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# Commonwealth of Massachusetts BARBER LICENSING PROGRAM

## Candidate Handbook

April 2017

# GETTING STARTED

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## RESERVATIONS

### BEFORE MAKING AN EXAM RESERVATION

- Candidates should thoroughly review this handbook, which contains examination content outlines and important information regarding eligibility and the examination and licensing process.
- Candidates must complete the required education or receive Board approval prior to scheduling an exam.

### STEP ONE: MAKE A RESERVATION

- Read this handbook carefully.
- Gather all the information you will need to make a 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, including education completion.**
- Arrive at the test site thirty (30) minutes before the examination begins.
- Bring all the items listed on page 6.

### STEP THREE:

- If you pass both parts of the examination, you will be sent instructions (via e-mail) for paying for and receiving your wall certificate and hard card license.

## CONTACT INFORMATION

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### 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

Massachusetts Barber Program  
5601 Green Valley Dr.  
Bloomington, MN 55437

**Reservations/Customer Service:** (800) 274-3703

**Email:** [pearsonvuecustomerservice@pearson.com](mailto:pearsonvuecustomerservice@pearson.com)

**Website:** [www.pearsonvue.com](http://www.pearsonvue.com)

#### PEARSON VUE CALL CENTER HOURS

Monday–Friday 8am–11pm EST  
Saturday 8am–5pm EST  
Sunday 10am–4pm EST

### CONTACT THE MASSACHUSETTS BOARD OF REGISTRATION OF BARBERS TO:

- Receive information if you have completed your barber training outside the Commonwealth of Massachusetts.
- Ask questions regarding licensure renewal.
- To obtain an application, please contact your school or training program. If you did not attend a school/training program in the United States, are a Master Barber, or have let your MA Barber license lapse, please contact the Board at (617) 727-5339 for an application.

#### MASSACHUSETTS DIVISION OF PROFESSIONAL LICENSURE

#### BOARD OF REGISTRATION OF BARBERS

1000 Washington Street  
Suite 710

Boston, MA 02118-6100

**Phone:** (617) 727-5339

**Website:** [www.mass.gov/dpl/boards/br/index.htm](http://www.mass.gov/dpl/boards/br/index.htm)

#### HOURS OF OPERATION

Monday–Friday 8:30am–5pm

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# INTRODUCTION

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

The Commonwealth of Massachusetts Board of Registration of Barbers has retained the services of Pearson VUE to help develop and administer its barber 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

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### 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.

#### APPRENTICE BARBER – TO OBTAIN A MASSACHUSETTS APPRENTICE LICENSE, YOU MUST:

- Be at least sixteen (16) years of age;
- Have completed one-thousand (1000) hours in an accredited barber school within six (6) months or more; and
- Pass both the Written and Practical Examinations.

IF YOU HAVE LET YOUR APPRENTICE LICENSE LAPSE, YOU MUST CALL THE BOARD FOR AN APPLICATION, BECAUSE YOU MUST RETAKE THE PRACTICAL EXAMINATION.

#### ALIEN APPRENTICE BARBER OR LAPSED BARBER – TO OBTAIN AN ALIEN APPRENTICE LICENSE, YOU MUST:

- Be at least eighteen (18) years of age;
- Get approval from the Board; and
- Pass the Practical Examination.

IF APPLYING FOR AN ALIEN APPRENTICE LICENSE, YOU MUST SEND THE FOLLOWING DOCUMENTS TO THE BOARD FOR APPROVAL:

- Proof of having been born and lived in a foreign country (or territory outside of the United States);
- A letter from your previous employer(s) stating that you have worked for two (2) or more years as a barber in that country;
- A valid Social Security number;
- Copy of Passport or Birth Certificate; and
- A completed application.

