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GLOBAL COMPUTERIZED EXAMINATION SOLUTIONS

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 Connecticut Cosmetology/Barber exam. Please review and follow the steps as outlined within this manual.

Table of Contents

Applying to Take Your Exam

Connecticut Barber and Cosmetology candidates must complete and submit an application to sit for the Barber and Cosmetology exams. **IMPORTANT NOTE:** Applications are valid for one year. If you do not successfully pass your exam within your one year window, you will need to reapply again. (You will only be required to pay your exam fee when you schedule your exam).

 The application requires the candidate demographic information as outlined below:

1. Candidate Name - The name you enter on your online application will be the name listed on your admission letter. Your first and last name (including multiple first or last names) must be entered on your application **EXACTLY** as it appears on the Government Issued ID you will be bringing with you on the day of your exam.

   If you have multiple first names, last names, or hyphenated names on your government issued ID, all names must also be included on your application, EXACTLY as listed on your government issued ID.

   Example:
   If your first name is Susan Ann on your government issued ID, you must include both names on your application. If your last name is Jones-Smith, you must include both names on your application.

   IMPORTANT NOTE: You will not be permitted to test if there is a discrepancy with your name, and a refund will not be given. If your name has changed or is different than indicated on your admission letter, you must submit legal documentation showing your previous name and current name (marriage license, divorce decree, court order, or notarized affidavit) to smt-operationsteam@prometric.com at least 10 calendar days PRIOR to your scheduled examination. Our office will verify the changes and send an updated admission letter.

2. Candidate email address – The IQT secure exam delivery system requires that each candidate have a unique email address (not shared with anyone else). It is a critical requirement that all candidates at the point of preregistration are associated with a "unique" email address. **It is critical that you enter your email address correctly, as your exam scheduling and admission letter information will be emailed to you.**

3. Home and Mailing address – Your address is referenced at various points throughout the exam delivery process, and assists in the identification of candidates.

4. Primary Contact Phone and Alternate Phone Numbers – Your current telephone numbers are required so that we may contact you in the case of rescheduling or site closure, due to inclement weather, etc.

In addition to the demographic questions, you will be required to complete the following during the application process:

1. Select your school from the dropdown box.
2. Select if ADA Accommodations will be required.
   a. If accommodations are requested, you will be prompted to download the accommodations application, and then upload the required documentation into the application. The required documentation must be completed and uploaded prior to submitting your application.
3. Select the Theory licensing exam and language you are applying to take.
4. Verify all information is correct on every screen, and submit your application.

Application Process

The information outlined in the following section provides the process for applying to sit for your examination.

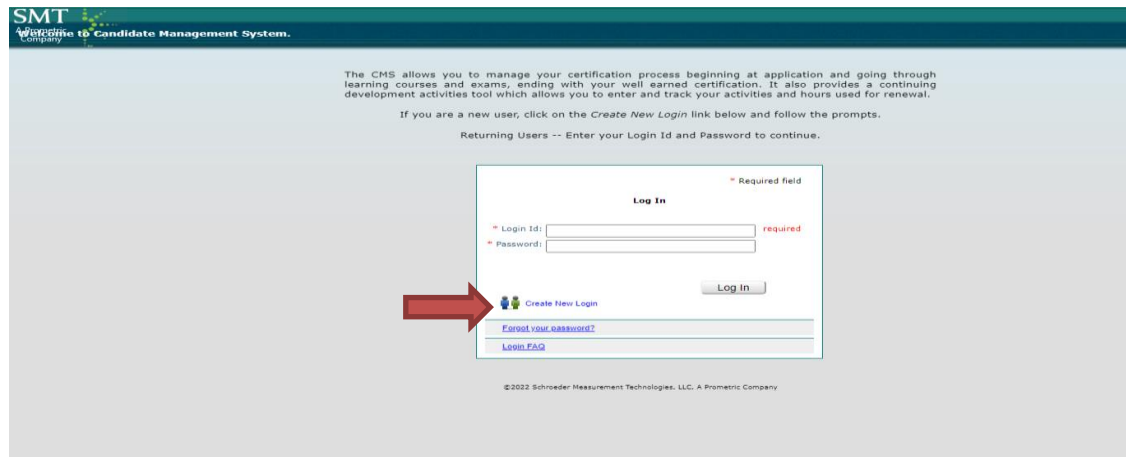1. Click the following link to start your application for CT:

