

P R O F E S S I O N A L

CRE  **ENTIAL**
S E R V I C E S , I N C .

Arizona

Barbering and Cosmetology Board

Cosmetology

Candidate Handbook

Examination Content/CIBs Developed and Owned© by:
National-Interstate Council of State Boards of Cosmetology (“NIC”)

Rev. 9/2024

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Quick Reference

STEP ONE: READ CANDIDATE HANDBOOK

- Register for Examinations with PCS

STEP TWO: TAKE EXAMINATIONS

- Upon approval, schedule and take Written Practical and Theory Examinations with IQT

STEP THREE: Apply for Licensure with the Arizona State Board

- Once you pass your examinations, apply for your license.

Contact Information

Professional Credential Services (PCS)

Email: cosandbar@pcshq.com

Website: <http://www.pcshq.com>

Customer Service: (888) 822-3272

Arizona Barbering and Cosmetology Board

Regular Mailing Address

1740 W Adams Suite #4400

Phoenix, Arizona 85007

Telephone: (480) 784-4539 ext. 240

Website: www.bcb.az.gov

Email: azboard@azboc.gov

Scheduling Theory and Written Practical

Iso-Quality (IQT), owned and operated by Prometric

www.IQTTesting.com

Toll-Free Telephone Support: (866) 773-1114 or

Email: SMT-OperationsTeam@prometric.com

Application Process

Candidate reviews license and examination requirements in Candidate Handbook available at <http://www.pcshq.com>

Candidate completes an online registration with PCS at <http://www.pcshq.com>

PCS reviews completed registration and approves candidate for the written practical and theory examinations.

PCS emails candidate Written Practical and Theory Authorization to Test Letter (ATT)

Candidate schedules a test date and location with IQT, owned and operated by Prometric

Candidate takes the examinations

PCS emails score notices to candidates within 10 business days after the exam.

PCS electronically notifies Arizona State Board Office when candidates has met the examination requirements for licensing.

Candidate applies for licensure with the Arizona Barbering and Cosmetology Board at <http://www.bcb.az.gov>

Arizona State Board issues license to candidate

Introduction

The *Candidate Handbook* is intended to help you to prepare and to understand the processes and procedures for applying for Licensure and for scheduling your examination(s). The Arizona Barbering and Cosmetology Board (the "Board") is responsible for licensing and regulating the profession of Cosmetology 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. The State Board will have the final authority to approve the issuance of a license.

State Licensure Requirements

Eligibility Requirements for Licensure (Apply with the state after passing all required examinations)

1. Submits to the board an application for a cosmetologist license on a form supplied by the board.
2. Does either of the following:
 - (a) Completes and receives appropriate credits for at least two years of high school education or its equivalent as prescribed by the board in its rules and submits satisfactory evidence that the person is at least sixteen years of age.
 - (b) Submits to the board satisfactory evidence that the person is at least eighteen years of age.
3. Submits to the board satisfactory evidence of any of the following:
 - (a) That the person is a graduate of a cosmetology course consisting of at least one thousand five hundred hours of training in a school licensed by the board.
 - (b) That the person is a graduate of a cosmetology school in another state or country that had at the time of the person's graduation substantially the same requirements as this state for schools licensed by the board.
 - (c) That the person completed a United States department of labor-approved or a department of economic security-approved apprenticeship program in cosmetology that includes at least two hundred fifty hours of infection protection and law review instruction. The person shall complete the instruction prescribed by this subdivision through either:
 - (i) A school that is licensed pursuant to this chapter or a school or program in another state that has, in the board's opinion, licensure requirements that are substantially equivalent to the requirements of this state.
 - (ii) A department of economic security-approved apprenticeship program.
4. Passes the examination for a cosmetologist license.
5. Pays the prescribed fees.

Reinstatement

If you wish to reinstate your expired Arizona license, please contact the Arizona State Board office at (602) 542-4498 or visit www.bcb.az.gov.

Examination Fees

Examination Type	First Time Fees	Re-Exam Fees
Cosmetology Theory & Practical	\$ 177.00	\$ 177.00
Cosmetology Theory	\$ 100.00	\$ 100.00
Cosmetology Practical	\$ 77.00	\$ 77.00

Fees may be paid online with a credit card (Master Card, Visa, or Discover). Your registration **will** not be considered complete until payment has been received.

! You must take the examinations within one calendar year of your registration date with PCS, or the examination fees are no longer valid.

