U.S. VIRGIN ISLANDS
DEPARTMENT OF LICENSING AND CONSUMER AFFAIRS

CANDIDATE INFORMATION BULLETIN
FOR EXAMINATIONS

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Please refer to our website to check for the most updated information at www.psiexams.com

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Revised 6/23/2016
EXAMINATION PROCEDURE

Become eligible to take the examination:

- File a license application with the Board.
- Upon approval from the Board you will receive a notification letter via mail. You will then be responsible for contacting PSI to pay and schedule for the examination.

Contact PSI to register, pay for, and schedule your exam.

- Register for your examination:
  - Complete the registration form online, at www.psiexams.com. On the homepage “Create an account” can be found on the right hand column under “New Users” or;
  - Completely fill out the PSI Registration Form (at the end of this bulletin) and mail or fax to PSI or;
  - Call (800) 733-9267 to register.
    Send online__________________(no wait time 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 one current, valid, government-issued photo identification.
- Arrive 30 minutes prior to appointment.
This Candidate Information Bulletin provides you with information about the examination and application process for becoming licensed in U.S. Virgin Islands for the following. The Board has contracted with PSI Services LLC (PSI) to conduct its examination program. PSI provides examinations through a network of computer examination centers in the Virgin Islands. All examinations are closed book except the Construction examination. Please see page 6 listing the references that are allowed.

**Barber & Cosmetology Exams**
- Barber Examination - English
- Barber Examination - Spanish
- Cosmetologist Examination - English
- Cosmetologist Examination - Spanish
- Esthetician Examination - English
- Esthetician Examination - Spanish
- Manicurist Examination - English
- Manicurist Examination - Spanish
- Manicurist Examination - Vietnamese
- Hair braiding - English

**Real Estate Exams**
- Broker (National & State portions)
- Salesperson (National & State portions)

**Construction Exam**
- General Construction Exam (National & State portions)

**Certified Public Accountant Exams**
- CPA (State portion)

There is no limit to the number of times you may take the examination if you fail (except Cosmetology candidates). If the examination has 2 portions, you must pass both portions before applying for licensure.

**Important notice for Cosmetology candidates:** If you fail any part of the Cosmetology examination three times, you must reapply with the VI Board of Barbers, Beauticians and Manicurist.

Upon passing the examination, you will need to apply for your license. Please visit the department’s website at [www.dlca.vi.gov](http://www.dlca.vi.gov) and apply online. If you are a first time user with DLCA’s online system you are considered a “New User” and will have to REGISTER to create an account and enter all required information.

**Government of the Virgin Islands of the United States**
**Department of Licensing and Consumer Affairs**

- Golden Rock Shopping Center
  3000 Estate Golden Rock, Suite 9
  St. Croix, VI 00820-4311
  Telephone: 340.773.2226
  FAX: 340.773.6982
- Administrative Complex
  “The Battery”
  St. John, VI 00830
  Telephone: 340.693.8036
  FAX: 340.776.6989
- Property & Procurement Building
  8201 Subbase, Suite 1
  St. Thomas, VI 00802-5826
  Telephone: 340.774.3130
  FAX: 340.776.8303

**EXAMINATION REGISTRATION AND SCHEDULING PROCEDURES**

Upon approval from the Board you will receive a notification letter via mail. You will then be responsible for contacting PSI to pay and schedule for the examination.

**INTERNET REGISTRATION**

For the fastest and most convenient test scheduling process, PSI recommends that candidates register for their exams using the Internet. Candidates register online by accessing PSI’s registration website at [www.psiexams.com](http://www.psiexams.com). Internet registration is available 24 hours a day.

- Log onto PSI’s website and create an account. Please enter your email address and first and last name. This information must match exactly with the information PSI has on file. Be sure to check the box next to “Check here to attempt to locate existing records for you in the system”
- You will be asked to select the examination and enter your SS#. Your record will be found and you will now be ready to pay and schedule for the exam. Enter your zip code and a list of the testing sites closest to you will appear. Once you select the desired test site, available dates will appear. If you have problems contact PSI at (800) 733-9267 for help.
TELEPHONE

For telephone registration, you will need a valid VISA or MasterCard. PSI registrars are available at (800) 733-9267, Monday through Friday between 7:30 a.m. and 10:00 p.m., or Saturday-Sunday between 9 a.m. and 5:30 p.m., Eastern Time.

