



## STATE OF VIRGINIA ESTHETICS 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 Virginia Board for Barbers and Cosmetology (the "Board") is responsible for licensing and regulating the profession of esthetics in the State of Virginia. 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 Board first requires the submission of an Esthetician Examination & License Application ("Application"). This is required to determine your eligibility for testing. Any questions regarding your application or eligibility should be directed to PCS.

#### (U.S. Postal Service)

Professional Credential Services  
Virginia Coordinator  
P.O. Box 198768  
Nashville, Tennessee 37219  
Toll-free: (888) 822-3272  
E-mail: [vacos@pcshq.com](mailto:vacos@pcshq.com)

#### (Courier Delivery)

Professional Credential Services  
Virginia Coordinator  
150 Fourth Avenue North, Suite 800  
Nashville, Tennessee  
Fax: (615) 846-0153  
Web site: [www.pcshq.com](http://www.pcshq.com)

Virginia Department of Professional and  
Occupational Regulation  
9960 Mayland Drive, Suite 400  
Richmond, Virginia 23233  
Phone: (804) 367-8509  
Fax: (804) 527-4295  
Web site: [www.dpor.virginia.gov](http://www.dpor.virginia.gov)  
E-mail: [barbercosmo@dpor.virginia.gov](mailto:barbercosmo@dpor.virginia.gov)

**Eligibility Requirements:** A candidate who wishes to obtain an esthetician license must pass both a theory and a practical examination. To qualify to take these examinations, a candidate must qualify by one of the following methods:

1. Completion of an approved esthetics training program in a Virginia licensed esthetics school.  
**Required Documentation:** A completed Training and Experience Verification Form.
2. Successful completion of 600 hours of esthetics training which is substantially equivalent to the Virginia program but is obtained outside of the Commonwealth of Virginia, but within the United States and its territories.  
**Required Documentation:** A diploma or official school transcript indicating the 600 hours of instruction received and an original letter of certification of licensure for the school from the state Licensing Board where the applicable training was received.

\*\*See Exam Application for additional eligibility option(s).

**Required Documentation:** Must submit with the examination application:

1. **Training and Experience Verification Form:** School must complete this form. All information must be provided with dates and signatures. This form is available online at [www.pcshq.com](http://www.pcshq.com).
2. **Examination Site Agreement:** Candidate must complete this form. This form is available online at [www.pcshq.com](http://www.pcshq.com).
3. **PCS Waiver:** Candidate must complete this form. Please select practical location and month you wish to test. Make sure to sign the PCS Informed Consent and Waiver Agreement section. This form is available online at [www.pcshq.com](http://www.pcshq.com).

**Reciprocity:** If you hold a license in a state other than Virginia, then contact the board at (804) 367-8509.

#### **Reinstatement:**

1. If your license has been expired for less than two years, then contact the board at (804) 367-8509.
2. If your license has been expired for more than two years, then contact PCS at (888) 822-3272. You must take both the theory and practical examinations.

**How to Apply:** Complete all areas on the examination application and attach requested documentation.

Specifically:

1. Fees should be submitted with the Application and made payable to PCS in the form of a cashier's check, money order, or credit card. **No personal checks accepted.**
2. If the name on the first page of the examination application differs from any supporting eligibility documentation that is submitted to PCS, you must provide legal documentation connecting the former name to the current name (marriage certificate, divorce decree, or court order).
3. **Special Accommodations:** If you need special accommodations under the *Americans with Disabilities Act*, you must make the request at the time you submit your Application to PCS, along with supporting medical documentation. The request and documentation will be reviewed and approved by PCS. You may obtain an ADA Accommodations Form online at [www.pcshq.com](http://www.pcshq.com) or from your school.
4. Application must be received no later than 20 business days prior to the date you wish to take a practical examination.

Note: Practical exam dates and deadlines are located online at [pcshq.com](http://pcshq.com).

**Temporary Permits:** If you request the Board to issue a Temporary Permit on your behalf, you must properly complete and submit the Temporary Permit section of the Application to PCS with the required sponsorship information and signatures in place. The application will be processed and forwarded to the Board for final approval and permit issuance. Temporary Permits are issued only once and are only valid for 45 days following the date of your practical examination.

**Fees:** Fees will be paid to PCS and submitted with your examination application. Fees are as follows:

**Theory \$75**

**Practical \$80**

**Both Theory & Practical \$155**

**Approval Process:** If approved, you will receive notification from PCS.

You will receive an **Admission Notice** for the practical examination you are scheduled for approximately 10 days prior to the actual practical test date at the location you select. If you do not receive your Admission Notice via mail on the Monday prior to the approved examination date, please call PCS for further instructions. Any questions regarding scheduling for the practical examination must be directed to PCS. Do **not** call the Board office.

You will receive an **Authorization to Test (ATT)** for the theory examination as soon as you have been approved to test. If you do not receive your ATT via mail within 7 days, please call PCS to verify your mailing address is correct. **Virginia candidates will only be allowed to schedule and take the theory examination in testing centers located within the state of Virginia with the exception of Johnson City, Tennessee.**

If you are **not** approved because of an incomplete application, discrepancies, missing documentation, including signatures, you will be contacted by PCS and your application will be pending until you make the necessary and requested corrections. If you mail any documentation separate and apart from the application, please make reference to this on your information.

**YOUR APPLICATION FOR EXAMINATION AND LICENSURE WILL NOT BE CONSIDERED UNTIL THE ENTIRE PACKET IS COMPLETE.**

**How to Schedule For and Take the Theory Examination:** Upon receipt of your ATT, you may request to schedule the theory examination by contacting PSI at [www.psiexams.com](http://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](http://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 Virginia. You may access test center information at [www.psiexams.com](http://www.psiexams.com).

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](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.

#### **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 **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.

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. **NOTE:** A voicemail message is not an acceptable form of cancellation. Please use the internet, automated telephone system or call PSI and speak to a Customer Service Representative. You may reschedule your practical examination up to 15 business days prior to the examination date you have chosen on the **PCS Waiver** without forfeiting the examination fee. Rescheduling the practical after this time is **not** permitted 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, you will be provided with a **Licensure Fee Notice** with your score. Please mail this form with the required fees to the VA Board for your license. Please be sure to notify PCS of any mailing address changes. Once you have met all licensure requirements please allow the Board 30 business days to process and mail 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 by calling 1-888-822-3272. You must successfully pass both the theory and the practical examinations within one calendar year of your initial examination date or you must begin the application process over as a first time candidate.

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

Any application which is submitted to PCS becomes invalid and fees are forfeited if the candidate does not test within one year of the date the application was received.

\*\*\*\*\***STATE GUIDELINES**\*\*\*\*\*

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

Please visit [www.nictesting.org/cand\\_info.htm](http://www.nictesting.org/cand_info.htm) for the most current theory and practical content outline of the Esthetics examination.

**Theory Examination:**

The Virginia State Board of Barber and Cosmetology requires candidates to be examined on Business Management which is included in the theory examination.

**Knowledge of General Business Management Practices**

Facility management  
Financial responsibility  
Employee earnings  
Profit & Loss

**Practical Examination:**

The Virginia State Board of Barber and Cosmetology require candidates to be examined in the following services:

**Core Domain Services**

Setup 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

**Models:**

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 this field. 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.

**Hair Removal of the Eyebrows:**

Simulated soft wax products such as honey or thick lotion are acceptable.

**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.