Benson Building, on your right as you enter the campus center.

Additionally, PSI has examination centers in many other regions across the United States. You may take the written examination at any of these locations by filling out, and faxing the Exam Accommodations Form found at the end of this bulletin.
REPORTING TO THE EXAMINATION SITE

On the day of the examination, you should arrive 30 minutes before your appointment. This extra time is for sign-in, identification, and familiarizing you with the examination process. If you arrive late, you may not be admitted to the examination site and you will forfeit your examination registration fee.

REQUIRED IDENTIFICATION

Candidates must register for the exam with their LEGAL first and last name as it appears on their government issued identification. All required identification below must match the first and last name under which the candidate is registered. Candidates are required to bring two (2) forms of valid (non-expired) signature bearing identification to the test site. If the candidate fails to bring proper identification or the candidate names do not match, the candidate will not be allowed to test and their examination fee will not be refunded.

PRIMARY IDENTIFICATION

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

SECONDARY IDENTIFICATION

- Credit Card (must be signed)
- Social Security Card
- US issued Birth Certificate with Raised Seal
  *NOTE: Student ID and employment ID are **NOT** acceptable forms of identification.

SECURITY PROCEDURES

The following security procedures apply during examinations:

- Candidates may take only approved items into the examination room.
- All personal belongings of candidates, with the exception of close-fitting jackets or sweatshirts, should be placed in the secure storage provided at each site prior to entering the examination room. Personal belongings include, but are not limited to, the following items:
  - **Electronic devices of any type**, including cellular / mobile phones, recording devices, electronic watches, cameras, pagers, laptop computers, tablet computers (e.g., iPads), music players (e.g., iPods), smart watches, radios, or electronic games.
  - **Bulky or loose clothing or coats** that could be used to conceal recording devices or notes, including coats, shawls, hooded clothing, heavy jackets, or overcoats.
  - **Hats or headgear not worn for religious reasons** or as religious apparel, including hats, baseball caps, or visors.
  - **Other personal items**, including purses, notebooks, reference or reading material, briefcases, backpacks, wallets, pens, pencils, other writing devices, food, drinks, and good luck items.

- Person(s) accompanying an examination candidate may not wait in the examination center, inside the building or on the building’s property. This applies to guests of any nature, including drivers, children, friends, family, colleagues or instructors.
- No smoking, eating, or drinking is allowed in the examination center.
- During the check in process, all candidates will be asked if they possess any prohibited items. Candidates may also be asked to empty their pockets and turn them out for the proctor to ensure they are empty. The proctor may also ask candidates to lift up the ends of their sleeves and the bottoms of their pant legs to ensure that notes or recording devices are not being hidden there.
- Proctors will also carefully inspect eyeglass frames, tie tacks, or any other apparel that could be used to harbor a recording device. Proctors will ask to inspect any such items in candidates’ pockets.
- If prohibited items are found during check-in, candidates shall put them in the provided secure storage or return these items to their vehicle. PSI will not be responsible for the security of any personal belongings or prohibited items.
- Any candidate possessing prohibited items in the examination room shall immediately have his or her test results invalidated, and PSI shall notify the examination sponsor of the occurrence.
- Any candidate seen giving or receiving assistance on an examination, found with unauthorized materials, or who violates any security regulations will be asked to surrender all examination materials and to leave the examination center. All such instances will be reported to the examination sponsor.
- Copying or communicating examination content is violation of a candidate’s contract with PSI, and federal and state law. Either may result in the disqualification of examination results and may lead to legal action.
- Once candidates have been seated and the examination begins, they may leave the examination room only to use the restroom, and only after obtaining permission from the proctor. Candidate will not receive extra time to complete the examination.

TAKING THE EXAMINATION BY COMPUTER

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

**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 examination time. Sample questions are included following the tutorial so that you may practice answering questions, and reviewing your answers. The “Function Bar” at the top of the sample question provides mouse-click access to the features available while taking the examination.
One question appears on the screen at a time. During the examination, minutes remaining will be displayed at the top of the screen and updated as you record your answers.

IMPORTANT: After you have entered your responses, you will later be able to return to any question(s) and change your response, provided the examination time has not run out.

EXPERIMENTAL QUESTIONS

In addition to the number of examination items specified, a small number of 5 to 10 “experimental” questions may be administered 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 by clicking the Comments link on the function bar of the test question screen. When submitting comments, please provide as much detail as possible describing what you feel is problematic about the test question.