Refund Policy

Please carefully review this handbook and your state laws, rules, and regulations prior to making payment. **All fees are non-refundable.**

! Candidates are especially encouraged to carefully review licensing requirements PRIOR to completing an online registration with PCS. If testing is not required fees are non-refundable.

Special Accommodations

If you require special accommodations under the Americans with Disabilities Act, you must submit an ADA Request Form along with supporting medical documentation. This form will be made available when filling out the online application.

PCS Account Set-Up

Before you are able to complete an online registration with PCS, you must first become a registered user within the website. To do so, please follow the steps below.

1. Go to www.pcsHQ.com
2. Click **Applicants & Candidates**
3. Click **Cosmetology & Barbering**
4. Click **Arizona**
5. Click **Create an Account (First Time)**
6. Creating a PCS Account (first time users only); enter valid, unique email address, your first and last name, date of birth, and Social Security number.
7. Click **Create Account**
8. Check your email account for a PCS system generated email.
9. Click link in email to verify account information and create PCS password.
10. Click **Enable Account**

! A unique email address must be provided to create a PCS Account (i.e., more than one user cannot provide the same email address).

The screenshot shows the 'Create Account' page on the Professional Credential Services, Inc. website. The page has a dark blue header with the company logo and navigation links: HOME, ABOUT US, SERVICES, PCS NEWS, CAREERS, LINKS, and CONTACT US. The main content area is white and contains the following text: 'New Professional Credential Services Account. To access your information online, please create your personal account. You MUST use a unique e-mail address for electronic communication and account verification. Please DO NOT use your school instructor's e-mail address. This account is for applicants only.' Below this text are input fields for 'E-Mail Address', 'First Name', 'Last Name', 'Birth Date (m/d/yyyy)', and 'Social Security Number'. A 'Create Account' button is located at the bottom right of the form. At the bottom of the page, there is a footer with four columns of links: 'TAKING AN EXAM' (LOGIN TO YOUR ACCOUNT, FIND YOUR PROFESSION, LIVE IN PUERTO RICO), 'LATEST NEWS' (PRESS RELEASES, CONTACTS NEWSLETTER, PCS HOLIDAYS), 'HELPFUL LINKS' (BOARD LINKS, CAREERS, ABOUT US, SERVICES), and 'LET US KNOW' (COMPLIMENT US, SUGGEST A WEBSITE EDIT, ASK A QUESTION). The footer also includes the company name, address (25 CENTURY BLVD | SUITE 505 | NASHVILLE, TN 37214), and copyright information (ALL RIGHTS RESERVED © 1998 - 2019 | PRIVACY POLICY).

PCS Registration

Once you have created your PCS account, you are then ready to complete the online application. To do so, please follow the steps below.

1. Go to <http://www.pcshq.com>
2. Click **Client Portal**
3. Enter email address and password
4. Click **Log In**
5. Click the PCS Logo to return to the Homepage



6. Click **Applicants & Candidates**
7. Click **Cosmetology & Barbering**
8. Select **Arizona**
9. Click the **Pre-register and pay for your Exams (after you logged in)** link at Step 3
10. You are now in the online application; select appropriate license type (i.e., Cosmetology).
11. Continue with online application until all required fields have been completed.
12. Choose the examinations you wish to take.
13. Select Payment Option.

! You must complete the online application using your legal name – the name which appears on your current government issued photo identification (i.e., Driver's License).

<p>Active Applications.</p> <p>Arizona Cosmetology and Barbering, Aesthetician by Examination Valor Act: Most recent application: 12/22/2022</p> <table border="1"><tr><td colspan="2">Cosmetology</td></tr><tr><td><input checked="" type="checkbox"/></td><td>Registration</td></tr><tr><td><input type="checkbox"/></td><td>Upload 2x2 inch Passport Style Photo</td></tr><tr><td><input type="checkbox"/></td><td>Upload Copy of Government Issued I.D.</td></tr><tr><td><input type="checkbox"/></td><td>Final Coordinator Review</td></tr></table> <p><input type="lock"/> Exams Completed</p> <p> VIEW APPLICATION FORM</p>	Cosmetology		<input checked="" type="checkbox"/>	Registration	<input type="checkbox"/>	Upload 2x2 inch Passport Style Photo	<input type="checkbox"/>	Upload Copy of Government Issued I.D.	<input type="checkbox"/>	Final Coordinator Review
Cosmetology										
<input checked="" type="checkbox"/>	Registration									
<input type="checkbox"/>	Upload 2x2 inch Passport Style Photo									
<input type="checkbox"/>	Upload Copy of Government Issued I.D.									
<input type="checkbox"/>	Final Coordinator Review									
<p>Pending Examinations</p> <p>Arizona Aesthetician Theory Status Pending WAITING FOR APPLICATION APPROVAL</p> <p>Arizona Aesthetician Written Practical Status Pending WAITING FOR APPLICATION APPROVAL</p>										