#### MASTER BARBER – TO OBTAIN A MASSACHUSETTS MASTER BARBER LICENSE, YOU MUST:

- Have apprenticed under a Master Barber for eighteen (18) months or longer;
- If you are a former Alien Apprentice, you must have apprenticed under a Master Barber for twenty-four (24) months or longer.
- Get approval from the Board; and
- Pass both the Written and Practical Examinations.

LAPSED MASTER BARBER – IF YOU HAVE LET YOUR MASTER BARBER LICENSE LAPSE, YOU MUST CALL THE BOARD FOR AN APPLICATION, BECAUSE YOU MUST RETAKE THE PRACTICAL EXAMINATION.

# EXAM ELIGIBILITY

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

## EXAM RESERVATIONS

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**Walk-in examinations are not available;** you must make a reservation online or by phone. Candidates should make reservations at least three (3) business days before the desired examination date. 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/barbers](http://www.pearsonvue.com/ma/barbers)**
- Calling Pearson VUE at (800) 274-3703:  
Monday–Friday 8am–11pm, Saturday 8am–5pm, or Sunday 10am–4pm EST

### ONLINE RESERVATIONS

Candidates must go to **[www.pearsonvue.com/ma/cosmetology/ma/cos](http://www.pearsonvue.com/ma/cosmetology/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.

**Barbers are only tested on Saturdays and Mondays. Be sure you request a Saturday or Monday ONLY.**

### 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.*
- 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 #1302-01) with the necessary information completed, school code (or Board code) number, completion date, and date that you signed your application.
- Method of payment (credit card number, voucher).
- The Failing Score Report (if retaking an examination).

Once you have made a reservation Pearson VUE will give you a Candidate ID which you should write down for future use.

RESERVATION INFORMATION
Candidate ID Number:
Examination Date and Time:
Test Center:
Call Center Representative:

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

FOR AN EXAM ON:	MAKE A RESERVATION BY:
Monday	Wednesday
Saturday	Wednesday

*Holidays may affect the number of days' notice you must give.*

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
- What to bring
- The name and series code of the examination for which you made a reservation
- The time, date, and location of the examination
- The examination fee
- Cancellation information

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

## PEARSON VUE TEST CENTERS

The chart below lists available test centers. When you make a reservation, the Call Center Representative with whom you speak may provide you with directions to the test center.

CODE	LOCATION	SCHEDULE
51921	Malden	Monday and Saturday
52786	West Springfield	1st and 3rd Saturdays of the month
52681	Framingham	Every Saturday

*Locations and schedules may change without notice.*

## FEES

You must pay the **examination fee** when you call to make your reservation. You must pay your licensing fee online after passing the required exam(s)

### LICENSING FEES

Candidates must be prepared to pay the **licensing fee** online using a credit or debit card. **Personal checks or cash will NOT be accepted at the test center or online.**

### EXAMINATION FEES

Candidates **must** pay the **examination fee** at the time of reservation via credit card or voucher. **Examination fees will NOT be accepted at the test center.**

EXAM LICENSURE LEVELS AND FEES***				
Examination	Series Code	First-Time Exam Fee	Retake Fee	Licensing Fee
Apprentice Barber	MA-20-AppBarber	\$130.00	\$103.00	\$20.00
Alien Apprentice Barber	MA-20-AlienBar	\$103.00	\$103.00	\$20.00
Lapsed Apprentice Barber	MA-20-AlienBar	\$103.00	\$103.00	\$20.00
Master Barber	MA-20-MstrBar	\$196.00*	\$103.00	\$78.00

## EXAM LICENSURE LEVELS AND FEES\*\*\*

Lapsed Master Barber	MA-20-LpsBarber	\$169.00**	\$103.00	\$78.00
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*Fees are non-refundable and non-transferable.*

\* Please note that the examination fee is \$130 and the Board's application fee is \$66, which equals \$196.

\*\* Please note that the examination fee is \$103 and the Board's application fee is \$66, which equals \$169.