   CT Cosmetology and Barbering Application
   -or-

   Type in the following address:

   https://www.smttest.com/candidatemanagementsystem/cplogin.aspx?cms_cid=61

2. Click the "**Create New Login**" Link.

3. Create your user account by entering the data in the fields on the screen. Click the submit button.

4. This will bring you back to the login screen. (You will only need to log in twice if it is your first time applying).

5. Select the Connecticut Barbers and Hairdressers from the dropdown box, and enter your password. Once you have entered the required information, click the "Log In" button.
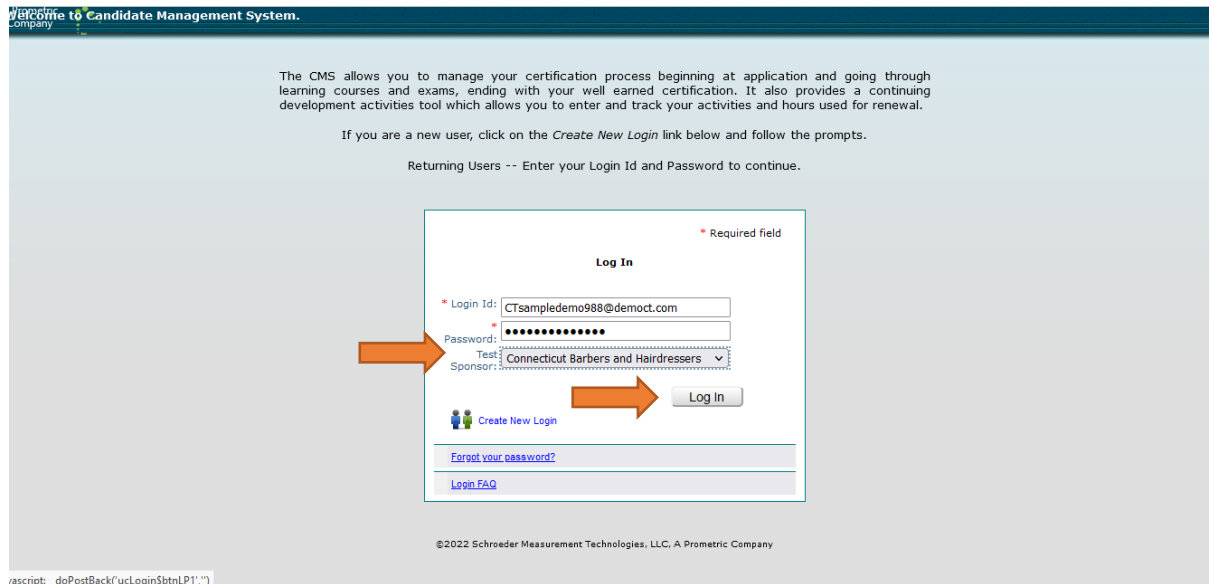
6. This will bring you to your dashboard.
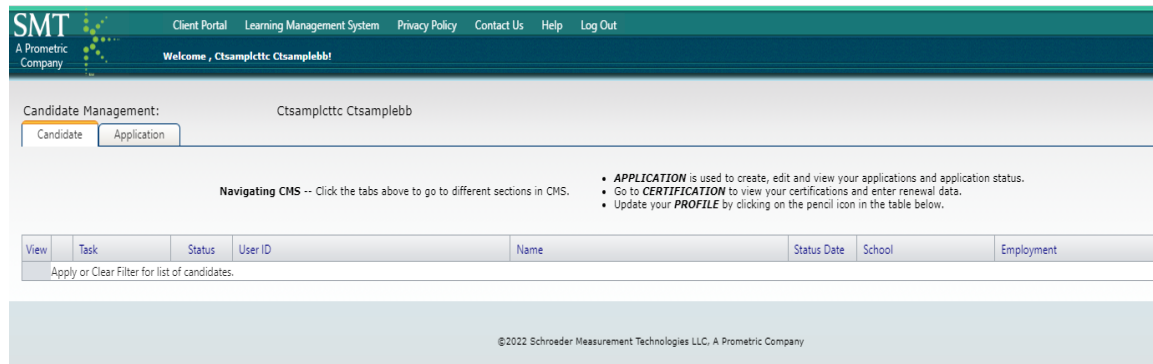
7. Click the "Application" tab.
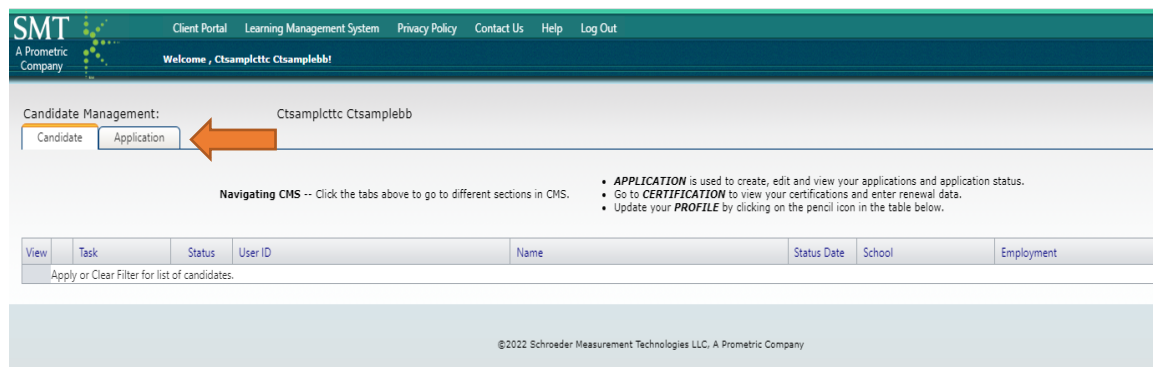
8. Click "Create an Application for Certification."
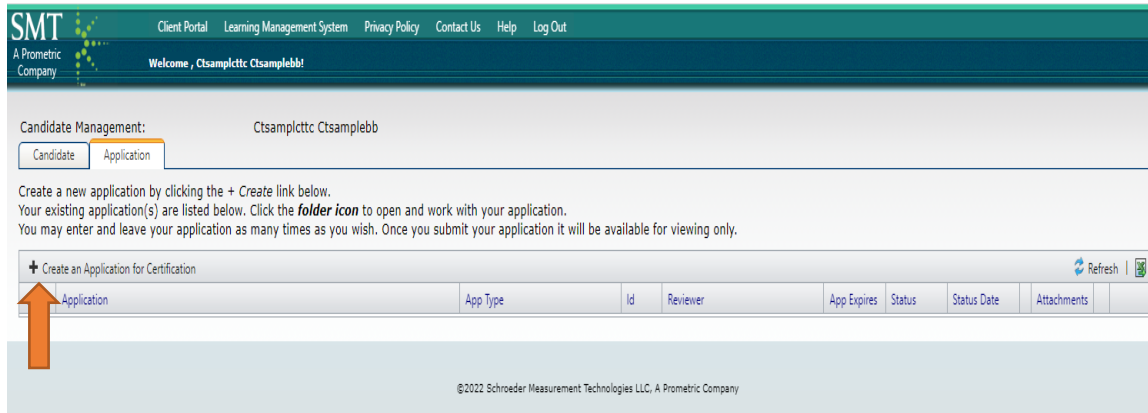
9. Select the CTCB CT Cosmetology and Barber Application".
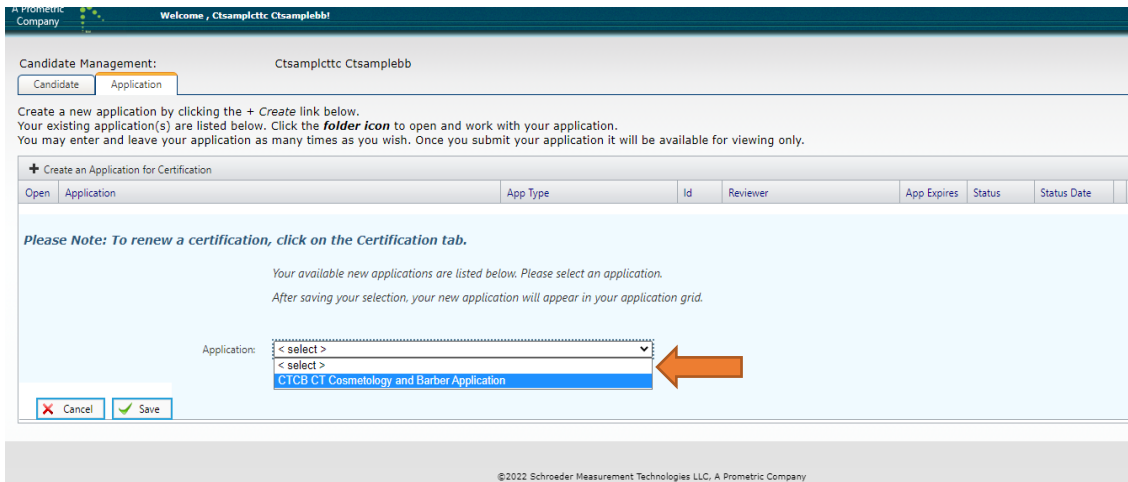
10. Click the "Save" button.
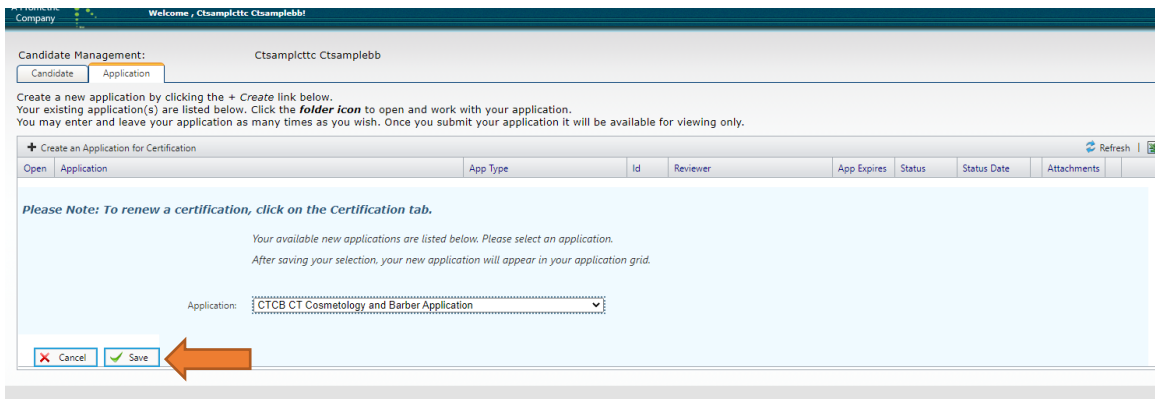
11. This will bring you back to your dashboard with the application folder visible.
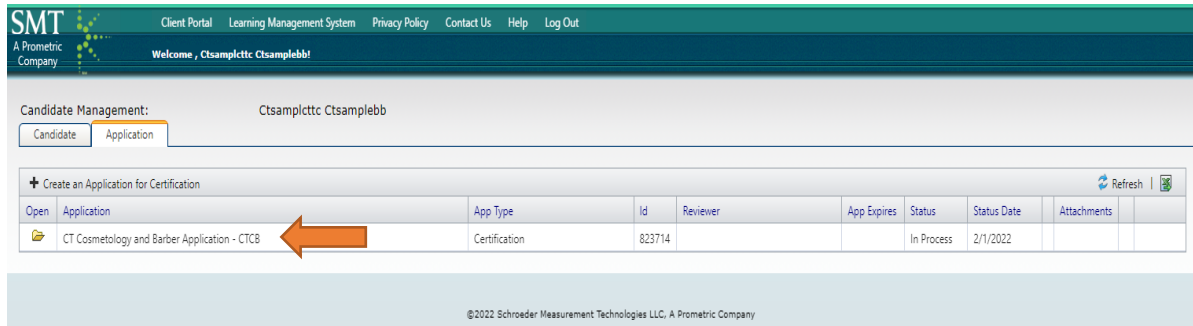
