



**PSI NATIONAL COSMETOLOGY  
TESTING PROGRAM**

# **MASSACHUSETTS BARBER TEST TAKER GUIDE**

*Please refer to our website to check for the most updated information  
<https://test-takers.psiexams.com/macOS>*

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## PSI NATIONAL TESTING - GENERAL INFORMATION

This Test Taker Guide (TTG) provides test takers with information about the PSI National Tests and application process for taking a barber test with the Massachusetts Board of Registration of Cosmetology and Barbering.

The Massachusetts Board of Registration of Cosmetology and Barbering (referred to as the Board) has contracted with PSI Services LLC (PSI) to conduct the PSI National Barber/Cosmetology Testing Program. PSI works closely with the Board to make certain that the tests meet the State and nationally established technical and professional standards for test development and administration. PSI provides these tests through a network of computer testing centers in Massachusetts.

### APPLYING TO TAKE A TEST

Test takers must complete the application form found at the end of this guide. The completed application and fee are emailed to [MACOSprocessing@psionline.com](mailto:MACOSprocessing@psionline.com) (*no faxed applications will be accepted*). Once PSI has received the application and the applicable fee, PSI will review and process the application, please allow ten (10) business days to complete the application process. If an application is incomplete or missing required documents, an email will be sent to the test taker explaining the deficiency. The test taker will need to re-submit a completed application package with the required information for review. It is in the test takers best interest to make sure the application is complete and required documentation uploaded prior to submitting the application package. Missing information will delay the application process.

The following information will aid in a timely response.

- ✓ Ensure the application is complete, legible, and signed
- ✓ The applicants name matches exactly the name on the government I.D. being used to test
- ✓ Credit card information is provided, and correct application fee selected (no cash or checks accepted)
- ✓ The school certification must be completed by the school director and uploaded with the application
- ✓ All security questions must be answered completely
- ✓ If a test taker answers "Yes" to any security question, additional Board approval may be necessary
- ✓ Complete the Criminal Offender Record Information (CORI) Acknowledgement
- ✓ Complete the Identity Verification section based on the submission process (either Section A or Section B)

Once the entire package is inspected by the test taker and reviewed ensuring the package is completed and documentation included, the test taker will upload the package to [MACOSprocessing@psionline.com](mailto:MACOSprocessing@psionline.com)

If you would like to change the language of a test from English, please email [MACOSprocessing@psionline.com](mailto:MACOSprocessing@psionline.com) with the language that you prefer. Test language options are English, Vietnamese, Spanish, Portuguese, and Simplified Chinese.

**Please be advised; the application will be *RETURNED* to the test taker if any required information OR documentation is missing, causing an unnecessary delay in the approval process! For a timely approval, please make sure the application, all documentation and fees are included when the form is emailed to PSI.**

### NAME CHANGE INSTRUCTIONS

If a test taker name differs on any paperwork, they will need to provide documentation of legal name changes. This may require marriage certificates, or other legal documents, additional documentation may be required if the name has changed multiple times.

### TEST PAYMENT AND SCHEDULING

Once the application is approved the test taker will receive an email from PSI to schedule and pay for their test. The test takers must pay for the test at the time they schedule. The testing eligibility is good for 2 years (24 months), after 2 years the test taker must return to the school for a new application documentation and re-apply.

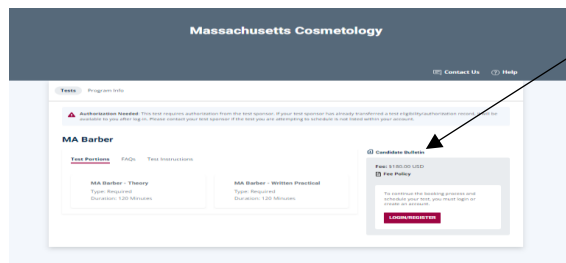
### SCHEDULING A TEST

Once a test taker has received an eligibility notice, the test taker is responsible for contacting PSI to schedule their test. PSI will make every effort to schedule the online time OR testing site and time that is most convenient.





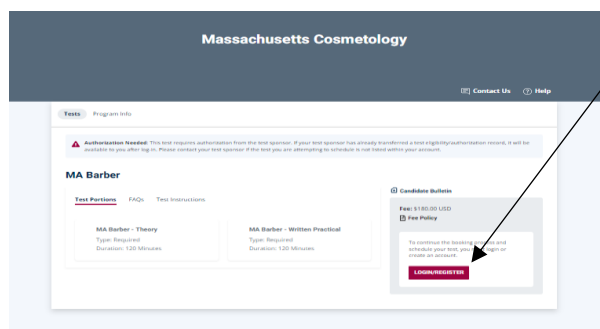
Once testing choices are made, test takers will need to create or sign into their PSI account, pay the test fees, and schedule their online test or test location, date, and time. The Candidate bulletin (CIB) or “Test Taker Guide (TTG)” is also found and downloaded from this page.



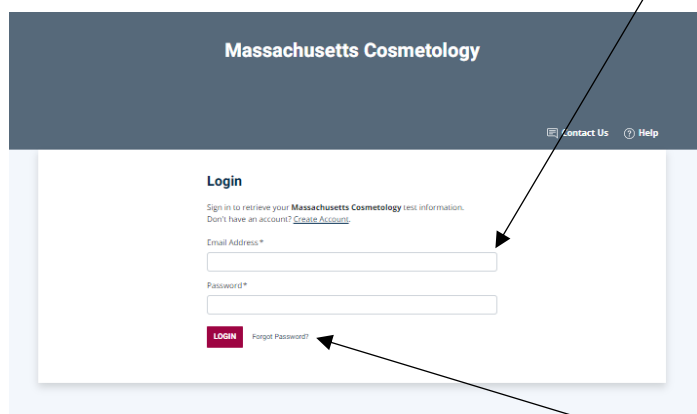
Follow the easy on-screen directions to pay and schedule for a test.

### LOGON TO A CURRENT PSI ACCOUNT OR REGISTER FOR A NEW ACCOUNT

When a test taker selects their test and delivery method, they will be then asked to LOGON/REGISTER



If the test taker has *ever* created an account with PSI they will need to continue with that same account. Please enter the username and password the account was created with.



