



ARKANSAS DEPARTMENT OF HEALTH COSMETOLOGY SECTION

COSMETOLOGY WRITTEN EXAMINATION INFORMATION

EXAMINATIONS BY PSI SERVICES LLC

The Arkansas Department of Health Cosmetology Section is responsible for licensing and regulating the profession of cosmetology in the State of Arkansas. The Board has contracted with PSI Services LLC (PSI) to deliver its examinations.

SCHEDULING PROCEDURES

Once approved by the Arkansas Department of Health Cosmetology Section, you are responsible for contacting PSI to schedule an appointment to take the examination. PSI will make every effort to schedule the examination site and time that is most convenient for you.

All questions and requests for information about the examination should be directed to:

PSI Services LLC
3210 E Tropicana
Las Vegas, NV 89121
(800) 733-9267 • Fax (702) 932-2666
www.psiexams.com

INTERNET REGISTRATION

For the fastest and most convenient test scheduling process, PSI recommends that candidates register for their exams using the Internet. Candidates register online by accessing PSI's registration website at www.psiexams.com. Internet registration is available 24 hours a day. In order to register by Internet, complete the steps below:

1. Log onto PSI's website, select the link associated with the Arkansas examinations. Complete the associated registration form online and submit your information to PSI via the Internet.
2. Upon completion of the online registration form, you will be given the available exam dates and locations for scheduling your examination. Select your desired testing date and location.

TELEPHONE REGISTRATION

The second fastest method of scheduling is via the telephone with PSI's Interactive Voice Response system (IVR) during non-business hours, or through live registrars during business hours.

Call (800) 733-9267, 24 hours a day and register using the Automated Registration System. Otherwise, PSI registrars are available Monday through Friday. The times of operation for live operators are as follows:

	Monday thru Friday	Saturday
Eastern Time	8:00am - 8:00pm	9:00am - 5:30pm
Central Time	7:00am - 7:00pm	8:00am - 4:30pm
Pacific Time	5:00am - 5:00pm	6:00am - 2:30pm

CANCELING AN EXAMINATION APPOINTMENT

You may cancel and reschedule an examination appointment without forfeiting your fee if your *cancellation notice is received 2 days before the scheduled examination date*. You may call PSI at (800) 733-9267 or fax a note to (702) 932-2666. Please note that you may also use the automated system, using a touch-tone phone, 24 hours a day in order to cancel and reschedule your appointment.

Note: A voice mail message is not an acceptable form of cancellation. Please use the internet, automated telephone system, or call PSI and speak to a Customer Service Representative.

MISSED APPOINTMENT OR LATE CANCELLATION

Your registration will be invalid, you will not be able to take the examination as scheduled, and you will forfeit your examination fee, if you:

- Do not cancel your appointment 2 days before the schedule examination date;
- Do not appear for your examination appointment;
- Arrive after examination start time;
- Do not present proper identification when you arrive for the examination.

EXAMINATION SITE CLOSING FOR AN EMERGENCY

In the event that severe weather or another emergency



forces the closure of an examination site on a scheduled examination date, your examination will be rescheduled. PSI personnel will attempt to contact you in this situation. However, you may check the status of your examination schedule by calling (800) 733-9267. Every effort will be made to reschedule your examination at a convenient time as soon as possible.

COMPUTER EXAMINATION CENTER LOCATIONS

The licensing examinations are administered at the following PSI examination center.

Bentonville

Summit Aviation
2500 SW Aviation Street
Bentonville, AR 72712

I-540 to exit 85. Take ramp right for US-71 BR/ AR-12 toward Rogers/Airport/Bentonville. Turn left onto US-71 / AR-12/W Walnut St. (Conoco on the corner). Keep right to stay on US-71. Turn left onto SW Airport Rd, bearing right onto SW Aviation Drive.

Fayetteville

Sky Venture Aviation Inc
4500 S School Ave Suite C
Fayetteville, AR 72701

Take I 540 S to US 71S via exit ramp. Exit 61. Merge onto US 71S toward going toward School Ave. At stop light merge Right onto S. School Ave(also US71B). Approximately 1.8 miles to Drake Field Airport. Turn Left into entrance. SkyVenture Aviation entrance is first entrance with double sliding glass doors.

Harrison

North Arkansas College
1515 Pioneer Dr
Harrison, AR 72601

Take I-65 to exit AR-123 then take the 1st right onto Pioneer Drive. The college will be on the right.

Jonesboro

SkyVenture Aviation of Arkansas Inc.
3901 Lindbergh Drive Suite D
Jonesboro, AR 72401

From the South:North on US 67, AR 14 to Jonesboro, Left on North US 40 and exit on Stadium Blvd. Go North on US 49, then right on Nettleton. Go left on Airport, then right on Lindgergh.

North Little Rock

Barrett Aviation, Inc.
8318 Remount Road
North Little Rock, Arkansas 72118

Take I40 East to North Little Rock. Take Levy Exit (#152). Go left under the overpass. Go Right at next lights. Go to 2nd light (Camp Robinson Road). Go Left on Camp Robinson Road. Go approx 3 mi and road will fork again onto Remount Road. Veer Right onto Remount. Go approx 1.5 mi to West entrance to NLR Airport. Turn Right into airport. Barrett Aviation is on the left at the end of drive.

Additionally, PSI has examination centers in many other regions across the United States. You may take the written examination at any of these locations by calling (800) 733-9267. You will need to speak with a Customer Service Rep to schedule outside of Arkansas.

REPORTING TO THE EXAMINATION CENTER

On the day of the examination, you should arrive at least 30 minutes before your appointment. This extra time is for identification and familiarizing yourself with the examination process. **If you arrive late, you may not be admitted to the examination center and you will forfeit your registration fee.**

REQUIRED IDENTIFICATION

Candidates need to provide two (2) forms of identification.