12. Click the folder to the left of the application name.
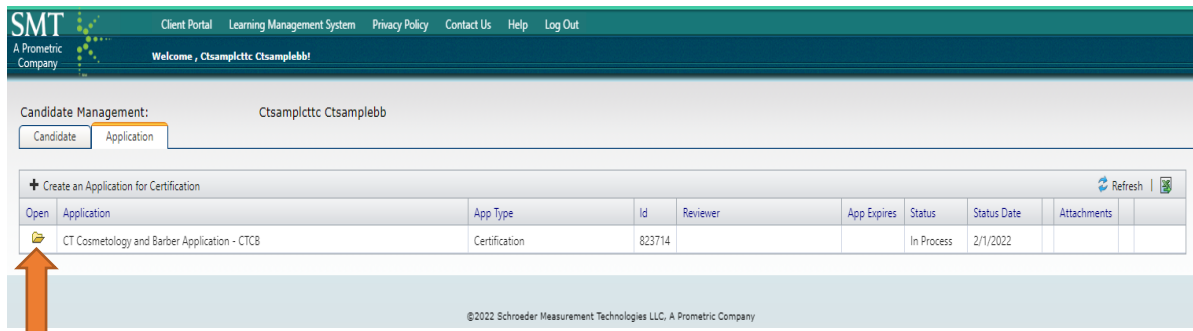
13. Complete each tab in its entirety PRIOR to submitting your application. Once you submit your application, you will not be able to change the information contained within your application. Please be certain to:
    a. Verify all information is correct on each individual tab **before** submitting your application.
    b. If ADA accommodations are required, make certain this is indicated on the Accommodations tab and upload the required application/documentation on the Documentation Upload tab.

