



*Prometric/Iso-Quality Testing, Inc. Candidate Application,
Scheduling And Examination Administration Overview*

Prometric/IQT Theory Examination Handbook

PROMETRIC/IQT THEORY CANDIDATE APPLICATION, SCHEDULING AND EXAMINATION ADMINISTRATION OVERVIEW

The Connecticut Department of Public Health (the Department) sets forth licensure requirements for barbers, hairdressers and cosmeticians in the state of Connecticut. One of the requirements for licensure is passing a licensing examination. The Department has contracted with Prometric/IQT to conduct its examination program. Prometric/Iso-Quality Testing (IQT) is owned and operated by Prometric, LLC. Iso-Quality Testing is located in Clearwater, Florida. If you have any questions or need assistance, please be certain to see the “Contact Us” information located at the end of this manual.

This manual is your guide to taking the Cosmetology/Barber exam. Please review and follow the steps as outlined within this manual.

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Applying to Take Your Exam

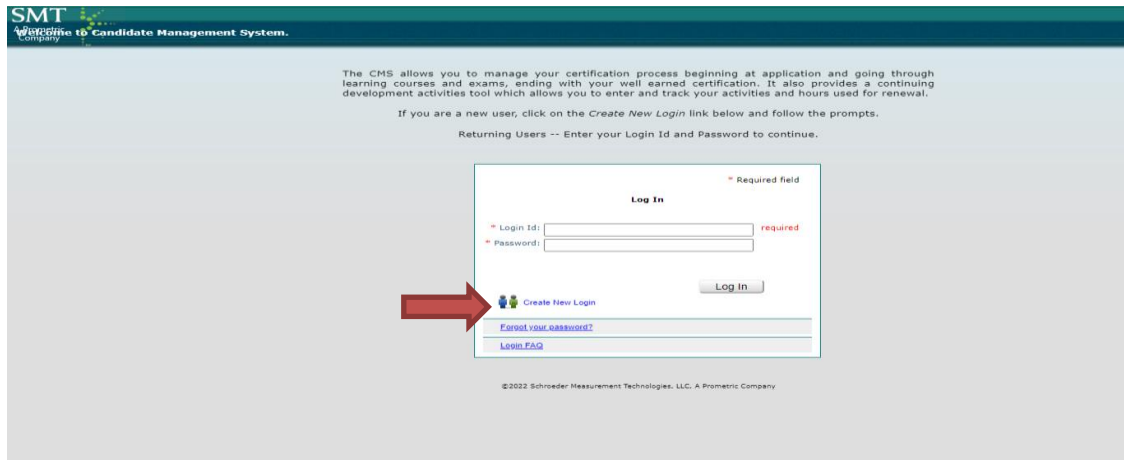
The Connecticut candidates must complete and submit their application to sit for the Barber and Cosmetology exams. Please note, you will be required to pay your exam fee when you schedule your exam). The application includes the below candidate and examination information:

1. Candidate Name - The name which a candidate is registered and appears on the Candidate Admission Letter/Document, (first and last name), must match exactly to the first and last name on the government issued photo identification. Name differences **MUST** be resolved no later than five business days before the scheduled exam administration date, or the candidate will not be permitted to take their exam, will be considered a no-show and all fees will be forfeited. Under no circumstances will any name differences be resolved at the testing center on the day of the examination.
2. Candidate email address – The Prometric/IQT secure exam delivery system requires that each candidate have a unique email address. This unique email address is used at various points and processes; from the point of the candidate is preregistered, exam scheduling, candidate login at the point of administration, score reporting, etc. Therefore, it is a critical requirement that all candidates at the point of preregistration are associated with a “unique” email address.
3. Mailing address – The candidate’s mailing address is referenced at various points throughout the exam delivery process, and assists in the identification of candidates.
4. Phone Number – The candidate’s current telephone number is very important to contact the candidate in the case of rescheduling, site closure due to inclement weather, etc.
5. Candidate Date of Birth (DOB) – The candidate’s date of birth may be used at various points throughout the process, including exam security and identity verification at the time of admission to the exam.

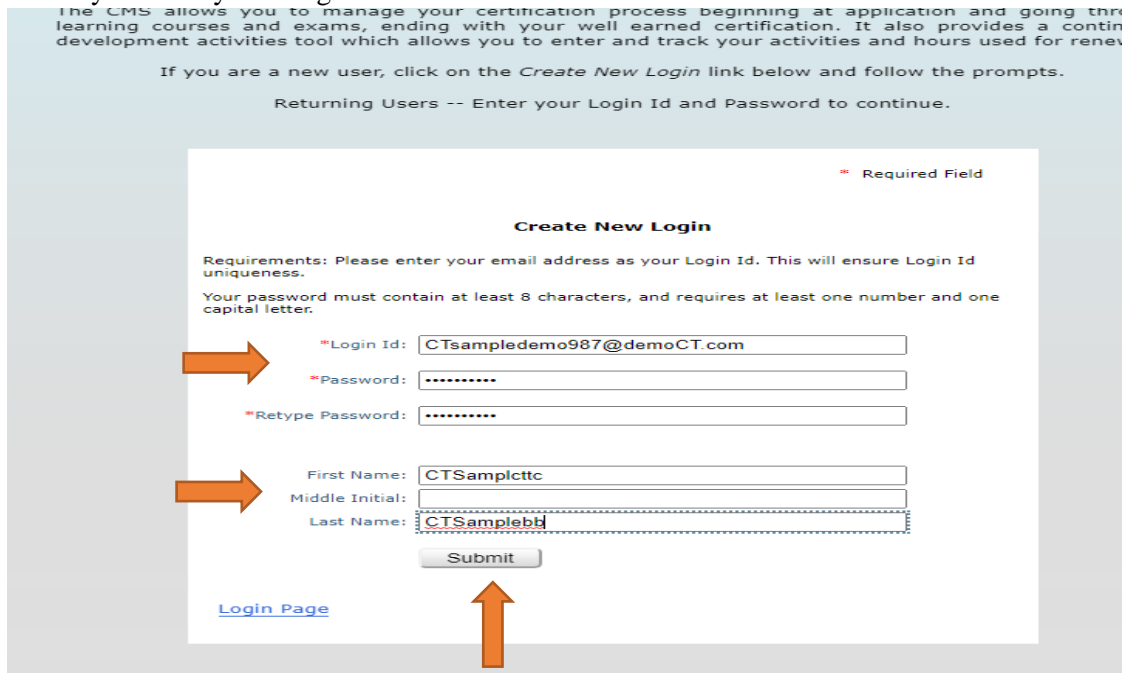
Application Process

The information outlined in the following section relates to the process theory candidates will experience when applying to sit for their examination.