PCS Candidate Homepage

Logging into your Homepage

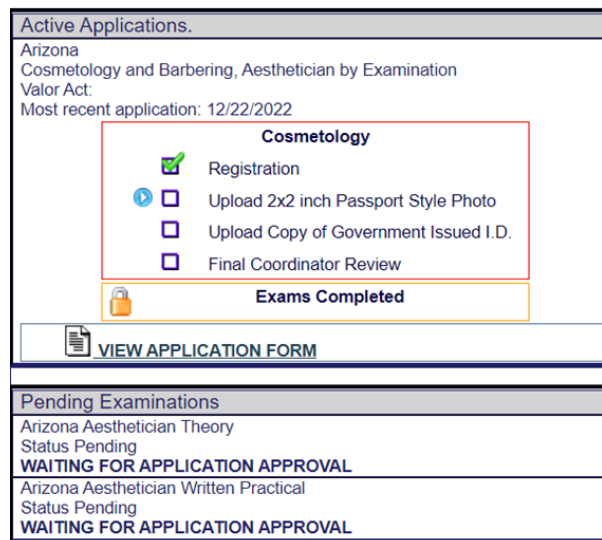
1. Go to <http://www.pcshq.com>
2. Click Client Portal
3. Enter email address and password
4. Click Log In



The screenshot shows the login page for Professional Credential Services, Inc. The page has a dark blue header with the company logo. Below the header, the text "Log into your account" is centered. There are two input fields: "E-Mail Address" and "Password". A "Log In" button is located below the password field. Below the input fields, there is a link for forgotten passwords: "If you have forgotten your password or you have received an email from PCS instructing you to create your password, [Click Here.](#)". At the bottom, there is a note: "If you have not previously created a PCS account please go to your [profession and state home page.](#)".

Registration Status

You may check the status of your online registration 24/7 by logging into your PCS account. As items are received, green checkmarks will appear under the registration.



The screenshot shows the "Active Applications" section. It lists "Arizona Cosmetology and Barbering, Aesthetician by Examination" with a "Valor Act" and a "Most recent application: 12/22/2022". Below this, there is a table of application items:

Cosmetology	
<input checked="" type="checkbox"/>	Registration
<input type="checkbox"/>	Upload 2x2 inch Passport Style Photo
<input type="checkbox"/>	Upload Copy of Government Issued I.D.
<input type="checkbox"/>	Final Coordinator Review

Below the table, there is a section for "Exams Completed" with a lock icon. At the bottom of the section, there is a "VIEW APPLICATION FORM" button.

Below the "Active Applications" section, there is a "Pending Examinations" section. It lists "Arizona Aesthetician Theory" with a status of "Pending" and "WAITING FOR APPLICATION APPROVAL". It also lists "Arizona Aesthetician Written Practical" with a status of "Pending" and "WAITING FOR APPLICATION APPROVAL".

Registration Approval Process

Once an online registration has been completed, PCS will review and forward a notification to IQT regarding your written practical and theory examinations.

Exam Notification

Once you have been approved, PCS will forward the following notifications via email.

1. A Theory Authorization to Test (ATT) letter will be sent via email within one business day.
2. A Written Practical Authorization to Test (ATT) letter will be sent via email within one business day.

! If you do not receive any emails within the time frame listed above, it is **your responsibility** to check your PCS account and reprint this information. If you are unable to access your account, it is **your responsibility** to contact PCS at (888) 822-3272.

How do I know if my registration is approved?

If a registration has been approved, a green check will appear in the Final Review Box under Active Applications.