All comments made are for the future benefit of candidates. PSI will review all comments and, if necessary, make immediate key changes (or item deletions). But, PSI will not, under any circumstances, retroactively change a grade of any prior candidate. There will not be any notification sent to you from PSI with regard to your review.

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 $150 and it is one hour in length. You must schedule the examination review within 30 days from the date you originally took the examination.

PROTESTS BY CANDIDATES

If a candidate has a concern involving content or scoring of the examination and would like a written response from PSI, the candidate must submit an appeal letter. This letter must include name, social security number, name of the examination, test date, and specific description of concerns. This letter also must contain your signature.

SCORE REPORTING

Passing examination results are valid for 12 months from the “pass” date.

Your score will be given to you immediately following completion of the examination. The following summary describes the scoring 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 **pass**, you will immediately receive a successful notification.
  - If you **do not pass**, you will receive a diagnostic report indicating your strengths and weaknesses by examination type with the score report.
- **On paper** - an unofficial score report will be printed at the examination site.

SCORE REPORTS

You may request a duplicate score report after your examination by emailing scorereport@psionline.com or by calling 800-733-9267.
TIPS FOR PREPARING FOR YOUR LICENSE EXAMINATION

The following suggestions will help you prepare for your examination.

- Only consider the actual information given in the question, do not read into the question by considering any possibilities or exceptions.
- 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.
- 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.

Now you can take the practice exam online at www.psiexams.com to prepare for your Contractor Examination

Please note that practice exams are intended only to help testing candidates become familiar with the general types of questions that will appear on a licensing examination. They ARE NOT a substitute for proper education and study. Furthermore, scoring well on the practice exam does not guarantee a positive outcome on an actual licensing examination.

Note: You may take the practice exams an unlimited number of times; you will need to pay each time.

EXAMINATION CONTENT OUTLINE

AK RESIDENTIAL CONTRACTOR ENDORSEMENT

A general contractor may not undertake the construction or alteration, or submit a bid to undertake the construction or alteration, of a privately-owned residential structure of one to four units or advertise or publicly represent that the general contractor may undertake work of this type in the state without a residential contractor endorsement. AS 08.18.025, “Alteration” means changes that have a value of greater than 25 percent of the value of the structure being altered. This exam tests the competence in relation to arctic structural and thermal construction techniques and other matters as determined by the department in consultation with representatives of the construction industry.

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<td>100</td>
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REFERENCE LIST

The reference material listed below was used to prepare the questions for this examination. The examination may also contain questions based on trade knowledge or general industry practices. Except for Code books, you can base your answers on later editions of references as they become available. For Code questions, the examinations will be based only on the edition of the Code book that is listed.

Candidates may use a silent, nonprinting, non-programmable calculator in the examination center.
The following reference material is allowed in the examination center:


Alaska Construction Contractor Statutes and Regulations (AS 08.18; 12 AAC 21), Alaska Department of Commerce, Community and Economic Development, Division of Corporations, Business and Professional Licensing, P.O. Box 110806, Juneau, AK 99811-0806, https://www.commerce.alaska.gov/web/Portals/5/pub/ContractorStatutes.pdf


OR


The following reference material is NOT allowed in the examination center:


BCSI: Guide to Good Practice for Handling, Installing, Restraining, and Bracing of Metal Plate Connected Wood Trusses, 2013, Structural Building Components Association and Truss Plate Institute, (608) 274-4849, www.sbcindustry.com


Candidates are responsible for bringing their own references to the examination center. Reference materials may be highlighted, underlined, annotated and/or indexed prior to the examination session. However, references may not be written in during the examination session. Any candidate caught writing, highlighting, underlining and/or indexing in the references during the examination will be reported to the Department. Furthermore, candidates are not permitted to bring in any additional papers (loose or attached) with their approved references. References may be tabbed/indexed with permanent tabs only. (Permanent tabs are defined as tabs that would tear the page if removed). Temporary tabs, defined as Post-It notes, or other tabs that may be removed without tearing the page are not allowed and must be removed from the reference before the exam will begin. If you are downloading from the Internet, you may bring this reference into the testing center with you as long as it is bound. You can have it spiral bound or you may hole-punch it and put it in a binder.
ALASKA RESIDENTIAL CONTRACTOR ENDORSEMENT
EXAMINATION REGISTRATION FORM

Be prepared with the following information before you begin the registration process. Read the Candidate Information Bulletin before filling out this registration form. You must provide all information requested and submit the appropriate fee. Registration forms that are incomplete or not accompanied by the proper fee will be returned unprocessed. Examination fees are not refundable or transferable.

