



STATE OF DELAWARE
AESTHETICIAN, COSMETOLOGY, BARBER,
ELECTROLOGY, INSTRUCTOR, and
NAIL TECHNICIAN 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 Delaware Board of Cosmetology and Barbering (the "Board") is responsible for licensing and regulating the cosmetology related professions in the State of Delaware. 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.

(U.S. Postal Service)

Professional Credential Services
Delaware Cosmetology Coordinator
P.O. Box 198768
Nashville, Tennessee 37219-8689
Toll-free: (888) 822-3272
Fax: (615) 846-0153

(Courier Delivery)

Professional Credential Services
Delaware Cosmetology Coordinator
150 Fourth Avenue North Suite 800
Nashville, Tennessee 37219
Email: decos@pcshq.com
Web site: <http://www.pcshq.com>

Board of Cosmetology and Barbering

Division of Professional Regulations
Cannon Building, Suite 203
861 Silver Lake Boulevard
Dover, Delaware 19904
Phone: (302) 744-4500
Fax: (302) 739-2711
Web site: <http://dpr.delaware.gov/boards/cosmetology/index.shtml>
Email: customerservice.dpr@state.de.us

Eligibility Requirements

A candidate who wishes to obtain a license must pass a **theory** and a **practical** examination (please see Two Year Exam Limit information on page 4). To qualify to take these examinations, a candidate **must**:

1. Be at least 16 years old;
 2. Have a 10th grade education or equivalent;
 3. AOD (Area of Discipline), requirements.
- **Aesthetician** – 600 classroom or 1200 apprenticeship hours
 - **Barbering** – 1500 classroom or 3000 apprenticeship hours
 - **Cosmetology** – 1500 classroom or 3000 apprenticeship hours
 - **Electrology** – 300 classroom or 600 apprenticeship hours
 - **Master Barbering** – 1500 classroom or 3000 apprenticeship hours
 - **Nail Technician** – 300 classroom or 600 apprenticeship hours

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

1. Be at least 16 years old;
 2. Have a 12th grade education or equivalent;
 3. Have a current Delaware aesthetician, barber, cosmetology, electrology, or nail technician license.
 4. AOD (Area of Discipline), requirements.
- **Aesthetician Instructor** – 500 classroom hours OR 2 years experience as an active practicing aesthetician **and** 250 class hours in aesthetics instruction
 - **Cosmetology or Barber Instructor** – 500 classroom hours OR 2 years experience as an active practicing cosmetologist or barber **and** 250 class hours in instruction of cosmetology or barbering
 - **Electrology Instructor** – 500 classroom hours OR 2 years experience as an active practicing electrologist **and** 250 classroom hours in electrology instruction
 - **Nail Technician Instructor** – 500 classroom hours OR 2 years experience as an active practicing nail technician **and** 250 class hours in nail technology instruction

! A notarized statement from a present or prior employer(s) certifying that you worked in the field which you are seeking to become an instructor license for at least two years is required as proof of active work experience.

! If you currently hold a Delaware Cosmetology Instructor License and would like to apply for an additional Instructor Certification, please contact the board at (302) 744-4500.

Required Documentation

The information below must submit to PCS via mail.

1. **Proof of High School Education**: An official English-language high school transcript or GED sent. If education obtained outside of U.S. or Territory it must be evaluated by International Educational Research Foundation (www.ierf.org). **This information must come to PCS in sealed envelope.**
2. **Proof of Training**: An official school transcript which includes the school name, instructor name & license number, school official's signature. *If you hold a license or held a license in another state, a Verification of Licensure is required.*
3. **Passport Type Photo**: A 2x2 color passport type photo (this can be e-mailed to decos@pcshq.com)

! If the name you provide on the Online Application differs from any supporting eligibility documentation listed above, you **must** provide legal documentation connecting the former name to the current name (i.e. marriage certificate or divorce decree).