Arizona Cosmetology, Cosmetology by Examination Valor Act: Most recent application: 03/25/2022
<input checked="" type="checkbox"/> Cosmetology
Exams Completed
<input type="checkbox"/> All Exams Passed
<input type="checkbox"/> License Ready
VIEW APPLICATION FORM
Pending Examinations
Arizona Cosmetology Theory Status Pending In Review
Arizona Cosmetology Written Practical Status Pending In Review

Examination Scheduling

Theory and Written Practical Examination Scheduling

Once you have received your ATT letter(s), you must contact Iso-Quality (IQT), owned, and operated by Prometric, to schedule your written practical and theory appointment(s). Upon receipt of your ATT Letter, you must follow the specific directions listed on the ATT to take the examination(s). Log in to the website at www.IQTesting.com. Select **SCHEDULE/RESCHEDULE AN EXAM** and follow the prompts given for each screen. You can also contact Toll-Free Telephone Support at **(866) 773-1114** or email at SMT-OperationsTeam@prometric.com.

Reprinting Documents

You may reprint information concerning your examinations, payment receipts, and/or scores by logging into your Homepage

Example:

- Click the **Print Score Notice** option next to the item you wish to reprint.
- Click the **ATT Letter** option next to the item you wish to reprint

Exam Results
Arizona Nail Technician Theory Test Date: 06/28/2021 PASS
PRINT SCORE NOTICE
Arizona Nail Technician Practical Test Date: 10/26/2021 PASS
PRINT SCORE NOTICE

- Click the **Reprint** option next to the item you wish to print.

Receipts
Arizona Board of Cosmetology 05/20/2021 Credit Card \$177.00 Paid 05/20/2021
REPRINT

Examination Rescheduling

Rescheduling Policy

You may reschedule your written practical and/or theory examination without forfeiting your fee by contacting IQT at least 6 business days prior to your scheduled date. Fees will be forfeited if you attempt to reschedule in six or less days prior to your scheduled examination. Please call 866-773-1114 to cancel or reschedule your examination. If you cancel your exam the fees will be forfeited.

If you fail your written practical and/or theory exam and wish to reschedule, please wait until you have received your Official Score Notice from PCS by email before paying the rescheduling fee. Please allow at least 10 business days.

If you have missed, canceled, or failed an examination, please email cosandbar@pcshq.com to have the account reset for re-exam payment. You may reschedule online if you have failed an examination and received your official scores from PCS.

- To reschedule your written practical examination, click **Written Practical** under the Active Applications box.
- To reschedule your theory examination, click **Theory** under the Active Applications box.




! DO NOT SELECT REGISTRATION FROM YOUR SHOPPING CART

Arizona
Cosmetology, Cosmetology by Examination
Valor Act:

✔ **Cosmetology**

Exams Completed

All Exams Passed
 License Ready

 [VIEW APPLICATION FORM](#)
 [THEORY](#)
 [WRITTEN PRACTICAL](#)

If you have paid to reschedule your exam and have not received an email notification from PCS within 5 business days of submission, please contact PCS immediately at cosandbar@pcshq.com.

Inclement Weather 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 IQT. 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 a center will be closed due to an emergency, please call IQT for inquiries regarding the written practical and theory examinations.

Examination Day Requirements

What do I need to take with me to the examination?

- Government Issued ID – must be a current, non-expired government-issued photo ID with a signature (see below)

! If you fail to bring these items, you will not be permitted to test, and a rescheduling fee will be required.

Acceptable Forms of Identification

Current, non-expired Government Issued ID - must be listed under the name in which you applied.

Photocopies will not be accepted

- 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

! Student ID and employment ID are NOT acceptable forms of Identification.

! If you fail to bring proper identification or your names do not match, you will not be permitted to test, and a rescheduling fee will be required.

Arrival

! You must arrive at the test center at least thirty (30) minutes prior to your examination for registration. If you arrive past your examination time, you will not be permitted to test, and a scheduling fee will be required.

General Examination Policies

Security Policy

Suspected security breaches during the theory or written 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 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, iPods, radios, recording devices, portable fax machines, cellular telephones, calculators, watches, reproduction equipment, smoking or the use of tobacco are strictly prohibited in the examination room. Failure to comply with any of these conditions will result in you being dismissed immediately and your actions reported to the proper authorities. PCS is not responsible for **any** personal items brought to 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.

Examination Results

Score Notices

An unofficial pass or fail notice will be provided to you by IQT after you take the written practical and theory examinations. An official score notice will be emailed to you at least 10 business days after your examination date. If you do not receive an email within this time frame, you may print a score notice by logging into your PCS account.

State Score Requirements

The minimum score required to pass both the theory and written practical examination is 75. If you fail an examination, PCS will provide a strength and weakness report (located at the bottom of the score notice) and information on how to re-apply online.

