



Commonwealth of Massachusetts
COSMETOLOGY
CANDIDATE HANDBOOK

April 2018

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 for and receive a photo-bearing license so you can begin work immediately.

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.
- Obtain application.

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:

- Request an Instructor Practical Examination.
- 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 training program, if you are upgrading to a type I license, or if you let your Massachusetts Cosmetology 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 Cosmetology Licensure in the Commonwealth of Massachusetts, and describes how to apply for and take the Massachusetts Cosmetology Examination. The examination is made up of the Written Examination and the Practical Examination. You must pass both parts to be licensed as a cosmetologist in the Commonwealth of Massachusetts.

The Massachusetts Board of Cosmetology and Barbering has retained the services of Pearson VUE to develop and administer its cosmetology 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

- You cannot work in a salon until after passing the Written and Practical Examination satisfactory to the Board. Only after passing the Written Examination and Practical Examination satisfactory to the Board may an applicant be licensed as an operator and may an applicant practice hairdressing and aesthetics for compensation. The operator must work under the supervision of a hairdresser or an aesthetician (M.G.L. Chapter 112, Sec. 87).
- Any registered operator who has had at least two (2) years of practical experience under the supervision of a hairdresser may apply (this is not automatic) for a hairdressing or aesthetician license and may then supervise operators (M.G.L. Chapter 112, Sec. 87W).
- An owner of a hairdressing or manicurist shop shall not employ anyone who is not properly licensed by the Board of Cosmetology and Barbering. Each registered shop shall employ one hairdresser or one aesthetician to supervise no more than three (3) operators employed therein (M.G.L. Chapter 112, Sec. 87AA).
- The Board of Cosmetology and Barbering shall make such uniform and reasonable rules and regulations as are necessary for the proper conduct of business. Those regulations are 240 C.M.R. 3.00-6.00 (M.G.L. Chapter 112, Sec. 87CC.)

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 a cosmetology license. Read this handbook and any other information provided by the Board before contacting Pearson VUE to make an examination reservation.

LAPSED LICENSE OR FORFEITURE CANDIDATES

Forfeiture candidates need to request that an exam waiver be added for the theory exam, if they have an approved application signed and stamped by the Board indicating same. Please visit the Pearson VUE web site for more information PRIOR to making an exam reservation.

Candidates may also request that an exam waiver be added for the theory exam, when calling Pearson VUE to schedule an exam reservation. They must have an approved application signed and stamped by the Board indicating that they are only required to take the practical exam.

EXAM RESERVATIONS

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. 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/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.

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 #2002-05) 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).

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
Tuesday	Thursday
Wednesday	Friday
Thursday	Monday
Friday	Tuesday
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
- 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 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 – Thursday, Saturday
52786	West Springfield	1st and 3rd Saturdays of the month
52681	Framingham	Every Saturday

Locations and schedules may change without notice.

EXAM FEES

You must pay the EXAMINATION FEE when you call to make your reservation.

EXAMINATION FEES

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.

LICENSING FEES

Candidates must be prepared to pay the licensing fee online using a credit or debit card. Licensing fees will NOT be accepted at the test center.

EXAM LICENSURE EXAMS AND FEES			
Licensure Exam	First-Time Exam Fee	Retake Fee	Licensing Fee
Operator	\$150	\$120	\$68.00
Aesthetician	\$150	\$120	\$68.00
Manicurist	\$150	\$120	\$68.00
Cosmetology Instructor	\$150	\$120	\$68.00
Aesthetician Instructor	\$150	\$120	\$68.00

Fees are non-refundable and non-transferable.

VOUCHERS

Vouchers offer another convenient way to pay for tests. Vouchers can be purchased online at <https://home.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 cosmetology school, your school will provide you with an Education Completion/Licensing Application Form. Because your school director will need to certify your training, you may also receive an Education Completion/Licensing Application Form by contacting either your school for an application, or from Pearson VUE using the contact information on the inside front cover of this handbook.

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 your school for a new application. If your school is closed, you should contact the Board of Cosmetology and Barbering 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 6–11**. You **MUST** answer the questions 6–11, (Division of Registration Mandatory Licensing Questions) on the Education Completion/Licensing Application Form (Pearson VUE Stock Number 2002-05).

NOTE: If you answer “Yes” to any one of the questions 6–11, you cannot make your examination reservation through Pearson VUE. You **MUST** first mail your application directly to the Board of Cosmetology and Barbering. (The address appears on the inside front cover of this handbook.)