! If a candidate has answered "yes" to one or more of the Good Moral Character questions on the application, a **Certified Criminal History Report** must be submitted to PCS and approved by the Delaware State Board Office on or before the deadline to receive the requested practical date.

Apprenticeship

If candidate has completed an apprenticeship program, they must have their supervisor complete and submit a Verification of Apprentice Hours form to the board office. This form is available on the board website, <http://dpr.delaware.gov/boards/cosmetology/forms.shtml>. Once this form has been submitted, the candidate may complete the online application with PCS. *PCS will confirm apprenticeship hours and high school education with the Delaware State Board.*

Reciprocity

If candidate holds a license in another state, please contact the board at (302) 744-4500.

Reinstatement:

1. If candidate holds a license within the state of Delaware, then contact the board at (302) 744-4500.
 - Board will advise candidate if they must sit for an examination.
 - If candidate must take examination, they will submit a Reinstatement Form to the Board office.
2. If candidate is required to sit for an examination, the Board will issue a Scheduling Form to candidate which must be submitted to PCS.

How to Create an Account and Apply with PCS:

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

1. Go online to <http://www.pcshq.com>
2. Click **CANDIDATES** link
3. Click **COSMETOLOGY & BARBERING** link
4. Click **DELAWARE** link
5. Click **APPLICATION PROCESS** link.
6. Click **APPLY ONLINE** link.
7. Enter valid E-mail Address, First Name, Last Name, Date of Birth and Social Security Number.
8. Enter RECaptcha information as prompted; click **Create Account**.
9. Check E-mail Account. A system generated e-mail will be sent to the e-mail address provided.
10. Click link in E-mail to verify account information and create Password; click **Enable Account**.
11. Registration should now be complete. Click link to begin using your account.
12. Click **APPLY ONLINE** link
13. Click *If you already have an account, please **CLICK HERE** to log in*
14. Enter E-Mail Address and Password
15. Follow prompt to register for your examinations.

! Candidates will be required to set up a Username and Password during Online Registration. The Username will be the candidate's e-mail address so a valid e-mail address must be provided.

! All fees are due at time of registration. MasterCard, Visa, and Discover accepted.

! All candidates are required to register using their full legal name as it appears on their government issued identification (i.e. Driver's License)

Special Accommodations Requests

If you need special accommodations under the *Americans with Disabilities Act*, you must submit an ADA request form along with supporting medical documentation. *This can be downloaded under the Frequently Asked Questions (FAQ) section of the Delaware page on www.pcshq.com.*

Temporary Permit: \$35 Fee

- **Initial Application Request for Temp**— a candidate may request and pay for the temporary permit during their initial online application. They must also submit the Supervisor Certification for a Temporary Permit to PCS.
- **Standalone Request for Temp**— a candidate may submit a standalone Application for a Temporary Permit by Examination and fee to PCS if they are currently scheduled for an examination.
- **Extension Request for Temp** — a candidate who wishes to request an extension on their Temporary Permit must contact the Delaware Information Center at 302-744-4500. (to qualify for an extension, a candidate must remain under the same shop/supervisor and be scheduled for a future examination).

! Changing shops and/or supervisors at any time, before or after eligibility, nullifies a Temporary Permit but a candidate may submit a standalone Temporary Permit Application with fee to PCS.

! Candidates may apply for more than one Temporary Permit, however, a separate \$35 Fee is required for each request in addition to the appropriate form (Application for Temporary Permit or Supervisor Certification Form).

Fees

Fees will be collected at time of Online Application. Do not submit fees to the Delaware Board Office.

- **First-time Fees (includes practical, theory, and licensure fee):**

Aesthetician \$190
Barber \$211
Cosmetology \$218

Electrology \$192
Nail Technician \$192
Instructor \$256

- **Re-examination Fees (for all professions):** Please register on-line at <http://www.pcshq.com>.

Practical \$65

Theory \$80

Logging into your PCS Account:

Once you pre-register with PCS, you can track your registration status, reprint examination letters and/or score notices.