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 go online or call PSI to schedule the examination.

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), money order, company check, or cashier’s check. Make your money order or check payable to PSI and print your name on it 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 go online or call PSI to schedule the examination.

SCHEDULING AN APPOINTMENT TO TAKE THE EXAMINATION

Once you have made payment for your examination services, you are ready to schedule your examination. It is important to remember that you are responsible for contacting PSI to schedule your examination. PSI will make every effort to schedule the examination site and time that is most convenient for you. To schedule your examination, please call PSI at (800) 733-9267, Monday through Friday between 7:30 a.m. and 10:00 p.m., or Saturday and Sunday, between 9 a.m. and 5:30 p.m., 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 7:00 p.m. Eastern Time. Please be prepared to offer alternate examination appointment choices.

CANCELLING 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 or use the PSI website.

Note: A voice mail message is NOT an acceptable form of cancellation. Please use the PSI Website or call PSI 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. In order to retest, you must re-register follow the steps for registration and scheduling as outlined earlier. You may re-register over the Internet, telephone or by mail. Once registered, you can reschedule for your re-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 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 may also check our website at 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

St. Thomas - Ace Flight Center, Inc.
Cyril E. King Airport
North Side
St. Thomas, Virgin Islands 00803

Department of Licensing and Consumer Affairs
3000 Golden Rock Shopping Center Suite 9
Christiansted, VI 00820

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 bring one current, valid, government-issued photo identification (e.g., driver’s license or passport).

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:

- You will have access to an online calculator.
- 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

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 follows. You may also use the mouse.
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.

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:

<table>
<thead>
<tr>
<th>Question 3 of 49</th>
<th>Answer a</th>
<th>Answer b</th>
<th>Answer c</th>
<th>Answer d</th>
<th>Time Left: 359</th>
</tr>
</thead>
</table>
Barber and Cosmetology Examinations

The National Cosmetology examination is the national licensure examination for Cosmetology, which is developed and administered by the National- Interstate Council of State Boards of Cosmetology (NIC). For more information on the examination content outlines and references go to www.nictesting.org.

Construction Examination

If you pass the NASCLA Accredited Examination for Commercial General Building Contractors, your name will be entered into the NASCLA National Examination Database and you may use this information in other states that accept that NASCLA Accredited Examination.

The NASCLA-Accredited Examination Program was designed to assist contractors who need to be licensed in multiple jurisdictions. Contractors who take the accredited examination can access NASCLA’s examination database (NED) and request that their results be sent to other jurisdictions that accept the examination, thereby reducing redundant licensing requirements. For more information on the examination content outlines and references go to www.nascla.org.

Please visit NASCLA’s website at http://www.nascla.org/exam.php for a listing of the states that provide this examination.

<table>
<thead>
<tr>
<th># of Questions</th>
<th>Minimum Passing Score</th>
<th>Time Allowed</th>
</tr>
</thead>
<tbody>
<tr>
<td>115</td>
<td>81</td>
<td>330 Minutes</td>
</tr>
</tbody>
</table>

## CONTENT OUTLINE

<table>
<thead>
<tr>
<th>Subject Area</th>
<th># of Items</th>
</tr>
</thead>
<tbody>
<tr>
<td>Planning and Estimating</td>
<td>21</td>
</tr>
<tr>
<td>Financial and Project Management</td>
<td>21</td>
</tr>
<tr>
<td>Safety</td>
<td>19</td>
</tr>
<tr>
<td>Site Construction</td>
<td>15</td>
</tr>
<tr>
<td>Concrete</td>
<td>8</td>
</tr>
<tr>
<td>Masonry</td>
<td>3</td>
</tr>
<tr>
<td>Metals</td>
<td>5</td>
</tr>
<tr>
<td>Wood Foundations and Framing</td>
<td>5</td>
</tr>
<tr>
<td>Thermal Moisture Protection</td>
<td>4</td>
</tr>
<tr>
<td>Doors, Windows, and Glazing</td>
<td>5</td>
</tr>
<tr>
<td>Finishes</td>
<td>7</td>
</tr>
<tr>
<td>Specialty Equipment and Conveyance Systems</td>
<td>2</td>
</tr>
</tbody>
</table>

