



# ARKANSAS DEPARTMENT OF HEALTH COSMETOLOGY SECTION COSMETOLOGY WRITTEN EXAMINATION INFORMATION

## SCHEDULING PROCEDURES

The Arkansas Department of Health Cosmetology Section has contracted with PSI to provide examination services. The Department, through PSI, will exclusively use the National- Interstate Council of State Boards of Cosmetology (NIC) examinations. You must apply with the Department to become eligible to take the examination. To access the application, please contact the Department.

Arkansas Department of Health Cosmetology Section  
4815 West Markham, Slot 8  
Little Rock, AR 72205  
Telephone #: (501) 682-2168  
[www.arkansas.gov/cos/](http://www.arkansas.gov/cos/)

Once you have been approved by the Department, it is your responsibility to contact PSI to schedule for the examination.

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

- Exam fees are paid directly to PSI; do not send exam fees to the Department.
- Your eligibility will be valid for one year. If you fail, you may retest unlimited during the one year period.

Examination Fee	\$60
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NOTE: EXAMINATION FEES ARE NOT REFUNDABLE OR TRANSFERABLE. THE EXAMINATION FEE IS VALID FOR ONE YEAR FROM THE DATE OF PAYMENT.

### ON-LINE ([HTTPS://TEST-TAKERS.PSIEXAMS.COM/ARCOS](https://test-takers.psiexams.com/arcos))

For the fastest and most convenient examination scheduling process, PSI recommends that you register for your examinations using the Internet. You register online by accessing PSI's registration website at <https://test-takers.psiexams.com/arcos>. Internet registration is available 24 hours a day.

Log onto PSI's website and select Sign in / Create Account. Select Create Account. You are now ready to pay and schedule for the exam. Enter your zip code and a list of the testing sites closest to you will appear. Once you select the desired test site, available dates will appear.

### TELEPHONE (855-746-8173)

PSI registrars are available at (855) 746-8173, during business hours 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

### RESCHEDULING/CANCELING AN EXAMINATION APPOINTMENT

You may cancel and reschedule an examination appointment without forfeiting your fee if your *cancellation notice is received two (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 (855) 746-8173.

**Note:** A voicemail or email message is not an acceptable form of cancellation. Please use the PSI website or call PSI to speak directly to a Customer Service Representative.



## RETAKING A FAILED EXAMINATION

It is not possible to make a new examination appointment on the same day you have taken an examination due to processing and reporting results. Depending upon space availability, unsuccessful candidates may be able to retest within two business days. You may access a registration form at <https://test-takers.psiexams.com/arcos>. You may also call PSI at (855) 746-8173.

## MISSED APPOINTMENT OR LATE CANCELLATION

If you miss your appointment, you will not be able to take the examination as scheduled. You will also forfeit your examination fee, if you:

- Do not cancel your appointment two (2) days before the scheduled examination date;
- Do not appear for your examination appointment;
- Are not checked in by your scheduled start time;
- Do not present proper identification when you arrive for the examination.

## EXAM ACCOMMODATIONS (ADA)

All PSI examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990, and exam accommodations will be made in meeting a candidate's needs. A candidate with a disability or a candidate who would otherwise have difficulty taking the examination should request for alternative arrangements by [Clicking Here](#).

Candidates granted accommodation in accordance with the ADA, MUST schedule their examination by telephone and speak directly with a PSI registrar.

## 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 scheduled examination by calling (855) 746-8173. Every effort will be made to reschedule your examination at a convenient time as soon as possible. You may also check our website at <https://test-takers.psiexams.com/arcos>.

## **EXAMINATION SITE LOCATIONS**

### 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 Lindbergh.*

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.*



## 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, identification, and familiarizing you with the examination process. *If you arrive late, you may not be admitted to the examination site and you will forfeit your examination registration fee.*

### REQUIRED IDENTIFICATION AT EXAMINATION SITE

Candidates need to provide one (1) form of identification.

Candidates must register for the exam with their LEGAL first and last name as it appears on their government issued identification. The required identification below must match the first and last name under which the candidate is registered. Candidates are required to bring one (1) form of a valid (non-expired) signature bearing identification to the test site.

#### REQUIRED IDENTIFICATION (with photo) - Choose One

- State issued driver's license
  - State issued identification card
  - US Government Issued Passport
  - US Government Issued Military Identification Card
  - US Government Issued Alien Registration Card
  - Canadian Government Issued ID
- NOTE: ID must contain candidate's photo, be valid and unexpired.

### SECURITY PROCEDURES

The following security procedures apply during examinations:

- All personal belongings of candidates 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, 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. For security purposes outerwear is not permitted in the testing room. Examples of outerwear include open sweaters, cardigans, shawls, scarves, hoodies, vests, jackets and coats. **In the event you are asked to remove the outerwear, appropriate attire, such as a shirt or blouse, should be worn underneath.**
  - **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.
- Although secure storage for personal items is provided at the examination site for your 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 examination 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 you leave any items at the examination site after your examination and do not claim them within 30 days, they will be disposed of or donated, at PSI's sole discretion.
- 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 all guests, 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 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 Board 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 Board .
- 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.

### 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.

### TEST QUESTION SCREEN

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 Arkansas Department of Health Cosmetology Section 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.nicesting.org](http://www.nicesting.org).