Registration Status

1. Go to <http://www.pcshq.com>.
2. Click **CLIENT PORTAL** link.
3. Enter **E-mail Address** and **Password**
4. Under **Active Applications**, check for the following:
 - a. If a green check appears under both Board Review and Final Review, your registration has been approved for examinations.
 - b. If no green check mark appears under Board Review, your registration has not been approved by the Board Office.

Reprinting Exam Materials or Score Notices

1. Go to <http://www.pcshq.com>.
2. Click **CLIENT PORTAL** link.
3. Enter E-mail Address and Password
4. Under Pending Examinations, click Print Scheduling Letter (Theory) or Print Admission Notice (Practical)

Scheduling Process

Practical Examination:

As long as your application, fees and required documents are received by PCS by the deadline of your requested practical examination date, you will receive Admission Notice 10 business days prior to this date via e-mail. If you do not received an e-mail by the Monday prior to your requested examination, please contact PCS at (888) 822-3272. *If an application is approved after the deadline date of your requested practical examination date, you will receive the next available date.*

Instructor Assignment - If you applied to be an Instructor, once the board approves you for testing, PCS will e-mail an assigned topic to you within 1 business day.

Theory Examination:

1. You will receive a theory notification with an attached **Authorization to Test (ATT)** within 1 business day of your approval via e-mail. Your ATT will advise how to schedule a theory appointment with PSI. If you do not receive your ATT via e-mail within 1 business day, please call PCS at (888) 822-3272.
2. Upon receipt of your ATT, you may contact PSI to schedule an appointment to take your examination at PSI Computer Testing Center.
 - a. **Internet Scheduling:** Candidates can register online by accessing PSI's registration website at <http://www.psiexams.com>. Internet registration is available 24 hours a day.
 - b. **Telephone Scheduling (after hours):** Candidates can register via telephone with PSI's Interactive Voice Response system (IVR) during non-business hours at (800) 733-9267.
 - c. **Telephone Scheduling (during regular hours):** Candidates can register with a live registrar via telephone at (800) 733-9267 Monday through Friday, between 7:30am and 8:00pm and Saturday, between 11:00am and 5:00pm, Eastern Time.

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 <http://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 <http://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.

PSI Information: Upon receipt of your ATT, you may request to take the theory examination by contacting PSI Testing Center at (800) 211-2754. An ATT **cannot be faxed** to you or to the PSI site.

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 Delaware, however, you can examine at any PSI test center located throughout the United States. You may access test center information at <http://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 <http://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.

Examination Admission Requirements

You **must** register for your examinations with your **LEGAL** first and last name as it appears on your government issued identification (i.e. Driver's License). 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.

- ! All required identification below must match the first and last name under which you registered with PCS.
- ! Student Identification Cards and/or Employment Identification Cards are **NOT** acceptable forms of identification.
- ! If the candidate fails to bring proper identification or the candidate names do not match, the candidates will not be allowed to test and examination fee will not be refunded.
- ! It is the candidate's 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.

Acceptable Forms of Identification

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

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.**

! 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.

Copyrighted Exam 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.

Refund Policy

Refunds are **not** issued.

Rescheduling Policies

- **Theory Examination** - You may reschedule for the theory examination without forfeiting your fee **if** your cancellation notice is received by PSI 2 days before the scheduled examination date. You may call PSI at (800) 733-9267 or fax a note to (702) 932-2666.
! You may also use the automated system, using a touch-tone phone, 24 hours a day in order to cancel and reschedule your appointment.
! If you miss an appointment due to medical emergency, you must fax documentation to the attention of Rebecca Siebers at PSI at (360) 294-5068.
- **Practical Examination** - 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

- Theory Examination - When a candidate completes 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 the candidate within 24 hours after you test. An official score notice will be e-mailed to the candidate within 10 business days of examination.
- Practical Examination – An official score notice will be e-mailed 10 business days after 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: If you fail or are absent you must contact PCS at 888-822-3272 to reschedule. You must successfully pass the theory and practical examinations in order to acquire a license.

