



PSI Services LLC
 3210 E Tropicana
 Las Vegas, NV 89121
www.psiexams.com



TENNESSEE – LLP EXAM



TENNESSEE LIMITED LICENSED PLUMBER (LLP) CANDIDATE INFORMATION BULLETIN

CONTENT OUTLINE

Examinations by PSI	2	Reporting to the Examination Site.....	4
Examination Registration and Scheduling.....	2	Required Identification at the Examination Site.....	4
Internet Registration	2	Security Procedures	4
Fax Registration	2	Taking the Examination by Computer.....	5
Standard Mail Registration	2	Identification Screen.....	5
Telephone Registration	2	Tutorial.....	5
Scheduling an Examination.....	3	Test Question Screen	5
Reregistering for an Examination	3	Examination Review	5
Canceling and Rescheduling an Examination.....	3	Score Reporting	6
Missed Appointment or Late Cancellation	3	Duplicate Score Reports.....	6
Exam Accommodations	3	Tips for Preparing for Your License Examination.....	6
Examination Site Closing for an Emergency	3	Description of Examination	6
Social Security Number Confidentiality	3	Registration Form.....	8
Examination Site Locations	3	Exam Accommodations Request Form	End of Bulletin

Be sure to review this entire Candidate Information Bulletin for complete information about the scheduling, testing and licensing processes. Please refer to our website to check for the most updated information at www.psiexams.com.

EXAMINATIONS BY PSI

This Candidate Information Bulletin provides you with information about the examination and application process for a Limited Licensed Plumber (LLP) licensee in the State of Tennessee.

Tennessee State Laws stipulate that a person may not act as a contractor with the LLP license.

The Tennessee Board for Licensing Contractors, Limited Licensed Plumber (LLP), has contracted with PSI to conduct the examination program. PSI provides examinations through a network of computer examination centers in Tennessee. 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.

CONTACT INFORMATION

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

PSI
3210 E Tropicana
Las Vegas, NV 89121
(855) 868-1882 Fax (702) 932-2666
www.psiexams.com

All questions and requests for information pertaining to licensure should be directed to the Tennessee Board for Licensing Contractors.

Tennessee Board for Licensing Contractors - LLP
500 James Robertson Parkway
Nashville, TN 37243-1150
(615) 532-3994 or Fax (615) 532-2868
tn.gov/commerce/boards/contractors

INTERNET REGISTRATION

The Examination Registration Form is available at PSI's website, www.psiexams.com. You may register for and schedule 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.

FAX REGISTRATION

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

1. Complete the Examination Registration Form, including your credit card number and expiration date.
2. Fax the completed form to PSI (702) 932-2666. Fax registrations are accepted 24 hours a day.
3. Please allow 4 business days to process your registration. After 4 business days, you may call PSI to schedule the examination(s), (855) 868-1882.

STANDARD MAIL REGISTRATION

1. Complete the Examination Registration Form found in this Candidate Information Bulletin. **BE SURE TO READ ALL DIRECTIONS CAREFULLY BEFORE COMPLETING THE EXAMINATION REGISTRATION FORM. IMPROPERLY COMPLETED FORMS WILL BE RETURNED TO YOU UNPROCESSED.**
2. Return the completed original form to PSI with the appropriate examination fee. Payment of fees can 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 Social Security Number on it to ensure that your fees are properly assigned. **CASH AND PERSONAL CHECKS ARE NOT ACCEPTED.**
3. Please allow 2 weeks to process your registration before scheduling your examination.

TELEPHONE REGISTRATION

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

1. Complete the Examination Registration Form, 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. PSI registrars are available at (855) 868-1882, Monday through Friday between 6:30 am and 9:00 pm, and Saturday-Sunday between 8:00 am and 4:30 pm, Central Time, to receive the information listed on your Examination Registration Form and to schedule your appointment for the examination.

EXAMINATION REGISTRATION PAYMENT AND SCHEDULING PROCEDURES

The Examination Registration Form is found at the end of this Candidate Information Bulletin. You must pay at the time you register. Be sure the registration form is complete, accurate, signed, and that you include the correct fee. The registration form is valid for 1 examination.

Examination fees can be found on the registration form at the end of this Candidate Information Bulletin.

NOTE: REGISTRATION FEES ARE NOT REFUNDABLE OR TRANSFERABLE



SCHEDULING AN APPOINTMENT TO TAKE THE EXAMINATION

You are responsible for contacting PSI to schedule an appointment to take the examination. PSI will make every effort to schedule the examination site location and time that is most convenient for you. To schedule with a PSI registrar, call (855) 868-1882, Monday through Friday between 6:30 am and 9:00 pm, or Saturday-Sunday between 8:00 am and 4:30 pm, Central 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 6:00 p.m., Central Time. Please be prepared to offer alternate examination appointment choices.