    Once you submit the application, you will receive a Candidate Authorization to Test Notification email with instructions to schedule your exam.

IMPORTANT NOTE: Applications are valid for one year. If you do not successfully pass your exam within your one year window, you will need to reapply again. (You will only be required to pay your exam fee when you schedule your exam).

Exam Scheduling

Candidate Authorization to Test Notification

Once your application is successfully submitted, an automated "Authorization to Test" email notification will be sent to the email address you listed on your application. **If you do not receive the notice, please check your SPAM/JUNK folder, as these filters sometimes capture the emails.** Be certain to save this email as you will need the login information to schedule or reschedule your exam, and to print your admission letter.

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,
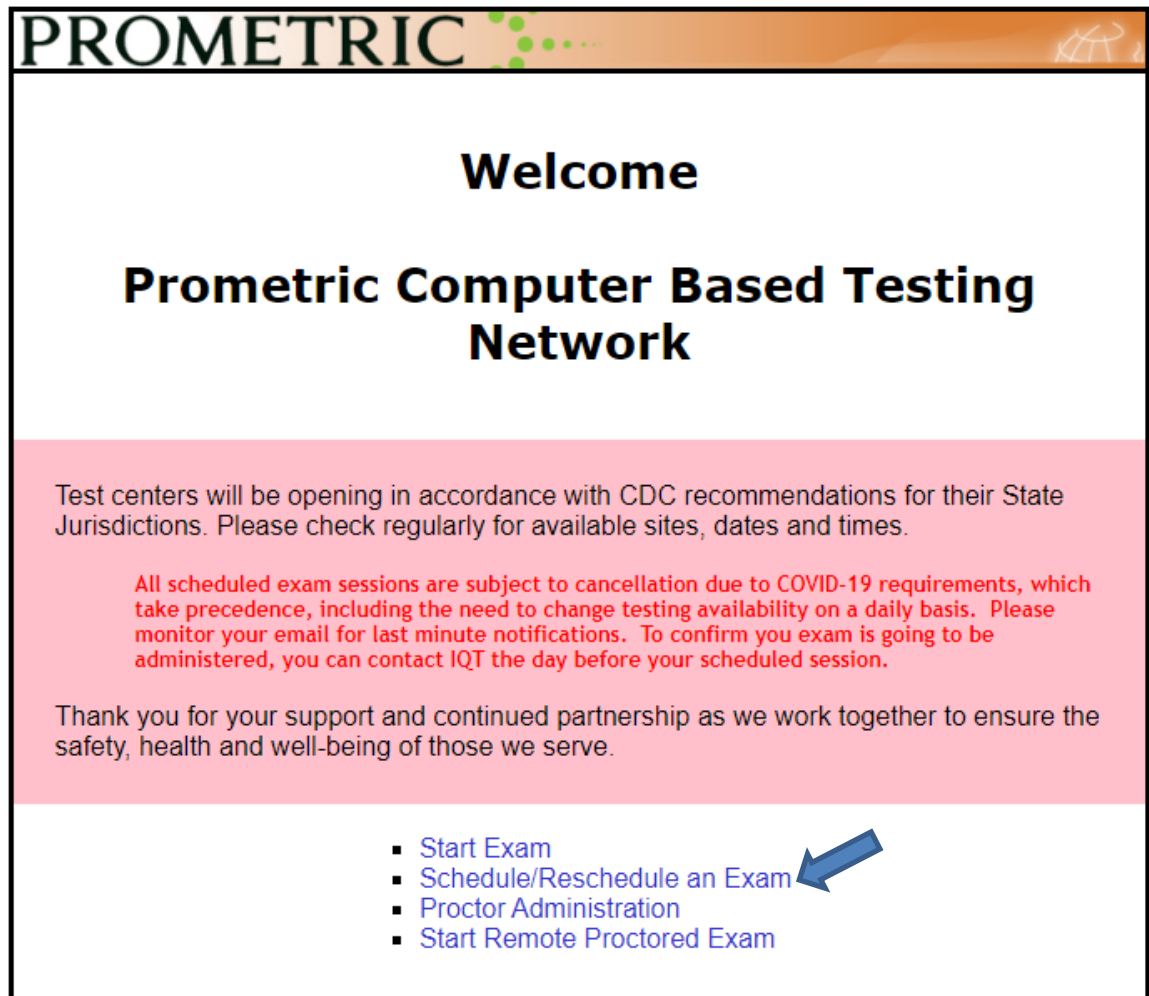
Registrations@isoqualitytesting.com
Iso Quality Testing, Inc.

