

ESA' National Training School – Proctored Exam Procedures

In order to ensure our courses and certifications are using the most credible and secure testing environments, ESA's National Training School and our Chapter, Louisiana Life Safety and Security Association, have decided to use PSI testing centers for all proctored exams.

Frequently Asked Question regarding this testing process:

How do I schedule my exam?

- Following the completion of the course, the Louisiana Life Safety and Security Association (LLSSA), will send ESA's National Training School a list of students who completed the course and who are eligible to take the proctored final exam. Be sure that LLSSA has a correct email address for you as that is how PSI will communicate with you.
- ESA/NTS will send PSI a list of students/candidates who are eligible to schedule an exam through the PSI online scheduling system.
- PSI's system will email you (the student/candidate) instructions on how to schedule the exam. This email should be received approximately 2 business days after the course ends. You, the student/candidate, schedule the exam through PSI's website. This site allows you to search for testing centers based on zip codes.
(Note - Exams must be taken within 6 months of taking the class or you must retake the course.)

What if I don't get an email from PSI within 2 business days?

- Check your junk and spam folders.
- If you cannot find it contact ESA/NTS (888-447-1689 or nts@esaweb.org) to confirm they have the correct email information for you.

What if there is no availability at the testing center you desire?

- Call the PSI Customer Support center at 800-733-9267
- Be sure that you have the email that confirms your registration.
- If they ask who the exam sponsor is give them the "Electronic Security Association"

Is there a fee for the exam?

- No. The price you paid for the class covers all testing costs.
- If you need to retake the exam there is a \$135 member / \$235 non-member re-exam fee.
- If you miss the exam, arrive late, do not bring the proper identification, or do not cancel the exam appointment within the required time, a rescheduling fee of \$75 will be required.

What if I need to reschedule or cancel the exam?

- A candidate may cancel and reschedule an examination appointment if their cancellation notice is received 2 days before the scheduled examination date. (For example, for a Thursday

appointment, the cancellation notice would need to be received by the close of business on the previous Tuesday.)

- Call PSI at (800) 733-9267 to cancel or reschedule. 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.
- When calling PSI be sure to have your registration email available.
- A candidate's registration will be invalid, and you will not be able to take the examination as scheduled if you :
 - Do not cancel your appointment 2 days before the scheduled examination date;
 - Do not appear for your examination appointment;
 - Do not arrive on time for your examination start time; (Note: 15 minutes after scheduled start time is considered late and you will not be allowed to test.)
 - Do not present proper identification when you arrive for the examination.

Is there a way to look up testing centers near me before finishing the class?

- The following steps are used to see what PSI testing sites may be nearest to you. **Do not** use these steps to schedule an exam.
 - 1) Go to: <https://candidate.psiexams.com/testdate/testdate.jsp>
 - 2) Select "Certification/Professional Associations" from the Organization drop down menu
 - 3) Select "Electronic Security Association (ESA)" from the Sponsor Name drop down menu
 - 4) Click the radio button next to the specific name of the exam/certification/license you are seeking.
 - 5) Click the "Continue" button at the bottom of the page.
 - 6) When the page refreshes, type the zip code or city name in the designated field and select from the pop up the specific location that applies to you.
 - 7) Click "Search"
 - 8) After the page refreshes, you will see the closest available test centers that offer the exam. Click the checkbox of the test center you would like to check availability for and click the "Continue" button at the bottom of the page.
 - 9) Once the page refreshes, you will see the session availability of that test center for the designated date range.

What will the test be like?

- Exams will be taken on a computer
- Exams are multiple-choice. The number of questions depends upon the course.
- They are timed exams
 - 50 question exams are given 120 minutes to complete
 - 30 question exams are given 60 minutes to complete.
- Students/candidates are permitted to use their course manual during the exam.

What can I bring into the testing center?

- You are permitted to bring and use the course manual.