1. Legal Name: 

   Last Name: ________________________________  First Name: ________________________________  M.I.: __________________

2. Social Security: 

   - - - (FOR IDENTIFICATION PURPOSES ONLY)

3. Mailing Address: 

   Street: ________________________________  Apt/Ste: ____________________________

   City: ________________________________  State: ______  Zip Code: ______

4. Telephone: 

   Cell: ______  Office: ______

5. Date of Birth: 

   ______/______/_______ (mm/dd/yyyy)

6. Examination: AK Residential Contractor Endorsement  (Check one)  ☐ First Time  ☐ Retake  ☐ Exam Review

7. Total Fee Included: $150 per examination. Pay by credit card (VISA, MasterCard, American Express, or Discover), money order, cashier’s check or company check. Cash and personal checks are NOT accepted.

   If paying by credit card, check one: ☐ VISA  ☐ MasterCard  ☐ American Express  ☐ Discover

   Card No: ________________________________ Exp. Date: ________________________________

   Card Verification # _____________

   The card verification number may be found on the back of the card (last three digits on the signature strip) or on the front of card (4 digits above and to the right of the credit card number).

   Billing Street Address: ________________________________  Billing Zip Code: ________________________________

   Cardholder Name (Print): ________________________________  Signature: ________________________________

8. Yes  ☐ No

9. I am faxing the Exam Accommodations Request (at the end of this bulletin) and required documentation.

10. Affidavit: I certify that the information provided on this registration form (and/or telephonically to PSI) is correct. I understand that any falsification of information may result in denial of licensure. I have read and understand the Candidate Information Bulletin.

    Signature: ________________________________  Date: ________________________________

If you are registering by mail or fax, sign and date this registration form on the lines provided.

Complete and forward this registration form with the applicable examination fee to:

PSI Services LLC  * ATTN: Examination Registration  ALASKA CO
3210 E Tropicana Ave  * Las Vegas, NV* 89121  
Fax (702) 932-2666  * (800) 733-9267  * TTY (800) 735-2929  * www.psiexams.com/
TO PLACE AN ORDER FOR ONE OR MORE OF THE FOLLOWING ITEMS LISTED, YOU MAY:

- ORDER ONLINE AT WWW.PSIONLINESTORE.COM
- CALL THE PSI ONLINE STORE TOLL-FREE AT (866) 589-3088

**NOTE:** PRICES ARE AVAILABLE ONLINE AT WWW.PSIONLINESTORE.COM

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<tr>
<th>Item</th>
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<tr>
<td>☐</td>
<td>CERTIFICATE OF ACHIEVEMENT <em>(You must have passed the exam before ordering the certificate)</em> Certificate of Achievement suitable for framing.</td>
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<td>29 CFR Part 1926 Selections</td>
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<td>Carpentry and Building Construction</td>
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*Please note: Inventory and pricing subject to change without notice.*
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 accommodations.

Candidates who wish to request accommodations because of a disability must first register for the exam, then fax this form and supporting documentation to PSI at (702) 932-2666.

Requirements for exam accommodations 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 stationery 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: _____________________________________ Social Security or ID#: ___________________________________

Legal Name: ________________________________

Last Name                                       First Name

Address: ______________________________________

Street                                      City, State, Zip Code

Telephone: (_________) ________ - ___________ (_________) ________ - ___________

Home                                       Work

Email Address: __________________________________________

Check any exam accommodations you require (requests must concur with documentation submitted):

☐ Reader (as accommodation for visual impairment or learning disability)

☐ Extended time

☐ Large-print written examination

☐ Out-of-State Testing Request (this request does not require additional documentation)

☐ Other ______________________________________

Site requested: ______________________________

☑ Complete and fax this form, along with supporting documentation, to (702) 932-2666 or email it to examaccommodations@psionline.com.

☑ After 4 days, PSI Exam Accommodations will email you confirmation of approval with instructions for the next step.

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