



STATE OF ARIZONA
AESTHETICIAN, COSMETOLOGY, NAIL
TECHNICIAN and INSTRUCTOR EXAMINATIONS



CANDIDATE INFORMATION BULLETIN

This *Candidate Information Bulletin* ("CIB") is intended for your use in preparing for and understanding the processes and procedures for applying for licensure and scheduling to test. The Arizona Board of Cosmetology (the "Board") is responsible for licensing and regulating the cosmetology related professions in the State of Arizona. The Board has contracted with Professional Credential Services ("PCS") to provide administrative examination services. The Board, through PCS, will exclusively use the National-Interstate Council of State Boards of Cosmetology ("NIC") examinations. Any questions regarding your board application should be directed to the State Board office.

(U.S. Postal Service)

Professional Credential Services
Arizona Coordinator
P.O. Box 198768
Nashville, Tennessee 37219-8689
Toll-free: (888) 822-3272
E-mail: azcos@pcshq.com

(Courier Delivery)

Professional Credential Services
Arizona Coordinator
150 Fourth Avenue North, Suite 800
Nashville, Tennessee 37219
Fax: (615) 846-0153
Web site: www.pcshq.com

Arizona Board of Cosmetology
1721 East Broadway
Tempe, Arizona 85282-1611
Phone: (480) 784-4539
Fax: (480) 784-4962
Web site: www.azboc.gov
E-mail: phranac@azboc.gov

Eligibility Requirements: A candidate who wishes to obtain a license must pass a **theory** and a **practical** examination within a year. To qualify to take these examinations, a candidate **must**:

1. Be approved by the Arizona State Board of Cosmetology.

Reciprocity: If you hold a license in a state other than Arizona, then contact the board at (480) 784-4539.

Reinstatement: If you hold a license within the state of Arizona, then contact the board at (480) 784-4539.

How to Apply with Arizona State Board of Cosmetology:

1. School sends all required hours for each candidate to Arizona Board of Cosmetology office.
2. **Special Accommodations:** If you need special accommodations under the **Americans with Disabilities Act**, you must receive prior approval through the Arizona Board of Cosmetology.
3. **Candidates must register with the full legal name as it appears on their government issued identification.**

How to Pre-register with Professional Credential Services:

To pre-register, you **must** meet the following statutory requirement: (RF-10-108):

1450 hours of Cosmetology training
500 hours of Aesthetics training
500 hours of Nail Technician training
500 hours of Cosmetology Instructor training
400 hours of Aesthetic instructor training
250 hours of Nail Technician Instructor training

You can pre-register for examinations with Professional Credential Services online if you have met the pre-registration eligibility requirements while awaiting approval from Arizona Board of Cosmetology.

1. Go online to www.PCSHQ.com.
2. Click **COSMETOLOGY & BARBERING** link (left side of page).
3. Click **ARIZONA** link.
4. Click **APPLICATION PROCESS** link.
5. Click **APPLY ONLINE** link.
6. **Candidate must register with the full legal name as it appears on their government issued identification.**

You **must** provide a reliable e-mail address. A school e-mail address is acceptable. All fees will be collected (Visa or MasterCard only) during pre-registration. If you experience technical difficulties online, please call PCS at (888) 822-3272 to pre-register.

Once you pre-register (and approved by the Board), you **must** be prepared to take the next available practical examination.

Fees:

First-time Fees: Fees will be paid to PCS. **Do not send examination fees to the Board.** * \$40 licensure fee included
Theory and Practical \$185.00*

Re-Examination Fees: Please register online at www.PCSHQ.com.

Practical \$60 Theory \$85

How to Check Application Status with Professional Credential Services:

Once you pre-register with PCS, you can track your status 24/7. A candidate ID number will be sent via e-mail within 1 business day. If you do not receive an e-mail within 1 business day, please call PCS at (888) 822-3272. Once you receive the candidate ID number, you will be able to view your current status online. You may view your status as many times as you like.

1. Go online to www.PCSHQ.com.
2. Click **COSMETOLOGY & BARBERING** link (left side of page).
3. Under Application Status, use link **CLICK HERE**.
4. Enter Candidate ID number (must enter all 8 numbers).
4. Enter your Date of Birth (mm/dd/yyyy)
5. Click **Login** link.

