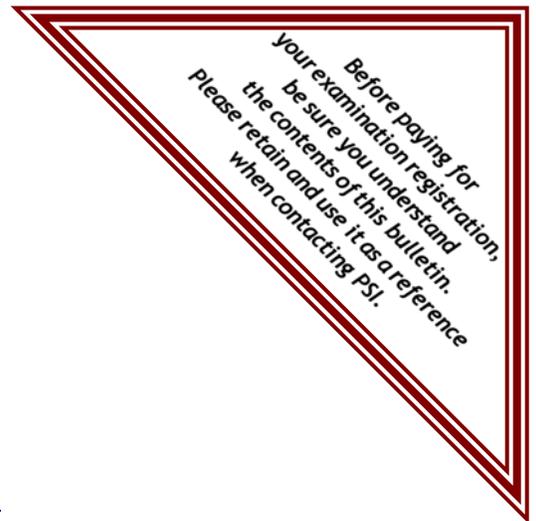




PSI licensure:certification  
 3210 E Tropicana  
 Las Vegas, NV 89121  
 www.psiexams.com

Washington State Department of Licensing  
 PO Box 8026  
 Olympia, WA 98507-9026  
<http://dol.wa.gov/business/cosmetology/>



# STATE OF WASHINGTON

## WASHINGTON STATE DEPARTMENT OF LICENSING THEORY EXAM CANDIDATE BULLETIN

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Please refer to our website to check for the most updated information at [www.psiexams.com](http://www.psiexams.com)

## EXAMINATIONS BY PSI

### INTRODUCTION

This bulletin is designed for candidates who desire to take a cosmetology related examination for licensure in the state of Washington. It is imperative that you read this bulletin in its entirety.

### WASHINGTON STATE DEPARTMENT OF LICENSING

The Washington State Department of Licensing has contracted with PSI to provide examination services for the theory exams. The Department, through PSI, will exclusively use the National-Interstate Council of State Boards of Cosmetology (NIC) examinations.

If you need to take both the NIC practical and written examinations you must complete and submit an application to DL Roope Administration Inc. The application may be downloaded at [www.DLRoope.com](http://www.DLRoope.com).

If you need to take ONLY the written examination, you must complete the Washington Request for Written Referral available at [www.DLRoope.com](http://www.DLRoope.com). You must select your language preference when submitting your Referral Request. If you do not request a language, you will be assigned English and this will not be able to be changed.

## EXAMINATION REGISTRATION AND SCHEDULING PROCEDURES

The following fee table lists the applicable fee for each examination. The fee is for each examination, whether you are taking the examination for the first time or repeating.

### THEORY EXAM FEES

Hair Design	\$53.00
Barber 1	\$53.00
Esthetics	\$53.00
Manicuring	\$53.00
Instructor	\$53.00

For Information on Practical Exams, please visit [www.dlroope.com](http://www.dlroope.com)

Written exam fees are paid directly to PSI; do not send exam fees to the Washington State Department of Licensing or to DL Roope Administrations Inc.

- Written exam fees are valid for one year from the date of payment. If you do not take your theory examination within one year from the date of payment, your examination fee will be forfeited and you will be required to repay to schedule an examination appointment.
- Exam fees are non-refundable, non-transferrable.

### SCHEDULING AN APPOINTMENT TO TAKE THE EXAMINATION

PSI will make every effort to schedule the examination site and time that is most convenient for you. You may schedule for an examination via the Internet 24 hours a day at [www.psiexams.com](http://www.psiexams.com). Or, using a touch-tone phone, call PSI 24 hours a day at (800) 733-9267. To schedule with a PSI registrar, call Monday through Friday, between 4:30 am and 7:00 pm and Saturday, between 8:00 am and 2:00 pm, Pacific Time. If space is available in the examination site of your choice, you may schedule an examination 1 day prior to the examination date of your choice, up to 4:00 p.m. PT. Please be prepared to offer alternate examination appointment choices.

### CANCELING/ RESCHEDULING 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*. For example, for a Monday appointment, the cancellation notice would need to be received on the previous Saturday. You may call PSI at (800) 733-9267. 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.

### 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.

### SCHEDULING A RE-TAKE THEORY EXAMINATION

If you fail the Theory examination, you may retake the examination.

Due to processing procedures and reporting of your scores, it is not possible to schedule a retake examination on the same day in which you tested unsuccessfully. For example: if a candidate tests unsuccessfully on Tuesday they may contact PSI on Wednesday, and depending on seating availability, may retest as soon as Thursday.