REREGISTERING FOR AN 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 Monday can call the next day, Tuesday, and retest as soon as Wednesday, depending upon space availability. You may access a registration form at www.psiexams.com. You may also call PSI at (855) 868-1882.

CANCELING AND RESCHEDULING 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*. You may use the PSI Website or call PSI Customer Service at (855) 868-1882, Monday through Friday between 6:30 am and 9:00 pm, and Saturday-Sunday between 8:00 am and 4:30 pm, Central Time.

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

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

EXAM ACCOMMODATIONS

All PSI examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990, and exam accommodations will be made in meeting a candidate's needs. A candidate with a disability or a candidate who would otherwise have difficulty taking the examination must follow the instructions on the Exam Accommodations Request Form at the end of this Candidate Information Bulletin.

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 (855) 868-1882. Every effort will be made to reschedule your examination at a convenient time as soon as possible.

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. If you elect not to disclose your Social Security Number to PSI, please enclose a separate letter explaining this with your Examination Registration Form. However, you **must** provide it to the state.

EXAMINATION SITE LOCATIONS

The examinations are administered at the examination centers listed below:

Chattanooga

6918 Shallowford Rd, Suite 314
Chattanooga, TN 37421

Take I-24 thru Chattanooga. Merge onto I-75 N (toward Knoxville). Take Exit #5 - Shallowford Rd. Turn Left onto Shallowford. The office is on the left.

Jackson

368 North Parkway, #3
Jackson, TN 38305

From I-40, Exit 80A onto South 45 Bypass. Third Signal light is North Parkway. Go left onto North Parkway and then go right into the first driveway on your right.

From the South, take Bypass 45 North to North Parkway and go right onto North Parkway and right into first driveway on the right.

North Parkway is also known as Business Route 412. Coming from the east on 412, turn left into last driveway on the left. Coming from the West on North Parkway, turn right into the first driveway on the right, after crossing the 45 Bypass. PSI is directly across the street (North Parkway) from the China Palace Buffet.

Johnson City

904 Sunset Drive, Ste 7A
Johnson City, TN 37604

Take I-26 to exit 36. Go south on Highway 381 (North State of Franklin Rd) approx 2.2 miles. At the 4th light turn left (this is Sunset Drive), go approx .7 tenths of a mile. There is a large Building on the left hand side of the road. This is 904 Sunset Drive. Suite 7A is in the row of office spaces behind this building.



Knoxville

301 South Gallaher View Rd, Suite 114
Knoxville, TN 37919

Traveling I-40/I-75 East Bound, take exit #379 (Bridgewater Rd.) Turn right onto Bridgewater Rd. Turn left onto Kingston Pike. Turn right onto South Gallaher View Rd.

Traveling I-40 W/I75 S West Bound, take Gallaher View exit #379. Turn left at lights, go through Kingston Pike, pass Bearden High School, and down slight hill on right.

Arrive at Suburban Office Plaza and go to back of building to Suite 114.

Memphis

Apple Tree Center
6099 Mt. Moriah Extended, Suite 17
Memphis, TN 38115

Coming North from Mississippi on Interstate Hwy 55, take Interstate Hwy 240 East. Proceed 8.5 miles to Mt. Moriah Rd. Exit. Go South on Mt. Moriah Road 2.2 miles. Apple Tree Center is on the right (just past the intersection with Hickory Hill and Ridgeway roads).

Coming West on Interstate Hwy 40 from Nashville, exit on Interstate Hwy 240 West (the ring road). Proceed approx. 6.5 miles. Pass Poplar Ave. exit and then take Mt. Moriah Road Exit. Turn left (South) on Mt. Moriah and proceed 2.2 miles to Apple Tree Center on the right.

Coming East on Interstate Hwy 40, exit onto Interstate Hwy 240 South. Go approx. 6 miles to the junction with Interstate Hwy 55. Then proceed another 8.5 miles on Interstate Hwy 240 East, passing Airways Blvd., Lamar Ave., Getwell and Perkins Road exits, before exiting on Mt. Moriah Road.

For all going South on Mt. Moriah Rd., take the second entrance into Apple Tree Center. Turn left between the two buildings on the left. Then, proceed to Suite 17, which is the last suite on the left (in Bldg. 6099).