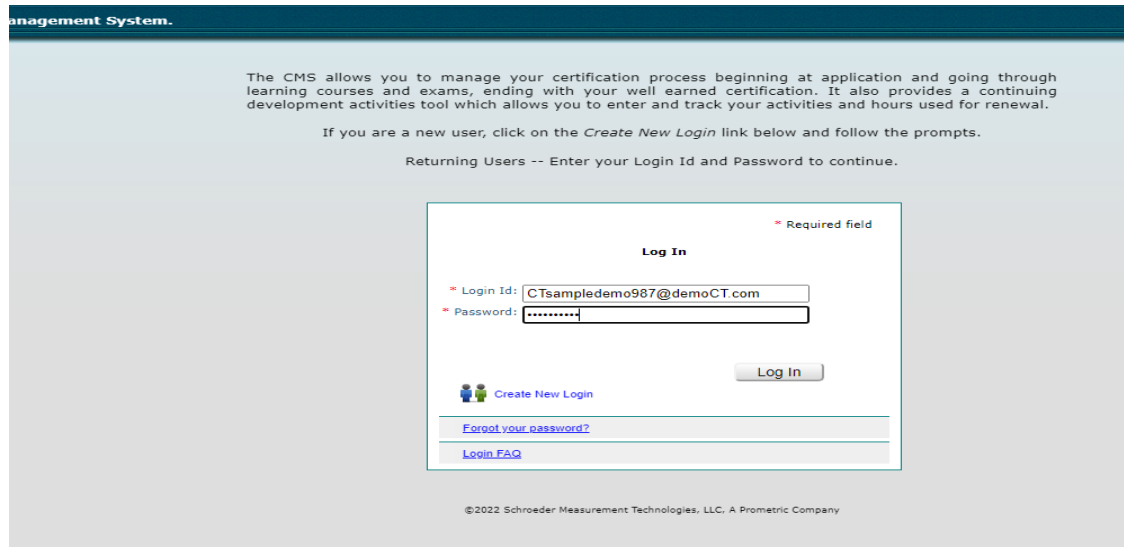
1. You will click the following link to start your application for CT:
[CT Cosmetology and Barbering Application](#)
2. On the screen, you will click the **Create New Login** Link.



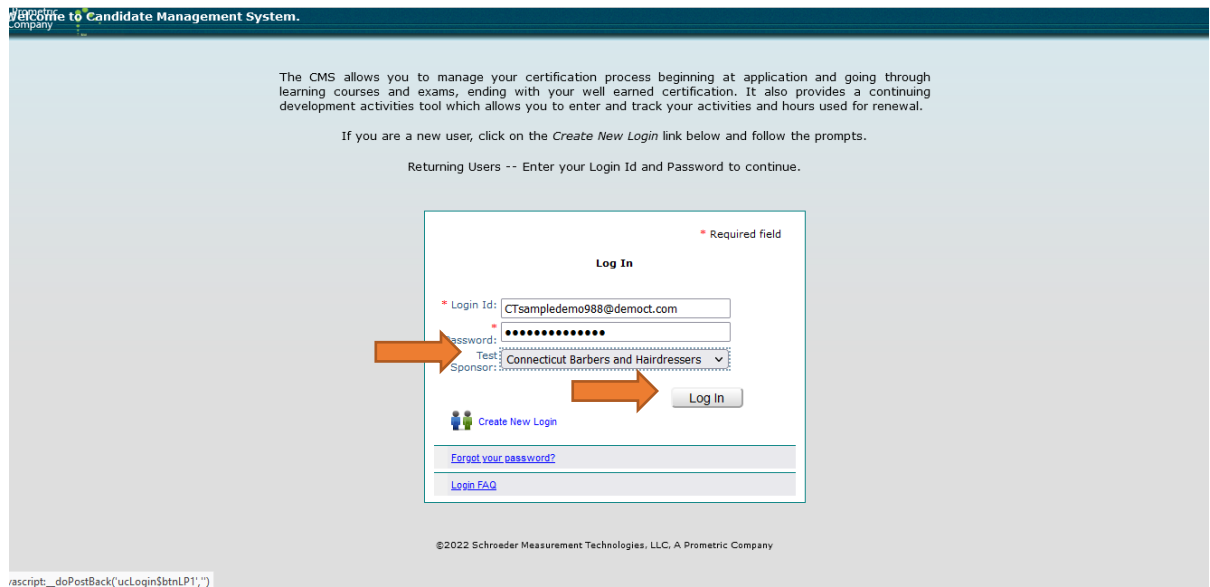
3. Create your user by entering the data in the fields on the screen. Then click the submit button.



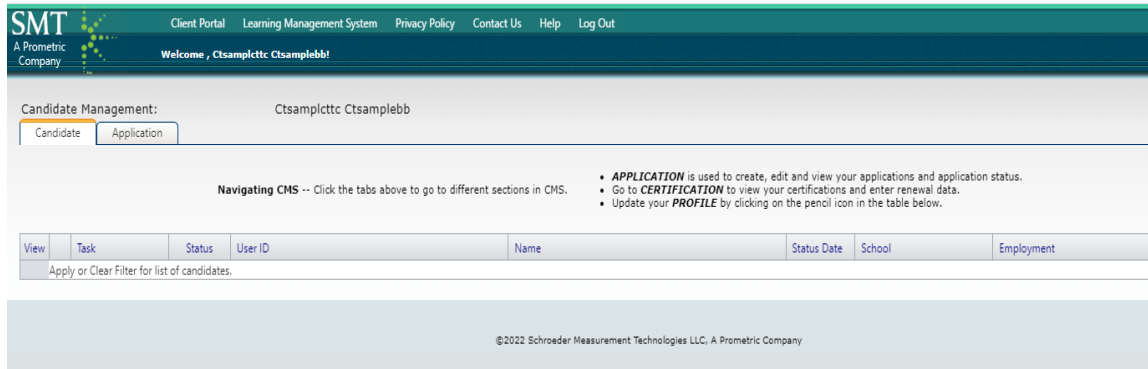
- This will bring you back to the login screen. You will need to log in twice if it your first time.



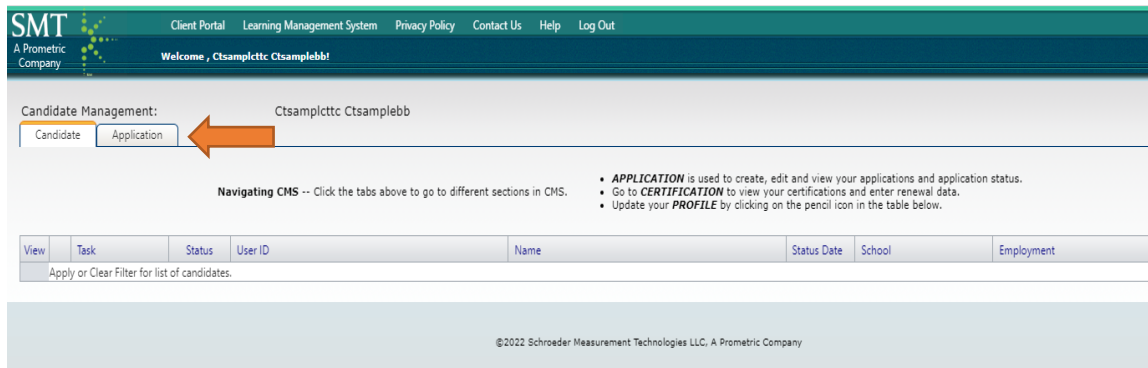
- You will need to select the Connecticut Barbers and Hairdressers from the dropdown box and also enter your password. Once you have entered the required information, you will click the “Log In” button.