Once all required examinations have been passed, PCS will electronically notify the Arizona Board office of your status.

You must apply with the Arizona State Board for your license. When the state receives your passing scores, you will be issued a license if you meet the requirements on page 5.

Change of Information

If you need to update your information on your account (i.e., name corrections, date of birth, Social Security number), please upload supporting documentation to your account. You must provide a copy of your marriage certificate, divorce decree or other court documentation confirming your name change.

- Driver's License (Change address, Date of Birth)
- Social Security Card (Change SS#)
- Birth Certificate (Change Date of Birth)

Formal Complaints

If you have a complaint regarding any aspect of the registration and examination process, examinations must be emailed to PCS within 48 hours of the incident. The written complaint must include the following information:

- First and Last Name
- Last four digits of Social Security Number
- State in which you are applying for a license
- Examination Date & Location if applicable

Send Complaint to:

- Professional Credential Services Inc. - cosandbar@pcshq.com

Complaint Review Process

Upon receipt of your complaint, PCS will confirm receipt within 48 hours. After a thorough review, a reply will be sent to you within 15-20 business days.

National Cosmetology Theory Examination CIB

Effective July 01, 2022

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CANDIDATE INFORMATION BULLETIN (CIB)

EXAMINATION CONTENT AND IMPORTANT INSTRUCTIONS

Please visit your official examination provider website OR www.nictesting.org for the most current bulletin prior to testing.

The National Cosmetology Theory Examination is a licensure examination for Cosmetology, developed by the National-Interstate Council of State Boards of Cosmetology (NIC).

This bulletin contains IMPORTANT INFORMATION regarding National Cosmetology Theory Examination content and references.

The time allowed for this examination is 90 minutes.

PLEASE REVIEW ALL INFORMATION CAREFULLY.

For each NIC National Theory Examination, there are multiple parts to every Candidate Information Bulletin (CIB):

- **Important Instructions and Examination Content Domain Sections** – This provides information and guidelines related to administration of the Theory examination and information about the scope of content covered in the examination.
- **References** – This provides a list of references used to develop and support the content covered in NIC examinations. References will be the same across exam types for each exam.

BE CERTAIN TO REVIEW ALL PARTS OF THIS NIC EXAMINATION CIB CAREFULLY!

IMPORTANT INSTRUCTIONS

General

- 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.*
- All examinations are administered in a testing environment.

Standardized Administration

Due to standardization of the NIC National Examinations, proctors and examiners are required to adhere to the following standards:

- With the exception of verbal instructions, proctors and examination administration personnel are NOT allowed to speak with candidates.
- If a candidate experiences an emergency situation, they may notify the proctor by raising their hand.

Prohibited Items

- The following provides examples of materials and actions that are prohibited in the examination room 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.
 - Purses, bags, coats, hats, and any other personal items not directly needed to complete the examination, are not allowed.
- Communicating to other candidates or any examiner.
- 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 immediate dismissal from the examination and the candidates' actions reported to the proper authorities.

COSMETOLOGY THEORY EXAMINATION CONTENT OUTLINE

Domain Details

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

- I. Scientific Concepts (35%)
 - A. Infection control and safety practices
 1. Identify cause/transmission of diseases and infections
 2. Identify the purpose and differentiate among the categories of infection control
 - a. Sanitation
 - b. Disinfection
 - c. Sterilization
 3. Recognize how cross-contamination occurs and how it can be prevented (e.g., single use and multi-use items)
 4. Apply blood exposure procedures
 5. Identify requirements of government agencies
 - a. OSHA
 - b. EPA
 - B. Human anatomy and physiology
 1. Identify function and structure of the:
 - a. Hair and scalp
 - b. Skin
 - c. Nails
 2. Recognize 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 used in Cosmetology
 - 1. Recognize purpose and effects of ingredients
 - 2. Recognize interactions between chemicals
 - 3. Recognize chemical reactions (e.g., overexposure, chemical burn)
 - 4. Recognize the values of the pH scale
- II. Hair Care and Services (45%)
- A. Client consultation, analysis, and documentation
 - 1. Evaluate condition of client's hair and scalp
 - 2. Recognize conditions that would prohibit service (i.e., contraindications)
 - 3. Utilize preliminary tests (e.g., predisposition and strand tests)
 - 4. Recommend services or products based on client needs
 - 5. Establish/Maintain client records (e.g., service history, client card, medical history)
 - B. Hair care and services- Tools used in hair care services
 - 1. Identify purpose, function, and infection control procedures of items
 - a. Equipment (e.g., chair, workstation)
 - b. Implements (e.g., razors, shears, combs/brushes)
 - c. Supplies and materials (e.g., towels, drapes, neck strips)
 - d. Electrical tools (e.g., irons, blow dryers, clippers)
 - 2. Demonstrate safe practices
 - a. Tools/Implements
 - b. Ergonomics
 - C. Hair care principles and procedures
 - 1. Demonstrate shampooing and conditioning
 - 2. Demonstrate scalp treatments and scalp massage
 - 3. Demonstrate draping (e.g., chemical, shampoo, cutting, styling)
 - 4. Recognize differences in hair care principles and procedures based on various hair types and textures
 - D. Hair design principles and procedures