## VOUCHERS

Vouchers offer another convenient way to pay for tests. Vouchers can be purchased online at [www.pearsonvue.com/for-test-centers/voucher-store.aspx](http://www.pearsonvue.com/for-test-centers/voucher-store.aspx) by credit card either singly or in volume. To redeem a voucher as payment when scheduling a test, simply indicate voucher as the payment method and provide the voucher number. All vouchers are pre-paid. Vouchers are non-refundable and non-returnable.

Vouchers expire twelve (12) months from the date they are issued. Voucher expiration dates cannot be extended. The exam must be taken by the expiration date printed on the voucher.

## THE EDUCATION COMPLETION/LICENSING APPLICATION FORM

If you trained at a Massachusetts-approved barber school, your school will provide you with an Education Completion/Licensing Application Form. Your school director will need to certify your training.

**Your application is only valid for two (2) years.** If you do not pass your examination within two (2) years of completing your education (or receiving initial Board approval), you will be required to contact the Board of Registration of Barbers for a new application.

## CANDIDATES WHO HAVE TRAINED IN MASSACHUSETTS

If you have completed training in the Commonwealth of Massachusetts, the following section and questions on the application **MUST** be completed **before you contact Pearson VUE to make an examination reservation:**

- **SECTION 12 – SCHOOL CERTIFICATION** (you must have it signed and stamped by the school director where you have completed your training); and
- **MANDATORY LICENSING QUESTIONS 7–11.** You **MUST** answer the questions 7–11, (Division of Professional Licensure, Mandatory Licensing questions) on the *Education Completion/Licensing Application Form* (Pearson VUE Stock Number I302-01).

**NOTE:** *If you answer “Yes” to any one of the questions 7–11, you cannot make your examination reservation through Pearson VUE. You **MUST** first mail your application directly to the Board of Registration of Barbers. (The address appears on the inside front cover of this handbook.)*

The Massachusetts Board of Registration of Barbers must review and approve all applications for candidates with disciplinary action on a professional license and/or a criminal history background. You will receive further information from the Board within 2-3 weeks of receipt of your application.

## CANDIDATES WHO HAVE TRAINED OUT-OF-STATE

To obtain an *Education Completion/Licensing Application Form*, you may contact the Massachusetts Board of Registration of Barbers using the contact information on the inside front cover of this handbook.

If you completed your Barber training outside the Commonwealth of Massachusetts, you completed your education more than 2 years ago, you are applying for an Instructor license, or if your barber school has closed, contact the Board for further instructions.

You **MUST** answer the questions 7–11 (Division of Professional Licensure Mandatory Licensing Questions) on the *Education Completion/Licensing Application Form* (Pearson VUE Stock Number I302-01).

**NOTE:** *If you answer “Yes” to any one of the questions 7–11, you cannot make your examination reservation through Pearson VUE. You*

**MUST** first mail your application directly to the Massachusetts Board of Barber (the address appears on the inside front cover of this handbook).

The Massachusetts Board of Registration of Barbers must review and approve all applications for candidates with disciplinary action on a professional license and/or a criminal history background. You will receive further information from the Board within 2-3 weeks of receipt of your application.

## CHANGE/CANCEL POLICY

Candidates must go online or call Pearson VUE at (800) 274-3703 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.

IF THE EXAM IS:	CANDIDATES MUST CALL BY THE PREVIOUS:
Monday	Tuesday
Saturday	Sunday

*This chart does not reflect holidays, which may increase the number of days' notice candidates must give.*

## ABSENCE/LATENESS POLICY

If you are absent from or late to an examination you may be excused for the following reasons:

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

**If you are absent from or late to an examination and have not changed or canceled according to the Change/Cancel Policy, you will not be allowed to take the examination and you will forfeit the examination fee.** You should send written proof for excused absences to Pearson VUE within fourteen (14) days of the original examination date. Written Verification should be sent to the following address:

Pearson VUE/Massachusetts Barber Program  
Attn: Regulatory Program Coordinator  
5601 Green Valley Drive  
Bloomington, MN 55437

## WEATHER DELAYS AND CANCELLATIONS

If severe weather or a natural disaster makes the Pearson VUE Test Center inaccessible or unsafe, the examination may be delayed or cancelled. Candidates will be notified in the case of weather delays and cancellations.