Nashville

The Oaks
1102 Kermit Drive, Suite 101
Nashville, TN 37217

From I-40 East: take exit onto I-24 (Exit 213-A). Take Murfreesboro Road at the first exit (Exit 52). Stay in the right lane on the ramp, as the exit appears while you are still in the curve. On Murfreesboro, stay in the left lane. You will pass Days Inn and Super Gigante grocery on your right. Turn left onto Kermit Drive when there is a McDonalds on your right. PSI is in the second building on your left. Suite 101 is on the northwest side of building 1102.

From I-40 West: take exit onto Briley Parkway, turn left onto Briley. Exit onto Murfreesboro Rd. Stay in the right lane. Turn right onto Kermit Drive. PSI is in the second building on your left. Suite 101 is on the northwest side of building 1102.

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 following the instructions on the Exam Accommodations Request Form found at the end of this bulletin.

REPORTING TO THE EXAMINATION SITE

On the day of the examination, you should arrive at least 30 minutes prior to your scheduled appointment time. This allows time for the sign-in and identification verification procedure as well as providing time to familiarize yourself with the examination process.

If you arrive late, you will 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), which bears your signature and has your photograph or a complete physical description. The second ID must have your signature and preprinted legal name. All identification provided must match the name on the Examination Registration Form.

If you cannot provide the required identification, you must call (855) 868-1882 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:

- 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.
- Candidates may take only approved items into the examination room.
- All personal belongings of candidates should be placed in the secure storage provided at each site prior to entering the examination room. Personal belongings include, but are not limited to, the following items:
 - **Electronic devices of any type, including cellular / mobile phones, recording devices, electronic watches, cameras, pagers, laptop computers, tablet computers (e.g., iPads), music players (e.g., iPods), smart watches, radios, or electronic games.**
 - **Bulky or loose clothing or coats** that could be used to conceal recording devices or notes. For security purposes outerwear such as, but not limited to: open sweaters, cardigans, shawls, scarves, hoodies, vests, jackets and coats are not permitted in the testing room. **In the event you are asked to remove the outerwear, appropriate attire, such as a shirt or blouse should be worn underneath.**
 - **Hats or headgear not worn for religious reasons** or as religious apparel, including hats, baseball caps, or visors.
 - **Other personal items**, including purses, notebooks, reference or reading material, briefcases, backpacks, wallets, pens, pencils, other writing devices, food, drinks, and good luck items.



- Although secure storage for personal items is provided at the examination site for your convenience, PSI is not responsible for any damage, loss, or theft of any personal belongings or prohibited items brought to, stored at, or left behind at the examination site. PSI assumes no duty of care with respect to such items and makes no representation that the secure storage provided will be effective in protecting such items. If you leave any items at the examination site after your examination and do not claim them within 30 days, they will be disposed of or donated, at PSI's sole discretion.
- Person(s) accompanying an examination candidate may not wait in the examination center, inside the building or on the building's property. This applies to guests of any nature, including drivers, children, friends, family, colleagues or instructors.
- No smoking, eating, or drinking is allowed in the examination center.
- During the check in process, all candidates will be asked if they possess any prohibited items. Candidates may also be asked to empty their pockets and turn them out for the proctor to ensure they are empty. The proctor may also ask candidates to lift up the ends of their sleeves and the bottoms of their pant legs to ensure that notes or recording devices are not being hidden there.
- Proctors will also carefully inspect eyeglass frames, tie tacks, or any other apparel that could be used to harbor a recording device. Proctors will ask to inspect any such items in candidates' pockets.
- If prohibited items are found during check-in, candidates shall put them in the provided secure storage or return these items to their vehicle. PSI will not be responsible for the security of any personal belongings or prohibited items.
- Any candidate possessing prohibited items in the examination room shall immediately have his or her test results invalidated, and PSI shall notify the examination sponsor of the occurrence.
- Any candidate seen giving or receiving assistance on an examination, found with unauthorized materials, or who violates any security regulations will be asked to surrender all examination materials and to leave the examination center. All such instances will be reported to the examination sponsor.
- Copying or communicating examination content is violation of a candidate's contract with PSI, and federal and state law. Either may result in the disqualification of examination results and may lead to legal action.
- Once candidates have been seated and the examination begins, they may leave the examination room only to use the restroom, and only after obtaining permission from the proctor. Candidate will not receive extra time to complete the examination.

TAKING THE EXAMINATION BY COMPUTER

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

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.