The Massachusetts Board of Cosmetology and Barbering 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

If you completed your Cosmetology training outside the Commonwealth of Massachusetts, you completed your education more than two (2) years ago, you are applying for an Instructor license, or your cosmetology school has closed, the following sections and questions on the application MUST be completed before you contact Pearson VUE to make an examination reservation:

- **SECTION 13 – BOARD CERTIFICATION** (you must have it signed and stamped by the board agent),
- **SECTION 14 – OUT-OF-STATE CERTIFICATION INFORMATION**, and
- **MANDATORY LICENSING QUESTIONS 7–11**. You **MUST** answer the questions 7–11 (Division of Registration Mandatory Licensing Questions) on the Education Completion/Licensing Application Form (Pearson VUE Stock Number 2002-05).

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** instead mail your application directly to the Massachusetts Board of Cosmetology and Barbering. (The address appears on the inside front cover of this handbook.)

The Massachusetts Board of Cosmetology and Barbering 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) 274-2021 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.

IF THE EXAM IS:	CANDIDATES MUST CALL BY THE PREVIOUS:
Monday	Tuesday
Tuesday	Wednesday
Wednesday	Thursday
Thursday	Friday
Friday	Saturday
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 Cosmetology
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 via email 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.

TRANSLATION DICTIONARIES — FOR WRITTEN EXAMINATION ONLY

Candidates may bring a translation dictionary into the testing room for the written exam. 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

WHAT TO BRING

You must bring to the examination the following:

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

- 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
- 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)
- Uniform, smock, or apron, and dress code attire (for the practical examination only) (see page 8)

If you do not bring these items to the Practical examination, you will be scored accordingly. This is not a mock examination.

- First Aid Kit, complete with required items as listed on the Task Supply List (see pages 11–14) (If an accident occurs and you do not have a First Aid kit to properly contain it, you will be disqualified.)
- Supplies required for taking the practical examination (see pages 11–14) [If you do not bring a main (labeled) implement, you will be marked accordingly.] [Note: Labels on supplies must be in English.]

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 must 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 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 may not have cell phones, calculators, or any other electronic devices during the examination.
- You 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.

ELECTRONIC DEVICES

Cellular phones, pagers or any other electronic devices are not permitted to be used and must be turned off during testing. If your phone or your model's phone buzzes or rings during a practical examination, you will be disqualified. There is no place for storage of personal belongings at most test centers. Pearson VUE is not responsible for lost or stolen items.

UNIFORM AND CONDUCT DURING THE EXAM

You must wear a clean, professional SMOCK or apron and attire appropriate for an interview during the examination. Aesthetician uniforms and lab coats are allowed. Do not wear or carry any form of school identification on your uniform or equipment. If your smock has a school monogram, please cover it. Shorts, mini skirts, open-toed shoes, and ripped jeans are not permitted. Low-heeled shoes are recommended. **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.
- 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.

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 — ENGLISH ONLY

You will take the Practical Examination first. You will not receive the results of your Practical Examination until after you have taken your Written Examination (if applicable). Candidates are required to perform all tasks on the Practical Examination or they will be marked accordingly.

THE WRITTEN EXAM — ENGLISH, SPANISH, AND VIETNAMESE EXAMS

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**, and **MOST** are printed in boldface to help you avoid misreading the question.

You will have two (2) hours to complete the Written Examination for Operator and ninety (90) minutes to complete the Written Examination for Aesthetician or Manicurist. You should alert the test administrator when you have completed your examination by raising your hand. Your examination will be officially scored a few minutes after you complete it.

NOTE: *The WRITTEN portion of the Operator, Aesthetician, and Manicurist examinations may be taken in English, Spanish, or Vietnamese. If you schedule for Spanish or Vietnamese, you will have the option to toggle back and forth between the English version and the non-English version of each test question.*

ALSO NOTE: *Starting on April 2nd, 2018, the Operator, Aesthetician, and Manicurist theory exams will also be available in Mandarin Chinese.*

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

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. 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 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

The following is a list of the skills on which you will be tested during the practical examination. **Note:** Labels on supplies must be in English.

LICENSURE EXAM – OPERATOR

A Practical Examination has 16 tasks. Each task will be timed. You will have approximately 3 1/2 hours to complete the examination. You are required to bring the following supplies and equipment to complete the examination.

AN ADULT MODEL

At least sixteen (16) years of age with medium-length hair (no longer than shoulder length); must be prepared to have up to 1/4 inch of hair cut; must be used for demonstration of all tasks in practical examination; must come to the examination with unmanicured, unpolished fingernails (NO GEL NAILS) ; **MUST NOT** be a cosmetologist, barber, operator, aesthetician, cosmetology or aesthetician instructor, or cosmetology, manicuring, or aesthetician student. Can only serve as models once in a 30 day period.

