

**Commonwealth of
Massachusetts**

Electrology

Candidate Information Bulletin

January 2021

GETTING STARTED

STEP ONE: MAKE A RESERVATION

- Read this handbook carefully.
- Gather all the information you will need to make a reservation.
- If you are a lapsed license or forfeiture candidate, you will need to follow the process on the Pearson VUE web site before scheduling your reservation.
- Make a reservation online or by phone.
- Write down the Candidate ID number you are given.

STEP TWO: TAKE THE PRACTICAL AND THE WRITTEN EXAMS

- Be sure you have your completed application or Board approval.
- Arrive at the test site thirty (30) minutes before the examination begins.
- Bring all the items listed on page 7.

STEP THREE:

- If you pass both parts of the examination, you will receive instructions via e-mail to pay your license fee via Pearson's Credential Manager system. Once your license fee is paid, your license will be issued by the Board of Cosmetology & Barbering.

CONTACT INFORMATION

CONTACT PEARSON VUE TO:

- Make an examination reservation.
- Obtain information about examination or reservation procedures not found in this handbook.
- Correct or update any personal information.
- Cancel or change an examination reservation.

PEARSON VUE

Attn: Massachusetts Cosmetology Program

5601 Green Valley Dr.

Bloomington, MN 55437

Reservations: (800) 274-2021

Customer Service: (800) 274-2021

Email: pearsonvuecustomerservice@pearson.com

Website: www.pearsonvue.com

PEARSON VUE CALL CENTER HOURS

Monday–Friday 8am–11pm EST

Saturday 8am–5pm

Sunday 10am–4pm

CONTACT THE MASSACHUSETTS BOARD OF COSMETOLOGY AND BARBERING TO:

- Receive information if you have completed your training out-of-state or out-of-country.
- Ask questions regarding licensure renewal.
- Receive information if you did not attend a school/ training program at an approved Massachusetts school or if you let your Massachusetts Electrology license lapse.
- Obtain an application if you completed your training or received Board approval more than two years ago.

MASSACHUSETTS BOARD OF COSMETOLOGY AND BARBERING

Division of Professional Licensure

1000 Washington Street

Suite 710

Boston, MA 02118-6100

Phone: (617) 727-9940

Website: www.mass.gov/dpl/boards/hd

HOURS OF OPERATION

Monday–Friday 9am–5pm

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INTRODUCTION

This handbook is for candidates seeking Electrology Licensure in the Commonwealth of Massachusetts, and describes how to apply for and take the Massachusetts Electrology Examination. The examination is made up of the Written Examination and the Practical Examination. You must pass both parts to be licensed as an electrologist in the Commonwealth of Massachusetts.

The Massachusetts Board of Cosmetology and Barbering has retained the services of Pearson VUE to develop and administer its electrology licensing program. As a full-service testing company, Pearson VUE provides expertise and support to associations, state credentialing agencies, and private industry in test development and administration, scoring, and reporting of examination results.

STATE LICENSURE REQUIREMENTS

LICENSURE

Licensure is the process by which an agency or state government grants permission to an individual to practice in a particular profession, vocation, or occupation. Licensure protects the general public by ensuring that only those individuals who are competent to practice safely are licensed. The state regulatory agency is responsible for establishing the acceptable level of safe practice.

MASSACHUSETTS GENERAL LAWS REGARDING LICENSURE

To be eligible for an electrology license, you must have graduated from a high school or the equivalent and a Board-approved electrolysis school or program. You cannot work as an electrologist in Massachusetts until after you have passed the Written and Practical Examinations and been licensed by the Board.

FOREIGN EDUCATION

For information concerning foreign education, please contact the Massachusetts Board of Cosmetology and Barbering at (617) 727-9940.

EXAM ELIGIBILITY

The Board of Cosmetology and Barbering has established requirements that you must meet to qualify for an electrology license. Read this handbook and any other information provided by the Board before contacting Pearson VUE to make an examination reservation.