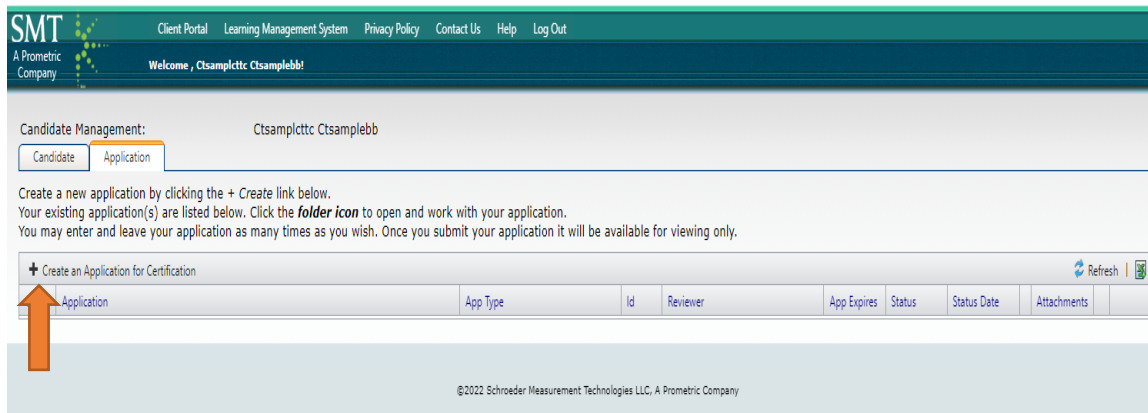
6. This will bring you to your dashboard.



7. You will click on the application Tab.



8. Click the Create an Application for Certification.



Prometric/IQT Testing – Connecticut Barber and Cosmetology Handbook

9. You will select the CTCB CT Cosmetology and Barber Application.

Welcome, Ctsamplcttc Ctsamplebb

Candidate Management: Ctsamplcttc Ctsamplebb

Application

Create a new application by clicking the + Create link below.
Your existing application(s) are listed below. Click the **folder icon** to open and work with your application.
You may enter and leave your application as many times as you wish. Once you submit your application it will be available for viewing only.

+ Create an Application for Certification

Open	Application	App Type	Id	Reviewer	App Expires	Status	Status Date

Please Note: To renew a certification, click on the Certification tab.

Your available new applications are listed below. Please select an application.
After saving your selection, your new application will appear in your application grid.

Application:

Cancel Save

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10. Click the Save button.

Welcome, Ctsamplcttc Ctsamplebb

Candidate Management: Ctsamplcttc Ctsamplebb

Application

Create a new application by clicking the + Create link below.
Your existing application(s) are listed below. Click the **folder icon** to open and work with your application.
You may enter and leave your application as many times as you wish. Once you submit your application it will be available for viewing only.

+ Create an Application for Certification

Open	Application	App Type	Id	Reviewer	App Expires	Status	Status Date	Attachments

Please Note: To renew a certification, click on the Certification tab.

Your available new applications are listed below. Please select an application.
After saving your selection, your new application will appear in your application grid.

Application:

Cancel Save

11. This will bring you back to your dashboard with the application visible.

SMT
A Prometric Company

Client Portal Learning Management System Privacy Policy Contact Us Help Log Out

Welcome, Ctsamplcttc Ctsamplebb

Candidate Management: Ctsamplcttc Ctsamplebb

Application

+ Create an Application for Certification

Open	Application	App Type	Id	Reviewer	App Expires	Status	Status Date	Attachments
	CT Cosmetology and Barber Application - CTCB	Certification	823714			In Process	2/1/2022	

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12. Click the Folder to the left of the application name.

The screenshot shows the SMT Candidate Management interface. At the top, there is a navigation bar with links for Client Portal, Learning Management System, Privacy Policy, Contact Us, Help, and Log Out. Below this, the user is logged in as 'Ctsamplcttc Ctsamplebb'. The interface has two tabs: 'Candidate' and 'Application'. A section titled '+ Create an Application for Certification' contains a table with the following data:

Open	Application	App Type	Id	Reviewer	App Expires	Status	Status Date	Attachments	
	CT Cosmetology and Barber Application - CTCB	Certification	823714			In Process	2/1/2022		

An orange arrow points to the folder icon in the first row of the table. At the bottom of the page, there is a copyright notice: ©2022 Schroeder Measurement Technologies LLC, A Prometric Company.

13. Complete each tab in its entirety. Once you submit the application, you will receive a Candidate Authorization to Test Notification email with instructions to schedule your exam.

Exam Scheduling

Candidate Authorization to Test Notification

Once your application is successfully submitted, you will receive an “Authorization to Test” email notification will be emailed to the email on file. A sample of the email is as follows:

From: registrations@isoqualitytesting.com
Sent: Tuesday, January 20, 2022 5:33 PM
To: Sample Candidate
Subject: Iso-Quality Testing: Connecticut Cosmetology Exam

AUTHORIZATION TO TEST

Tuesday, January 22, 2022

Dear Sample Candidate,

You have been approved to make an appointment to sit for your examination. Please proceed as follows:

- 1 -- Go to our home page: www.IQTTesting.com
- 2 -- Using the option "Examination Registration"
Enter your Username and Password to login. These are:

UserID: Samplecandidate@yahoo.com
Password: NZWwUWBKA

- 3 -- Select the Organization: Connecticut Barbers and Hairdressers
Select the Exam: Cosmetology Theory CT

After logging in, please follow the on-screen instructions for making an appointment.

Please note that you must test within this date range: 01/23/2020 to 01/23/2021.

Should you require assistance, you can email us at SMT-OperationsTeam@prometric.com, or you may call (toll free in USA and Canada) 866-773-1114.

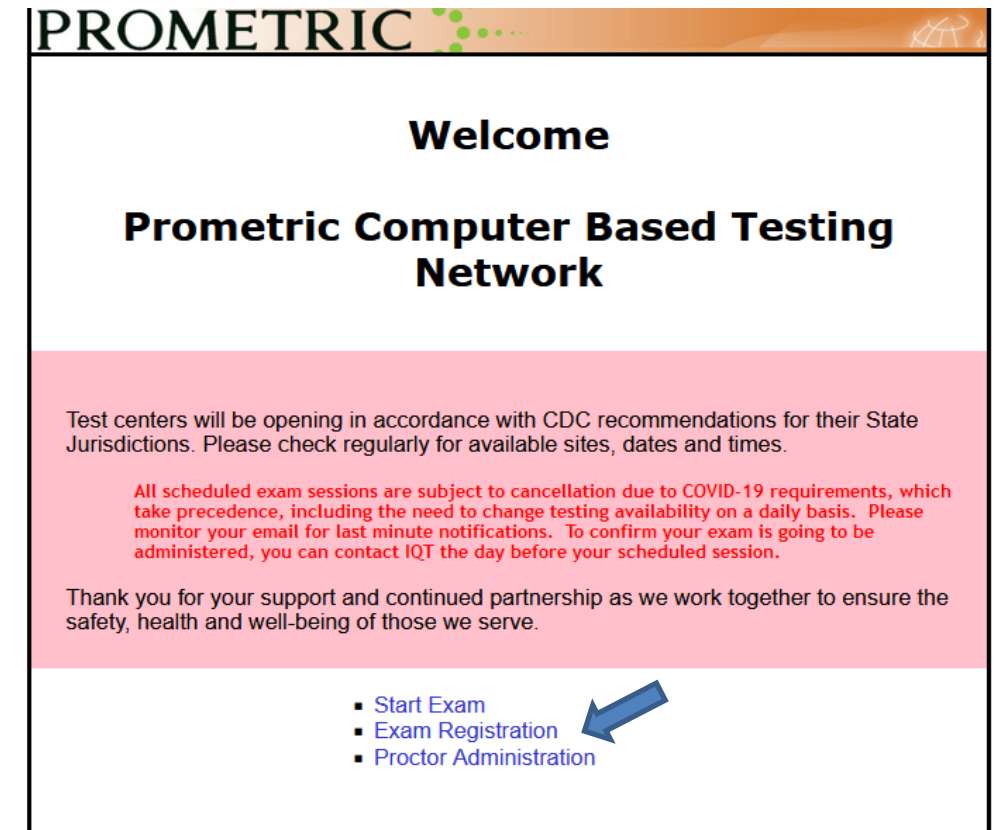
Sincerely,

Registrations@isoqualitytesting.com
Iso Quality Testing, Inc.