If the password is lost, test takers may click on the “Forgot Password” to reset their account password. If test takers have difficulty entering their PSI account, please email [cosmetology@psionline.com](mailto:cosmetology@psionline.com) and request the assistance of a PSI testing professional. Test takers follow the easy instructions to pay and schedule their test.

**IMPORTANT! DO NOT CREATE ANOTHER TEST TAKER ACCOUNT!  
SEE THE INFORMATION BELOW**

## RETURNING TO AN EXISTING ACCOUNT

When a test taker is in our system with an existing PSI account, and are having issues logging on, **please *do not* create new account** to attempt to bypass the old account. Creating a new account will only confuse the PSI system. The system does not know which file to choose and will not allow their information to become available.

Test takers use the login information they currently have with PSI, if that does not work, please email [cosmetology@psionline.com](mailto:cosmetology@psionline.com) OR [barber@psionline.com](mailto:barber@psionline.com) for assistance.

## DELETING A DUPLICATE ACCOUNT

If a test taker is certain another account exists, follow the instructions below to delete the duplicate account.

Please go to <https://test-takers.psiexams.com>

1. Click on "FIND YOUR TEST"
2. Click on "Barber & Cosmetology"
3. Locate your State and Industry - use the dropdown menus
4. At the top right, click "Sign In / Create Account"
  - a. If there is an existing account at [www.candidate.psiexams.com](http://www.candidate.psiexams.com), please use the existing username and password.
  - b. If #1 does not work, test takers will need to send an email to [ODelete@psionline.com](mailto:ODelete@psionline.com) with their Name and email address and request that they delete the old online account.
  - c. After confirmation has been received, it is completed, test takers can create a new account.
5. After logging in, click on "MANAGE" at the top and continue.

Follow the easy on-screen directions to pay and schedule for a test.

**Test takers who encounter questions or difficulty with registration, please do not call the Massachusetts Board Office as they do not have the information to aid test takers in their registration process. Please email [barber@psionline.com](mailto:barber@psionline.com) or contact PSI customer services at (855) 340-0093**

## REGISTRATION BY TELEPHONE

Test takers may also choose to schedule over the telephone.

- To register by phone requires a valid credit or debit card (VISA, MasterCard, American Express or Discover). Call (855) 340-0093, Monday through Friday, between 6:30 AM and 9:00 PM CST, and Saturday-Sunday between 8:00 AM and 4:30 PM CST, to speak to a live PSI Customer Service Representative.

## CANCELING OR RE-SCHEDULING

Test takers may cancel and reschedule a test without forfeiting the fee if PSI receives a confirmed cancellation at **least 48 hours prior the scheduled test.**

- To cancel a test, use the PSI web page <http://test-takers.psiexams.com/macros> or call PSI at (855) 340-0093, Monday through Friday, between 6:30 am and 9:00 pm, and Saturday-Sunday between 8:00 am and 4:30 pm, Central Time, to speak to a Customer Service Representative.

**Leaving a voice mail message will *NOT* cancel a test, test takers need to speak to a live Customer Service Representative.**

## LATE CANCELATION OR MISSED TEST

Testing fees will be forfeited for the following reasons.

- The test taker *does not cancel the test* at least 48 hours prior the scheduled time.
- The test taker *leaves a voice mail message* to attempt to cancel the test.
- The test taker arrives at the location *after the test start time*.
- The test taker is a *no-show* for the scheduled test.
- The test taker does not present *proper identification* when arriving for the test.

## TEST TAKER ACCOMMODATIONS

All PSI testing centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990, and testing accommodations will be made in meeting a test taker's needs. Test takers with disabilities requesting test accommodations must fill out the test accommodation request form [CLICK HERE](#). Fill in ALL the requested information and upload documentation at the end of the form.

Test takers who require test accommodations, must create an account in the PSI system prior to requesting an accommodation.

### **ALTERNATIVE TEST DELIVERY ARRANGEMENTS**

**FOR THEORY EXAMINATIONS ONLY** The following options are available to candidates seeking assistance taking the Cosmetology and related occupations theory examinations (excluding Instructors.) First time test takers may take the examination without assistance; however, the following options are also available.

#### **Additional Time While Taking the Examination**

Candidates may request to take the examination with extra time. The candidate will be given time & 1/2 and there will be an additional fee of \$50 per examination.

#### **Word-to-Word Translation Dictionary**

Candidates may request to use a Word-to-Word dictionary at no cost. PSI provides Arabic, Hebrew, Russian, Spanish, and Vietnamese at the test sites. The dictionary cannot contain pictures or definitions. If approved, the State will forward the dictionary directly to the testing site. If time and ½ is requested there will be an additional fee of \$50 per examination.

#### **Request for a Reader**

Test takers may request to have the test read to them in English for an additional fee of \$50 per examination. PSI will provide the reader.

#### **Reader along with Additional Time**

Test takers may request to have the test read to them in English with extra time & 1/2 for an additional fee of \$50 per examination.

Test takers applying for alternative test delivery arrangements must fill in and submit a Test Accommodations Request Form [CLICK HERE](#).

Massachusetts Board of Cosmetology and Barbering  
Attn: Executive Director  
Division of Professional Licensure  
1000 Washington Street, Suite 710  
Boston, MA 02118-6100

Emails can be sent to: [cosmetologyandbarberingboard@mass.gov](mailto:cosmetologyandbarberingboard@mass.gov)

### **TEST TAKER ACCOMMODATIONS**

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Test takers who require test accommodations, must create an account in the PSI system prior to requesting an accommodation.

### **PSI TEST CENTER EXPERIENCE**

Please visit the following link to watch a short video of the PSI Test Center Experience.