EXAM RESERVATIONS

You must make a reservation online or by phone. Candidates should make reservations at least three (3) business days before the desired examination date. **WALK-IN EXAMINATIONS ARE NOT AVAILABLE.** The first time you make a reservation, Pearson VUE will ask you for certain personal information (name, address, etc.), as well as information about the school you attended. You should have all of this information available when you make a reservation. You may make a reservation by:

- Visiting the Pearson VUE website at **www.pearsonvue.com/ma/cos**
- Calling Pearson VUE at (800) 274-2021: Monday–Friday 8am–11pm, Saturday 8am–5pm, or Sunday 10am–4pm (EST)

ONLINE RESERVATIONS

Candidates must go to **www.pearsonvue.com/ma/cos** to make an online reservation for an examination. First-time users are required to create an account. The candidate will need to fill in all required fields, which are preceded by an asterisk, on the online form in order to create an ID and be assigned a password. Step-by-step instructions will follow on how to make a reservation for an examination.

Candidates should make reservations at least three (3) business days before the desired examination date.

PHONE RESERVATIONS

Have available the following information when you call:

- Your full name, address, Social Security number, daytime telephone number, and date of birth. *If you do not have a Social Security number, you may not make an examination reservation.*
- E-mail Address - You must have an e-mail address to receive access information for licensing.
- The examination date and location you prefer.
- The name of the examination that you want to take.
- The Education Completion/Licensing Application Form (Pearson VUE #2002-16) with the necessary

information completed, school code or Board code number, and completion date or Board approval date.

- Method of payment (credit card number, voucher).
- The Failing Score Report (if retaking an examination).

After you have made a reservation, Pearson VUE will send you a Confirmation Notice, which will include the following information:

- Your Pearson VUE Candidate ID Number
- The name and series code of the examination for which you made a reservation
- The time, date, and location of the examination
- Cancellation information

Please review your Confirmation Notice to make sure you were given the reservation you wanted.

PEARSON VUE TEST CENTERS

The exams will take place in Malden four times a year. The 2021 test dates are:

- January 15th
- April 16th
- July 16th
- October 15th

EXAM FEE

Candidates must pay the examination fee at the time of reservation via credit card, debit card, or voucher. Examination fees will NOT be accepted at the test center. The fee for first-time exams is \$150 and the retake fee is \$120.

LICENSING FEES

Candidates must be prepared to pay the licensing fee online after passing the test, using a credit or debit card. Licensing fees will NOT be accepted at the test center. The licensing fee is \$97.

CANCELLATION AND RESCHEDULING POLICY

Candidates must go online or call Pearson VUE at (800) 274-2021 at least four (4) business days before the examination to change or cancel a reservation. Candidates who change or cancel a reservation with proper notice may either transfer the fee to a new reservation, or may request a refund. Candidates who change or cancel their reservations without proper notice will forfeit the examination fee. Refunds for credit/debit cards are immediate, while refunds for electronic checks and vouchers will be processed in two to three (2-3) weeks.

Candidates are individually liable for the full amount of the examination fee once a reservation has been made, whether paid individually or by a third party.

ABSENCE POLICY

Pearson VUE will consider excusing an absence from an exam. Acceptable excuses are:

- Illness of yourself or an immediate family member
- Death in the family
- Disabling traffic accident
- Court appearance or jury duty
- Military duty
- Weather emergency

Requests for excused absences must be made in writing within fourteen (14) days following the day of the exam that you missed. This request must include proof of the reason you were absent. For example, if you are absent because of illness of yourself or an immediate family member, you must provide an original doctor's note. Pearson VUE's decision regarding whether an absence is excused is final.

Mail your request to:

Attn: Regulatory Program Manager
5601 Green Valley Dr.
Bloomington, MN 55437

WEATHER EMERGENCIES

Exams may be delayed or cancelled if severe weather or a natural disaster makes the test site unsafe or impossible to reach. Candidates will be notified if the exam is cancelled and may take the exam on another day at no additional cost.

ADA ACCOMMODATIONS

Pearson VUE complies with the provisions of the Americans with Disabilities Act as amended. The purpose of accommodations is to provide candidates with full access to the test. Accommodations are not a guarantee of improved performance or test completion. Pearson VUE provides reasonable and appropriate accommodations to individuals with documented disabilities who demonstrate a need for accommodations.

Test accommodations may include things such as:

- A separate testing room
- Extra testing time
- Large print test booklet

Test accommodations are individualized and considered on a case-by-case basis. All candidates who are request-

ing accommodations because of a disability must provide appropriate documentation of their condition and how it is expected to affect their ability to take the test under standard conditions. This may include:

- Supporting documentation from the professional who diagnosed the condition, including the credentials that qualify the professional to make this diagnosis
- A description of past accommodations the candidate has received

The steps to follow when requesting test accommodations vary, depending on your test program sponsor. To begin, go to <http://pearsonvue.com/accommodations>, and then select your test program sponsor from the alphabetized list. Candidates who have additional questions concerning test accommodations may contact the ADA Coordinator by e-mailing accommodationspearsonvue@pearson.com.