Candidate Exam Scheduling Process

Once you receive your email authorization to test, you will go online to schedule your theory examination on the date and time that is convenient, based on the availability of the testing center of your choice using the following processes:

1. Go to www.IQTTesting.com and select the option “Exam Registration”



2. Enter the “User ID” and “Password” located on the “Authorization to Test” email.

EXAM REGISTRATION

Welcome To IQT Testing!

Login

UserID: NICSample@Sample.com

Password: [masked]

Login

If you do not have a login, click [Register](#).
If you have misplaced your login, please call ISO Quality Testing at 866-773-1114.
Note that your password must be entered with the correct case.
If you have forgotten your password please click [Here](#)

ISO-QUALITY TESTING, INC. IQT Home
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3. Click “Login”. This which will redirect to the “Organization” and “Exam” screen. The candidate specific “Organization” and “Exam” will automatically populate in the drop-down fields.

EXAM REGISTRATION

Please select your Organization and Exam.

Organization Show All Organizations

NIC CT. . . Connecticut Barbers and Hairdressers

Exam

Cosmetology CT

Next

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4. Click on “Next”, which will complete the log in process. The system will automatically redirect to the candidate profile information screen.
5. Candidate Profile Information: The “Candidate Profile Information Screen” will automatically populate with your candidate specific information completed on the application. **All candidate information must be verified correct before proceeding.**

EXAM REGISTRATION

Candidate Profile Information

This information is provided to your organization and may be used for official correspondence and certificates.
This information must also exactly match the identification you will be required to show the test center administrator prior to testing.

Required Field

First Name	Sample	Required Field	Home Phone	555-555-1212
Middle Name		Required Field	Work Phone	
Last Name	Sample	Required Field	Email Address	Sample1234@smttest.com
Address1	123 Sample	Required Field		
Address2		Required Field		
City	Sample	Required Field		
State/Province	Alabama	Required Field	Log Out	Change Login
Country	United States	Required Field		
Postal Code	27526	Required Field		

Please make sure the above information is correct before clicking Next.

a. Candidate First Name, Last Name and Email address: These fields are locked and cannot be changed by the candidate once the application is submitted. If the candidate needs to make changes to the email address or the First or Last Name, they will need to contact the Operations Team at SMT-OperationsTeam@prometric.com a **minimum of 10 days prior to the scheduled exam**, as this information must match when presented during the check-in process on the day of their exam.

b. Candidate Address and Telephone Number(s): These fields are not locked and can be changed by the candidate. It is recommended that the candidate provide their phone number in the event they need to be contacted the day of their exam.

- c. Once the candidate profile information is confirmed, click “Next”.

The screenshot shows the 'EXAM REGISTRATION' page with the 'Candidate Profile Information' section. The form contains the following fields: First Name (sampledemoCT), Middle Name, Last Name (sampledemoCT), Address1 (123 Main St), Address2, City (Hartford), State/Province (Connecticut), Country (United States), and Postal Code (06101). On the right side, there are fields for Home Phone (727-777-7777), Work Phone, and Email Address (sampledemoCT@smttest.com). A 'Required Field' indicator is present above the Home Phone field. Below the form, there are links for 'Log Out' and 'Change Login'. A blue arrow points to the 'Next' button, which is accompanied by a red warning message: 'Please make sure the above information is correct before clicking Next.'

6. Exam Location, Date and Time Selection screen: The exam site will default to the closest testing center with availability based on the candidate’s Zip Code. The start date, zip code or city can be changed by typing the information into the applicable field and clicking on “go”. It is a requirement to choose the desired exam date and time, based on the dates and times available. Once the desired date and time is selected, the candidate will click “Next”

The screenshot shows the 'EXAM REGISTRATION' page for 'Exam - Cosmetology CT'. It displays 'Test Centers' (6.1 miles - Hartford - Glastonbur GLASTONBURY CT USA // 655 Winding Bro) and 'Exam Times' (11 Feb 2022 - Fri 9:00am). Below this is the 'Search Parameters' section with the following fields: Start Date (2/7/2022), Country (United States USA), Zip Code (06101), State (Connecticut), and City (Hartford). Each field has a 'Go' button next to it. A red message states: 'Change date to reflect date you would like to test. From Start Date, the first 50 session of a test center's available exam times are shown in the Exam Times box above. Filter the results by using this section. Click the button GO immediately after the input area to refresh the results.' A blue arrow points to the 'Next' button at the bottom of the form.

- You will be required to pay for the examination fees before the finalizing the registration. The payment methods available are Credit Card: (MasterCard, Visa or Amex) or by check. If your school issues vouchers, you can also pay for your exam using the voucher number provided by your school.

The following represents the **payment** screen.

Once the payment information is complete, you will click on next to confirm the purchase and complete the scheduling of their examination.

- Examination Registration Confirmation: You are required to agree to the terms before the registration is complete. Once you submit the exam registration, you can only reschedule their examination by paying a \$25.00 fee. It is important to note you are not permitted to reschedule or cancel after the date provided at the bottom of the confirmation and agreement page.

9. The terms must be agreed and click “submit”.
10. Candidate Exam Registration Receipt and Admission Document: Once the exam is scheduled, an “Admission Letter” will be simultaneously generated and automatically pops up onto the screen to be printed. **The admission letter must be printed and submitted along with the proper credentials at the time of the examination.**

SAMPLE EXAM REGISTRATION RECEIPT



The image shows a screenshot of an "EXAM REGISTRATION RECEIPT" page. At the top, the title "EXAM REGISTRATION RECEIPT" is displayed in blue and orange text. Below the title, there is a black redaction box. A prominent warning message in red text reads: "!!! IMPORTANT !!! You must bring your Candidate Admission Letter with you on the day of your exam. If you do not you will be denied entry to your scheduled exam, and any fees paid will be forfeited." Below this, the labels "Candidate:", "Exam Time:", and "Location:" are shown in red, followed by a large black redaction box covering the corresponding information. A blue link text states "You have consented to the IQT Examination Agreement." Below that, a red note says "Note: This examination may not be rescheduled or cancelled after Fri 8:30am on Aug 7, 2020." Another red note states "Note that this receipt has been automatically emailed to you." At the bottom, there are two buttons: "Home" and "Print Receipt".

11. In conjunction with the admission letter popping up on the screen, an email is simultaneously sent and includes a link to the admission letter, receipt and instructions.

From: registrations@isoqualitytesting.com [registrations@isoqualitytesting.com]
Sent: Sunday, November 20, 2021 5:10 PM
To: [Sample](#) Candidate
Subject: IQT Examination Registration Receipt: Cosmetology Theory CT

Sunday, November 20, 2021

Dear Sample Candidate,

You have successfully registered for the Cosmetology CT examination. Please use the hyperlink below to display and print your receipt and Candidate Admission Letter.

!!! IMPORTANT !!! IMPORTANT !!! IMPORTANT !!!
You must bring your Candidate Admission Letter with you on the day of your exam. If you do not you will be denied entry to your scheduled exam, and any fees paid will be forfeited.