! **Two Year Exam Limit:** Pursuant to Delaware Law, you must successfully pass the theory and practical examination within two calendar years of your initial application date. If exams are not passed within this time, candidate must wait one year from the date of the last exam date and reapply as a First Time candidate which includes meeting all requirements for licensure (repeating all educational requirements, retaking/passing all examinations.)

Information Updates

- Telephone and Address – a candidate may update this information by logging into their PCS account at <http://www.pcshq.com>.
- Name – a candidate must forward legal documentation in the form of a marriage certificate or divorce decree to the Delaware State Coordinator.
- Social Security Number – a candidate must submit this change in writing to the Delaware State Coordinator.

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

Please visit <http://www.nictesting.org/> for the most current theory and practical examination content outline.

Practical Examination:

The Delaware State Board of Cosmetology and Barbering requires candidates to be examined in the following services:

<p><u>Aesthetician (NIC Esthetics)</u> <u>Core Domain Services</u> Set Up and Client Protection Cleansing and Steaming the Face Massaging the Face Manual Extraction of 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 Basic Facial Manicure</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. 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>Thermal Curling Irons:</u> Candidates will use a hot curling iron for the Thermal Curling section of the practical examination.</p>
<p><u>Barber (NIC Barber 1 -No Chemical)</u> <u>Core Domain Services</u> Set Up and Client Protection Shaving with a Straight Razor Haircutting</p> <p><u>Model or Mannequin:</u> A mannequin is required for most services within the barber examination. The candidate must provide the necessary clamp to properly secure a mannequin head to a table during the examination. A model is only permitted during the shaving portion of the practical examination. Models must be at least 15 years of age and cannot be licensed or a student studying in the field of Cosmetology, Barbering, and/or any related fields. Models must be present with the candidate at the beginning of the practical examination. The model must present a valid driver's license or State ID card for admittance to the examination. The model must be appropriate for examination purposes. The model must agree to submit to all services in the practical examination. Models may not participate in any way during the examination. Models are not permitted to talk to the candidate or examiners at any time during the examination.</p>	<p><u>Master Barber (NIC Barber Styling)</u> <u>Core Domain Services</u> Set Up and Client Protection Shaving with a Straight Razor Haircutting Chemical Waving Hair Lightening/Coloring Chemical Relaxing</p> <p><u>Model or Mannequin:</u> A mannequin is required for most services within the barber examination. The candidate must provide the necessary clamp to properly secure a mannequin head to a table during the examination. A model is only permitted during the shaving portion of the practical examination. Models must be at least 15 years of age and cannot be licensed or a student studying in the field of Cosmetology, Barbering, and/or any related fields. Models must be present with the candidate at the beginning of the practical examination. The model must present a valid driver's license or State ID card for admittance to the examination. The model must be appropriate for examination purposes. The model must agree to submit to all services in the practical examination. Models may not participate in any way during the examination. Models are not permitted to talk to the candidate or examiners at any time during the examination.</p>

<p><u>Electrology</u> <u>Core Domain Services</u> - Beginning July 1, 2011 Set Up and Client Protection Galvanic Method Thermolysis Method Blend Method Conclusion of Service</p> <p><u>Models:</u> A live model is required for all services. Models must be at least 15 years of age and cannot be licensed or a student studying in the field of Cosmetology, Barbering, and/or any related fields. Models must be present with the candidate at the beginning of the practical examination. The model must present a valid driver's license or State ID card for admittance to the examination. The model must be appropriate for examination purposes. The model must agree to submit to all areas of the practical examination. Models may not participate in any way during the examination. Models are not permitted to talk to the candidate or examiners at any time during the examination.</p>	<p><u>Instructor (All Types)</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>
<p><u>Nail Technology</u> <u>Core Domain Services</u> Set Up and Client Protection Manicure Nail Tip Nail Wrap Sculptured Nail Polish</p> <p><u>Mannequins:</u> 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>	

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.