## EXPERIMENTAL QUESTIONS

In addition to the number of examination items specified, 10 non-scored “experimental” questions will 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.

## 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 materials are allowed in the examination center.

Reference material may be highlighted, underlined, and/or indexed. They must be otherwise unmarked (not written in) and may not contain additional papers (loose or attached). THESE REFERENCES WILL NOT BE AVAILABLE IN THE EXAMINATION CENTER. 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.
Legal Name:                                                                                             M.
First Name                                                                                         Last Name
Social Security:  ______________________  ______________________  ______________________ (FOR IDENTIFICATION PURPOSES ONLY)
Mailing Address:                                                                                       Number, Street
                                                                                                        Apt/Ste
                                                                                                        City
                                                                                                        State
                                                                                                        Zip Code
Telephone:  Cell                                                                                           Office
                                                        ___________  ___________  ___________  ___________
Email:                                                                                                          __________________________
Examination:  First Time Examination
                                                        Retake Examination

<table>
<thead>
<tr>
<th>Barber and Cosmetology Examinations (check one)</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Barber - English ($200)</td>
<td>Barber - Spanish ($200)</td>
<td>Cosmetologist - English ($200)</td>
<td></td>
</tr>
<tr>
<td>Cosmetologist - Spanish ($200)</td>
<td>Esthetician - English ($200)</td>
<td>Esthetician - Spanish ($200)</td>
<td></td>
</tr>
<tr>
<td>Manicurist - English ($200)</td>
<td>Manicurist - Spanish ($200)</td>
<td>Manicurist - Vietnamese ($200)</td>
<td></td>
</tr>
<tr>
<td>Hair braiding - English ($200)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Real Estate Examinations (check one)</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Broker (National &amp; State portions) ($300)</td>
<td>Salesperson (National &amp; State portions) ($300)</td>
<td>Salesperson (National portion only) ($200)</td>
<td></td>
</tr>
<tr>
<td>Broker (National portion only) ($200)</td>
<td>Broker (State portion only) ($200)</td>
<td>Salesperson (State portion only) ($200)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Construction Examinations (check one)</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>General Construction (National &amp; State portions) ($300)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>General Construction (National portion only) ($200)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>General Construction (State portion only) ($200)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Certified Public Accountant Examination (check one)</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>CPA (State portion)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Total Fee Included: $___________. You may pay by credit card, money order, company check, or cashier’s 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 No: _____________
The card verification number may be located on the back of the card (the last three digits on the signature strip) or on the front of the card (the four digits to the right and above the card account number).

Billing Street Address: ___________________________________  Billing Zip Code: ____________

Cardholder Name (Print): ___________________________________  Signature: ____________

I am faxing the Special Arrangement Request (at the end of this bulletin) and required documentation.  Yes  No

Please continue to the next page.
**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 - Virgin Island
3210 E Tropicana Ave * Las Vegas, NV * 89121
Fax (702) 932-2666 * (800) 733-9267 * TTY (800) 735-2929 * www.psiexams.com
All examination sites 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 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 #: ___________________________

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):

☐ Reader (as accommodation for visual impairment or learning disability)
☐ Extended time (Additional time requested:___________)
☐ Large-print written examination
☐ Other____________________________

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

Site requested: ____________________________________________
*You may email your out-of-state request to OutofStateRequest@psionline.com.

Complete and fax this form, along with supporting documentation, to (702) 932-2666.
After 4 business days, please call (800) 367-1565, ext 6750 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.