## AMERICANS WITH DISABILITIES ACT (ADA)

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
- A Reader or Recorder, for individuals with mobility or vision impairments and cannot read or write on their own

Test accommodations are individualized and considered on a case-by-case basis. All candidates who are requesting 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 at [accommodationspearsonvue@pearson.com](mailto:accommodationspearsonvue@pearson.com).

## TRANSLATION DICTIONARIES

Candidates may bring a translation dictionary into the testing room. Translation dictionaries must be reviewed by the test administrator and only direct word-to-word dictionaries are allowed. Translation dictionaries must meet the following requirements:

- The dictionary may not provide definitions to words. If candidates have definitions or anything other than a word-for-word translation, they will not be permitted for use during the exam.
- No electronic translation dictionaries are allowed.
- Loose pages, writing, or notes will not be permitted inside the dictionary. Test Center staff will inspect the pages of the dictionary to make sure there are no loose pages, writing, or notes on the pages.

Test Center staff will monitor the candidate during the exam to ensure the candidate is not writing in the dictionary, and inspect the pages of the dictionary after the exam to make sure the candidate has not written in the dictionary.

Translation dictionaries can be purchased anywhere, including the following locations:

<http://www.bilingualdictionaries.com>

<http://velazquezpress.com/products/bilingual-word-word-dictionaries>

<http://www.educavision.com/index.php>

# EXAM DAY

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## 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 ID's will not be accepted)
- The Candidate ID you were given when you made a reservation
- Correct licensing fee (**money order**)
- 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)
- Supplies required for taking the examination (see page 11).
- If taking the Practical, you must bring a LIVE MODEL.
  - » Model must be at least 16 years of age and cannot be a licensed Cosmetologist, Barber, or going to school for either profession.
  - » Model's hair must be at least 1" long on the top of the head and no less than 1/4" at the nape of the neck and sideburn area. The length must be sufficient for the barber to demonstrate a shear and comb tapered blend from the clipped area up to the longer hair on top. If your model does not meet these requirements, you will not be permitted to test and you will forfeit your fees.
  - » Model must have visible stubble on the face to perform the 14 stroke shave.
  - » Models are only permitted to serve as models once in a 30 day period.
- **Alien Apprentice** candidates must bring a school letter certifying that they completed the required 10 hour sanitation course.

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

## 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 that matches the government-issued identification. Identification must be in English.

### PRIMARY ID (PHOTOGRAPH AND SIGNATURE, NOT EXPIRED)

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

(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* (see page 6). 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 may not bring briefcases, large bags, books, papers, or study materials (other than skills kits) 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 may not use cell phones, calculators, or any other electronic devices during the examination.
- You or your model may not have any cell phones on. If you or your model's cell phone rings or buzzes in any form, both you and your model will be disqualified.
- You may not eat, chew gum, drink, or smoke during the examination.
- You may not bring visitors, children, or guests to the test center.
- You will not be given extra time to complete the examination.
- You may not leave the examination to visit the restroom without the proctor'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 test center manager 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 Registration of Barbers, 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.

## UNIFORM AND CONDUCT DURING THE EXAM

You must wear business casual attire (shirt with a collar, black dress slacks, and dress shoes - see Supply List on page 11) during the examination. Do not wear or carry any form of school identification on your uniform or equipment. **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.**

- Do not mention the name of the school you attended or your instructor's name.
- Maintain silence throughout the entire examination.
- Smoking and/or gum chewing is not permitted by candidates or models.