<https://psi.wistia.com/medias/3321yp1ic8>

### **PSI MASSACHUSETTS THEORY TESTING LOCATIONS**

The **PSI National Master Barber** tests are administered at the testing centers listed below:

**Auburn Training and Testing Center**  
48 Sword St., Unit 204  
Auburn, MA

**Boston Training and Testing Center**  
56 Roland Street, Suite 305

Charlestown, MA

**Bridgewater State University**  
10 Shaw Rd, Maxwell Lib., Rm 001A,  
Academic Achievement Ctr - Testing Services  
Bridgewater, MA

**Fall River Training and Testing Center**  
218 South Main St., Suite 105  
Fall River, MA

**Lawrence Training and Testing Center**  
1 Ballard Way, Suite 104  
Lawrence MA

**Network Technology Academy, Inc.**  
100 Pleasant St.  
Malden, MA

**Northeast Test Centers - Milford**  
258 Main St., Suite 204  
Milford, MA

**Northeast Test Centers - Norwood**  
55 Boston Providence Hwy  
Norwood, MA

**Springfield Examination Center**  
1111 Elm Street, Suite 32A  
West Springfield, MA

**Springfield Technical Community College**  
One Armory Square  
Scibelli Hall, Bldg 2, Room 304  
Springfield, MA

**Angels-Net Foundation Inc**  
360 West Boylston Street, Suite 213  
West Boylston, MA

**Millennium Training Institute**  
800 West Cummings Park, Suite 3250  
Woburn, MA

### **TEST SITE CLOSING FOR AN EMERGENCY**

On occasion severe weather or an emergency may force the closure of a testing center. PSI will attempt to contact all test takers on that day to inform them of the situation. Every effort will be made to reschedule test takers for the next available date, time, and testing center possible. Test takers will not be penalized for emergency closures and will be rescheduled at no charge. Testing center status may also be confirmed by calling (855) 340-0093.

### **REPORTING TO A TESTING SITE**

Test takers should arrive at least 30 minutes prior to their scheduled testing start time. This allows time for test takers to sign-in and provide the testing staff with identification verification and to be seated. Test takers need to provide 2 forms of I.D. upon check in as outlined below.

Test takers who arrive after the start time, will not be admitted to the testing room, and will forfeit all their testing fee(s).

## REQUIRED IDENTIFICATION FOR ENTRY TO THE TEST

Test takers are required to provide 2 forms of identification.

- One I.D. must be a VALID, government issued identification (driver's license, state ID, passport), which bears the test takers name exactly as it appears in the test registration, signature and photograph or a complete physical description.
- The second ID must have the test takers signature and preprinted legal name exactly as it appears on the test takers registration form.

**Again, all identification must display the test takers name *exactly* as it appears in the test registration form.**

Test takers who are not able to provide the required identification must call (855) 340-0093 at least 21 days prior to the scheduled test, to discuss possible solutions to this test requirement.

**Test takers failing to provide all required identification at the time of the test is considered a missed test, and they will be dismissed.**

## GENERAL SECURITY RULES AND PROCEDURES

The following security procedures will apply during the test:

- Test takers may take only approved items into the testing room.
- All personal belongings of test taker should be placed in the secure storage provided at each site prior to entering the testing room. Personal belongings **include, but are not limited to**, the following items:
  - **Electronic devices of any type, including but not limited to; cellular/mobile phones, recording devices, watches, cameras, pagers, laptop computers, tablet computers (e.g., iPads), music players or headphones (e.g., iPods), smart watches, radios, or electronic games.**
  - **Bulky or loose clothing or coats:** For security purposes outerwear such as, but not limited to open sweaters, cardigans, shawls, scarves, hoodies, vests, jackets, and coats are not permitted in the testing room. **In the event test takers are asked to remove the outerwear, appropriate attire such as a shirt should be worn underneath.**
  - **Hats or headgear not worn for religious reasons** or as religious apparel are prohibited including but not limited to hats, baseball caps, or visors.
  - **Other personal miscellaneous items**, including purses, notebooks, reference or reading material, briefcases, backpacks, wallets, pens, pencils, other writing devices, food, drinks, and good luck items, etc.
- Although secure storage for personal items is provided at the testing site for convenience, PSI is not responsible for any damage, loss, or theft of any personal belongings or prohibited items brought to, stored at, or left behind at the test site. PSI assumes no duty of care with respect to such items and makes no representation that the secure storage provided will be effective in protecting such items. If prohibited items are found during check-in, test takers will place them in the provided secure storage or leave these items outside the restricted area at their own risk. PSI is not responsible for the security of any personal belongings or prohibited items. Any test taker possessing prohibited items in the testing room shall immediately have their test results invalidated, and PSI shall notify the government officials in the state in detail of the occurrence.
- If a test taker leaves any items at the test site after testing and is not claimed within 30 days, items will be disposed of or donated, at PSI's sole discretion.
- Person(s) accompanying a test taker may not wait in the testing 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, vaping, eating, or drinking is allowed inside the testing center.
- During the check in process, all test takers will be asked if they possess any prohibited items. Test takers may also be asked to empty their pockets and turn them out for the proctor to ensure they are empty. Proctors will ask to inspect any such items in their pockets. Test takers may also be asked to lift the ends of their sleeves and the bottoms of their pant legs to ensure that restricted items do not enter testing areas.
- Proctors also carefully inspect eyeglass frames, tie tacks, or any other apparel that could be used to harbor a restricted device.
- Any test takers seen giving or receiving assistance on a test, found with unauthorized materials or devices, disrupts the administration of a test or who violates any security rule or procedure, will be asked to surrender all test materials and to leave the testing center. PSI will notify government officials in the state in detail of the occurrence.
- Copying or communicating test content is violation of the test takers contract with PSI, and federal and state law. Either may result in the disqualification of test results and may lead to legal action.

- Once the test begins, test takers may obtain permission from a proctor to leave the testing room if an emergency arises or to use the restroom. Test takers will not receive extra time to complete the test for leaving the testing room for any reason.

### PSI TESTING EQUIPMENT

The PSI National theory and written practical tests will be administered using a computer, a mouse and computer keyboard.

### IDENTIFICATION SCREEN

Test takers will be accompanied to a testing station. Once test takers are seated at their testing station, they will be prompted to confirm their name, identification number, and the test for which they registered.

### TUTORIAL

Before a test taker begins a test, an introductory tutorial is provided on the computer screen. The time used to watch the tutorial is not deducted from any test timing. The tutorial takes up to 15 minutes, sample questions are introduced during tutorial so a test taker may familiarize themselves on how questions are written and how to review the answers given.

### TEST QUESTION SCREEN

The “function bar” at the top of the test question, provides mouse-click access to any features available while taking the test. During the test, one question will appear on the screen at a time. There is also a timer feature that at the top of the screen that displays the time a test taker has remaining to complete the test.