In order to begin the examination, you will need the UserID and Passcode provided on the receipt below.

https://www.iqtesting.com/Default.aspx?Function=Receipt&ID=SampleCandidate_814170_R8ZJCyep9FjU

Note that if your email program has broken the hyperlink, clicking it will no longer work to take you to your receipt. To fix this:

- 1) Copy and paste the full hyperlink into Window's Notepad program.
- 2) Edit the link so that it is one line again.
- 3) Paste the repaired hyperlink into the browser's address box and press Enter on your keyboard.

Should you require assistance, you may call (toll-free in USA and Canada) 1-866-773-1114

Sincerely,

Iso-Quality Testing, Inc.

Reschedule/Cancellation/No-Show Policies and Fees

The cancellation, reschedule and no-show fees are outlined below. The deadline date is provided to you when scheduling your exam and is also listed on your admission letter.

Candidate Rescheduling/Cancellation with required notice - \$25.00

Without an approved excuse, which includes death of an immediate family member, active military orders, jury duty, or a doctor's excuse (on the medical facility letterhead), a candidate wishing to cancel or reschedule a scheduled examination five (5) or more calendar days prior to their scheduled examination date, excluding the date of the examination, the indicated fee will be charged.

Candidate Rescheduling/Cancellation without required noticed – Full Test Administration Fee

Candidates are not permitted to reschedule or cancel a scheduled examination less than five (5) calendar days prior to their scheduled examination, without an approved excuse. If a candidate fails to appear for their scheduled examination, comes to the test center without proper ID, and/or the proper admission letter, the candidate will forfeit the full applicable testing fee.

No Show Fee– Full Test Administration Fee

If a candidate fails to appear at the designated CBT testing location on their scheduled date and time, or is unable to sit for the examination due to their failure to adhere to established protocols, the candidate will forfeit the full applicable testing fee.

Cancellation and Reschedule Policies

If it is less than (5) calendar days, you will not be allowed to cancel or reschedule your exam unless the following four situations have occurred:

- Jury Duty
- Death in the immediate family
- Military Deployment
- Sickness

The immediate family is defined as a person's grandparents, parents, spouses, siblings and children. If you experience any of the above, you **MUST** provide IQT with proper documentation before being rescheduled to a new date. Documentation must be submitted to IQT within 10 calendar days of your missed examination or it will not be considered for a reschedule.

If none of the above are the reason for wanting to reschedule or cancel your exam less than 5 days prior to your scheduled exam date, then you will not be allowed to reschedule or cancel your exam and if you do not show up, you will be considered a "No Show", your examination fees will be forfeited.

If it is necessary to cancel or reschedule your exam, it is recommended that you log into your account.

- Go to www.IQTTesting.com
- Click “EXAM REGISTRATION”
- Enter your “UserID” and “Password” which is located on the “Authorization to Test” email
- Confirm the correct Organization and Exams are correct and click “next”
- Candidate Profile – Confirm all information is still correct and click “next”
- On the right hand side of the Registration page, click edit or cancel.

If you are within your reschedule window (as listed on your admission letter) and unable to reschedule online, please email us at SMT-OperationsTeam@prometric.com or call 866-773-1114. Please note, emails and voicemails are not acceptable methods of cancellation.

No Show Policy

You will be considered a "No-Show", you will not be allowed to sit for your exam, examination fees will be forfeited, and you will be required to submit new application and fees prior to sitting for the exam under the following circumstances:

- Failure to arrive and check in for your examination at the scheduled time
- Do not cancel your appointment 5 days prior to the exam date (as listed on your admission letter)
- You do not provide proper valid non-expired identification as listed on your admission letter
- Do not have your admission document

Candidates Needing ADA Accommodations

Reasonable accommodations as covered under the Americans with Disabilities Act (ADA) shall be addressed with guidance from the individual’s education plan and physician documentation. Connecticut candidates requiring ADA accommodations must submit their ADA documentation within the Application process outlined at the beginning of this manual. All ADA documentation must be approved and submitted to Prometric/IQT prior to the candidate being preregistered for their exam. Once the documentation is reviewed and approved, you will receive an email with information to schedule your exam with the ADA Coordinator.

Candidate Exam Preparation

Candidate Information Bulletins (CIBs) have been specifically developed to encompass the content outlines of the Connecticut theory examinations. The Connecticut Candidate Information Bulletins (CIBs) CIBs are contained within this manual and can be accessed on the following website:

<https://www.prometric.com/test-takers/search/connecticut>

Theory Candidate Testing Experience

The information outlined in the following sections relates to the process the candidates will experience when taking their theory examination.

What to Expect

The following links provide information containing a detailed overview of what to expect during your upcoming visit to a Prometric test center, so that you will feel more prepared and more confident in your testing experience.

<https://www.prometric.com/test-takers/what-expect>

<https://www.prometric.com/test-center-security>

Misconduct or Disruptive Behavior

Candidates who engage in any kind of misconduct or disruptive or offensive behavior may be dismissed from the examination. Examples are: giving or receiving help, taking part in an act of impersonation, removing test materials or notes from the testing room, using rude or offensive language and behavior that delays or interrupts testing.

Secure Candidate Check-in Process

At the point of check-in, the candidates' appearance and identity is documented and validated to include:

- Candidate must bring printed admission letter
- Candidate must bring two forms of valid ID as outlined in the admission letter
- Candidate's picture will be taken at the testing center
- Candidate will need to follow the individual test center policies and procedures, which may include a security wand check.

Identification Requirements

All candidates must present a valid, government-issued photo ID with a signature to be admitted to the exam. To be valid, the ID may not be expired, and the photo must match the candidate as well as the name in the Roster/Admission Letter.

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) proofs of identity 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 - A current, valid, government -issued photo identification card with signature, (such as a driver's license, passport, state-issued identification card or military identification card).

Candidate Admission Letter

Every candidate must have a printed copy of their Admission Letter as previously noted.

Electronic copies that they may pull up on their phone or tablet not acceptable. It is the candidate's responsibility to be aware of the testing requirements found in the admission letter, prior to his/her arrival to the scheduled examination. The admission letter includes:

- Candidate's name, address and contact information
- Exam facilities location
- Scheduled date and time
- Prometric/IQT's policies on:
 - Changing candidates information
 - No shows and rescheduling
 - Valid form of identification
 - Inclement weather
 - Examination security
- User ID and Passcode necessary to participate in the exam
- Authorized materials list (There are no authorized materials for the theory exams)
- Exam Registration receipt

Due to security issues, Prometric/IQT will not send the admission letter to any email other than the address listed on the candidate's account. It is the candidates' responsibility to provide their admission letter on the day of testing. The Admission letter provides clear instructions on the candidate's responsibilities. If a candidate forgets the letter and does not have login information or an accessible email address on file with Prometric/IQT, he/she will not be permitted to test.

Prohibited Items / Articles

Possession and/or access to the following items are strictly prohibited and will NOT be permitted in the testing room:

1. Wrist watches or any other type of time keeping device;
2. Electronic devices of any kind;
3. Headphones, headsets, ear phones, ear buds, or Blue Tooth capable devices;
4. Notes, papers, books, exam review, or other study materials in any format or media;
5. Electronic media;
6. Handbags, purses, backpacks, briefcases, tote bags, or bags of any kind;
7. Pens, pencils, markers, or highlighters of any kind;
8. Hats, baseball caps, or visors (religious apparel that does not contain a brim or obscure the applicant's facial features is permitted).

Prometric will not be responsible for any personal items. It is recommended that you do not bring personal items or leave them locked in your car out of view.

Visitors

Candidates are not allowed to receive any kind of visitors or receive messages during the examinations, under any circumstances. People who are not scheduled for an examination are not permitted inside of the building where the exams are administered. If another person (parent, spouse, teacher etc.) is bringing you to your exam, you must be dropped off and they can return to pick you up. The approximate amount of time for each exam is indicated on your admission letter. Your driver should wait in their vehicle until you are done and have exited the building.