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 "Schedule/Reschedule an Exam"

2. Enter your unique "User ID" and "Password" located on the "Authorization to Test" email.

3. Click "Login". This will direct you to the Organization" and "Exam" screen. The candidate specific "Organization" and "Exam" will automatically populate in the drop-down fields.

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 that you completed on your application. **All candidate information <u>must be verified</u> before proceeding**.

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 you need to make changes to the email address or your First or Last Name, you 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 the exam.

b. Candidate Address and Telephone Number(s): These fields are not locked and can be changed. It is required that you provide your phone number in the event we need to contact you on the day of your exam.

c. Once the candidate profile information is confirmed, click "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"

7. You will be required to pay for the examination fees before the finalizing your 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 "Next" to confirm the purchase and complete the scheduling of your examination.

8. 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 your 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 upon arrival at your examination. Electronic copies are not permitted.**

SAMPLE EXAM REGISTRATION RECEIPT

EXAM REGISTRATION RECEIPT

!!! 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.

Candidate:

Exam Time:
Location:

You have consented to the IQT Examination Agreement.

Note: This examination may not be rescheduled or cancelled after Fri 8:30am on Aug 7, 2020.
Note that this receipt has been automatically emailed to you.

Home   Print Receipt

11. In conjunction with the admission letter popping up on the screen, an email will simultaneously be sent to your email address on file, which includes a link to the admission letter, receipt and instructions. You will be required to enter your UserID and Password provided on your Authorization to Test Letter to access your admission letter.

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.iqttesting.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 from your exam date/time, 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 five (5) calendar 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, you will need to log into your account to cancel/reschedule.

- Go to www.IQTTesting.com
- Click "Schedule/Reschedule an Exam"
- 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 "Authorization to Test" email) 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" for the exam under the following circumstances:
- Failure to arrive and check in for your examination at the scheduled time.
- You 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.
- You do not have your printed admission document.

If any of the above circumstances occur, you will not be allowed to sit for your exam. Your examination fees will be forfeited, and you will be required to repay your fees to schedule another appointment.

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 the ADA documentation within the application process, prior to completing the application process:

a.   If accommodations are requested, you will need to select that you require accommodations under the "Accommodations" tab of the application.
b.   You will need to download the Prometric Accommodations Application under the "Documentation Upload" tab. The Accommodations Application will provide you with the specific information and forms that will need to be completed and uploaded on the Upload tab, prior to completing your testing application.

Once you have completed your application, you will receive an email with information to contact the ADA Coordinator to schedule your exam. The accommodations will be reviewed and approved by the coordinator at that time. Incomplete documentation will result in a delay of scheduling your exam.