Note:

Even though a test taker has entered a response to a question, the system will allow the response to be changed anytime the test is active. Once a test taker signs out of a test or timing expires; this feature will no longer be available.

The screenshot displays a web-based testing interface. At the top, a navigation bar includes icons and links for 'Mark', 'Comments', 'Goto', 'Help', and 'End'. Below this, a status bar shows 'Question: 3 of 40', 'Answered: 2', 'Unanswered: 1', 'Marked: 0', 'View: All', and 'Time Left(Min): 359'. The main content area displays question 3: 'What do the stars on the United States of America's flag represent?'. Below the question, it says '(Choose from the following options)' and lists four options with radio buttons: '1. Presidents', '2. Colonies', '3. States', and '4. Wars'. At the bottom of the question area, there are two buttons: '<< Back' and 'Next >>'.

### EXPERIMENTAL QUESTIONS

In addition to the number of test questions specified in the "Test Content Outline". There are a small number of "experimental questions" may be administered to test takers during the tests. There are typically at least five (5) experimental questions on a test. The results of these questions not included in the final test takers score. Administration of such unscored experimental questions is an essential step in developing future PSI tests.

**Test takers will utilize the PSI National Master Barber test for a Barber license in Massachusetts.**

### PSI NATIONAL MASTER BARBER THEORY TEST

The test content outline is prepared and is periodically updated by committees of professionals who are subject matter experts in Barbering, Barbering instruction, or regulatory issues. The test content outline identifies areas of importance to licensees for them to perform their duties on the public in a competent and in a safe and responsible manner. The content outline lists topics that are on the test and the number of questions for each topic. We advise

test takers not schedule a test until they are familiar with the topics on the outline. Test takers may use this outline as a guide as well as the test references as a guide for a pre-test review.

### **MASTER BARBER THEORY CONTENT OUTLINE**

The following content outline lists the topics that are on the test and the number of questions for each topic. We recommend not scheduling a test until a test taker is familiar with all topics in the outline. The Master Barber Theory test consists of 85 scored questions and 10 non-scored experimental questions. Test takers will have 120 minutes (2.0 hours) to complete the test.

- |   |            |
|---|------------|
| <b>I. Safety and Infection Control</b>                | <b>29%</b> |
| A) Workstation and environment                        |            |
| 1. Chemical labeling, storage, and disposal           |            |
| 2. OSHA Safety Data Sheet (SDS)                       |            |
| B) Safe working practices                             |            |
| 1. Hand Hygiene                                       |            |
| 2. Client protection                                  |            |
| C) Regulatory agencies                                |            |
| D) Infection control                                  |            |
| 1. Infectious diseases and pathogens                  |            |
| 2. Cleaning and disinfection                          |            |
| a. Single vs. multiuse items                          |            |
| b. Disinfectants                                      |            |
| c. Procedures for tools, equipment, and work surfaces |            |
| d. Storage of tools and equipment's                   |            |
| E) Standard precautions for exposure incidents        |            |
| F) Effective safety responses to client injury        |            |
| <b>II. Client Consultation</b>                        | <b>2%</b>  |
| A) Client intake form                                 |            |
| B) Client release form                                |            |
| C) Contraindications                                  |            |
| <b>III. Hair, Scalp, and Skin Analysis</b>            | <b>11%</b> |
| A) Hair structure, type, conditions, and disorders    |            |
| B) Scalp structure, type, conditions, and disorders   |            |
| <b>IV. Hairstyling</b>                                | <b>5%</b>  |
| A) Blow-dry and thermal irons                         |            |
| 1. Heat Precautions                                   |            |
| 2. Tool safety  |            |
| 3. Styling  |            |
| <b>V. Haircutting</b>                                 | <b>9%</b>  |
| A) Tool safety  |            |
| 1. Razors   |            |
| 2. Scissors/Shears                                    |            |
| 3. Trimmers/Edgers                                    |            |
| 4. Clippers   |            |
| <b>VI. Chemical Services</b>                          | <b>18%</b> |
| A) Products and product chemistry                     |            |
| 1. Hair coloring and lightening                       |            |
| 2. Permanent waving                                   |            |
| 3. Chemical relaxing                                  |            |
| B) Hair and scalp preparation                         |            |
| C) Precautions  |            |
| 1. Metallic and compound dyes                         |            |
| 2. Minerals   |            |
| D) Application procedures                             |            |
| 1. Hair coloring and lightening                       |            |
| 2. Permanent waving                                   |            |
| 3. Chemical relaxing                                  |            |

VII. Shaving 24%

- A) Preparation
- B) Post-shave
- C) Pre-softening the beard with steam towels
- D) Shaving strokes
  - 1. Freehand
  - 2. Backhand
  - 3. Reverse freehand
  - 4. Reverse backhand

VIII. Skin Care 2%

- A) Products and product chemistry
- B) Procedures
  - 1. Skin Analysis
  - 2. Facials
  - 3. Massage manipulations
  - 4. Tool/device safety

### MASTER BARBER TEST REFERENCE MATERIALS

This test is CLOSED BOOK.

The reference materials listed below were used to develop the questions for this test.

**Pivot Point Fundamentals Barbering Textbooks**, 1st Edition. March 2018 Pivot Point International, Inc., (www.pivot-point.com), 8725 West Higgins Road, Suite 700 <https://www.pivot-point.com/shop/>

**Milady Standard Professional Barbering**, 2017. Milady Publishing/Delmar, Cengage Learning, www.delmarlearning.com, 5 Maxwell Drive Clifton Park, NY, 12065

### MASTER BARBER THEORY TEST QUESTIONS

Theory test questions contained in PSI National tests are all ask in a multiple-choice format. There will be a question asked (stem), one correct answer (key), and 3 distractors (wrong answers). Test takers will read the stem and mark the best response. The entire test will be taken, and the pass/fail result based on the final test taker answers (responses).

Below are examples of “written test questions”

#### SAMPLE THEORY QUESTION #1

Why is a chemical drape applied to the client?