Approval Process:

1. Arizona State Board of Cosmetology office approves candidate hours.
2. Board will enter approval into PCS' secured eligibility system.
3. Once you have been approved by the Arizona State Board of Cosmetology to take the theory and practical examination, PCS will e-mail examination information to you. If you have not pre-registered, it is your responsibility to register with Professional Credential Services online at www.PCSHQ.com.

Any questions regarding your eligibility status should be directed to the Arizona State Board (see contact information listed on page 1 of CIB).

Scheduling Process:

Theory Examination: You will receive a theory notification with an attached **Authorization to Test (ATT)** within two business days once you have been approved to test. Your ATT will advise how to schedule a theory appointment with PSI. If you do not receive your ATT via e-mail within two business days, please call PCS at (888) 822-3272.

Practical Examination: You will receive a practical notification confirming the date, time, and location of your practical examination within five business days once you have been approved. PCS will schedule practical examinations at least two weeks out, so you should not pre-register if you are not prepared to take an examination this soon. If you do not receive a practical notification e-mail within five business days, please call PCS at (888) 822-3272

Instructor Assignment

Once PCS approves you for testing, assigned topics will be e-mailed to you.

How to Schedule For and Take the Theory Examination: Upon receipt of your ATT, you may request to take the theory examination by contacting PSI Testing Center at www.psiexams.com or at 800-733-9267. An ATT **cannot be faxed** to you or to the PSI site.

Internet Scheduling

For the fastest and most convenient test scheduling process, PSI recommends that candidates register for their examinations using the Internet. Candidates register online by accessing PSI's registration website at www.psiexams.com. Internet registration is available 24 hours a day. In order to register by Internet, complete the steps below:

Log onto PSI's website. Complete the associated registration form online and submit your information to PSI via the internet.

Upon completion of the online registration form, you will be given the available examination dates and locations for scheduling your examination. Select your desired testing date and location.

Telephone Scheduling

The second fastest method of scheduling is via the telephone with PSI's Interactive Voice Response system (IVR) during non-business hours, or through live registrars during business hours.

Call 800-733-9267, 24 hours a day and register using the Automated Registration System. Otherwise, PSI registrars are available Monday through Friday, between 7:30am and 8:00pm and Saturday, between 11:00am and 5:00pm, Eastern Time, to schedule your appointment for the examination.

Theory examinations are offered on a daily basis using a computer-based testing platform. Since PSI tests for many different professions, please allow three business days between the time you call to schedule your examination and the time you wish to sit for the examination. A "seat" may not be available at the time you wish to test if there is not sufficient lead-time in placing your scheduling call. There are several PSI Testing Centers throughout Arizona, however, you can examine at any PSI test center located throughout the United States. You may access test center information at www.psiexams.com. Maps and test center hours are available from this web site as well.

You will take your theory examination on a personal computer. You select answers either by using a mouse or the keyboard. Please visit www.psiexams.com for additional information on computer-based testing. If you encounter any problems with the computer, you should notify the test administrator. You will be given 90 minutes to complete the entire examination. Examination questions are multiple-choice with one correct answer and three incorrect responses. There is no penalty for guessing. You must attain a score of 75 or higher to achieve a passing score on the theory examination. PSI personnel have no knowledge of, are not responsible for, and cannot answer questions about the content of the examinations, references, passing scores, etc.

Theory and Practical Examination Admission Requirements:

You must register for your examination with your LEGAL first and last name as it appears on your government issued identification. All required identification below must match the first and last name under which you registered. Candidates are required to bring **a recent 2"x2" passport type photo** and **two (2) forms of valid (non-expired) identification** to the test site. One of the identifications presented must be Government issued identification with photograph and signature. Photocopies of identification will **NOT** be accepted. Candidates must present two forms of ID: One Primary and One Secondary.