All accommodation requests **MUST** be submitted before the scheduling window closes.

EXAM DAY

WHAT TO BRING

You must bring to the examination the following:

- Two (2) forms of signature-bearing identification (one **MUST** be photo-bearing; see list below) (Note: Expired IDs will not be accepted)
- The Candidate ID you were given when you made a reservation
- Completed *Education Completion/Licensing Application Form* (You will not be admitted if you do not have your completed application.)
- Failing Score Report (for re-takers only)
- Lab Coat/Jacket (for the practical examination only)
- Supplies required for taking the practical examination (see page 7) [If you do not bring a main implement (labeled), you will be marked accordingly.]

If you do not bring these items, you will not be allowed to take the examination and you will forfeit the examination fee.

- First Aid Kit, containing all items as listed on the supply list
- Disinfectant/Sanitizer with manufacturer's label (EPA Registered, hospital grade required)
- Hand Sanitizer with manufacturer's label
- Hand Soap, Anti Bacterial (labeled)

This is not a mock examination.

ACCEPTABLE FORMS OF CANDIDATE IDENTIFICATION

Candidates must present two (2) forms of current signature identification. The primary identification must be government-issued and photo-bearing with a signature, and the secondary identification must contain a valid signature. Identification must be in English.

PRIMARY ID (PHOTOGRAPH AND SIGNATURE, NOT EXPIRED)

- Government-issued Driver's License
- U.S. Dept. of State Driver's License
- U.S. Learner's Permit (plastic card only with photo and signature)
- National/State/Country ID card
- Passport
- Passport Card
- Military ID
- Military ID for spouses and dependents
- Alien Registration Card (Green Card, Permanent Resident Visa)

(Note: Student identification cannot be accepted as a Primary ID.)

SECONDARY ID (SIGNATURE, NOT EXPIRED)

- U.S. Social Security card
- Debit (ATM) or Credit card
- Signature-bearing Student ID
- Any form of ID on the Primary ID list

If the ID presented has an embedded signature that is not visible (microchip), or is difficult or impossible to read, the candidate must present another form of identification from the Primary ID or Secondary ID list that contains a visible signature.

Pearson VUE does not recognize grace periods. For example, if a candidate's driver's license expired yesterday and the state allows a 30-day grace period for renewing the ID, the ID is considered to be expired.

WHEN YOU ARRIVE

You should arrive at the test center at least thirty (30) minutes before your examination. Report to the manager or proctor and present the documents listed in What to Bring. The manager will review these materials and will photograph you for your score report. You will then be permitted to take the examination.

TEST CENTER POLICIES

The following rules are enforced at all Pearson VUE Test Centers:

- You and your model may not bring individually numbered supplies, briefcases, large bags, books, papers, or study materials into the examination room. Lockers, in which candidates may store personal belongings, are available at most test centers. Pearson VUE is not responsible for lost, misplaced, or stolen items.

- You and your model may not use cell phones, calculators, or any other electronic devices during the examination.
- You and your model may not eat, chew gum, drink, or smoke during the examination.
- You may not bring visitors, children, or guests to the test center (excluding models).
- You will not be given extra time to complete the examination.
- You may not leave the examination to visit the restroom without the Evaluator's permission. You will not receive any additional time for the examination for restroom breaks.
- You may not give assistance to or receive assistance from anyone during the examination. If you do, the Evaluator will stop your examination and dismiss you from the test center. Pearson VUE will not score the examination and will report your conduct to the Massachusetts Board of Cosmetology and Barbering, which makes all decisions regarding discipline.

In addition, you must maintain silence during the examination and should not mention the name of the school you attended or the name of your instructor. Do not wear or carry any school identification on your uniform or equipment.

If a candidate arrives at the test center and is suspected of inebriation or being chemically altered, they will be disqualified from the practical and written examination by the Evaluator. Fees will apply.

If a candidate or a model is responsible for an act of misconduct or causes a disturbance of any kind, he/she will be dismissed from the examination immediately and the incident will be reported to the proper state licensing board. Decisions regarding disciplinary measures will then be the responsibility of that state board.