Demonstration (Sample) Exam

This section contains information regarding the candidate experience when taking the theory exam with Prometric/IQT. This provides candidates an understanding of all steps related to their experience and what they may encounter.

To take a demonstration test to experience how Prometric’s IQT computer-based test system works, please click here or go to:

<https://www.iqttesting.com/ExamV2008/Default.aspx?Function=SampleExam&Exam=8>.

Once candidates are checked in and logged into their exam, the first screen will be the Pre-amble screen. This should be read by the candidate in its entirety, as it offers important information needed in preparation of the examination such as the length of the exam and the number of questions. The Pre-amble will change according to the exam the candidate is registered. Once the candidate understands the content in this section, he/she will click on “Begin Tutorial” on the lower left corner.

Name: Sample FirstName Sample LastName
Exam: SMT Sample Secure Exam A

Welcome to the Schroeder Measurement Technologies, Inc. and Iso-Quality Testing Computer Testing system.
This is a demonstration of the testing system. When you begin your examination, this Preamble screen will provide an introduction to the exam including information related to the number of items, item format, time limitations, and any other special instructions.
The questions presented in this sample are intended for demonstration purposes only and are not indicative of any actual examination content. The questions are designed to allow you to familiarize your self with the format and functionality of the testing system. In order to move forward through the demonstration, you are required to answer each question.



Begin Tutorial...

The tutorial will go over the functions of the examination with the same style and format of the actual exam as shown below. Candidates must demonstrate knowing how the system works by completing the tutorial. Each question must be answered correctly before moving to the next question; otherwise a red box will appear at the bottom left corner, stating the answer was incorrect. The candidates will get a total of 7 questions and 5 minutes to complete the tutorial, which does not affect the time of the actual exam. When candidates answer the last question, a notice will appear that he/she is on the last

question. This is only to notify that all questions have been answered, thus not ending the exam. It is important to understand that candidates must be the ones to choose and click on the items. Once all questions are answered, the candidate will click on “End Tutorial”.



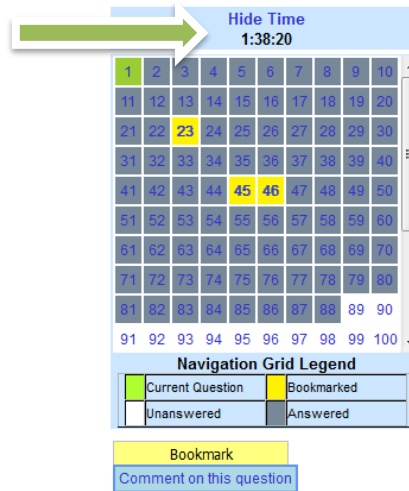
After the tutorial is complete, the candidate will begin their theory exam. During the exam the candidates will have the ability of skipping, bookmarking or commenting on any question:

- **Skipping** – A candidate may choose to leave a question unanswered and come back to it at the end of the exam. This can be achieved by clicking on another question on the navigation grid, or by clicking on the next arrow in the bottom left of the screen.
- **Bookmarking** – When a question is answered and the candidate is not completely certain and would like to come back to it, the question can be bookmarked.
 - Only a question that has been answered can be bookmarked, otherwise the question should be skipped.
- **Commenting** – This function provides the ability to comment on any question that presents irregularities identified by the candidate. All comments are reviewed by the credentialing organization in efforts to improve the exam.

The testing system was designed with the idea that internet interruptions may happen at any given time; as so, all responses, time, bookmarks and comments are saved as candidates answered them. If any interruption were to occur, the candidate’s exam would be reinstated to where they left off, before the interruption occurred.

The candidate will have a navigation grid on the right side of the screen. This will display the bookmarking and comment question options, as well as the time remaining in the exam. The candidate may navigate through the exam by clicking on the arrows on the lower left corner or by clicking on the question they choose to go to on the grid. If the candidate would like to hide the time, this can also be done on the navigation grid by clicking on “Hide Time” as shown below. The navigation grid will display:

- Current question in green
- Bookmarked questions in yellow
- Answered questions in gray
- Unanswered questions in white



When the candidate is finished with the exam, he/she can review all the questions by selecting them on the grid, if there is time remaining. If not, the candidate will get a notice that the candidate is out of time and it will end the exam. If the candidate is done before the time expires, they will receive a notification where they must assure that they would in fact like to end the exam. Once this is confirmed, the candidate will be prompted to the end of exam survey (optional) that will allow them to grade the experience in regards to the testing center and the actual exam as shown below.

Post Exam Information

Examination Results

A score of 70 percent or above is required to pass the exam. Your exam result letter will provide you with the next step in the licensure process. Be advised that passing the exam is just one component of the requirements necessary in obtaining a license. The Department has sole responsibility for making final licensing decisions.

If you do not pass your exam, you will automatically be reregistered to retake your exam. You will be required to schedule and repay your exam fees.

Appeals Process

Our goal is to provide a quality exam and a pleasant testing experience for every candidate. If you are dissatisfied with either and believe we can correct the problem, we would like to hear from you. We provide an opportunity for general comments at the end of your exam. Your comments will be reviewed by our personnel, but you will not receive a direct response. If you would like to submit an appeal concerning examination content, registration, scheduling or test administration (testing site procedures, equipment, personnel, etc.), please submit an appeal by visiting www.prometric.com/contactus. The Appeals Committee will review your concern and send you a written response within 20 business days of receipt.

Examination Site Closing For Emergencies

Severe weather or an emergency could require canceling scheduled exams. If this occurs, Prometric/IQT will attempt to contact you. However, you may check for test site closures by contacting us at Prometric/IQT. If the site is closed, your exams will be rescheduled without a rescheduling fee. If a test center is open for testing and you choose not to appear for your appointment, you will forfeit your fee.

Contact Us

For Questions about Exams:

Prometric/Iso-Quality Testing (IQT)/SMT is owned and operated by Prometric, LLC. which is located in Clearwater, Florida. If you need assistance, please be sure to refer to our direct contact information (email) SMT-OperationsTeam@prometric.com or call 866-773-1114.

For Questions about Licensing:

Connecticut Department of Public Health
Examining Board for Barbers, Hairdressers and Cosmeticians
410 Capitol Avenue MS#13PHO
Hartford, CT 06134
Phone: 860.509.7603, menu option 6
www.ct.gov/dph/cwp/view.asp?a=3143&q=388878

Cosmetology Candidate Information Bulletin

NATIONAL COSMETOLOGY THEORY EXAMINATION CANDIDATE INFORMATION BULLETIN (CIB)

The National Cosmetology Theory Examination is the licensure examination for Cosmetologists. This bulletin contains IMPORTANT INFORMATION regarding the examination, including content outline covered by the theory examination, sample questions and answers. The time allowed for the Cosmetology Theory Examination is 90 minutes.

PLEASE REVIEW ALL INFORMATION CAREFULLY.