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 the 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 (electronic copies are not permitted).
- Candidate must bring the government issued valid ID as outlined in the admission letter.
- 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 on the Roster/Admission Letter.

As noted previously, all candidates must register for the exam with their LEGAL FIRST and LAST NAME as it appears on their government issued identification. Identification must match the first and last name under which the candidate is registered. You are required to bring one form of valid (non-

expired) government issued proof of identity to the test site. If you fail to bring proper identification or your names do not match, you will not be allowed to test and the 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 <u>printed </u>copy of their Admission Letter as previously noted. Electronic copies on your phone or tablet are not acceptable. It is your responsibility to be aware of the testing requirements found in the admission letter, prior to your 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:
  - o Changing candidates information
  - o No shows and rescheduling
  - o Valid form of identification
  - o Inclement weather
  - o 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 email address listed on the candidate's account. It is the candidates' responsibility to provide the admission letter on the day of testing. The Admission letter provides clear instructions on the candidate's responsibilities. If you forget your admission letter or ID, you will not be permitted to test.

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

1. Cell phones

2. Wrist watches or any other type of time keeping device

3. Electronic devices of any kind

4. Headphones, headsets, ear phones, ear buds, or Blue Tooth capable devices

5. Notes, papers, books, exam review, or other study materials in any format or media

6. Electronic media

7. Handbags, purses, backpacks, briefcases, tote bags, or bags of any kind

8. Pens, pencils, markers, or highlighters of any kind

9. 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. To take a free 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.

Candidate Testing Experience

Once you are checked in and logged into your exam, the first screen will be the Pre-amble screen. This should be read 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 you understand the content in this section, you will click on "Begin Tutorial" on the lower left corner.

The tutorial will go over the functions of the examination with the same style and format of the actual exam as shown below. It is highly recommended that you complete the tutorial before beginning your exam.

While in 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. You will receive a total of 7 questions and 5 minutes to complete the tutorial, which does not affect the time of the actual exam.

Once you answer the last question, a notice will appear that you are on the last question. This is <u>only</u> to notify that all questions have been answered, thus not ending the exam. Once all questions are answered, you will click on "End Tutorial".

After the tutorial is complete, you will begin the theory exam. During the exam you will have the ability of <u>skipping</u>, <u>bookmarking</u> or <u>commenting</u> on any question:

- **Skipping** – You 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 you are not completely certain of your response and would like to come back to it, the question can be bookmarked.
  - o 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 you answered them. If any interruption were to occur (power outage, computer issue, etc.), all answers will be saved and your exam would be reinstated to where they left off, before the interruption occurred.

You 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. You may navigate through the exam by clicking on the arrows on the lower left corner or by clicking on the question you choose to

go to on the grid. If you 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
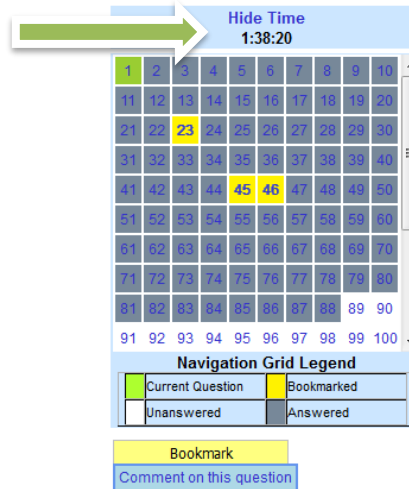
When you are finished with the exam, you can review all the questions by selecting them on the grid if there is time remaining. If no time remains, you will receive a notice that you are out of time and the system will end the exam. If you are done answering the questions before the time expires, you will receive a notification where you must confirm you would in fact like to end the exam. Once confirmed, you will be prompted to the "End of Exam Survey" that will allow you to grade the testing center and the actual exam experience (optional).

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 and you are still within your one year window of eligibility, you will automatically be reregistered to retake your exam. You will be required to schedule and repay your exam fees.

IMPORTANT NOTE: Applications are valid for one year. If you do not successfully pass your exam within your one year window, you will need to reapply again.

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 hand 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 if 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

Exam References:

This list provides the references used to develop and support the content covered in the Cosmetology examination.

<u>**Standard**</u>

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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

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.

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 handwritten 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 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

Exam References:

This list provides the references used to develop and support the content covered in the Barber Styling examination.

<u>Standard</u>

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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	