1. INFECTION CONTROL & SAFETY

- 1 large Trash Bag (labeled: *Trash*)
- Clean and disinfected implements in sealed containers, labeled: *Disinfected*
- Hand Sanitizer, labeled: *Hand Sanitizer* (separate from workstation sanitizer and may not be baby wipes)
- Disinfectant/Sanitizer, labeled: *Disinfectant/sanitizer* for workstation (separate from hand sanitizer and may not be baby wipes)
- First Aid Kit containing bandages, disposable gloves, anti-septic wipes, and two baggies for double bagging
- 1 large Trash bag or container (labeled: *Soiled items*). All used items should go back into this bag, not the Task bag previously brought in.
- Uniform Smock or apron

2. BASIC FACIAL

- Head Drape
- Coverlet or Cape for Client
- Skin Cleanser, labeled: *Cleanser*
- Cotton wipes, cloth, or gauze
- Massage Product, labeled: *Massage lotion*
- Toner/Astringent, labeled: *Toner/Astringent*
- Moisturizer, labeled: *Moisturizer*
- Disposable Applicators/Pump bottles

3. MAKEUP APPLICATION

- Concealer, labeled: *Concealer*
- Foundation, labeled: *Foundation*
- Disposable Applicators
- Eye Shadow (1 shade only), labeled: *Eyeshadow*
- Lipcolor: labeled: *Lipstick*
- Eyebrow Pencil, labeled: *Eyebrow pencil*
- Brow Pencil sharpener
- Mascara, labeled: *Mascara*
- Blush, labeled: *Blush*

4. BASIC MANICURE

- Bowl of water, labeled: *water*
- Files/ Emery Boards
- Cuticle Remover, labeled: *Cuticle Remover*
- Disposable applicator for *Cuticle Remover*
- Cuticle pusher/ Cotton Tipped Orangewood stick
- Nail Brush
- Cuticle Nippers
- Towels to dry hands; cloth or paper
- Cotton
- Finger nail polish remover, if nails are polished

5. POLISH APPLICATION

- Polish Remover, labeled: *Polish Remover*
- Base Coat, labeled: *Base Coat*
- Dark Polish, labeled: *Polish*
- Top Coat, labeled: *Top Coat*
- Orange wood sticks
- Polish Remover Pens (optional) labeled: *Polish Remover*
- Cotton

6. HAIRCOLOR, RETOUCH

- Combs
- Chemical Cape
- Clips to section hair
- Disposable gloves
- Color Bowl & Brush or Tint Bottle
- Mock Color-(Gel or setting lotion) labeled: *Color*
- 2 terry/cloth towels

7. HAIRCOLOR - HIGHLIGHTING

- Chemical Cape
- Combs
- Terry/cloth Towels
- Disposable gloves
- 3 – 6 Foils
- Color Bowl & Brush
- Mock Color-(Gel or setting lotion) labeled: *Color*
- Clips to section hair

8. & 9. CHEMICAL RELAXER VIRGIN & RETOUCH

- Chemical Cape
- Protective Base Cream, labeled: *Base Cream*
- Disposable Gloves
- Relaxer (Mock) Setting lotion or gel, labeled: *Relaxer*
- Tint Brush
- Non-metal Comb
- Clips to section hair
- 2 terry/cloth towels

10. BRAIDING

- Hairstyling Cape
- Neck Strip
- Comb
- Rubber Band for end

11. PERMANENT WAVE

- Chemical Cape
- 2 terry/cloth towels
- 5 – 8 perm rods
- Combs
- End papers
- Protective Cream, labeled: *Protective Cream*, or Cotton
- Disposable gloves
- Mock Perm solution, labeled: *Perm solution*
- Clips to section hair
- Water Bottle (used for this and other steps where needed)
- Cotton

12. FINGER WAVE AND PIN CURLS

- Hairstyling Cape
- Neck Strip
- Hair Clips
- Styling Gel, labeled: *Gel*
- 2 terry/cloth towels
- Comb

13. SHAMPOO

- Neck Strip
- 2 terry/cloth towels
- Shampoo Cape
- Shampoo, labeled: *Shampoo*
- Conditioner (optional), labeled: *Conditioner*

14. BASIC LAYERED HAIRCUT SHEARS/SCISSORS

- Hairstyling Cape
- Neckstrip
- Clips to section/hold hair
- Shears/Scissors
- Comb

15. THERMAL STYLING-BLOW DRYING

- Hairstyling Cape
- Neckstrip
- Blow dryer
- Brush
- Clips to section/hold hair

16. THERMAL STYLING – CURLING IRON

- Hairstyling Cape
- Neckstrip
- White paper/Tissue Paper
- Curling Iron
- Hairspray (Optional) labeled: *Hairspray*
- Clips
- Comb
- Brush (Optional)

LICENSURE EXAM – AESTHETICIAN

The Aesthetician Practical Examination has 10 tasks. Each task will be timed. You will have **approximately two hours** to complete the examination. You are required to bring the following supplies and equipment to complete the examination.

