

# WRITTEN EXAMINATION CONTENT OUTLINES

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## 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