PRIMARY IDENTIFICATION – Choose One

- State issued driver's license
- State issued identification card
- US Government issued Passport
- US Government issued Military Identification Card
- US Government issued Alien Registration Card

SECONDARY IDENTIFICATION – Choose One

- Credit card (must be signed)
- Social Security Card
- US issued Birth Certificate

*NOTE: Student ID and employment ID are **NOT** acceptable forms of identification.

Theory and Practical Examination Admission Requirements continued:

Candidates must register with the full legal name as it appears on their government issued identification. The name on the identification must be the same as the name used to register for the examination. If the candidate fails to bring proper identification or the candidate names do not match, the candidates will not be allowed to test and their examination fee will not be refunded.

It is your responsibility to arrive at the test center on time. Candidates will not be permitted into the examination room after your scheduled testing time. It is strongly suggested that you visit the site before the day of the examination in order to become familiar with the route and the travel time. Candidates are not permitted to bring anyone into the examination room. Candidates are not permitted to talk to one another once inside the examination room.

General Policies and Procedures for Theory and Practical Examinations:

Security Policies: Suspected security breaches during either the theory or practical test administrations, such as an act of impersonation, creating a disturbance, giving or receiving unauthorized information or aiding other candidates, attempting to remove test information by any means, possessing prohibited materials or sharing supplies may be sufficient cause to dismiss you from the examination site or to invalidate or cancel your scores. Suspected breaches may be identified by observation or suspicion by the test center staff, or may be evidenced by subsequent statistical analysis of examination materials. PCS reserves the right to investigate each incident of misconduct and will report such incidents directly to the Board. The Board will make all final decisions on examination score invalidations or cancellations. **No visitors, guests or children are allowed in the test center.**

Copyrighted Examination Questions: All test questions are the express copyrighted property of NIC. It is forbidden under federal copyright law to copy, reproduce, record, distribute or display these test questions by any means, in whole or in part. Doing so may subject you to severe civil and criminal penalties, including prison incarceration and/or fined up to \$250,000 for criminal violations.

Prohibited Items: No food, beverages, purses, notebooks, magazines, backpacks, briefcases, hats, caps, reference books or electronic devices such as cameras, computers or computerized devices, walkmans, ipods, radios, recording devices, portable fax machines, cellular telephones, calculator watches, reproduction equipment, beepers or pagers are permitted in the examination room. If any of the aforementioned items are found in a candidate's possession, the Test Center Administrator will collect the item until the end of the examination and provide an incident report of the incident to the Board and PCS. Smoking or the use of tobacco is strictly prohibited in the examination room. PCS is not responsible for **any** personal items brought into the examination site.

Environmental Distracters: Although every attempt is made to provide a quiet and comfortable test environment, noise and room temperature may be an unforeseen and unavoidable distracter. It is suggested that you wear the type of clothing that would allow you to adapt to a cooler or warmer climate at the testing site.

Emergency Policy: In the event of inclement weather or similar emergency, a scheduled examination may be canceled or delayed. However, this decision is made only in rare instances and at the discretion of PCS and/or PSI. If a test center is open for testing, and you choose not to appear for your scheduled examination, your fee will be forfeited. You will have to reschedule your appointment and resubmit the appropriate fee to PCS. If you have reason to question whether or not a center will be closed due to an emergency, please call PCS to make inquiries regarding the practical examination and PSI for inquiries regarding the theory examination.

Refunds and Rescheduling Policies: You may reschedule for the theory examination without losing your fee **if** you contact PSI within three working days **prior** to your scheduled examination date. If you reschedule **after** the three-day window, you will forfeit your fee. Rescheduling is **not** permitted for the practical examination unless you are hospitalized or are involved in a traffic accident on the way to the test center that prevents you from arriving on time. Refunds are **not** issued nor are fees transferable for either the theory or practical examinations. Documentation of the above-noted exceptions is required.

Score Information: When you complete the theory examination, the computer will print out an unofficial "Pass" or "Fail" Score Report. For failing candidates, this will include a strength and weakness report by major content areas. For the theory examination, a score of 75 is required in order to pass. If your score report does not print out because of technical problems, a score report will be provided to you within 24 hours after you test.