IMPORTANT INSTRUCTIONS

- Do not leave the examination area without permission. Permission must be obtained to leave the examination area for any reason, including restroom usage or at the completion of the examination. Picture ID is required for re-entry into the examination.
- With the exception of verbal instructions, the proctors and examination administration personnel are not allowed to communicate with candidates.
- If you have an emergency situation please notify the proctor.
- The following provides examples of materials and actions that are prohibited during the examination administration:
 - Possession of cellular phones, watches (of any kind), pagers, tablets, computers, projectors, cameras, or any other electronic or recording devices, printed materials, or handtheory notes.
 - Communicating to other candidates.
 - Exhibiting disruptive behavior.
 - *The above referenced items or actions are not an exhaustive list. Failure to comply with any of these conditions or exhibiting ANY behavior that suggests an effort to cheat will result in your immediate dismissal from the examination and your actions reported to the proper authorities.*

The following outlines the scope of content covered by the National Cosmetology Theory Examination. The percentages represent the percentage of items from each domain. The examination is comprised of 110 items of which 100 items are weighted and contribute to the candidate's final score.

DOMAIN 1: SCIENTIFIC CONCEPTS (30%)

A. Infection Control and Safety Practices

1. Identify how disease and infection are caused and transmitted
2. Recognize purpose and/or effects of infection control principles
 - a. Levels of infection control:
 - i. Sanitation/Cleaning
 - ii. Disinfection
 - iii. Sterilization
 - b. Process of infection control:
 - i. Recognize when cross-contamination occurs
 - ii. Prevention of cross-contamination
 - iii. Differentiate between the purpose of single- and multi-use tools

3. Apply blood contact procedures
 4. Identify requirements of government agencies:
 - a. OSHA standards
 - b. EPA
- B. Human Anatomy and Physiology
1. Identify function and structure of the:
 - a. Hair and scalp
 - b. Skin
 - c. Nails
 2. Identify signs and symptoms of conditions, disorders, and diseases related to:
 - a. Hair and scalp
 - b. Skin
 - c. Nails
 3. Identify muscles and joints and their functions related to:
 - a. Head and face
 - b. Arms and hands
 - c. Legs and feet
 4. Identify functions of:
 - a. Nervous system
 - b. Circulatory system

C. Basic Chemistry of Products Used in Cosmetology

1. Recognize purpose and effects of products and ingredients
2. Recognize interaction between chemicals
3. Recognize physical interactions with chemicals
4. Recognize chemical reactions (e.g., overexposure, chemical burn)
5. Recognize the chemical pH scale

DOMAIN 2: HAIR CARE AND SERVICES (40%)

A. Client Consultation, Analysis and Documentation for Hair Care Services

1. Evaluate condition of client's hair and scalp (i.e., assessment)
2. Recognize conditions that would prohibit service (i.e., contraindications)
3. Determine services or products
4. Recognize purpose and interpret results of preliminary tests (e.g., predisposition and strand tests)
5. Establish/Maintain client records (e.g., service history, client card, medical history)

B. Tools used in Hair Care Services

1. Identify function, purpose and infection control procedures of tools used in hair services:
 - a. Equipment (e.g., chair, workstation)
 - b. Implements (e.g., razors, shears, combs/brushes)
 - c. Supplies and materials (e.g., towels, drape, neck strips)
 - d. Electrical tools (e.g. irons, blow dryers, clippers)
 - e. Proper disinfection procedures
2. Recognize safe practices for use of tools (i.e., equipment, implements, supplies, ergonomics)

C. Hair Care

1. Apply knowledge of principles and procedures for shampooing and conditioning

2. Apply knowledge of principles and procedures for scalp treatments and scalp massage
3. Apply knowledge of draping (e.g. chemical, shampoo, cutting)

D. Hair Design

1. Apply knowledge of principles, procedures and safety of hair cutting and shaping
2. Apply knowledge of principles, procedures and safety of hair styling:
 - a. Wet styling
 - b. Thermal styling
 - c. Natural hair styling (e.g., braiding)
3. Apply knowledge of principles, procedures and safety related to hair enhancements:
 - a. Extension application and removal:
 - i. Braid and sew attachment
 - ii. Bonding
 - iii. Fusion bonding
 - iv. Tube shrinking
 - v. Linking
4. Apply principles of balance and design (e.g. facial shape, physical structure)

E. Chemical Services

1. Apply knowledge of principles, procedures and safety for:
 - a. Hair coloring (including corrective color)
 - b. Hair lightening
 - c. Foiling
 - d. Chemical hair relaxing/restructuring and curl reduction
 - i. Hydroxide
 - ii. Thio
 - iii. Keratin
 - e. Chemical waving/texturizing:
 - i. Alkaline
 - ii. Acid
 - iii. Non-thio
 - iv. Keratin

DOMAIN 3: SKIN CARE AND SERVICES (15%)

A. Client Consultation, Analysis and Documentation for Skin Care Services

1. Evaluate condition of client's skin:
 - a. Skin type
 - b. Skin condition
2. Identify contraindications:
 - a. Disorders
 - b. Diseases
3. Determine services and products
4. Establish/Maintain client records (e.g., service history, client card, medical history)

B. Tools used for skin care services

1. Identify function, purpose and infection control procedures of tools:
 - a. Equipment (e.g., chair, steamer)
 - b. Implements (e.g., tweezers, brushes, extractors)
 - c. Supplies, products, and materials (e.g., creams, masks, towels, body and hair)

drapes)

- d. Proper disinfection procedures
2. Recognize and understand safe practices for use of tools (i.e., equipment, implements, supplies, and ergonomics)

C. Facial skin care services

1. Apply knowledge of principles, procedures and safety for:
 - a. Cleansing
 - b. Steaming
 - c. Exfoliation
 - d. Extraction
 - e. Massage
 - f. Masks
 - g. Hair Removal:
 - i. Tweezing
 - ii. Depilatory
 - iii. Hard wax
 - iv. Soft wax
 - h. Makeup application
 - i. Electrical equipment

DOMAIN 4: NAIL CARE AND SERVICES (15%)

A. Client Consultation, Analysis and Documentation for nail care services

1. Evaluate condition of client's nails
2. Identify contraindications:
 - a. Disorders
 - b. Diseases
3. Determine services and products
4. Establish/Maintain client records (e.g., service history, client card, medical history)

B. Tools used in nail care services

1. Identify function, purpose and infection control procedures of tools:
 - a. Equipment (e.g., workstation, pedicure basin)
 - b. Implements (e.g., nippers, file)

c. Supplies, products, and materials (e.g., towels, creams, polish)

- d. Proper disinfection procedures
2. Recognize and understand safe practices for use of tools (i.e., equipment, implements, supplies, and ergonomics)

C. Apply knowledge of principles, procedures and safety for basic manicure and pedicure

D. Apply knowledge of principles, procedures and safety for application, maintenance, and removal of nail enhancements:

1. Nail tips
2. Acrylics

COSMETOLOGY THEORY EXAMINATION
SAMPLE QUESTIONS

The following sample questions are similar to those presented in the Cosmetology Theory Examination. Each item has four answer options. Only one option is correct or the answer. An answer key is provided following the sample questions. Performance on the sample questions may not represent performance on the examination.

1. Which of the following will reinforce and reconstruct the hair shaft?
(A) Scalp treatment
(B) Balancing shampoo
(C) Hair brushing
(D) Protein conditioner

2. When damaged, which of the following will cause the hair growth to be inhibited?
(A) Papilla
(B) Shaft
(C) Cuticle
(D) Arrector pili

3. A condition caused by an infestation of head lice is
(A) tinea barbae.
(B) scabies.
(C) pediculous capitalis.
(D) tinea capitis.