UNIFORM AND CONDUCT DURING THE EXAM

You must wear clean, appropriate professional attire, including white professional top, white laboratory coat or white jacket, flat or low-heeled shoes, and white socks or stockings. Do not wear or carry any form of school identification on your clothing or equipment. If your laboratory coat or jacket has a school monogram, please cover it. Shorts, mini skirts, open-toed shoes, and ripped jeans are not permitted. If you do not meet the dress code requirement, with appropriate attire and professional dress, you will not be allowed to take the practical exam.

CONTENT OUTLINE

MASSACHUSETTS ELECTROLOGIST WRITTEN EXAMINATION CONTENT OUTLINE

100 scored questions

- I. Rules, Regulations & Safety – (20%)
 - A. Sterilization, Sanitation & Disinfection
 - 1. Sterilization of implements & tools
 - 2. Disinfection of work area
 - 3. Infection control
 - B. Safety
 - C. Client Contact
 - 1. Ethics
 - 2. Communication
 - 3. Record keeping
- II. Anatomy and Physiology – (40%)
 - A. Dermatology
 - 1. Hair
 - a. Structure
 - b. Types of hair
 - c. Hair growth
 - 2. Skin
 - a. Structure
 - b. Function
 - 3. Disorders and Diseases
 - B. Endocrinology
 - C. Neurology
 - D. Angiology
 - E. Cells
- III. Electricity & Equipment – (30%)
 - A. Equipment
 - 1. Proper use & Maintenance
 - 2. Basic principles of electricity
 - B. Analysis and Treatment
 - 1. Pre-Treatment
 - a. Preparation
 - b. Draping
 - 2. Treatment
 - a. Procedures
 - b. Technique
 - 3. Post-Treatment
 - C. Electrolysis/Galvanic current
 - D. Thermolysis/High frequency current
 - E. Blended/Dual currents

IV. Laser/Intense Pulsed Light & Equipment – (10%)

- A. Equipment
 - 1. Proper use & Maintenance
 - 2. Laser/IPL physics
- B. Analysis and Treatment
 - 1. Pre-Treatment
 - a. Preparation
 - b. Draping
 - 2. Treatment
 - a. Procedures
 - b. Technique
 - 3. Post-Treatment

SCORE REPORTING

SCORING

The Commonwealth of Massachusetts established passing scores of seventy-five (75) for the Written Examination and eighty (80) for the Practical Examination. The Commonwealth cannot waive these scores. The Practical and Written Examinations, if applicable, may be passed on separate dates. *However both must be passed within twenty-four (24) months of passing the first part. If you do not pass both parts within 24 months, you must retake both parts.*

You will receive a Passing or Failing Score Report immediately after you complete the examination. If you pass the examination, you will be notified with the word “PASS” and if you fail the Written Examination you will be given a numeric score and diagnostic information.

RECEIVING A LICENSE

Once you have passed the required exam(s), you will be sent an email from Pearson VUE with instructions for logging into the Pearson Credential Manager licensing system (PCM). You will log into PCM, and pay your state’s license fee via CREDIT or DEBIT CARD. The actual license will be issued by the Board.

RETAKING AN EXAM

Please follow the directions on page 2 for making an examination reservation, but have your *Failing Score Report* available when you call. Reservations for retaking the examination may not be made at the test center. On the day of the re-examination, you **MUST** bring the *Failing Score Report* to the test center.

NOTE: *If you do not bring the Failing Score Report and the Education Completion/Licensing Application Form (see “What to Bring”, page 7) on the day of the examination, you will **NOT** be permitted to test.*

DUPLICATE SCORE REPORTS

You may request a Duplicate Score Report by completing the Request for Duplicate Score Report form (see Appendix A).

REVIEW OF EXAMS

For security reasons, you may not review examination materials (this includes at the test site).

PRACTICAL EXAM GRIEVANCE PROCESS

All complaints regarding the practical examination **MUST** be submitted in writing directly from the candidate and should contain as much detail as possible. (NOTE: Complaints will not be accepted from any other person or entity without the express written permission of the candidate.) The complaint must be sent to Pearson VUE at the following email address: practicalgrievance@pearson.com

Candidates may also fax their complaint to Pearson VUE: Fax (720) 748-0169.