1. To protect the client’s skin and clothing from dangerous chemicals.
2. Adding a drape will keep the client warm.
3. To ensure water does not come into contact with the client.
4. Adding a drape is a formality and is not actually necessary.

Key-1

#### SAMPLE THEORY QUESTION #2

Which of the following is a safe way to hold the razor when adjusting a client’s head while shaving?

1. Place the razor on the licensee’s workstation, the only safe place while adjusting the head.
2. Place the razor to the opposite hand and cover the blade with the licensee’s hand.
3. Close the razor and hold firmly in the hand.
4. Leave razor open and direct the blade away from the client’s face.

Key-3

## PSI THEORY TEST SCORE REPORTING INFORMATION

Test takers must score at least 70% to pass the PSI National Master Barber *Theory* test.

- Test Scores will be emailed to the test taker upon completion of their test.
- Test scores results are confidential and will be given only to the test taker and the Board office.
- Test takers who are successful, will receive a “PASS” report.
- Test takers who score below the required passing score will receive an overall score, and an individual score for each of the test topic areas. Test takers use this information to assist them in studying for a re-examination.

To better prepare for the PSI National Master Barber Theory test, test takers can now review by taking an online practice test. Practice tests are intended to aid test takers with example test questions. The purpose is to familiarize a test taker with the general types of questions that will appear on a Master Barber test. Though questions are based on barbering, these questions are NOT a substitute for education and study. Scoring well on the practice test also will not guarantee a positive outcome on the actual licensing test. This is the ONLY official PSI practice test; PSI does not recognize nor endorse any other study guides that may be offering information on the PSI National Barber and Cosmetology Program. The PSI practice tests are offered to review an unlimited number of times; however, a fee is assessed for *each time the test is utilized for review*.

Go to <https://www.psionlinestore.com> for more information and to register!

## EXAMINATION REVIEW

PSI, in cooperation with the Department and Massachusetts Board, will be continually evaluating the tests being administered to ensure that the tests accurately measure competency in the required knowledge areas. Comments may be entered during the test by clicking the Comments link on the function bar of the test question screen. Test taker comments regarding the questions and the tests are welcomed. Comments will be analyzed by PSI test development staff. While PSI does not respond to individuals regarding these comments, all substantive comments are reviewed. If a discrepancy is found during the comment review, PSI and the Department may re-evaluate test taker's result and adjust them accordingly.

## OBTAINING A DUPLICATE SCORE REPORT

To request a duplicate score report, test takers may email [barber@psionline.com](mailto:barber@psionline.com).

## PSI NATIONAL WRITTEN PRACTICAL TEST- IMPORTANT GUIDELINES

Prior to registration, test takers should familiarize themselves with the following instructions to be properly prepared to sit for a test. Practical test questions or concerns, test takers and instructors please email [barber@psionline.com](mailto:barber@psionline.com) for solutions.

### General rules for testing:

- During the written practical test, test takers must follow all appropriate rules for client protection that will ensure the health, safety, and welfare of the public.
- Test takers become familiar with items, equipment and supplies that are classified as “Single-use” and “multi-use”. Test items require categorically disposing of items according to one of these categories.
- Understand chemicals that are **not** grouped as “dangerous chemicals” by OSHA and are **not** required to be listed on an actual business SDS sheet
- Understand chemicals that are grouped as “dangerous chemicals” by OSHA and are required be listed on SDS sheets in an actual business.
- The number one safety rule in our industry is: “Following Instructions”. There is no necessary or required style or technique a school needs to teach, or a test taker needs to perform. All topic areas are observed in the manner a Master Barber would personally complete a task. Scores are based on the test taker displaying a solid knowledge of workplace Infection Control and Safety Precautions.

## WORKPLACE INFECTION CONTROL PRECAUTIONS

Test takers need to be familiar and follow all workplace infection control precautions. Here are some examples of the expectations of the test as well as an everyday business to familiarize a test taker with some of the industries infection control standards.

- Cleaning hands before starting a service. Knowing when hands become contaminated and keeping them clean as to not infect a client or themselves.
- Keeping the supply kit from becoming contaminated, such as: returning items to the kit, leaving a kit open or otherwise contaminating a kit. The supply kit represents a clean and disinfected storage in a barber's workstation and should be treated as such.
- Knowledge of single-use and multi-use items and where to dispose of them properly.
- Disinfecting workstation surfaces and keeping them from becoming contaminated. If a worksurface becomes unhealthy a test taker has the knowledge to know when they would require the station to be cleaned and disinfected.
- Knowing how to use and dispense products without contamination. For example, double dipping, or any other cross contamination with the skin or worksurfaces.
- When items are set on a contaminated work surface, they may not be inserted into product containers or touch dispensing tips of bottles and jars.
- Keeping clients from becoming contaminated by the barber.
- Keeping containers being used free from contamination.
- Making sure our tools are clean and disinfected.
- If a body fluid becomes present during a service (i.e., blood, vomit, feces), how we deal with the situation without contaminating ourselves and others.

### WORKPLACE SAFETY PRECAUTIONS

Test takers also need to be familiar and follow all workplace safety precautions. Here are some examples of the expectations of the test as well as an everyday business to familiarize a test taker with some of the industry safety standards.

- Barbers must know and have a working understanding of workplace safety regulations issued by federal and state regulatory entities.
- Cross-contamination of chemicals and products on the workstation.
- Chemical mixing procedures, storage of chemicals and SDS sheets.
- Keeping the workstation safe from injury, cleaning up spills and picking up dropped items. Reducing a slip and fall or tripping incidents.
- Making certain tools and equipment are in safe working order, no frayed or exposed wires, rusty metals, etc.
- Tools and equipment are used in a safe manner.