- Manuals must not include any loose notes, post it notes, or removable sticky notes
- Candidates will receive 2 pieces of scratch paper and a pencil at the test site.
- There can be notes written in the manual they just cannot be on paper (such as scrap paper) that can be removed from the books. There are margins in the manual specifically for notes.
- Permanent tabs are allowed to be on the manuals (ones that will rip the paper if they are taken off) but post it/sticky notes (ones that can be easily removed) will not be accepted at the testing centers.
- There will be a calculator available on the testing computer

When will I get my results?

- At the conclusion of the exam the computer will display your results – pass or fail.
- The testing center personnel will also provide you with a print out that gives you detailed information on your test results including your grade and your areas of strength and weakness.
- The print out (provided you passed) can be submitted to the Louisiana State Fire Marshal's office to obtain a license. However, you will be required to submit a copy of your certificate to the State Fire Marshal's office within 30 days of receiving your license!
- If you passed the exam, you will receive an email from ESA/NTS within 7 days of completing the exam that provides you access to print a certificate of completion for the course.
- You will be mailed a hard copy of the completion certificate and/or certification (if applicable) within two weeks of completing the exam.

What if I fail?

- Candidates failing to achieve a passing score of 70 are eligible for re-examination.
- Re-examinations are permitted within 6 months of initial course completion. Course must be retaken if re-exam is requested more than 6 months after initial course.
- Re-examination requires the submittal of a re-examination form and fee. Please contact ESA/NTS (888-447-1689 or nts@esaweb.org) to request a re-exam.
- Those failing the exam for the third time will be required to retake the course.

City/State	Address	Driving Directions
Baton Rouge, Louisiana	8338 Summa Ave. #302	From the I-10 West , exit Essen Lane (exit 160) and proceed south on LA 3064 approximately 1/2 mile. Turn left on Summa Avenue. The Test Center is on the corner of Summa and Everet on the right. Parking is in the rear. From the I-10 East, exit Bluebonnet Blvd (exit 162). and proceed south on LA 1248 approximately 1/4 mile. Turn right on Picardy and then right on Summa Ave. The Test Center is on the corner of Summa and Blair on the left. Parking is in the rear. From the I-12 East , take exit 1A (New Orleans exit) then exit Essen Lane (exit 160) and proceed south on LA 3064 approximately 1/2 mile. Turn left on Summa Avenue. The Test Center is on the corner of Summa and Everet on the right. Parking is in the rear.
Lafayette, Louisiana	123 Grissom Rd	From the I-10, take exit 103A Morgan City. Turn left on Surrey, then right on Grissom. At the end of the road, turn right into parking lot of Landmark Aviation. From LA 90: Turn right on Surrey, then right on Grissom. At the end of road, turn right into parking lot of Landmark Aviation. Entrance to Acadian Aviation Testing Center is on right side of building next to steps and ramp.
Lake Charles, Louisiana	517 Broad Street	From I-10, take the Ryan Street exit, EXIT 30B, toward downtown area, turning with a slight right onto Ryan Street. Turn left onto Broad St, going 0.2 miles to 517 Broad St.
Metairie, Louisiana	2750 Lake Villa Dr., Suite #202	Follow I-10 W to N Interstate 10 Service Rd W in Metairie. Take exit 226 from I-10 W. Merge onto I-10 W. Use the right lane to take exit 226 for Clearview Pkwy N. Follow N Interstate 10 Service Rd W to Lake Villa Dr. Merge onto N Interstate 10 Service Rd W. Turn left onto Lake Villa Dr. Destination will be on the left. Follow I-10 E to Clearview Pkwy in Metairie. Take exit 226 from I-10 E. Follow Clearview Pkwy and Veterans Blvd/Veterans Memorial Blvd to Lake Villa Dr. Merge onto Clearview Pkwy. Turn right toward Veterans Blvd/Veterans Memorial Blvd. Slight right onto Veterans Blvd/Veterans Memorial Blvd. Turn right onto Lake Villa Dr. Destination will be on the right.
Monroe, Louisiana	1816 Glenmar Ave	From I-20 West ? Take exit 117B (Texas Avenue/N. 18th). Go through traffic light at end of exit. Travel north approximately 7 traffic lights. Turn right onto Glenmar Avenue. Center is located at 1816 Glenmar Avenue on the right side of road. From I-20 East ? Take exit 117B (Texas Avenue/N. 18th). Loop around exit. Turn right on Texas Avenue. Turn left at 1st light on N. 18th. . Travel north approximately 7 traffic lights. Turn right onto Glenmar Avenue. Center is located at 1816 Glenmar Avenue on the right side of road. From Bastrop/Sterlington ? From 165 South, turn right on Forsythe Extension at light. Travel west to N. 18 th at light. Turn left on N. 18th. Travel south to Glenmar Avenue at light. Turn left on Glenmar Avenue. Center is located at 1816 Glenmar Avenue on the right side of road. From Columbia ? Take 165 North to I-20. Take I-20 West, then follow directions above.
Pineville, Louisiana	200 Lake Buhlow Rd, Pineville Municipal Airport	**We have major construction at our entrance where the highway department has placed detour signs and VERY small ?airport? signs. driving directions: U.S. 71 Head south on US-71 S/Shreveport Hwy toward Stafford St Continue to follow US-71 S Going South on US-71 S/Shreveport Hwy toward Stafford St. Turn right onto Airport Rd. The destination will be on the left. Site Ph #-318-448-3934
Shreveport, Louisiana	3855 Gilbert Dr.	Test Center is located at: Madison Park. From I-49, exit Kings Highway and proceed east approximately 1 mile. Turn right on Gilbert and proceed south for approximately 3/4 mile. The test center will be on the left.