AN ADULT MODEL

At least sixteen (16) years of age; must be used for demonstration of all tasks in practical examination; **MUST NOT** be a cosmetologist, barber, operator, aesthetician, cosmetology or aesthetician instructor, or cosmetology or aesthetician student. Can only serve as models once in a 30 day period. Models for aesthetics should not have a beard.

1. INFECTION CONTROL & SAFETY

- Trash bag (labeled)
- Clean and disinfected implements in sealed containers, labeled: *Disinfected*
- Hand Sanitizer, labeled: *Hand Sanitizer* (separate from workstation sanitizer and may not be baby wipes)
- Disinfectant/Sanitizer, labeled: *Disinfectant, sanitizer for workstation* (separate from hand sanitizer and may not be baby wipes)
- First Aid Kit containing bandages, disposable gloves, anti-septic wipes, and two baggies for double bagging
- Separate container for soiled items, labeled: *Soiled items*. All used items go back into this bag, not the bag previously brought in.
- Uniform Smock or apron

2. FACIAL – SKIN CLEANSING

- Head drape
- Facial Cleanser, labeled: *Cleanser*
- Cotton rounds, gauze, cloth, or disposable sponges
- Pump bottles or disposable applicators
- Towels
- Coverlet or Cape for Client
- Coverlet (sheet) for aesthetician chair

3. SKIN ANALYSIS

- Inexpensive Magnifying glass

4. EXFOLIATION

- Moistened eye pads
- Towels
- Exfoliant, labeled: *Exfoliant*
- Fan Brush (optional)
- Bowl
- Water, labeled: *water*

5. MANIPULATIONS (FACE, NECK & SHOULDERS)

- Cape or Coverlet for Client
- Head Drape
- Massage Cream, labeled: *Massage Cream*
- Cotton rounds, Gauze or Towels
- Toner/Astringent, labeled: *Toner/Astringent*
- Moisturizer, labeled: *Moisturizer*
- Pump Bottles and/or Disposable Applicators

6. EXTRACTION

- Inexpensive magnifying glass
- Disposable applicators
- Disposable gloves
- Toner/Astringent, labeled: *Toner/Astringent*

7. CREME MASQUE

- Cape or coverlet for model
- Head Drape
- Moistened eye pads
- Masque, visible, not clear or gel type, labeled: *Masque*
- Toner/Astringent, labeled: *Toner/Astringent*
- Pump bottles and/or disposable applicators
- Bowl

8. EYEBROW TWEEZING (SINGULAR BROW)

- Antiseptic, labeled: *Antiseptic*
- Disposable Gloves
- Tweezers

9. HAIR REMOVAL – WAX COMPLETE UPPER LIP

- Antiseptic, labeled: *Antiseptic*
- Cotton Rounds, Gauze, or sponge
- Disposable Gloves
- Mock Wax (honey or cream moisturizer) labeled: *Wax*
- Pellon or Woven Strips
- Disposable Applicators

10. MAKEUP APPLICATION

- Concealer, labeled: *Concealer*
- Foundation, labeled: *Foundation*
- Eye Shadow (1 shade only), labeled: *Eye shadow*
- Eyebrow Pencil, labeled: *Eyebrow Pencil*
- Brow Pencil sharpener
- Mascara, labeled: *Mascara*
- Blush, labeled: *Blush*
- Lip Color, labeled: *Lipstick*
- Disposable Applicators

LICENSURE EXAM – MANICURIST

The Manicuring Practical Examination has 5 tasks. Each task will be timed. You will have **approximately 90 minutes** to complete the examination. You are required to bring the following supplies and equipment to the examination for each practical examination.

AN ADULT MODEL

At least sixteen (16) years of age; must be used for all demonstrations in the practical exam, must come to the examination with unmanicured, unpolished fingernails (NO GEL NAILS), and wearing no jewelry on hands or arms; **MUST NOT** be a cosmetologist, barber, operator, aesthetician, cosmetology or manicuring instructor, or cosmetology or manicuring student. Can only serve as models once in a 30 day period.

1. INFECTION CONTROL & SAFETY

- Trash bag (labeled) and tape to attach bag to work station
- Clean and disinfected implements in sealed containers, labeled: *Disinfected*
- Hand Sanitizer, labeled: *Hand Sanitizer* (separate from workstation sanitizer and may not be baby wipes)
- Disinfectant/Sanitizer, labeled: *Disinfectant, sanitizer for workstation* (separate from hand sanitizer and may not be baby wipes)
- First Aid Kit containing bandages, disposable gloves, antiseptic wipes, and two baggies for double bagging
- Separate container for soiled items, labeled: *Soiled items*. All used items go back into this bag, not the bag previously brought in.
- Uniform Smock or Apron