### MISCONDUCT

If you cause a disturbance of any kind or engage in any kind of misconduct, you will be dismissed from the examination and the incident will be reported to the Commonwealth of Massachusetts barber licensing program. Decisions regarding disciplinary measures are the responsibility of the Massachusetts Board of Registration of Barbers.

## PRETEST QUESTIONS

Many of the examinations will contain "pretest" questions. Pretest questions are questions on which statistical information is being collected for use in constructing future examinations. Responses to pretest questions do not affect a candidate's score. Pretest questions are mixed in with the scored questions and are not identified.

The number of pretest questions are listed in the content outline heading of each examination for which they are available. If a number is not present then there are no pretest questions for that particular examination.

# THE PRACTICAL EXAM

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You will take the practical examination first. You will not receive the results of your practical until after you have taken your written (if applicable). The Practical Examination consists of five (5) physical tasks for Apprentice candidates and six (6) physical tasks for Alien Apprentice and Master Barber candidates. You will have **approximately 2 1/2 hours** to complete the physical task section of the examination. You will need to bring an adult model and supplies in order to successfully complete the Practical Examination (see “Practical Examination Supply List” on page 11).

# THE WRITTEN EXAM

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After taking the practical examination, you will then take the written examination. Each question on the Written Examination is in a four-option, multiple-choice format with one correct answer. Examination scores are based on the number of questions answered correctly. Answers to each question should be considered carefully and the least likely answers eliminated. However, in the final analysis, it is better to answer every question without spending too much time on any one question. Words such as **NOT, EXCEPT, LEAST, MOST**, etc., are printed in boldface to help you avoid misreading the question.

You will have **two (2) hours** to complete the Apprentice Barber Written Examination and **one (1) hour** to complete the Master Barber Written Examination. At the end of this time, you will receive a message stating that you have used your allotted time. You should alert the test center manager when you have completed your examination by raising your hand. Your examination will be officially scored a few minutes after you complete it.

**NOTE:** All examinations will be administered ONLY in the English language. No interpreters or dictionaries will be allowed.

The entire question pool, each form of the examination, and any material used to administer the examination are copyrighted and are the property of Pearson VUE. Any distribution of examination content or materials through any form of reproduction or oral or written communication is strictly prohibited and is punishable by law.

# EXAM RESULTS

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## SCORING

The Commonwealth of Massachusetts established passing scores of seventy (70) for both the written examination and 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 with instruction to log into your email, locate the email from the Pearson Credential Manager licensing system (PCM), log into PCM, and pay your state’s license fee via CREDIT CARD. You will then have the option to print a wall certificate containing your license number and issue date. The hard card license will be mailed to you within 2-3 business days.

## 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 reexamination, 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 6) 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

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

## PRACTICAL EXAM GRIEVANCE PROCESS

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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 [practicalgrievance@pearson.com](mailto:practicalgrievance@pearson.com) or faxed to (720) 748-0169. All complaints are required to be submitted no more than 10 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.

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

# PRACTICAL SKILLS EXAMINATION SUPPLY LIST

Effective July 1, 2012, Updated January 2015

## APPRENTICE BARBER:

### 1. MODEL

- A. Model should be at least 16 years of age and cannot be a licensed Cosmetologist, Barber or going to school for either profession.
- B. Model's hair **must be at least 1" long on the top of the head** and no less than 1/4" at the nape of the neck and sideburn area. The hair will be measured by the evaluator with a ruler. The length must be sufficient for the barber to demonstrate a shear and comb tapered blend from the clipped area up to the longer hair on top. If the model does not meet these requirements, the candidate will not be permitted to test and will forfeit his/her fees.
- C. Model has visible stubble on the face to perform the 14 stroke shave.
- D. Models are only permitted to serve as models once in a 30 day period.