TEST QUESTION SCREEN

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

The screenshot shows a web-based test interface. At the top, there is a navigation bar with links for 'Mark', 'Comments', 'Goto', 'Help', and 'End'. Below this, a status bar displays 'Question: 3 of 40', 'Answered: 2', 'Unanswered: 1', 'Marked: 0', 'View: All', and 'Time Left(Min): 359'. The main question area contains the text: '3. What do the stars on the United States of America's flag represent?'. Below the question, it says '(Choose from the following options)'. There are four radio button options: '1. Presidents', '2. Colonies', '3. States', and '4. Wars'. At the bottom of the question area, there are '<< Back' and 'Next >>' buttons.

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

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

EXAMINATION REVIEW

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 or changed. The review is one hour in length.

The fee for reviewing your examination is \$57. You may register for the examination review via telephone, Internet, mail, or fax. If you would like to register by mail or fax, please fill out the Registration Form found on the last page of this bulletin. You may pay with a credit card (Visa, MasterCard, American Express or Discover), money order, company check, or cashier's check. Cash and personal checks are **not** accepted.

During the review, candidates will be presented with the questions the candidate incorrectly answered during the examination. 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 writing down comments on the Review sheet. Comments may be entered by clicking the Comments link on the function bar of the test question screen.



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). However, 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 (855) 868-1882 with any questions. The examination review fee is \$57 and it is one hour in length, regardless of the number of portions you are reviewing. **You must schedule the examination review within 45 days from the date you originally took the examination.**

SCORE REPORTING

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 and performance summary on the screen.
 - 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 portion. 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 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.

- 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.

NON-SCORED QUESTIONS

Your examination contains non-scored questions. The use of such questions is an essential step in developing accurate future examinations. These questions will NOT be scored and time to answer them has been added to the time allowed.

DESCRIPTION OF EXAMINATION

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.

LLP - LIMITED LICENSED PLUMBER

# of Questions	% Required to Pass	Time Allowed
40	73% (29 items)	135 minutes

CONTENT OUTLINE

Subject Area	# of Items
General Knowledge and Math	5
General Requirements (not including Gas) - Administrative, Structural, Backflow, Materials and Supports, Joints and Connections, Storm Drains, Testing	4
Water Supply and Distribution	4
Fixtures, including Water Heaters	2
Drain, Waste, and Vent Systems, including Indirect and Special Waste	10
Traps, Cleanouts, and Interceptors	2
Isometric Analysis	7
Gas Appliances and Piping	4
OSHA Safety	2

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:

- *International Plumbing Code*, 2012, International Code Council, (800) 786-4452, www.iccsafe.org.
- *International Fuel Gas Code*, 2012, International Code Council, (800) 786-4452, www.iccsafe.org.
- *Mathematics for Plumbers and Pipefitters*, Lee Smith, 8th Edition, 2013, www.cengage.com
- *Code of Federal Regulations - 29 CFR Part 1926 (OSHA)*, with latest available amendments, U.S. Government Printing Office, (866) 512-1800 or https://www.osha.gov/pls/oshaweb/owastand.display_standard_group?p_toc_level=1&p_part_number=1926
OR
Code of Federal Regulations - 29 CFR Part 1926 Selections by PSI, with latest available amendments, 866-589-3088, <http://www.psionlinestore.com>

Candidates are responsible for bringing their own references to the examination center. Reference materials may be highlighted, underlined, and/or indexed prior to the examination session. However, references may not be written in. Any candidate caught writing in the references during the examination will be reported to the Board. Furthermore, candidates are not permitted to bring in any additional papers (loose or attached) with their approved references. References may be tabbed/indexed with permanent tabs only. Temporary tabs, such as Post-It notes, are not allowed and must be removed from the reference before the exam will begin. Scratch paper will be provided for calculations. Candidates will NOT be permitted to remove from the examination room ANY material that has been written on. (This would include books).

The reference materials listed in the content outline may be found at any of the following locations:

Builders Book Depot
www.buildersbookdepot.com
800-284-3434

Contractors Institute
<https://cistore.contractorsinstitute.com/>
877-542-3673





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

<input type="checkbox"/>	29 CFR Part 1926 Selections
<input type="checkbox"/>	International Plumbing Code

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



**TENNESSEE LIMITED LICENSED PLUMBER - LLP EXAMINATION
EXAM ACCOMMODATIONS
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 should request for alternative arrangements by [Clicking Here](#).

Requirements for exam accommodation requests:

You are required to submit documentation from the medical authority or learning institution that rendered a diagnosis. Verification must be uploaded 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

**MAKE SURE YOU ARE REGISTERED FOR THE EXAMINATION BEFORE
REQUESTING EXAMINATION ACCOMMODATIONS**

PSI
3210 E Tropicana
Las Vegas, NV 89121