2. BASIC MANICURE

- Bowl of water, labeled: *Water*
- Files/ Emery Boards
- Cuticle Remover (not oil), labeled: *Cuticle Remover*
- Disposable applicator for Cuticle Remover
- Cuticle pusher/ Cotton Tipped Orangewood stick
- Nail Brush
- Cuticle Nippers
- Towels to dry hands; cloth or paper
- Finger nail polish if nails are polished
- Cotton

3. NAIL TIP APPLICATION

- Hand Sanitizer, labeled: *Hand Sanitizer*
- Cuticle Pusher
- Cuticle Nippers
- Nail Tips
- Files
- Manicure Brush
- Prep Solution for Nail, labeled: *Nail Prep*
- Nail Glue, labeled: *Nail Glue*

4. HAND AND ARM MASSAGE

- Massage Cream, labeled: *Massage Cream*
- Towels

5. POLISH APPLICATION

- Polish Remover, labeled: *Polish Remover*
- Base Coat, labeled: *Base Coat*
- Dark Polish, labeled: *Polish*
- Top Coat, labeled: *Top Coat*
- Orange wood sticks
- Polish Remover Pens (optional) labeled: *Polish Remover*
- Cotton

WRITTEN EXAM

LICENSURE EXAM – OPERATOR

ENGLISH, SPANISH, VIETNAMESE

The Written Exam – Operator (100 questions)

The Written Examination may contain pretest questions that are **NOT** counted toward your score. These questions are used to gather statistics on the questions' performance and to help assess appropriateness for use on future examinations. Therefore, you will be required to answer more questions than those listed in the Content Outline for the examination. Since pretest questions are designed to look and perform like real questions that are scored, you should answer **ALL** questions on the examination. You will have two (2) hours to complete the examination.

In addition to the one hundred (100) examination questions that are used to determine your score, the general examination consists of approximately twenty (20) pretest questions in the subject areas described above. These questions are distributed throughout the examination and do not affect your score.

Sample Written Questions – Operator

1. **BEFORE** being sanitized with a chemical disinfectant, an implement should be:
(A) washed thoroughly with soap and water
(B) stored in an ultraviolet-ray cabinet
(C) placed in a steam pressure sterilizer
(D) soaked in boiling water for twenty (20) minutes
2. A plastic cape should **NOT** be used to drape a client for thermal curling because it:
(A) does not adequately protect the client's clothing
(B) is not waterproof
(C) creates a fire hazard
(D) is uncomfortable for the client
3. A client with which of the following physical conditions should **NOT** receive service in the salon and should be referred to a physician?
(A) Albinism
(B) Dandruff
(C) Alopecia senilis
(D) Ringworm
4. For what type of hair should **LESS** processing time be allowed during a chemical service?
(A) Coarse
(B) Porous
(C) Abundant
(D) Elastic

LICENSURE EXAM – AESTHETICIAN

ENGLISH, SPANISH, VIETNAMESE

The Written Exam – Aesthetician (75 questions)

The Written Examination may contain pretest questions that are **NOT** counted toward your score. These questions are used to gather statistics on the questions' performance and to help assess their appropriateness for use on future examinations. Therefore, you will be required to answer more questions than those listed in the Content Outline for the examination. Since pretest questions are designed to look and perform like real questions that are scored, you should answer **ALL** questions on the examination. You have ninety (90) minutes to complete the examination.

In addition to the seventy-five (75) examination questions that are used to determine your score, the general examination consists of approximately ten (10) pretest questions in the subject areas described above. These questions are distributed throughout the examination and do not affect your score.

Sample Written Questions – Aesthetician

1. **BEFORE** being sanitized with a chemical disinfectant, an implement should be:
(A) washed thoroughly with soap and water
(B) stored in an ultraviolet-ray cabinet
(C) placed in a steam pressure sterilizer
(D) soaked in boiling water for twenty (20) minutes
2. A client with what physical condition should not be given service in the salon and should be referred to a physician?
(A) Ringworm
(B) Albinism
(C) Broken capillaries
(D) Eczema
3. Which of the following facial treatment procedures is primarily used to produce heat without muscular contractions?
(A) Faradic current
(B) Sinusoidal current
(C) Ionization
(D) High-frequency current
4. For most clients, the primary purpose of foundation is to:
(A) change the color of the facial skin
(B) match the colors of the facial skin and the body skin
(C) even the facial skin coloring
(D) protect the skin against excessive exposure to sun and wind

LICENSURE EXAM – MANICURIST

ENGLISH, SPANISH, VIETNAMESE

The Written Exam – Manicurist (50 questions)

The Written Examination may contain pretest questions that are **NOT** counted toward your score. These questions are used to gather statistics on your performance and to help assess the questions' appropriateness for use on future examinations. Therefore, you will be required to answer more questions than those listed in the Content Outline for the examination. Since pretest questions are designed to look and perform like real questions that are scored, you should answer **ALL** questions in the examination. You will have ninety (90) minutes to complete the examination. In addition to the fifty (50) examination questions that are used to determine a person's score, the general examination consists of approximately ten (10) pretest questions in the subject areas described above. These questions are distributed throughout the examination and do not affect your score.