### MASTER BARBER WRITTEN PRACTICAL CONTENT OUTLINE

The following content outline lists the topics that are on the test and the number of questions for each topic. We recommend not scheduling a test until a test taker is familiar with all topics in the outline. The Master Barber test consists of 50 scored questions and 5 non-scored experimental questions. Test takers will have 90 minutes (1.5 hours) to complete the test

#### **1 Safety and Infection Control 18%**

- A. Disinfection and infection control procedures
- B. Storage of tools and implements
- C. First aid and exposure incident

#### **2 Consultation and Analysis 6%**

- A. Hair and scalp analysis (for shampooing, shaving, chemical relaxing, permanent waving, etc.)
  - 1. Hair structure (texture, porosity, elasticity, density)
  - 2. Hair and scalp disorders and diseases

- 3 Shampooing, Conditioning, and Scalp Care 4%**
  - A. Shampooing and conditioning
    - 1. Types of shampoo and conditioner (e.g., clarifying, volumizing, moisturizing; dry shampoo)
    - 2. Procedures
  - B. Scalp massage
- 4 Hair Styling 8%**
  - A. Blow dry styling
  - B. Thermal styling
  - C. Textured hair styling (curly/super curly hair; coarse/thick hair; twisties; sponging; braiding; gels to add texture)
  - D. Tools and implements
- 5 Hair Coloring 12%**
  - A. Allergy reaction test (patch or predisposition test)
  - B. Strand test
  - C. Color theory and mixing
  - D. Draping
  - E. Sectioning
  - F. Hair and scalp preparation
  - G. Application and processing
- 6 Permanent Waving 8%**
  - A. Product selection
  - B. Draping
  - C. Sectioning
  - D. Rodding and wrapping procedures
  - E. Application and processing
  - F. Finishing service (neutralizing, rinsing, shampooing, conditioning)
- 7 Chemical Relaxing 8%**
  - A. Product selection
  - B. Draping
  - C. Sectioning
  - D. Hair and scalp preparation
  - E. Application and processing
  - F. Finishing service (neutralizing, rinsing, shampooing, conditioning)
- 8 Hair Cutting 10%**
  - A. Draping

- B. Haircutting procedures
    - 1. Sectioning
    - 2. Guidelines
  - C. Safe use of haircutting tools (clippers, scissors/shears, razor, combs)
- 9 Skin Care 8%**
  - A. Skin analysis
    - 1. Skin types and structure
    - 2. Skin disorders and diseases
  - B. Facial
    - 1. Facial guidelines
    - 2. Cleansing
    - 3. Exfoliation
    - 4. Towel steaming
    - 5. Massage movements
    - 6. Products (cleansing cream, massage cream)
- 10 Shaving 18%**
  - A. Preparation
    - 1. Draping
    - 2. Towel Steaming
    - 3. Lathering
  - B. Safe use of tools and implements
  - C. Shaving strokes
    - 1. Freehand
    - 2. Backhand
    - 3. Reverse freehand
    - 4. Reverse backhand
  - D. Types of shaves
    - 1. Neckline shave/outline shave
  - E. Finishing service (aftershave, skin conditioners, astringents)

### **MASTER BARBER TEST REFERENCE MATERIALS**

This test is CLOSED BOOK.

The reference materials listed below were used to develop the questions for this test.

**Pivot Point Fundamentals Barbering Textbooks**, 1st Edition. March 2018 Pivot Point International, Inc., (www.pivot-point.com), 8725 West Higgins Road, Suite 700

<https://www.pivot-point.com/shop/>

Milady Standard Professional Barbering, 2017. Milady Publishing/Delmar, Cengage Learning, www.delmarlearning.com, 5 Maxwell Drive Clifton Park, NY, 12065

### MASTER BARBER WRITTEN PRACTICAL TEST QUESTIONS

Written practical questions are written in different forms, perhaps a picture with questions referenced to the picture, questions may also be a situation that is explained, and question(s) are asked to resolve the explained issue. PSI does not utilize any drag and drop type questions.

Below are examples of “written practical test questions”

#### SAMPLE QUESTION #1

The client is scheduling a haircolor retouch service. The licensee would need to apply a skin test to check for any reaction to the haircolor chemicals. How many hours would the haircolor need to remain undisturbed on the skin to check for a skin reaction?

1. Six hours
2. Twelve hours
3. Twenty-four hours
4. Thirty-six hours

Key-3

#### SAMPLE QUESTION #2



The Acetone label **A** displays an international danger symbol cautioning a product is flammable. Looking at the diamond symbols in label **B**, which COLOR would also represent the product is flammable?

1. RED
2. BLUE
3. WHITE
4. YELLOW

Key-1

### PSI BARBER WRITTEN PRACTICAL TEST SCORE REPORTING INFORMATION

Test takers must score at least 70% to pass the PSI National Master Barber written practical test.

- Test Scores will be emailed to the test taker upon completion of their test.
- Test scores results are confidential and will be given only to the test taker and the Board office.
- Test takers who are successful, will receive a “PASS” report.
- Test takers who score below the required passing score will receive an overall score, and an individual score for each of the test topic areas. Test takers use this information to assist them in studying for a re-examination

### MASSACHUSETTS TEST ACCOMODATION REQUEST FORM

All testing centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990.

Applicants with disabilities or those who would otherwise have difficulty taking the test request for alternative arrangements by [CLICKING HERE](#)

Requirements for testing accommodation requests: You are required to submit documentation from the medical authority or learning institution that rendered a diagnosis. Verification must be uploaded to PSI on the letterhead stationery of the authority or specialist and include the following:

- ✓ Description of the disability and limitations related to testing
- ✓ Recommended accommodation/modification
- ✓ Name, title and telephone number of the medical authority or specialist
- ✓ Original signature of the medical authority or specialist

**MAKE SURE YOU ARE REGISTERED FOR THE TEST BEFORE REQUESTING TEST ACCOMMODATIONS**

### **MASSACHUSETTS APPLICATION FOR TESTING**

The following 7 pages are the application to test with the state of Massachusetts.