To schedule a retake:

- ON-LINE REGISTRATION ([www.psiexams.com](http://www.psiexams.com))

Upon completing the on-line registration, send it to us via the Internet. You will be given available dates for scheduling your re-examination. Examination fee must be paid by a valid VISA or MasterCard.

- MAIL (PSI licensure:certification, 3210 E Tropicana, Las Vegas, NV 89121)



Send the completed registration form to the above address. Allow 2 weeks for processing before scheduling the examination date. Examination fee must be paid by a Mastercard, VISA, money order or cashier's check (made payable to PSI and must contain the applicant's candidate number - located on your written referral letter). CASH, COMPANY CHECKS, AND PERSONAL CHECKS, ARE NOT ACCEPTED FOR MAIL-IN REGISTRATIONS.

- FAX (702-932-2666)

Fax completed registration form to PSI. Allow 4 business days for processing before contacting PSI to schedule the examination. Examination fee must be paid by a valid VISA or MasterCard.

- PHONE (800-733-9267)

Contact PSI by telephone. You will be given available dates for scheduling your re-examination. Examination fee must be paid by a valid VISA or MasterCard.

### SPECIAL EXAMINATION ARRANGEMENTS

PSI and the Washington State Department of Licensing comply with the provisions of the Americans with Disabilities Act of 1990 (ADA) in the administration of the theory and practical examinations. All examination centers are equipped to provide access in accordance with the (ADA), and every reasonable accommodation will be made in meeting a candidate's needs. Applicants with disabilities or those who would otherwise have difficulty taking the examination must submit the Board's ADA request form. All candidates approved for special accommodations must schedule with the Special Accommodations Department at 1-800-733-9267 ext. 6750.

### 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. You may also check our website at [www.psiexams.com](http://www.psiexams.com).

## THEORY EXAMINATION SITE LOCATIONS

The Washington theory licensing examinations are administered at the PSI examination centers in Washington State.

### Everett

1010 S.E. Everett Mall Way, Suite 208  
Everett, WA 98208

*North on I-5, take Exit 189 (WA-526 W/WA-527 N to Mukilteo/Whidbey Is. Ferry/Broadway/Everett Mall Way). Bear right to WA-526 W / WA-527 N. You will see a sign reading "WA-527 N to Broadway/Everett Mall Way". At light, turn left on Bothell-Everett Hwy (SR-527) and go north for .5 mile to light at Broadway -get into left turn*

*lane. Turn left onto Broadway which then becomes SE Everett Mall Way. Go approx .8; just past light at West Mall Dr get into middle left/right turn lane and turn left immediately before the Chevron gas station; proceed down lane approx. One block to 1010 behind the gas station.*

*South on I-5, take Exit 189 WA-526 W to Mukilteo/Whidbey Is. Ferry/Everett Mall Way - keep to the left. You will see a sign reading "to Everett Mall Way". Take ramp to right to light at Everett Mall Way. Proceed through light onto SE Everett Mall Way (stay in left lane). Go approx .8; just past light at West Mall Dr get into middle left/right turn lane and turn left immediately before the Chevron gas station; proceed down lane approx. One block to 1010 behind the gas station.*

### Olympia

3435 Martin Way E, Suite I  
Olympia, WA 98501

*From I-5 South, take exit 109 for Martin Way, toward Sleater-Kinney Road North. Make a right onto Martin Way and follow that straight for a little over one mile. The test center will be on your left (soon after passing the 7/11) and there is no turn lane, though you can turn from the main lane of traffic.*

*From I-5 North, take exit 109 for Martin Way, toward Sleater-Kinney Road North. Make a left onto Martin Way and follow that straight for a little over one mile. The test center will be on your left (soon after passing the 7/11) and there is no turn lane, though you can turn from the main lane of traffic.*

### Federal Way (Seattle)

500 South 336th St., Suite 220  
Federal Way, WA 98003

*From I-5 to 320th street. Turn left on International (Pacific Hwy) (99). Turn right on 336th and pull in the 500 building parking lot. The building is the Washington State Youth Soccer Association (WSYSA).*

### Spokane

9612 E. Sprague, Suite 206  
Spokane, WA 99206

*From I90 East, take exit 285 (Sprague) onto Appleway. Turn left at Farr.*

*From I90 West, take exit 286 onto Sprague.*

*The PSI site is on the corner of Sprague & Farr.*

### Vancouver

9013 N.E. Highway 99, Suite F  
Vancouver, WA 98665

*From the South: merge onto I-5 N toward Seattle.*

*Take the NE 78th St exit 4. Keep right at the fork to go on NE 78th St. Turn left onto NE Hwy 99.*