Sample Written Questions – Manicurist

1. **BEFORE** being sanitized with a chemical disinfectant, an implement should be:
(A) washed thoroughly with soap and water
(B) stored in an ultraviolet-ray cabinet
(C) placed in a steam pressure sterilizer
(D) soaked in boiling water for twenty (20) minutes
2. A client with what nail condition should **NOT** be given a manicure and should be referred to a physician?
(A) Onychorrhexis
(B) White spots
(C) Hangnails
(D) Ringworm
3. The **BEST** treatment for brittle nails is:
(A) a booth manicure
(B) a hand massage
(C) an oil manicure
(D) nail tips
4. All of the following products are acceptable for use in bleaching stains on fingernails **EXCEPT**:
(A) fumigant
(B) lemon juice
(C) peroxide
(D) prepared nail bleach

LICENSURE EXAM – INSTRUCTOR

ENGLISH

The Written Exam – Instructor (50 questions)

The Written Examination may contain pretest questions that are **NOT** counted toward your score. These questions are used to gather statistics on your performance and to help assess the questions' appropriateness for use on future examinations. Therefore, you will be required to answer more questions than those listed in the Content Outline for the examination. Since pretest questions are designed to look and perform like real questions that are scored, you should answer **ALL** questions on the examination. You will have ninety (90) minutes to complete the examination. In addition to the fifty (50) examination questions that are used to determine your score, the general examination consists of approximately ten (10) pretest questions in the subject areas described above. These questions are distributed throughout the examination and do not affect your score.

Sample Written Questions – Instructor

1. What instructional method should be used to teach the proper handling of cutting implements?
(A) Workbook activities
(B) Demonstration
(C) Field trip
(D) Lecture
2. The **MAIN** reason for using cosmetology implements and equipment in classroom activities is to:
(A) simulate real-life work settings and tasks
(B) impress visiting clients and parents
(C) increase student interest and participation
(D) conform with school rules and administrative expectations
3. The **MOST** meaningful method to evaluate students' understanding of a classroom demonstration is to require the students to:
(A) write a description of the technique demonstrated
(B) complete a written quiz on the steps in the demonstration
(C) perform a return demonstration
(D) provide an oral description of the technique demonstrated
4. Several students become engaged in a physical fight. The instructor's **MOST** appropriate response is to:
(A) step in between the students to break up the fight
(B) threaten to call the students' parents
(C) ignore the fight and continue the classroom activity
(D) contact the school administrator for assistance

WRITTEN EXAMINATION CONTENT OUTLINES

MASSACHUSETTS OPERATOR CONTENT OUTLINE

100 scored questions plus 20 pretest questions

I. RULES, REGULATIONS, AND SAFETY (25% TO 35%)

- A. Safety
 - 1. Draping
 - a. Sanitation
 - b. Procedures
 - 2. Prevention of salon accidents
 - a. Maintaining safe working conditions
 - b. Labeling
 - c. Storing chemical products
 - d. Material Safety Data Sheets (MSDS)/Safety Data Sheets (SDS)
 - e. Thermal appliances
 - 3. First aid/OSHA
 - a. Handling blood-contaminated tools
 - b. Disposing of blood-contaminated objects
- B. Sanitation and disinfection
 - 1. Personal hygiene
 - 2. Sanitation of implements and tools
 - 3. Single-use items
 - 4. Dispensing products
 - 5. Prevention of infectious disease/referral
 - 6. Cleaning and disinfecting work surfaces
- C. Client contact
 - 1. Ethics
 - 2. Communication
 - 3. Record keeping

II. TRICHOLOGY (4% TO 10%)

- A. Structure of hair
- B. Hair type
 - 1. Pigment
 - 2. Wave pattern/follicle formation
 - 3. Texture
 - 4. Density
 - 5. Porosity
 - 6. Elasticity
- C. Hair growth phases

III. SHAMPOO / SCALP ANALYSIS (4% TO 8%)

- A. Purpose and chemistry of shampoos and conditioners
- B. Scalp conditioning services
- C. Procedure
- D. Scalp massage
- E. Scalp analysis/Disorders and diseases of scalp
- F. Procedures for clients with special needs

IV. STYLING (4% TO 10%)

- A. Determination of appropriate hair style
 - 1. Hair texture and types
 - 2. Hair condition
 - 3. Hair length
 - 4. Face shape
- B. Hair design techniques
 - 1. Wet styling
 - 2. Comb out
 - 3. Blow-dry styling
- C. Thermal styling
 - 1. Special considerations
 - 2. Tools
 - 3. Procedures
- D. Artificial hair
- E. Products and styling aids

