



# ARIZONA STATE BOARD OF COSMETOLOGY COSMETOLOGY WRITTEN EXAMINATION INFORMATION

The Arizona Board of Cosmetology is responsible for licensing and regulating the profession of cosmetology in the State of Arizona. The Board has contracted with Professional Credential Services (“PCS”) to provide administrative examination services. The Board, through PCS, will exclusively use the National-Interstate Council of State Boards of Cosmetology (“NIC”) examinations. The Board first requires the submission of a Cosmetology Examination & License Application (“Application”). This is required to determine your eligibility for testing. Any questions regarding your Application or eligibility should be directed to PCS:

**(U.S. Postal Service)**  
Professional Credential Services  
Arizona Cosmetology  
P.O. Box 198689  
Nashville, TN 37219-8689

**(Courier Delivery)**  
Professional Credential Services  
Arizona Cosmetology  
150 Fourth Avenue North Suite 800  
Nashville, Tennessee 37219

**Toll-free: 888-822-3272**  
**Fax: (615) 846-0153**  
**Email: [azcos@pcshq.com](mailto:azcos@pcshq.com)**  
**Web site: [www.pcshq.com](http://www.pcshq.com)**

**How to Schedule For and Take the Theory Examination:** Once you have been approved to take the theory examination, PCS will issue you an *Authorization to Test (ATT)*. Upon receipt of this document, you may request to take the theory examination by contacting PSI. Do not contact PSI until you have received your Authorization to Test letter from Professional Credential Services (PCS).

### INTERNET SCHEDULING

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](http://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 Arizona 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 SCHEDULING

PSI registrars are available at (800) 733-9267, Monday through Sunday. The times of operation for live operators are as follows:

	Monday- Friday	Saturday-Sunday
Eastern Time	7:30am - 10:00pm	9:00am - 5:30pm
Central Time	6:30am - 9:00pm	8:00am - 4:30pm
Mountain Time	5:30am - 8:00pm	7:00am - 3:30pm
Pacific Time	4:30am - 7:00pm	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.

**Note: A voice mail message is not an acceptable form of cancellation. Please use the PSI website or call PSI and speak directly 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 examination center listed below:

### Flagstaff

NAU - Computer Training & Testing Ctr  
20 E. McConnell Drive  
Building 81  
Flagstaff, AZ 86011

*Take Interstate 17 to the McConnell Drive (Exit 341). Turn RIGHT at McConnell Drive, then LEFT at San Francisco St. Turn LEFT at University Drive. The testing center is located within the A. W. Franke College of Business, building #81, room 103/106 on the Northern Arizona University campus. The center is in the northwest corner of the first floor, just behind the stairwell.*

### Phoenix

5727 N 7<sup>th</sup> St.  
Suite 301  
Phoenix, AZ 85014

*From I-17 South exit to Bethany Home Road. Go left (East) on Bethany Home. Turn Right (South) on 7th Street. The PSI site is on the East side of the street just before Missouri. It is a 4 story glass building.*

### Scottsdale Discovery Detective Academy

15230 N 75th St., Suite 1005,  
Scottsdale, AZ 85260.

*From Scottsdale Rd, turn E onto Butherus towards the Scottsdale Airport. At 75th St turn North (left) and go up the street a few blocks; just after the curve, we are in the second white building on the left side of the street. Please park in open spaces, not in the spaces under the canopies.*

### Tucson

Copper Plaza Office Building  
2601 N. Campbell Ave, Suite 201-B  
Tucson, AZ 85719

*From the I-10E, take exit 256 toward Grant Rd. Turn left onto W Grant Rd and go 3 miles, then turn left onto N Campbell Ave.*

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 the state.