4. Debris is removed from tools and implements using which of the following procedures?
(A) Cleaning
(B) Disinfection
(C) Sterilization
(D) Decontamination

5. What implement adds shine and smooths wavy ridges on the natural nail during a manicure?
(A) Coarse file
(B) Metal file
(C) Nail brush
(D) Nail buffer

6. What is another name for the dermis layer of the skin?
(A) Spiny layer
(B) Horny layer
(C) True skin
(D) Basal cell

7. The massage movement intended to soothe muscles is
(A) petrissage.
(B) tapotement.
(C) friction.
(D) effleurage.

8. What product can be used to equalize the porosity of the hair?
(A) Shampoo
(B) Fillers
(C) Lightener
(D) Developer

KEY: 1: D, 2: A, 3: C, 4: A, 5: D, 6: C, 7: D, 8: B
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**NATIONAL BARBER STYLING
THEORY EXAMINATION
CANDIDATE INFORMATION BULLETIN (CIB)**

The National Barber Styling Theory Examination is the licensure examination for Barber Stylists. This bulletin contains IMPORTANT INFORMATION regarding the examination, including content outline covered by the theory examination, sample questions and answers, and references. The time allowed for the Barber Styling Theory Examination is 90 minutes.

PLEASE REVIEW ALL INFORMATION CAREFULLY.

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 - Communicating to other candidates.
 - Exhibiting disruptive behavior.
 - *The above referenced items or actions are not an exhaustive list. Failure to comply with any of these conditions or exhibiting ANY behavior that suggests an effort to cheat will result in your immediate dismissal from the examination and your actions reported to the proper authorities.*

The following outlines the scope of content covered by the National Barber Styling Theory Examination. The percentages represent the percentage of items from each domain. The examination is comprised of 110 items of which 100 items are weighted and contribute to the candidate’s final score.

1. Scientific Concepts - 35%

- A. Infection Control and Safety Practices
 - 1. Identify how disease and infection are caused and transmitted
 - 2. Apply principles of infection control
 - a. Sanitation/Cleansing
 - b. Disinfection
 - c. Sterilization
 - d. Contamination and cross-contamination
 - 3. Apply blood exposure procedures
 - 4. Identify requirements of government agencies related to public protection (e.g., CDC, OSHA, EPA)
- B. Human anatomy and physiology
 - 1. Identify function and structure of the
 - a. Hair and scalp
 - b. Skin
 - 2. Identify bones related to
 - a. Head and face

- b. Neck, shoulders, and upper back
- 3. Identify muscles and joints and their functions related to
 - a. Head and face
 - b. Neck, shoulders, and upper back
- 4. Understand the functions of body systems
 - a. Nervous system
 - b. Circulatory system
 - c. Endocrine system
 - d. Integumentary system
- C. Identify signs and symptoms of conditions, disorders, and diseases related to skin
 - 1. Types
 - 2. Treatments
- D. Identify signs and symptoms of conditions, disorders, and diseases related to hair
 - 1. Types
 - 2. Treatments
- E. Basic chemistry of products used in barbering
 - 1. Understand the chemical pH scale
 - 2. Understand purpose and effects of products, ingredients, and their interactions
 - 3. Understand interactions among chemicals
 - 4. Understand chemical reactions (e.g., overexposure, chemical burn, inhalation)

2. Implements and Equipment - 10%

- A. Identify function, purpose, and care of tools used in hair services
 - 1. Equipment (e.g., chair, workstation)
 - 2. Implements (e.g., razors, shears, combs/brushes)
 - 3. Supplies and materials (e.g., towels, drape, neck strips)
 - 4. Electrical tools (e.g., clippers, blow dryers)
 - B. Understand and apply safety and sanitation practices for use of implements and equipment
3. Hair Care Services - 40%
- A. Client consultation, analysis, and documentation for hair care services
 - 1. Analyze condition of client's hair and scalp (i.e., assessment)
 - 2. Recognize conditions that would prohibit service (i.e., contraindications)
 - 3. Determine services and/or products
 - 4. Document and maintain client records (e.g., consultation card, service history, medical history)
 - B. Hair Care
 - 1. Apply knowledge of draping (e.g., chemical, shampoo, haircutting)
 - 2. Apply knowledge of principles and procedures for shampooing and conditioning
 - 3. Apply knowledge of principles and procedures for scalp treatments and scalp massage/manipulation
 - C. Hair Design
 - 1. Apply knowledge of principles, procedures, and safety of haircutting
 - a. Shaping
 - b. Outlining
 - c. Neck shave
 - 2. Apply knowledge of principles, procedures, and safety of hair styling
 - a. Wet styling
 - b. Blow-dry styling
 - c. Thermal styling
 - d. Natural hair styling (e.g., braiding, locks)
 - 3. Apply knowledge of hair enhancement options
 - D. Apply knowledge of preparation, procedures, and safety for head shaving
 - E. Apply knowledge of principles, procedures, and safety for chemical services
 - 1. Understand preliminary tests (e.g., purposes, uses, applications):
 - a. Predisposition
 - b. Strand test
 - 2. Hair coloring (including facial hair)
 - 3. Hair lightening
 - 4. Foiling

5. Chemical hair relaxing/restructuring and curl reduction
 - a. Hydroxide
 - b. Thio
 - c. Keratin
 6. Chemical waving/texturizing:
 - a. Alkaline
 - b. Acid
 - c. Non-thio
4. Facial Hair and Skin Care Services - 15%
- A. Client consultation, analysis, and documentation for facial hair and skin care services
 1. Evaluate client's skin (e.g., type, condition)
 2. Identify contraindications:
 - a. Disorders
 - b. Diseases
 3. Determine services and/or products
 4. Document and maintain client records (e.g., consultation card, service history, medical history)
 - B. Apply knowledge of draping for facial hair and skin care services
 - C. Apply knowledge of principles, procedures, and safety for facial hair and skin care services
 1. Complete shave service with required strokes
 2. Facial hair design
 3. Facial (e.g., cleansing, steam towel, massage)
 4. Electrotherapy and light therapy
 - D. Apply knowledge of purpose and types of electrotherapy and light therapy

BARBER STYLING THEORY EXAMINATION SAMPLE QUESTIONS

The following sample questions are similar to those on the Barber Styling Theory Examination. Each question is followed by four answer options. Only one option is correct. Correct answers (keys) are listed following the sample questions.

1. Anthrax and tetanus bacilli form which type of spores?
 - a. Mitosis
 - b. Flagella
 - c. Spherical
 - d. Infectious

2. All French style shears
 - a. are cobalt metal.
 - b. have a finger brace.
 - c. are made in France.
 - d. have tight pivots.

3. Prior to a shaving service the headrest **MUST** be
 - a. washed and dried.
 - b. disinfected and covered.
 - c. washed and removed.
 - d. sanitized and sterilized.

4. To avoid damage to muscle tissue, the movements of a massage are directed
 - a. away from the origin of the muscle.
 - b. toward the origin of the muscle.
 - c. around the origin of the muscle.
 - d. above the origin of the muscle.

5. Which of the following can permanently relieve split ends?
 - a. Applying oil to the ends
 - b. Using a styling gel on the ends
 - c. Moistening the ends
 - d. Cutting the ends

6. The diameter of a single strand of hair is also called
 - a. growth pattern.
 - b. porosity.
 - c. density.
 - d. texture.

7. What should be performed **FIRST** before applying permanent haircolor?
 - a. Strand test
 - b. Patch test
 - c. Curl test
 - d. Texture test

8. Before sodium hydroxide processing, hair should be analyzed to determine its
 - a. acidity.
 - b. alkalinity.
 - c. texture, porosity, and elasticity.
 - d. density, color, and end bonds.

Answers		
1. c	4. b	7. b
2. b	5. d	8. c
3. b	6. d	