V. HAIRCUTTING (8% TO 12%)

- A. Shaping and cutting
- B. Determination of appropriate style
 - 1. Length, structure, and conditions
 - 2. Establishing guideline
- C. Blunt/one-length, graduated, and layered haircuts
 - 1. Elevation
- D. Thinning/texturizing
- E. Using a razor
- F. Using clippers
- G. Using scissors/shears

VI. HAIR COLOR, BLEACHING/LIGHTENING, AND TINTING (13% TO 17%)

- A. Scalp and hair conditions that preclude coloring, bleaching/lightening, or tinting services
- B. Effects of hair structure and natural hair color on tone and intensity of outcome
- C. Preparing hair to receive coloring, bleaching/lightening, or tinting services
- D. Products
- E. Tools, implements, and materials
- F. Mixing
- G. Application, processing, and removal
- H. Highlighting techniques
- I. Determining color level and tone
- J. Corrective color
- K. Color-specific safety
- L. Special procedures - Color theory
 - 1. Over-processed or damaged hair
 - 2. Patch test and strand test

VII. PERMANENT WAVING (13% TO 17%)

- A. Scalp and hair conditions that preclude permanent waving services
- B. Effects of hair structure and condition on desired outcome
- C. Preparation
- D. Products
- E. Tools, implements, and materials
- F. Applying, processing, and removing products
- G. Techniques of wrapping hair with rods and other tools
- H. Special Procedures
 - 1. Over-processed or damaged hair
 - 2. Hair with metallic dyes, compound dyes, and minerals

VIII. CHEMICAL STRAIGHTENING AND RELAXING (13% TO 17%)

- A. Scalp and hair conditions that preclude chemical straightening and relaxing services
- B. Effects of hair structure on desired outcome
- C. Preparation
- D. Products
- E. Tools, implements, and procedures
- F. Applying, processing, and removing products for chemical straightening and relaxing
- G. Keratin-based relaxing treatments
- H. Special procedures
 - 1. Over-processed or damaged hair
 - 2. Strand test

IX. ESTHETICS (4% TO 8%)

- A. Skin conditions that preclude esthetic services
- B. Skin conditions that benefit from esthetic services
- C. Skin structure, diseases, and disorders
- D. Special procedures for skin services on sensitive, acne-prone, or aging skin
- E. Preparation
- F. Tools, implements, and materials
- G. Facial services
 - 1. Purpose and procedures
 - 2. Types of products
 - 3. Applying and removing products
 - 4. Using electric skin devices and equipment
- H. Massage manipulations
- I. Makeup application
 - 1. Procedures
 - 2. Products
 - 3. Removal
 - 4. Corrective makeup
 - 5. Color theory
- J. Hair removal
 - 1. Waxing and other depilatory techniques
 - 2. Tweezing
- K. Eyelash Extension Application

X. NAILS (4% TO 8%)

- A. Nail structure
- B. Recognizing nail disorders and diseases
- C. Clients' health conditions that preclude service
- D. Massage
- E. Manicure/Pedicure
 - 1. Products
 - 2. Procedures
 - 3. Tools, implements, and materials

MASSACHUSETTS MANICURIST CONTENT OUTLINE

50 scored questions plus 10 pretest questions

I. RULES, REGULATIONS, AND SAFETY (30% TO 40%)

- A. Safety
 - 1. Preparation
 - a. Sanitation
 - b. Procedures
 - 2. Prevention of salon accidents
 - a. Maintaining safe working conditions
 - b. Labeling
 - c. Storing chemical products
 - d. Material Safety Data Sheets (MSDS)
- B. Sanitation and disinfection
 - 1. Personal hygiene
 - 2. Implements and tools
 - 3. Single-use items
 - 4. Applying creams
 - 5. Prevention of infectious disease
 - 6. Cleaning and disinfecting work surfaces
 - 7. Cleaning and disinfecting whirlpool pedicure foot tubs and filters
- C. Client contact
 - 1. Ethics
 - 2. Communication
 - 3. Record keeping

II. NAIL STRUCTURE AND NAIL ANALYSIS (15% TO 20%)

- A. Nail structure
- B. Nail conditions that preclude treatment
- C. Health conditions that preclude treatment

III. PROFESSIONAL SERVICES (30% TO 40%)

- A. Massage
 - 1. Muscles, bones, and nerves of fingers/hands/arms
 - 2. Muscles, bones, and nerves of toes/feet/legs
- B. Manicure/Pedicure
 - 1. Products
 - a. Disposal
 - b. Handling
 - 2. Procedures
 - 3. Tools, equipment, and materials
 - 4. Preparing hands and feet for services
 - 5. Conditioning nails and cuticles

- 6. Basic manicure/pedicure
 - a. Grooming and trimming cuticles
 - b. Buffing
 - c. Shaping
 - d. Polishing