*From the East: turn onto NE Padden Pkwy W (Padden Pkwy becomes NE 78TH ST). Turn right onto NE Highway 99.*

*Coming from the North: merge onto I-5 South. Take the NE 99TH St exit 5. Keep left at the fork in the ramp. Turn left onto NE 99<sup>th</sup> St. Turn right on NE Highway 99.*

*Center is located in the first building, Suite F*

### Yakima

1103 W. Yakima Ave, Suite A  
Yakima, WA 98902

*Going South on N 16<sup>th</sup> Ave, turn left on Summitview Ave. Turn right on N 11<sup>th</sup> Ave. Turn right on W Yakima Ave.*



## REPORTING TO THE EXAMINATION SITE

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

## THEORY EXAMINATION ADMISSION REQUIREMENTS

### READ THIS INFORMATION CAREFULLY

You must provide 1 form of identification as outlined below. Every candidate is required to present one form of valid non-expired government issued ID bearing their photo and signature for admittance to the test center. Acceptable forms of identification include: Driver's License, State Issued Identification Card, Passport or Military Identification Card. School IDs are not a valid form of identification. The testing center reserves the right to ask for additional identification for verification purposes. Should a candidate fail to provide the required documentation at the testing facility, their testing appointment will be cancelled and their exam fee forfeited. There will be no exceptions to this policy.

## SECURITY PROCEDURES

### PLEASE READ CAREFULLY

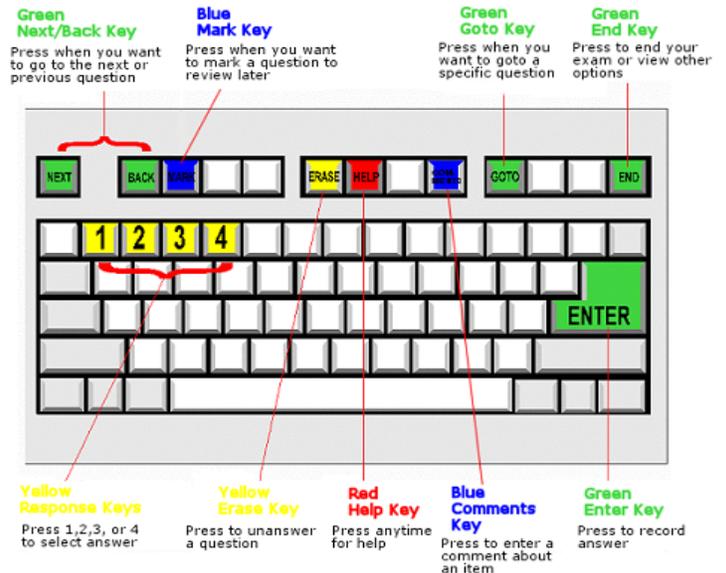
The following security procedures will apply during the examination:

- Cell phones, pagers, and visitors are not allowed in the examination site.
- No smoking, eating, or drinking will be allowed in the examination site.
- Copying or communicating examination content is a violation of PSI security policy. Either one may result in the disqualification of examination results and may lead to legal action.
- There is no talking in the testing room except to an authorized proctor.

Any violation of these security procedures may result in your dismissal from the testing facility, cancellation of your exam and forfeiture of your testing fee. In addition, any violations will be reported to your state board for possible disciplinary action.

## TAKING THE THEORY EXAMINATION BY COMPUTER

Taking the PSI examination by computer is simple. You do not need any computer experience or typing skills. 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 here. You may also use a 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 the computer and keyboard 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 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

During the examination, you should press 1, 2, 3, or 4 to select your answer or press "MARK" to mark it for later review. You should then press "ENTER" to record your answer and move on to the next question. A sample question display follows:



**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.

### EXAMINATION REVIEW

The Washington State Department of Licensing 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.

## SCORE REPORTING

### THEORY EXAMINATION

In order to pass the examinations, you must receive a score of:

Hair Design- 75  
Barber 1- 75  
Manicurist - 75  
Esthetician - 75  
Instructor - 75

The score is reported as a scaled score, which is a score based on the number of questions you answered correctly that has been converted to a standardized number.

- 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.

## EXAMINATION REFERENCE MATERIAL AND CONTENT OUTLINE

Please visit the DL Roope Administrations Inc. website [www.dlroope.com](http://www.dlroope.com) for content outlines and exam specific information.

Note: You must pass both the theory and practical examinations and submit the required application form to the Department of Licensing in order to become licensed.





PSI LICENSURE: CERTIFICATION  
3210 E TROPICANA  
LAS VEGAS, NV 89121

FIRST CLASS MAIL