How the PSI Scheduling Process Works for the Student:

1. Student receives an email providing them a link to get scheduled. This link pre-populates their personal information.
2. Student creates password


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Create Account

After providing the information below, click the **Login** button. You will be able to schedule your exam using our convenient online system

*All Fields are required.

Email Address:*

Last Name:*

Password:*

Retype password:*

Security Question:* -- Select --

Security Answer:*

PSI's password rules:

1. Must be between 8 - 32 characters long.
2. Must contain at least one uppercase and lowercase letter.
3. Must contain at least one number and special character.
Allowed special characters:
@, %, +, \, /, ', !, #, \$, ^, ?, ;, ., (,), {, }, [,], ~, _ , -
4. Password cannot contain words from any part of the email address.

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3. They will then see what exam they have been validated to take.


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Account Activity

If there are no activities displayed on this page, please click the button below to provide additional information so that we can locate your records:

Registered records

Test Name	Portion Name(s)	Sponsor	Eligibility Expires	Tasks Due
Certified Alarm Technician (CAT) Level I	Certified Alarm Technician (CAT) Level I	Electronic Security Association (ESA)	05/02/2016	<input type="button" value="Schedule for a test"/>

Scheduled records

Test Name	Sponsor	Portion Name(s)	Schedule Date / Start Time	Confirmation No.	Status
NO ACTIVITIES FOUND					

Past activity (last 10 records)

Test Name	Sponsor	Tested Date	Portion (Result)	Status
NO ACTIVITIES FOUND				

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4. Student enters city or zip code to find a location.

Test does not support multiple sessions, so portions have to be scheduled together.

Use this feature as a general guideline to plan your test schedule. Test center availability is on a first-come, first-served basis. The available test dates and time are displayed in real time. We do not guarantee the availability of your preferred test when you choose to pay and schedule for your examination.

Exam: Certified Alarm Technician (CAT) Level I
Sponsor: Electronic Security Association (ESA)
ESA_ID_Number: 3333333
Candidate Name: Michelle Yungblut

Test does not support multiple sessions, so portions have to be scheduled together.