- ✓ Print out all 7 pages of the form and fill in all required information on each of the forms that apply to the test taker.
- ✓ The test taker will need to have all applicable forms signed (and notarized if required on the document) prior to uploading and submitting the application.
- ✓ Once the entire package is inspected by the test taker and reviewed ensuring the package is completed and documentation included, the test taker will upload the package to [MACOSprocessing@psionline.com](mailto:MACOSprocessing@psionline.com)

If questions or problems arise, please email [barber@psionline.com](mailto:barber@psionline.com) or contact PSI Customer Services at (855) 340-0093

If all applicable forms and documentation are not included when the application is submitted; the application is *not* reviewed and will be sent back to the test taker for corrections to satisfy the application deficiencies. The test taker will need to re-submit the application. Re-submitting will cause a considerable delay in scheduling for a test. ***Please be certain the application is complete.***

## APPLICATION INSTRUCTIONS



PSI Services LLC  
3210 E Tropicana  
Las Vegas, NV 89121  
Phone: (855) 340-0093  
Email: [MACOSprocessing@psionline.com](mailto:MACOSprocessing@psionline.com)



### Commonwealth of Massachusetts Board of Registration of Cosmetology and Barbering

1000 Washington Street Suite 710 • Boston, Massachusetts 02118-6100  
[www.mass.gov/cosmetology](http://www.mass.gov/cosmetology)  
617-701-8792  
[cosmetologyandbarberingboard@mass.gov](mailto:cosmetologyandbarberingboard@mass.gov)

#### Instructions and Documentation Requirements

### COMPLETE CHECKLIST BELOW BEFORE YOU MAIL YOUR APPLICATION

- ✓ Application is legible, complete, and signed
- ✓ Credit Card information provided, and correct fee amount selected (**no cash or checks accepted**)
- ✓ School certification to be completed by the school director
- ✓ Answer all background questions completely
- ✓ Fully complete the Criminal Offender Record Information (CORI) Acknowledgement
- ✓ Identity Verification section completed based on submission process (either Section A or Section B)

Please be aware that when your application arrives at PSI, it is reviewed as quickly as possible. We cannot wait for missing documentation. Your application will be RETURNED if it is missing documentation, which will create an unnecessary delay.

**It is in your best interest to make sure that your application is ready for approval on FIRST review.**

Your completed application can be emailed to: [MACOSprocessing@psionline.com](mailto:MACOSprocessing@psionline.com).

**Faxed copies will not be accepted.**



## Commonwealth of Massachusetts Board of Registration of Cosmetology and Barbering

### Application for Examination

Completed by Vendor/Board

Ex. Date \_\_\_\_\_

Ex. Result \_\_\_\_\_

Cert. Date \_\_\_\_\_

Cert. No. \_\_\_\_\_

Complete and email this registration form with the applicable application fee to:

[MACOSprocessing@psionline.com](mailto:MACOSprocessing@psionline.com)

Please Print or Type. This is an official Document; you must enter your legal name and information.

This application should only be completed by candidates who have graduated from a Massachusetts school and have never been licensed in the field they are taking an exam for.

Candidates who completed their education or training outside of Massachusetts, candidates for Instructor licenses, and Lapsed candidates with licenses that have expired for over 3 years must all apply directly to the Board. Please visit this page for application instructions:

<https://www.mass.gov/cosmetology-and-barbering-license-application-and-renewal-information>.

| Applying for  | Check One                |
|---------------|--------------------------|
| Cosmetologist | <input type="checkbox"/> |
| Aesthetician  | <input type="checkbox"/> |
| Manicurist    | <input type="checkbox"/> |
| Electrology   | <input type="checkbox"/> |
| Barber        | <input type="checkbox"/> |

If you would like to change the language of a test from English, please email [MACOSprocessing@psionline.com](mailto:MACOSprocessing@psionline.com) with the language that you prefer. Test language options are English, Vietnamese, Spanish, Portuguese, and Simplified Chinese.

|                                    |                                |   |  |
|------------------------------------|--------------------------------|---|--|
| Social Security Number (required)* | Date of Birth                  | Gender<br><input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> prefer not to answer |  |
| Last Name                          | First Name                     | Middle Name   | Generation   |
| Maiden / Former / Also Known As    |                                |   |  |
| Building number                    | Street address                 | Po Box  |  |
| City                               |                                | State   | Zip Code   |
| Primary Phone Number<br>(     )    | Mobile Phone Number<br>(     ) | Email Address   | Preferred Communication<br><input type="checkbox"/> Postal Mail <input type="checkbox"/> Email |

**\*Pursuant to MGL. c 62C § 47A, the Division of Occupational Licensure is required to obtain your Social Security number and forward it to the Department of Revenue. The Department of Revenue will use your Social Security number to ascertain whether you are in compliance with the tax laws of the Commonwealth.**

## **Background Questions:**

1. Do you hold or have you held a professional license in any jurisdiction\*? Yes ☐ No ☐

Please list any Massachusetts license numbers here:

---

Please list any licenses in other states/jurisdictions here, including the name of the state/jurisdiction:

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2. Has any disciplinary action been taken against you by a licensing board in any jurisdiction\*? Yes ☐ No ☐  
If yes, please state the details (use a separate sheet if necessary):

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3. Are you the subject of pending disciplinary action by a licensing board in any jurisdiction\*? Yes ☐ No ☐  
If yes, please state the details (use a separate sheet if necessary):

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4. Have you voluntarily surrendered a professional license to a licensing board in any jurisdiction\*? Yes ☐ No ☐  
If yes, please state the details (use a separate sheet if necessary):

---

5. Have you ever applied for and been denied a professional license in any jurisdiction\*? Yes ☐ No ☐  
If yes, please state the details (use a separate sheet if necessary):

---

6. Have you been convicted of a felony or misdemeanor in any jurisdiction\*? Yes ☐ No ☐  
If yes, please state the details (use a separate sheet if necessary):

---



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*\*Questions pertaining to jurisdiction refer to any state or country in which you have resided.*

Your signature below certifies, under penalty of perjury, the information provided above is truthful and accurate.

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)

## Application Fees:

Applicants must submit the application fee from the table below with the application to PSI (no cash or checks accepted). These fees do not include your exam or licensing fees. See Test Taker Guide for additional information.