Candidates must register for the exam with their LEGAL first and last name as it appears on their government issued identification. All required identification below must match the first and last name under which the candidate is registered. Candidates are required to bring two (2) forms of valid (non-expired) signature bearing identification to the test site.

PRIMARY IDENTIFICATION - Choose One

- State issued driver's license
- State issued identification card
- US Government Issued Passport
- US Government Issued Military Identification Card
- US Government Issues Alien Registration Card

SECONDARY IDENTIFICATION - Choose One

- Credit Card (must be signed)
- Social Security Card
- US issued Birth Certificate with Raised Seal

*NOTE: Student ID and employment ID are **NOT** acceptable forms of identification.

Candidates must register with the full legal name as it appears on their government issued identification. The name on the identification must be the same as the name used to register for the examination. If the candidate fails to bring proper identification or the candidate names do not match, the candidates will not be allowed to test and their examination fee will not be refunded.

SECURITY PROCEDURES

The following items are **not** permitted in the examination room:

- All personal electronic devices except those that are a medical necessity.
- Children, guests, cellular telephones, personal digital assistants (PDAs), recording devices, cameras, pagers, purses, notebooks, notebook computers,



reference or reading material, music players, radios, electronic games, calculators, or briefcases.

- Personal items including watches, backpacks, pens, pencils, or other writing devices, food, drinks (unless prior approval is obtained by your regulatory entity) and good-luck items.
- Hats, baseball caps, or visors (with the exception of religious apparel), coats, shawls, hooded clothing, heavy jackets or overcoats.

The following security procedures will apply during the examination:

- NO conversing or any other form of communication among candidates is permitted once you enter the examination area.
- No smoking, eating, or drinking will be allowed at the examination site.
- You may not exit the building during the examination.

the computer and keyboard is provided on screen. The time you spend on this tutorial (up to 15 minutes) does NOT count as part of your examination time. Sample questions are included as part of the tutorial so that you may practice using the keys, answering questions, and reviewing your answers.

One question appears on the screen at a time. During the examination, minutes remaining will be displayed at the top of the screen and updated as you record your answers.

EXAMINATION QUESTION EXAMPLE

A sample question display follows. During the examination, you would press 1, 2, 3, or 4 to select your answer or press "MARK" to mark it for later review. You would then press ENTER to record your answer and move on to the next question. You can change your answer as often as you like before pressing ENTER.



IMPORTANT: After you have entered your responses, you will later be able to return to any question(s) and change your response, provided the examination time has not run out.

PRETEST ITEMS

In addition to the number of examination items specified in the "Examination Content Outlines", a small number (5 to 10) of "pretest" questions may be administered to candidates during the examinations. These questions will not be scored and the time taken to answer them will not count against examination time. The administration of such unscored, experimental questions is an essential step in developing future licensing examinations.

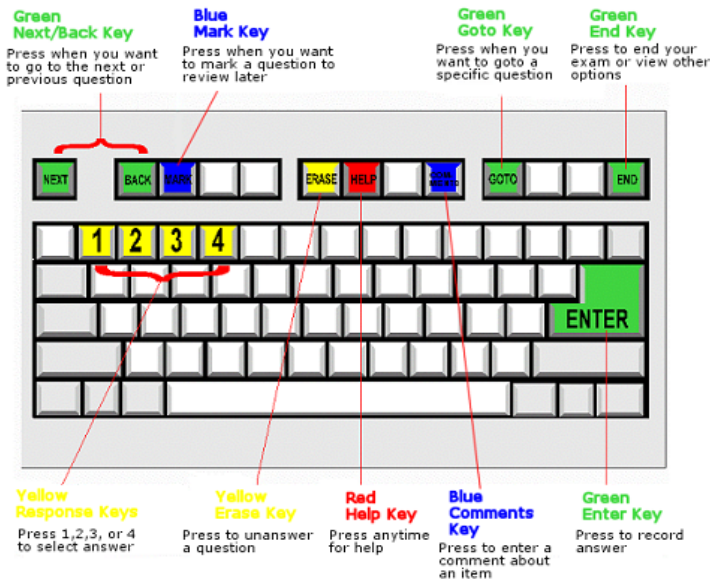
EXAMINATION REVIEW

The Arkansas Department of Health Cosmetology Section is utilizing the NIC examinations. The NIC conducts ongoing analysis and review of their examinations to ensure the examinations accurately measure minimal competency in the required knowledge area.

TAKING THE EXAMINATION BY COMPUTER

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Taking the PSI examination by computer is simple. You do not need any computer experience or typing skill. You will use fewer keys than you use on a touch-tone telephone. All response keys are colored and have prominent characters. An illustration of the special keyboard is shown as follows. You may also use the mouse.



IDENTIFICATION SCREEN

You will be directed to a semiprivate testing station to take the examination. When you are seated at the testing station, you will be prompted to confirm your name, identification number, and the examination for which you are registered.

TUTORIAL

Before you start your examination, an introductory tutorial to

SCORE REPORTING

Your score will be given to you immediately following completion of the examination. This is an unofficial score report that will be printed at the examination site.



NATIONAL COSMETOLOGY WRITTEN EXAMINATION CONTENT OUTLINE AND REFERENCE MATERIAL

The National Cosmetology examination is the national licensure examination for Cosmetology, which is developed and administered by the National-Interstate Council of State Boards of Cosmetology (NIC). This Candidate Information Bulletin includes the content outline covered by the NIC National Cosmetology examination, sample questions and answers. For more information on the examination content outlines and references go to www.arkansas.gov/cos.