Test Portion	
<input checked="" type="checkbox"/>	Certified Alarm Technician (CAT) Level I(120 minutes)

Test Center Selection	
Country: USA	Zip or City: 75238, Dallas, TX
<input type="button" value="Search"/> <input type="button" value="?"/>	

Choose one or more test centers, then click the 'Continue' button to view available dates for scheduling:

Distance	Testcenter Name	Address
<input type="checkbox"/> 6.9 miles	DALLAS/RICHARDSON 1	300 N. Coit Road,Suite 172,Richardson,Texas,75080
<input type="checkbox"/> 10.3 miles	Addison - Dallas School of Aeronautics	4511 Eddie Rickenbacker,Addison Airport,Addison,Texas,75001
<input type="checkbox"/> 10.9 miles	DALLAS - ONE EMPIRE	1140 Empire Central Dr.,Suite 610,Dallas,Texas,75247
<input type="checkbox"/> 23.4 miles	ARLINGTON	2008 East Randol Mill Road,#102,Arlington,Texas,76011
<input type="checkbox"/> 31.2 miles	Roanoke - Marcair Inc	11310 Cleveland Gibbs Road,Northwest Regional Airport,Roanoke,Texas,76262

1 2 3 4 5 6 Next 1 - 5 of 30

5. Selects location and then receives available dates and times.

Test Portion(s): Certified Alarm Technician (CAT) Level I (120 minutes)

You may take test on [02/18/2015] or later

Please choose the date and month (or date range) to check the available sessions.

From: To:

• If there are no dates available, please call 800-733-9267 for assistance.

Test Center	Available Date	Start Time
<input type="radio"/> DALLAS/RICHARDSON 1, Texas	02/18/2015	9:30 AM
<input type="radio"/> DALLAS/RICHARDSON 1, Texas	02/18/2015	2:00 PM
<input checked="" type="radio"/> DALLAS/RICHARDSON 1, Texas	02/18/2015	6:00 PM
<input type="radio"/> DALLAS/RICHARDSON 1, Texas	02/19/2015	9:30 AM
<input type="radio"/> DALLAS/RICHARDSON 1, Texas	02/20/2015	9:30 AM
<input type="radio"/> DALLAS/RICHARDSON 1, Texas	02/20/2015	2:00 PM
<input type="radio"/> DALLAS/RICHARDSON 1, Texas	02/23/2015	6:00 PM
<input type="radio"/> DALLAS/RICHARDSON 1, Texas	02/24/2015	9:30 AM
<input type="radio"/> DALLAS/RICHARDSON 1, Texas	02/24/2015	2:00 PM
<input type="radio"/> DALLAS/RICHARDSON 1, Texas	02/25/2015	9:30 AM
<input type="radio"/> DALLAS/RICHARDSON 1, Texas	02/25/2015	2:00 PM
<input type="radio"/> DALLAS/RICHARDSON 1, Texas	02/25/2015	6:00 PM
<input type="radio"/> DALLAS/RICHARDSON 1, Texas	02/26/2015	9:30 AM
<input type="radio"/> DALLAS/RICHARDSON 1, Texas	02/27/2015	2:00 PM
<input type="radio"/> DALLAS/RICHARDSON 1, Texas	02/27/2015	9:30 AM
<input type="radio"/> DALLAS/RICHARDSON 1, Texas	03/02/2015	9:30 AM
<input type="radio"/> DALLAS/RICHARDSON 1, Texas	03/02/2015	2:00 PM
<input type="radio"/> DALLAS/RICHARDSON 1, Texas	03/02/2015	6:00 PM
<input type="radio"/> DALLAS/RICHARDSON 1, Texas	03/03/2015	9:30 AM
<input type="radio"/> DALLAS/RICHARDSON 1, Texas	03/03/2015	2:00 PM
<input type="radio"/> DALLAS/RICHARDSON 1, Texas	03/05/2015	9:30 AM
<input type="radio"/> DALLAS/RICHARDSON 1, Texas	03/06/2015	9:30 AM
<input type="radio"/> DALLAS/RICHARDSON 1, Texas	03/06/2015	2:00 PM
<input type="radio"/> DALLAS/RICHARDSON 1, Texas	03/09/2015	9:30 AM

6. Receives a confirmation and instructions.

Schedule a Test

Thank you for scheduling your test on the PSI!

You will receive a confirmation email shortly. Please be sure to **print the confirmation email** and bring it along with any other required documents to the test center.