### FEES ARE NON-REFUNDABLE AND NON-TRANSFERABLE.

- |   |         |
|---|---------|
| <input type="checkbox"/> Cosmetologist Theory and Practical | \$68.00 |
| <input type="checkbox"/> Aesthetician Theory and Practical  | \$68.00 |
| <input type="checkbox"/> Manicurist Theory and Practical    | \$68.00 |
| <input type="checkbox"/> Barber Theory and Practical        | \$20.00 |
| <input type="checkbox"/> Electrology Theory and Practical   | \$97.00 |

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

☐ MasterCard   ☐ Visa   ☐ Discover   ☐ American Express

|                 |                   |                  |
|-----------------|-------------------|------------------|
| Credit Card No: |                   | Cardholder Name: |
| Exp. Date:      | Verification No.: | Signature:       |
| Billing Address |                   |                  |
| Billing City    | Billing State     | Billing Zip Code |

**School Certification (must be completed by the School Director):**

I hereby certify that the named applicant has completed the required Cosmetology course of study as documented below:

Begin Date: \_\_\_\_\_ Completion Date: \_\_\_\_\_ # of Hours: \_\_\_\_\_

School Name: \_\_\_\_\_

School Address: \_\_\_\_\_

I, \_\_\_\_\_, as Director of \_\_\_\_\_ School,  
Director's Printed Name School Name

certify (under penalty of perjury) that \_\_\_\_\_ has completed the  
Test Taker's Name

course of study for \_\_\_\_\_.  
Cosmetologist - Aesthetician - Manicurist - Barber - Electrology

School  
Stamp  
Here

\_\_\_\_\_  
Director's Signature

\_\_\_\_\_  
Date

NOTE: Test Takers who have been approved for a Practical Test Only must contact PSI Services, LLC, prior to scheduling their exam - additional information may be required.

## CRIMINAL OFFENDER RECORD INFORMATION (CORI) ACKNOWLEDGEMENT FORM

The Division of Occupational Licensure by itself and on behalf of boards of registration pursuant to M.G.L. c. 13, §9 [hereinafter, "Division of Occupational Licensure"] is registered under the provisions of M.G.L. c. 6, § 172 to receive CORI for the purpose of screening current and otherwise qualified prospective license applicants and current licensees.

As a license applicant or current licensee, I understand that a CORI check will be submitted for my personal information to the Department of Criminal Justice Information Services ("DCJIS"). I hereby acknowledge and provide permission to the Division of Occupational Licensure to submit a CORI check for my information to the DCJIS. This authorization is valid for one year from the date of my signature. I may withdraw this authorization at any time by providing the Division of Occupational Licensure written notice of my intent to withdraw consent to a CORI check.

### FOR LICENSING PURPOSES ONLY:

The Division of Occupational Licensure may conduct subsequent CORI checks within one year of the date this Form was signed by me.

By signing below, I provide my consent to an initial CORI check and a subsequent CORI check, both within one year of the date of this Form and acknowledge that the information provided on Page 2 of this Acknowledgement Form is true and accurate.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

*Please provide the name of the board of registration and license type for which you are applying or currently hold:*

\_\_\_\_\_  
Board of Registration

\_\_\_\_\_  
License Type

**NOTE:** DOL CANNOT ACCEPT THIS CORI ACKNOWLEDGMENT FORM UNLESS IT IS EITHER (1) SIGNED IN PERSON AT THE BOARD'S OFFICES IN THE PRESENCE OF A DOL EMPLOYEE WHO HAS VERIFIED THE APPLICANT'S IDENTITY THROUGH ACCEPTABLE IDENTIFICATION, OR (2) SIGNED IN THE PRESENCE OF A NOTARY PUBLIC WHO HAS LIKEWISE VERIFIED IDENTITY AND THEN MAILED OR OTHERWISE DELIVERED TO THE BOARD'S OFFICES AT THE ADDRESS SET FORTH ABOVE

### **SUBJECT INFORMATION:** (A red asterisk (\*) denotes a required field)

\_\_\_\_\_  
\*Last Name

\_\_\_\_\_  
\*First Name

\_\_\_\_\_  
Middle Name

\_\_\_\_\_  
Suffix

\_\_\_\_\_  
\*Maiden Name (or other name(s) by which you have been known)

\_\_\_\_\_  
\*Date of Birth

\_\_\_\_\_  
\*Place of Birth

\*Social Security Number: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Sex: \_\_\_\_\_ Height: \_\_\_\_\_ ft. \_\_\_\_\_ in. Eye Color: \_\_\_\_\_

\*Driver's License or ID Number: \_\_\_\_\_

\*State of Issue: \_\_\_\_\_

Current and Former Addresses:

\_\_\_\_\_  
\*Street Number & Name

\_\_\_\_\_  
City/Town

\_\_\_\_\_  
State

\_\_\_\_\_  
Zip

\_\_\_\_\_  
Street Number & Name

\_\_\_\_\_  
City/Town

\_\_\_\_\_  
State

\_\_\_\_\_  
Zip

**Test Taker Affidavit:**

By signing this application, I certify, under the pains and penalties of perjury, that the information I have provided pursuant to this application for licensure is truthful and accurate. I understand that the failure to provide accurate information may be grounds for the Massachusetts Board of Registration of Cosmetology and Barbering to deny my right to sit as a test taker or to suspend or revoke a license issued to me in accordance with Massachusetts Law. I further attest that, pursuant to M.G.L.c.62C, s. 49A, to the best of my knowledge and belief, I have filed all Massachusetts tax returns and paid all Massachusetts taxes required by law.

\_\_\_\_\_  
Signature (must sign in front of DOL Employee or Notary Public)

\_\_\_\_\_  
Date

**IDENTITY VERIFICATION SECTION:** Section A must be completed if this form is submitted through the DOL Office. Otherwise, Section B must be completed with a Notary Public.

**Section A -- VERIFICATION BY DOL EMPLOYEE:**

I hereby certify that I verified the identity of \_\_\_\_\_ (name of document signer),

By reviewing the following form(s) of government-issued identification:

☐ Passport ☐ State-issued driver's license ☐ Military identification ☐ State-issued identification card

\_\_\_\_\_  
Name of verifying DPL Employee (Please Print)

\_\_\_\_\_  
Signature of verifying DPL Employee

\_\_\_\_\_  
Date

**Section B -- VERIFICATION BY NOTARY:**

On this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, before me, the undersigned notary public, personally appeared

\_\_\_\_\_ (name of document signer), and proved to me through satisfactory evidence of identification, which was the following:

☐ Passport ☐ State-issued driver's license ☐ Military identification ☐ State-issued identification card

to be the person whose name is signed on the preceding or attached document(s) and acknowledged to me that (he/she) signed it voluntarily for its stated purpose.

\_\_\_\_\_  
Notary Public:

\_\_\_\_\_  
Notary Commission Expires On