All complaints should be submitted as soon as possible after the examination, but will not be accepted more than 90 days after the examination. Upon receipt of the complaint, Pearson VUE will acknowledge receipt and conduct an investigation. Within ten (10) business days of receipt of the complaint, the candidate will be mailed a written response from Pearson VUE that will detail the outcome of the investigation and remedy, if any. A copy of the grievance and response will also be sent to the Board.

PLEASE NOTE: Oral complaints or complaints by parties other than the candidate will not be accepted except where noted above. Once an investigation is completed and a final decision is made, Pearson VUE will consider the case closed.

PRACTICAL EXAMINATION TASK

SUPPLY LIST

Note: With the exception of an epilator and lamp, candidates are required to bring their own supplies and may not share with other candidates.

- Adult model (model must be at least 16 years of age and cannot be a licensed electrologist or in school to become licensed)
- Magnifying equipment (e.g., headpiece, eyeglass clip-ons, magnifying lamp, or prescription eyeglasses with magnifying lenses)
- Lamp or light source
- Epilator
- Clean and disinfected implements in sealed containers, labeled: *Disinfected*
- Hand Sanitizer with a manufacturer's label, labeled: *Hand Sanitizer*
- Anti-bacterial hand soap, labeled: *Anti-bacterial hand soap*
- Disinfectant/Sanitizer with a manufacturer's label (EPA Registered, hospital grade required), labeled: *Disinfectant/sanitizer for workstation* (separate from hand sanitizer)
- First Aid Kit containing the following:
 - Disposable gloves
 - Antiseptic solution or wipes
 - 2 baggies for double bagging
 - Bandages
- Paper for treatment table
- Disposable gloves
- Cotton balls
- Paper towels or gauze pads
- Antiseptic solution or wipes
- 5 or more sterile needles
- 3 or more forceps
- Sharps container
- 2 baggies for double bagging
- 1 large Trash Bag, labeled: *Trash*
- 1 large Trash bag or container, labeled: *Soiled items* (all used items should go back into this bag)

DIRECTIONS:

Complete all applicable sections of this form. Incomplete forms may not be processed and may be returned to the requestor. Mail the form to the correct address as listed below.

If you are reporting a name change, you must also provide a copy of your marriage certificate, divorce decree, passport, or other court document that verifies your name change.

MAILING ADDRESS:

Commonwealth of Massachusetts
Division of Professional Licensure
Board of Cosmetology and Barbering
1000 Washington Street
Suite 710
Boston, MA 02118-6100

PRINT YOUR NEW NAME OR ADDRESS BELOW:

Name _____

Street _____

City _____ State _____ Zip _____

Tel. (_____) _____

PRINT YOUR OLD NAME OR ADDRESS BELOW:

Name _____

Street _____

City _____ State _____ Zip _____

PROVIDE YOUR IDENTIFYING INFORMATION:

License Number _____

SIGN AND DATE YOUR REQUEST:

Your Signature _____ Date _____

DIRECTIONS: You may use this form to ask Pearson VUE for a copy of your Examination Score Report. Please print or type all information on this form and include correct fees, or your request will be returned.

SEND TO: Pearson VUE/Electrology Program
Duplicate Score Request
5601 Green Valley Drive
Bloomington, MN 55437
or email request to pearsonvuecustomerservice@pearson.com

PLEASE COMPLETE THE FOLLOWING FORM WITH YOUR CURRENT NAME AND ADDRESS. ALL INFORMATION MUST BE COMPLETE AND ACCURATE TO ENSURE PROPER PROCESSING.

Name _____

Street _____

City _____ State _____

Zip _____

Tel. (_____) _____ The last four (4) digits of your Social Security Number _____

IF THE ABOVE INFORMATION WAS DIFFERENT AT THE TIME YOU WERE TESTED, PLEASE INDICATE ORIGINAL INFORMATION. IF YOUR NAME HAS CHANGED, YOU MUST ATTACH A COPY OF A LEGAL DOCUMENT AUTHORIZING THE CHANGE (FOR EXAMPLE, A MARRIAGE CERTIFICATE OR A DIVORCE DECREE).

Name _____

Street _____

City _____ State _____ Zip _____

Tel. (_____) _____

I HEREBY AUTHORIZE PEARSON VUE TO SEND ME AT THE ADDRESS ABOVE A DUPLICATE OF MY SCORE REPORT.

Your Signature _____

Date _____