### 2. CANDIDATE

- Must be wearing a shirt with a collar, dress slacks, and dress shoes. (No jeans or open-toed shoes)
- Must have clean, well groomed appearance
- Female candidates must wear dress slacks or a skirt (to the knee or below) and low heel or no-heel dress shoes. (No open-toed shoes)

### 3. FIRST AID KIT

- The kit must include antiseptic, bandaids, gloves, wipes, and four double baggies labeled: *Biohazard bags* (See Universal Precautions at end of this supply list)

### 4. CLEAN UP

- Trash container
- Towel container

### TASK #1: PREPARATION

- Clean Barber smock
- Clean Haircloth

### TASK#2: HONING & STROPPING

- Straight razor, strop & hone will be provided by test center

### TASK#3: DISINFECTION

- Disinfectant Spray (Labeled: *Disinfectant*)
- Hand Sanitizer or Liquid Soap (Labeled: *Hand Sanitizer*)

### TASK#4: HAIRCUT/SCALP MANIPULATION

- Haircloth
- Professional Service Paper Towels
- Clippers with adjustable blade
- Taper Combs
- Shears (7-7.5" shears)
- Neck Duster
- Straight Edge Razor with extra razor blades
- Astringent
- Barber clips (optional)
- Powder
- Separate brush for removing hair from cape

### TASK#5: SHAVING

- Head rest cover
- Haircloth
- Terry cloth towels (minimum of 12 towels)
- Paper towels
- Shaving Cream
- Straight Edge Razor with extra razor blades
- Gloves
- Styptic
- Astringent
- Talc

### UNIVERSAL PRECAUTIONS:

If a candidate cuts self or model, stop the skill immediately, apply glove on uncut hand (if candidate) or apply gloves to both hands (if model is cut), clean wound with wipes and antiseptic, apply styptic, and apply bandages if necessary. All wipes, and disposable items must go into one baggie and that baggie placed inside second baggie marked bio hazard. Trash must be taken home by candidate and not left at the test site anywhere.

## MASTER BARBER:

### 1. MODEL

- A. Model should be at least 16 years of age and cannot be a licensed Cosmetologist, Barber or going to school for either profession.
- B. Model's hair **must be at least 1" long on the top of the head** and no less than 1/4" at the nape of the neck and sideburn area. The hair will be measured by the evaluator with a ruler. The length must be sufficient for the barber to demonstrate a shear and comb tapered blend from the clipped area up to the longer hair on top. If the model does not meet these requirements, the candidate will not be permitted to test and will forfeit his/her fees.
- C. Model has visible stubble on the face to perform the 14 stroke shave.
- D. Models are only permitted to serve as models once in a 30 day period.

### 2. CANDIDATE

- Must be wearing a shirt with a collar, dress slacks, and dress shoes. (No jeans or open-toed shoes)
- Must have clean, well groomed appearance
- Female candidates must wear dress slacks or a skirt (to the knee or below) and low heel or no-heel dress shoes. (No open-toed shoes)

### 3. FIRST AID KIT

- The kit must include antiseptic, bandaids, gloves, wipes, and four double baggies labeled: *Biohazard bags* (See Universal Precautions at end of this supply list)

### 4. CLEAN UP

- Trash container
- Towel container

### TASK #1: PREPARATION

- Clean Barber smock
- Clean Haircloth

### TASK#2: HONING & STROPPING

- Straight razor, strop & hone will be provided by test center

### TASK#3: DISINFECTION

- Disinfectant Spray (Labeled: *Disinfectant*)
- Hand Sanitizer or Liquid Soap (Labeled: *Hand Sanitizer*)

### TASK#4: HAIRCUT/SCALP MANIPULATION

- Haircloth
- Professional Service Paper Towels
- Clippers with adjustable blade
- Taper Combs
- Shears (7-7.5" shears)
- Neck Duster
- Straight Edge Razor with extra razor blades
- Astringent
- Barber clips (optional)
- Powder
- Separate brush for removing hair from cape