1. Demonstrate hair cutting and shaping
 2. Demonstrate hair styling
 - a. Wet styling
 - b. Thermal styling
 - c. Natural hair styling (e.g., braiding)
 3. Apply, maintain, and remove hair enhancements
 - a. Wigs and hairpieces
 - b. Hair additions (e.g., taping, bonding, fusion, linking)
 4. Apply principles of balance and hair design (e.g., facial shape, physical structure)
 5. Recognize differences in hair design principles and procedures based on various hair types and textures
- E. Chemical services principles and procedures
1. Perform hair color services (e.g., virgin, retouch, lightening, foilig, balyage, color formulation, color correction)
 2. Perform chemical hair relaxer/restructurizer and curl reduction (e.g., hydroxide, thio, keratin) service
 3. Perform chemical waving/texturing (e.g., alkaline, acid, non-thio) services
 4. Understand the chemical products used for the various hair texture types
- III. Skin Care and Services (10%)
- A. Client consultation, analysis, and documentation
1. Evaluate client's skin
 - a. Type
 - b. Condition
 2. Recognize conditions that would prohibit service (i.e., contraindications)
 3. Recommend services or products based on client needs
 4. Establish/Maintain client records (e.g., service history, client card, medical history)
- B. Tools used for skin care services
1. Identify purpose, function, and infection control procedures of items
 - a. Equipment (e.g., chair, steamer)
 - b. Implements (e.g., tweezers, brushes, extractors)
 - c. Supplies, products, and materials (e.g., creams, masks, towels, wax, head coverings)
 2. Demonstrates safe practices
 - a. Tools/Implements
 - b. Ergonomics

- C. Skin care principles and procedures
 - 1. Apply knowledge of a basic facial
 - 2. Apply knowledge of hair removal
 - 3. Apply knowledge of makeup application
 - 4. Apply knowledge of electrical equipment
- IV. Nail Care and Services (10%)
 - A. Client consultation, analysis, and documentation
 - 1. Evaluate condition of client's nails
 - 2. Recognize conditions that would prohibit service (i.e., contraindications)
 - 3. Recommend services or products based on client needs
 - 4. Establish/Maintain client records (e.g., service history, client card, medical history)
 - B. Tools used for nail care services
 - 1. Identify purpose, function, and infection control procedures of items
 - a. Equipment (e.g., workstation, pedicure basin)
 - b. Implements (e.g., nippers, file)
 - c. Supplies, products, and materials (e.g., towels, creams, polish)
 - 2. Demonstrates safe practices
 - a. Tools/Implements
 - b. Ergonomics
 - C. Nail care service principles and procedures
 - 1. Apply knowledge of a basic manicure and pedicure
 - 2. Apply, maintain, and remove nail enhancements

NATIONAL COSMETOLOGY THEORY EXAMINATION SAMPLE QUESTIONS

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

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. pediculosis capitis.
 - 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

Table 1: Answer Key

Item	Key
1	D
2	A
3	C
4	A
5	D
6	C
7	D
8	B

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National Cosmetology Written Practical Examination CIB

Effective: July 01, 2022

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CANDIDATE INFORMATION BULLETIN (CIB)

EXAMINATION CONTENT AND IMPORTANT INSTRUCTIONS

Please visit your official examination provider website OR www.nictesting.org for the most current bulletin prior to testing.

The National Cosmetology Written Practical Examination is a licensure examination for Cosmetology, developed by the National-Interstate Council of State Boards of Cosmetology (NIC).