IV. NAIL ENHANCEMENTS (12% TO 18%)

- A. Application and removal
 - 1. Nail tips
 - 2. Gels and acrylics
- B. Tools, equipment, and products
- C. Maintenance
- D. Nail Repair

MASSACHUSETTS ESTHETICIAN CONTENT OUTLINE

75 scored questions plus 10 pretest questions

I. RULES, REGULATIONS, AND SAFETY (30% TO 40%)

- A. Safety
 - 1. Draping
 - a. Sanitation
 - b. Procedures
 - 2. Prevention of salon accidents
 - a. Maintaining safe working conditions
 - b. Labeling
 - c. Storing chemical products
 - d. Material Safety Data Sheets
 - e. Thermal/electrical appliances
 - 3. First aid/OSHA
 - a. Handling blood-contaminated tools
 - b. Disposing of blood-contaminated objects
- B. Sanitation and disinfection
 - 1. Personal hygiene
 - 2. Sanitation and disinfection of implements and tools
 - 3. Single use items
 - 4. Product application
 - 5. Sanitation and disinfection of work surfaces
- C. Predisposition/Patch Tests
- D. Client contact
 - 1. Ethics
 - 2. Communication
 - 3. Record keeping

II. ESTHETIC SCIENCE AND SKIN ANALYSIS (15% TO 20%)

- A. Skin structure and anatomy
- B. Purpose of skin analysis
- C. Skin conditions that benefit from services
- D. Skin conditions that preclude skin services
- E. Skin disorders and diseases

III. FACIALS (20% TO 25%)

- A. Application, removal, and purpose of products
 - 1. Lotions and creams
 - 2. Exfoliants
 - 3. Masks/packs
- B. Tools, implements, materials, and equipment
- C. Facial procedures

- D. Special considerations
 - 1. Microdermabrasion
 - 2. Chemical peel
 - 3. Disincrustation
 - 4. Aromatherapy
- E. Massage/Anatomy

IV. HAIR REMOVAL (16% TO 20%)

- A. Tweezing
- B. Waxing
- C. Tools, implements, materials, and equipment

V. MAKEUP (10% TO 15%)

- A. Purpose
- B. Types of cosmetics
- C. Brushes and other implements, tools, and materials
- D. Color theory
- E. Application and removal procedures
- F. Corrective makeup
- G. Application and removal of artificial eyelashes

VI. ELECTRICITY AND ELECTROTHERAPY (5% TO 10%)

- A. Galvanic current
- B. High frequency current
- C. Light therapy

MASSACHUSETTS OPERATOR/ESTHETICIAN INSTRUCTOR CONTENT OUTLINE

50 scored questions plus 10 pretest questions

I. TEACHING METHODS (14%)

II. ASSESSMENT TOOLS (16%)

- A. Why
- B. How
- C. What

III. DETERMINING EFFECTIVE INSTRUCTION (36%)

- A. Establishing goals and objectives
- B. Determining essential knowledge, skills, and abilities
- C. Understanding outcomes

IV. THE LEARNER AND LEARNING ENVIRONMENT (34%)

- A. Learning styles
- B. Individual differences
- C. Motivation
- D. Record keeping
- E. Classroom arrangement

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.

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Commonwealth of Massachusetts
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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.

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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 or call (800) 274-2021 to make a reservation.

PEARSON VUE TEST CENTERS

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

Locations and schedules are subject to change.

LICENSURE EXAMS, CODES, AND FEES

LICENSURE EXAMS*	EXAM SERIES CODE	FIRST-TIME EXAM FEE	RETAKE FEE	LICENSING FEE
Operator** (English, Spanish, or Vietnamese)	Written: MA-Oper-WR	\$150.00	\$120.00	\$68.00
	Practical: MA-Oper-PR			
Aesthetician** (English, Spanish, or Vietnamese)	Written: MA-Esti-WR	\$150.00	\$120.00	\$68.00
	Practical: MA-Esti-PR			
Manicurist** (English, Spanish, or Vietnamese)	Written: MA-Mani-WR	\$150.00	\$120.00	\$68.00
	Practical: MA-Mani-PR			
Cosmetology Instructor	MA-20-InstCos	\$150.00	\$120.00	\$68.00
Aesthetician Instructor	MA-20-InstEsti	\$150.00	\$120.00	\$68.00

* Note: ONLY the theory exams are available in foreign languages. Practical exams are NOT available in foreign languages.

** Note: Starting on April 2nd, 2018, the Operator, Aesthetician, and Manicurist theory exams will also be available in Mandarin Chinese.

After passing the required exam(s), candidates pay the license fee via a web application. Acceptable forms of payment for the licensing fee include credit or debit card.

FEES ARE NONREFUNDABLE AND NONTRANSFERABLE.