### TASK#5: SHAVING

- Head rest cover
- Haircloth
- Terry cloth towels (minimum of 12 towels)
- Paper towels
- Shaving Cream
- Straight Edge Razor with extra razor blades
- Gloves
- Styptic
- Astringent
- Talc

### TASK#6: FACIAL

- Facial Cream
- Disposable spatula's or pump bottle (Labeled: *Facial Cream*)
- Towels
- Astringent
- Talc

### UNIVERSAL PRECAUTIONS:

If a candidate cuts self or model, stop the skill immediately, apply glove on uncut hand (if candidate) or apply gloves to both hands (if model is cut), clean wound with wipes and antiseptic, apply styptic, and apply bandages if necessary. All wipes, and disposable items must go into one baggie and that baggie placed inside second baggie marked bio hazard. Trash must be taken home by candidate and not left at the test site anywhere.

# LICENSURE EXAM - APPRENTICE BARBER

## MASSACHUSETTS APPRENTICE BARBER WRITTEN EXAMINATION CONTENT OUTLINE

Effective January 15, 2016

(100 scoreable questions plus 10 pre-test questions.)

### A. PATRON PROTECTION ..... 25%

1. Public Sanitation
2. Sanitation Methods
3. Product Chemistry
4. Storage and Safety
5. Universal Precautions
6. Conditions and Disorders
7. Professional Conduct
8. Safety Precautions - Chemical Services

### B. HAIR, SKIN, AND SCALP ..... 14%

1. Structure and Composition
2. Growth and Regeneration
3. Analysis
4. Conditions and Disorders

### C. PHYSICAL SERVICES ..... 8%

1. Shampoo and Rinses
  - a. Purpose and Effects
  - b. Materials and Supplies
  - c. Types of Shampoos and Rinses
  - d. Procedures
  - e. Product Chemistry
2. Scalp and Hair Care and Facials
  - a. Massage
  - b. Procedures
  - c. Product Chemistry
  - d. Scalp Treatments

### D. SHAVING/BEARD DESIGN ..... 10%

1. Procedures
2. Techniques
3. Precautions
4. Tools and implements

### E. CHEMICAL SERVICES ..... 8%

1. Hair Coloring
  - a. Color Theory
  - b. Product Chemistry
  - c. Materials and Supplies
  - d. Procedures, Techniques and Application
2. Chemical Waving
  - a. Product Chemistry
  - b. Materials and Supplies
  - c. Procedures, Techniques and Application
3. Chemical Hair Relaxing
  - a. Product Chemistry
  - b. Materials and Supplies

- c. Procedures, Techniques and Application

### F. HAIR CUTTING AND STYLING ..... 14%

1. Hair Cutting
  - a. Use of Implements
  - b. Shaping Theory
  - c. Techniques
2. Hair Styling
  - a. Finishing and Blow Drying Techniques
  - b. Cornrow Braiding and Hair Locking (Dreads)
  - c. Product Chemistry

### G. MASSACHUSETTS LAWS AND BOARD RULES ..... 15%

### H. HISTORY OF BARBERING ..... 3%

### I. SHOP MANAGEMENT & GUIDELINES ..... 3%

# LICENSURE EXAM - MASTER BARBER

## MASTER BARBER WRITTEN EXAMINATION CONTENT OUTLINE

Effective July 1, 2012

(25 scoreable questions plus 5 pre-test questions.)

\*Rule/Regulation

### A. GENERAL PROVISIONS APPLICABLE TO BARBER SHOPS AND BARBER SCHOOLS (2.01\*) .. 90%

1. Inspections.....2.01(1)\*
2. Display .....2.01(2), (10)\*
3. Permits..... 2.01(3a-3e)\*
4. Sanitation..... 2.01(4a-4u)\*
5. Sterilization..... 2.01(5-5a)\*
6. Physical agents..... 2.01(5a1-5a4)\*
7. Chemical agents..... 2.01(5a1-5a3)\*
8. Service Outside Barber Shop..... 2.01(6a-6b)\*
9. Treatment of Skin Conditions.....2.01(7)\*
10. Professional Conduct .....2.01(8)\*
11. Advertising .....2.01(9)\*