This bulletin contains IMPORTANT INFORMATION regarding National Cosmetology Written Practical Examination content and administration for core services and additional sections and references.

The time allowed for this examination is 120 minutes.

PLEASE REVIEW ALL INFORMATION CAREFULLY.

For each NIC National Written Practical Examination, there are multiple parts to every Candidate Information Bulletin (CIB):

- **Important Instructions and Examination Content Domain Sections** – This provides information and guidelines related to administration of the Written Practical examination and information about the scope of content covered in the Written Practical examination.
- **References** – This provides a list of references used to develop and support the content covered in NIC examinations. References will be the same across exam types for each exam.

BE CERTAIN TO REVIEW ALL PARTS OF THIS NIC EXAMINATION CIB CAREFULLY!

IMPORTANT INSTRUCTIONS

General

- 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.*
- All examinations are administered in a testing environment.

Standardized Administration

Due to standardization of the NIC National Examinations, proctors and examiners are required to adhere to the following standards:

- With the exception of verbal instructions, proctors and examination administration personnel are NOT allowed to speak with candidates.
- If a candidate experiences an emergency situation, they may notify the proctor by raising their hand.

Prohibited Items

- The following provides examples of materials and actions that are prohibited in the examination room 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.
 - Purses, bags, coats, hats, and any other personal items not directly needed to complete the examination, are not allowed.
- Communicating to other candidates or any examiner.
- 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 immediate dismissal from the examination and the candidates' actions reported to the proper authorities.

COSMETOLOGY WRITTEN PRACTICAL EXAMINATION CONTENT OUTLINE

Domain Details

The following outlines the scope of content covered by the NIC National Cosmetology Written Practical Examination. The percentages represent the percentage of items from each domain. The examination contains 75 items, of which 65 items are weighted and contribute to the candidate's final score.

- I. Scientific Concepts (20%)
 - A. Infection Control and Safety Practices
 1. Recognize purpose and/or effects of infection control principles
 - a. Process of infection control: Recognize when cross-contamination occurs
 - b. Process of infection control: Prevention of cross-contamination
 - c. Process of infection control: Differentiate between the purpose of single- and multi-use tools
 2. Apply blood contact procedures
 - B. Basic Chemistry of Products Used in Cosmetology
 1. Recognize purpose and effects of products and ingredients
 2. Recognize physical interactions with chemicals
 3. Recognize chemical reactions (e.g., overexposure, chemical burn)
- II. Hair Care and Services (45%)
 - 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 of hair enhancements

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: Hydroxide
 - e. Chemical hair relaxing/restructuring and curl reduction: Thio
 - f. Chemical hair relaxing/restructuring and curl reduction: Keratin
 - g. Chemical waving/texturizing: Alkaline
 - h. Chemical waving/texturizing: Acid
 - i. Chemical waving/texturizing: Non-thio
 - i. Chemical waving/texturizing: Keratin

III. 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, 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: Tweezing
 - h. Hair Removal: Depilatory
 - i. Hair Removal: Hard wax
 - i. Hair Removal: Soft wax
 - j. Makeup application
 - k. Electrical equipment
- IV. Nail Care and Services (20%)
- 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, 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

NATIONAL COSMETOLOGY WRITTEN PRACTICAL EXAMINATION SAMPLE QUESTIONS

The following sample questions are similar to those on the NIC National Cosmetology Written Practical Examination. Each question is followed by four answer options. Only one option is correct. Correct answers (keys) are listed along with the sample questions.

1. The FIRST step prior to disinfecting implements is to
 - A. rinse thoroughly with hot water
 - B. remove all hair and visible debris.
 - C. completely immerse in a sanitizing solution.
 - D. expose to UV light for 15 minutes.
2. The application of facial makeup will become unsafe when which of the following occurs?
 - A. Product is transferred to a pallet
 - B. Fingers are used to transfer product to a pallet
 - C. Hand is used to brace during application
 - D. Fingers are used for product application
3. During the client consultation for a manicure, the practitioner determines the client has brittle nails. Which of the following treatments is recommended for this condition?
 - A. Apply a clear top coat
 - B. Perform a paraffin treatment
 - C. Conditioning oil manicure
 - D. Buff with 3-way buffer
4. Please select all images of multi-use items.



(D) ANSWER KEY

ITEM KEY

(E)

1	B
---	---

2 B

(F)

3	C
---	---

4 A, C

5 B

5. Select the finger hole on the image below.



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