## 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 security procedures will apply during the examination:

- Candidates may take only approved items into the examination room.
- All personal belongings of candidates, with the exception of close-fitting jackets or sweatshirts, should be placed in the secure storage provided at each site prior to entering the examination room. Personal belongings **include, but are not limited to**, the following items:
  - **Electronic devices of any type** (except those that are a medical necessity), including cellular / mobile phones, recording devices, electronic watches, cameras, pagers, laptop computers, tablet computers (e.g., iPads), music players (e.g., iPods), smart watches, radios, or electronic games.
  - **Bulky or loose clothing or coats** that could be used to conceal recording devices or notes, including coats, shawls, hooded clothing, heavy jackets, or overcoats.
  - **Hats or headgear not worn for religious reasons** or as religious apparel, including hats, baseball caps, or visors.
  - **Other personal items**, including purses, notebooks, reference or reading material, briefcases, backpacks, wallets, pens, pencils, other writing devices, food, drinks, and good luck items.



- Person(s) accompanying an examination candidate may not wait in the examination center, inside the building or on the building's property. This applies to guests of any nature, including drivers, children, friends, family, colleagues or instructors.
- No smoking, eating, or drinking is allowed in the examination center.
- During the check in process, all candidates will be asked if they possess any prohibited items. Candidates may also be asked to empty their pockets and turn them out for the proctor to ensure they are empty. The proctor may also ask candidates to lift up the ends of their sleeves and the bottoms of their pant legs to ensure that notes or recording devices are not being hidden there.
- Proctors will also carefully inspect eyeglass frames, tie tacks, or any other apparel that could be used to harbor a recording device. Proctors will ask to inspect any such items in candidates' pockets.
- If prohibited items are found during check-in, candidates shall put them in the provided secure storage or return these items to their vehicle. PSI will not be responsible for the security of any personal belongings or prohibited items.
- Any candidate possessing prohibited items in the examination room shall immediately have his or her test results invalidated, and PSI shall notify the examination sponsor of the occurrence.
- Any candidate seen giving or receiving assistance on an examination, found with unauthorized materials, or who violates any security regulations will be asked to surrender all examination materials and to leave the examination center. All such instances will be reported to the examination sponsor.
- Copying or communicating examination content is violation of a candidate's contract with PSI, and federal and state law. Either may result in the disqualification of examination results and may lead to legal action.
- Once candidates have been seated and the examination begins, they may leave the examination room only to use the restroom, and only after obtaining permission from the proctor. Candidate will not receive extra time to complete the examination.

## TAKING THE EXAMINATION BY COMPUTER

The examination will be administered via computer. You will be using a mouse and computer keyboard.

### 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.

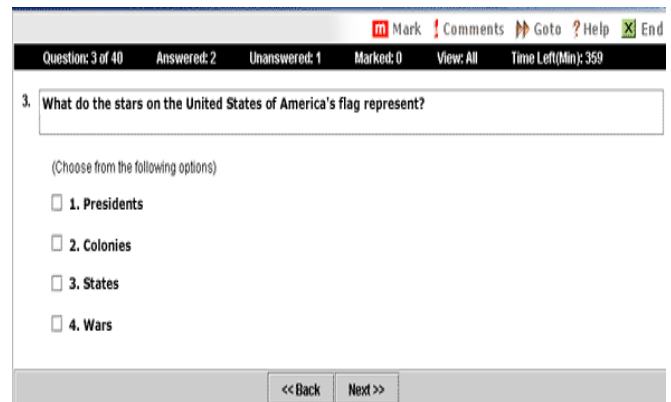
### TUTORIAL

Before you start your examination, an introductory tutorial is provided on the computer 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 following the tutorial so that you may practice answering questions and reviewing your answers.



### TEST QUESTION SCREEN

The "function bar" at the top of the test question screen provides mouse-click access to the features available while taking the examination.



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.

**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 Board is utilizing the NIC examinations. NIC conducts ongoing analysis and review of their examinations to ensure the examinations accurately measure minimal competency in the required knowledge area.

## 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). For more information on the examination content outlines and references go to [www.nictesting.org](http://www.nictesting.org).