Your Schedule Details

Exam:	Certified Alarm Technician (CAT) Level I
Sponsor:	Electronic Security Association (ESA)
Confirmation Number:	M7653576
Test Center:	DALLAS/RICHARDSON 1
Address:	DALLAS/RICHARDSON 1 300 N. Coit Road, Suite 172, Richardson, Texas, USA
Test Schedule Date:	02/18/2015
Test Schedule Time:	6:00 PM

You must arrive at the test center 30 minutes before the start of your schedule time or you forfeit your examination fees and will not be allowed to take your scheduled examination.

Directions to Test Center: From 75 South, take the Belt Line Road exit and turn right on Belt Line Road. Stay on Belt Line Road until you reach Coit. Turn right onto N Coit. The building is on the right hand side. If you are coming in from LBJ (I635) and going north on 75, you will turn left onto Belt Line and turn right onto Coit.



Security Procedures

The following security procedures will apply:

Smoking, eating, or drinking is not allowed in the Test Center.

Security Procedures

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Smoking, eating, or drinking is not allowed in the Test Center.

Required Identification

Document	Instructions
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Identification

Note: Appropriate identification will be required when you check-in for your testing appointment. PSI can not allow you to test if you fail to bring any of the specified forms of identification or any documents required for testing listed above.

You can do the following activities:

- » [Take online Practice Test](#)
- » [Download Candidate Information Booklet](#)
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Tip Sheet on Taking and Passing Multiple Choice, Open Book Exams

Before the Exam

Successfully passing an open book exam requires some careful preparation. Just because the information is provided at the time of the exam, doesn't mean that you can expect the exam to be easy. In fact, because you have access to a considerable amount of material, the exams can actually be more difficult than traditional exams. Instead of requiring you to simply memorize facts, the exams usually demand that you apply concepts and fully understand ideas. Open book exams require just as much studying as any other type of exam. The key to succeeding is in careful preparation.

1. Thoroughly read all the material. As you take the course, make note and highlight key terms. Review any quizzes that appear in the course material.
2. Become familiar with the layout of the manuals. Learn where important ideas and concepts are located so you do not have to waste time searching for them during the exam. If you print out the manuals, use permanent tabs (*permanent tabs are defined as -if removed, it will tear the page*) and mark where to quickly locate important material.
3. Memorize key concepts. Although you have material with you, you may not have time to look up every answer.
4. Have all your material organized and ready to take with you. Bring a watch so you can keep track of the time. Electronic devices such as cell phones will not be permitted.

Reducing Pre-Exam Anxiety

Remember, it is normal for everyone to feel anxious prior to taking an exam. You can reduce your anxiety by following a few simple steps:

1. Be well prepared and maintain a positive attitude.
2. Get a good night's sleep the night before the exam. If you have trouble waking up, set your alarm and a back up alarm so you can relax and get to sleep.
3. Eat before the test. Having food in your stomach will give you energy. Just avoid heavy food that tends to make you groggy.
4. Arrive to the exam location early so you have time to get registered and organize your workspace. We recommend getting to the exam site at least 15 minutes prior to allow for any administrative tasks that may be required.
5. Stay relaxed. If you begin to get nervous, take a few deep breaths to calm yourself.

During the Exam

1. Begin by carefully reading the instructions. Calculate how much time you can spend on each question. For example, the Level 1 exam has 50 questions and you have 2 hours to complete. This means you should spend no more than about 2.4 minutes on each question.
2. Don't allow the exam to intimidate or overwhelm you. The irony with an open book exam is that you can feel overwhelmed due to the sheer volume of material you have with you.
3. Resist the temptation to answer the question before you have read it all the way. It is amazing how many people miss a multiple-choice question because they stopped reading too soon and missed an important detail.
4. Answer any questions that you automatically know. Then go back to the others.
5. Read the questions carefully and pay particular attention to questions that are phrased in a tricky manner. Watch for double negatives in a question.
6. Never change an answer unless you are positive your first answer was wrong. Most often your first hunch is the right one.
7. Keep in mind that if 2 answer options are very similar to each other, while the others do not sound similar, the answer is almost always one of the 2 similar ones.
8. Don't give up too soon on a question just because you think you do not know the answer. Typically, you will be able to rule out one or two of the answer options, and therefore have increased your chances of selecting the right response.
9. Never leave a question blank.