### B. BARBER SCHOOLS(2.02\*) ..... 10%

1. General Provisions.....2.02(1a-1i)\*
2. Applications and Renewals..... 2.02(2a-2d)\*
3. Student Attendance ..... 2.02(6a-6b)\*

In addition to the examination questions that are used to determine your score, the Written Examination consists of five to ten (5–10) pretest questions in the subject areas described above. Pretest questions are distributed throughout the examination and do not affect your score.



## **LICENSURE EXAM - APPRENTICE BARBER**

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### **APPRENTICE BARBER PRACTICAL EXAMINATION TASKS**

1. Hygiene
2. Honing and Stropping
3. Sterilization
4. Haircut and Scalp Manipulations
5. Shaving

## **LICENSURE EXAM - LAPSED APPRENTICE BARBER**

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### **LAPSED APPRENTICE BARBER PRACTICAL EXAMINATION TASKS**

1. Hygiene
2. Honing and Stropping
3. Sterilization
4. Haircut and Scalp Manipulations
5. Shaving

## **LICENSURE EXAM - ALIEN APPRENTICE BARBER**

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### **ALIEN APPRENTICE BARBER PRACTICAL EXAMINATION TASKS**

1. Hygiene
2. Honing and Stropping
3. Sterilization
4. Haircut and Scalp Manipulations
5. Shaving
6. Facial

## **LICENSURE EXAM - MASTER BARBER OR LAPSED MASTER BARBER**

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### **MASTER BARBER OR LAPSED MASTER BARBER PRACTICAL EXAMINATION TASKS**

1. Hygiene
2. Honing and Stropping
3. Sterilization
4. Haircut and Scalp Manipulations
5. Shaving
6. Facial

**Massachusetts  
Barber****CHANGE OF ADDRESS OR NAME****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/Barber Program  
**Duplicate Score Request**  
 5601 Green Valley Drive  
 Bloomington, MN 55437 **or email request to [pearsonvuecustomerservice@pearson.com](mailto: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 \_\_\_\_\_

Email \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_

Zip \_\_\_\_\_

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

Exam Date \_\_\_\_\_

**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 \_\_\_\_\_

# QUICK REFERENCE

Visit [www.pearsonvue.com/ma/cos](http://www.pearsonvue.com/ma/cos) or call (800) 274-3703 to make a reservation.

## PEARSON VUE TEST CENTERS

CODE	LOCATION	SCHEDULE
51921	Malden	Monday and Saturday <b>ONLY</b>
52786	West Springfield	1st and 3rd Saturdays of the month
52681	Framingham	Every Saturday

*Locations and schedules are subject to change.*

## FEES

EXAM LICENSURE LEVELS	EXAM SERIES CODE	FIRST-TIME EXAM FEE	RETAKE FEE	LICENSING FEE
Level 01 – Apprentice Barber	MA-20-AppBarber	\$130.00	\$103.00	\$20.00
Level 02 – Alien or Lapsed Apprentice Barber	MA-20-AlienBar	\$103.00	\$103.00	\$20.00
Level 03 – Master Barber	MA-20-MstrBar	\$196.00*	\$103.00	\$78.00
Lapsed Master Barber (Level 04)	MA-20-LpsBarber	\$169.00**	\$103.00	\$78.00

\* Please note that the examination fee is \$130 and the Board's application fee is \$66, which equals \$196. You must pay your licensing fee online after passing the required exam(s).

\*\* Please note that the examination fee is \$103 and the Board's application fee is \$66, which equals \$169. You must pay your licensing fee online after passing the required exam(s).

Acceptable forms of payment for the licensing fee include credit or debit card.

**FEES ARE NONREFUNDABLE AND NONTRANSFERABLE.**