The official pass or fail results of the theory and practical examination will be mailed to you by first-class mail 10 business days after you take the examination. Failing candidates will receive a strength and weakness report, as well as information on how to retest. For the practical examination, an overall score of 75 must be achieved.

Confidentiality: Test results are confidential and are not provided over the telephone.

Passing Candidates: When you have passed both the theory and the practical examinations, the Board will automatically send you your license. It is not necessary to notify the Board that you have passed an examination; the Board is provided candidate scores on a daily basis.

Failing Candidates: Candidates who fail the theory and/or practical examination must reapply with PCS online at www.PCSHQ.com. Pursuant to Arizona law, if one year or more elapses between an applicant's initial examination and reexamination, the applicant shall take both the written and practical parts of the examination. Candidates who do not pass the theory and practical within one year of the first examination must re-apply with PCS as a First-time candidate.

IT IS THE CANDIDATES RESPONSIBILITY TO FAX, MAIL, OR E-MAIL ANY CHANGE OF ADDRESS TO THE ARIZONA COSMETOLOGY COORDINATOR AT PCS AND THE ARIZONA STATE BOARD OF COSMETOLOGY.

NOTE: CHANGE OF ADDRESS FORM IS AVAILABLE TO DOWNLOAD ONLINE AT WWW.PCSHQ.COM TO FAX OR MAIL TO THE ARIZONA COSMETOLOGY COORDINATOR AT PCS.

National-Interstate Council of State Boards of Cosmetology (NIC):

Please visit www.nictesting.org/cand_info.htm for the most current theory and practical content outline of the examinations.

Practical Examination:

The Arizona State Board of Cosmetology requires candidates to be examined in the following services:

<p><u>Aesthetician (Esthetics)</u> <u>Core Domain Services</u> Set Up and Client Protection Cleansing and Steaming the Face Massaging the Face Manual Extraction on the Forehead Hair Removal of the Eyebrows Facial Mask Facial Makeup</p> <p><u>Mannequins:</u> A mannequin is required for all services. The candidate must provide the necessary clamp to properly secure a mannequin head to a table during the examination.</p> <p><u>Hair Removal of the Eyebrows</u> Simulated soft wax products such as honey or thick lotion are acceptable.</p>	<p><u>Cosmetology</u> <u>Core Domain Services – Beginning July 1, 2011</u> Set Up and Client Protection Thermal Curling Haircutting Chemical Waving Virgin Hair Lightening Application and Hair Color Retouch Virgin Relaxer Application and Relaxer Retouch</p> <p><u>Mannequins:</u> A mannequin is required for all services. The candidate must provide the necessary clamp to properly secure a mannequin head to a table during the examination.</p> <p><u>Thermal Curling Irons:</u> Candidates will use a hot curling iron for the Thermal Curling section of the practical examination.</p>
<p><u>Nail Technology (Manicuring)</u> <u>Core Domain Services</u> Set Up and Client Protection Manicure Nail Tip Nail Wrap Sculptured Nail Polish</p> <p><u>Mannequins:</u> A mannequin hand is required for all services. The candidate must provide the necessary clamp to properly secure a mannequin hand to a table during the examination. A suitable substitute for a commercial mannequin hand is a medical quality glove filled to its entirety with sand or cornmeal and sealed.</p>	<p><u>Instructor</u> <u>Core Domain Services</u> Theory Lesson Plan Theory Lecture Demonstration Lesson Plan Demonstration Lecture</p> <p><u>Mannequins:</u> A mannequin is required for all services. The candidate must provide the necessary clamp to properly secure a mannequin head or hand to a table during the examination. A suitable substitute for a commercial mannequin hand is a medical quality glove filled to its entirety with sand or cornmeal and sealed.</p>

Aerosol Products:

Candidates are not permitted to use aerosol products at anytime during the examination.

Kit Size:

Recommended kit size is no larger than 30"x30". For safety reason all kits must be able to fit completely under the table area.

Dress Code:

The Arizona State Board of Cosmetology requires all candidates to dress projecting a professional image. Lab coats or smocks must be worn at state examinations. Candidates who fail to adhere to this dress code will not be admitted into the examination room. **NO APRONS ALLOWED**