



# IOWA BOARD OF COSMETOLOGY ARTS AND SCIENCES COSMETOLOGY WRITTEN EXAMINATION INFORMATION

## SCHEDULING PROCEDURES

The Iowa Department of Public Health 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.

Questions regarding licensure requirements should be directed to the Board at:

Iowa Department of Public Health  
Lucas State Office Building - 5th Floor  
321 E. 12<sup>th</sup> Street  
Des Moines, IA 50319  
1-515-281-0254  
[www.idph.state.ia.us/licensure](http://www.idph.state.ia.us/licensure)

You may schedule your appointment without prior approval from the Iowa Board of Cosmetology Arts and Sciences at the discretion of your school.

Examination Fee	\$58
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- 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 Board.
- Exam fees are non-refundable, non-transferrable.

## INTERNET REGISTRATION

For the fastest and most convenient test scheduling process, PSI recommends that candidates register for their exams using the Internet. Candidates register online by accessing PSI's registration website at [www.psiexams.com](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 Iowa examinations. Complete the associated registration form online and submit your information to PSI via the Internet.
2. Upon completion of the online registration form, you will be given the available exam dates and locations for scheduling your examination. Select your desired testing date and location.

## TELEPHONE REGISTRATION

Call (800) 733-9267, 24 hours a day and register using the PSI registrars are available at (800) 733-9267 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

## 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.

## EXAM ACCOMMODATIONS

All 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. Applicants with disabilities or those who would otherwise have difficulty taking the examination must fill out the form at the end of this Candidate Information Bulletin and fax it to PSI (702) 932-2666.

## COMPUTER EXAMINATION CENTER LOCATIONS

The Licensing examinations are administered at the examination centers listed below:

### **Cedar Rapids/Iowa City Area** Erbs Business Center 4935 Bowling Street SW, #203 Cedar Rapids, IA 52404

*From I-380, take US 30 east and exit the first exit Bowling Street/Kirkwood Boulevard. Proceed north on Bowling Street approximately ¼ mile. Turn right into the Erbs business center driveway. The examination center is in the southern annex, to the right.*

### **Coralville Sylvan** 1100 5th St. #105 Coralville, IA 52241

*Take I-80 W to 1st Ave/Hayden Fry Way, turning right onto 5th St. Destination will be on the left.*

### **Council Bluffs**

1705 McPherson, Suite 300  
Council Bluffs, IA 51503

*From I-80, exit Madison Avenue/Mall of the Bluffs and proceed north toward the Mall. Turn right on Bennett Avenue and proceed approximately 1 mile until it ends at McPherson. Turn right into the driveway.*

### **Council Bluffs (Airport)** Advanced Air Inc. 101 McCandless Lane Council Bluffs, IA, 51503

*Site is located at the Council Bluffs Airport. To get here take Interstate 80 (I-80) and get off at Exit 8. At the bottom of the exit turn right onto Hwy 6. Take your second right onto Eastern Hills Drive. Go up the hill and turn left on McCandless Dr. Follow this all the way up to a parking lot. Site is in the building with the blue roof.*

### **Dubuque**

University of Dubuque Flight Center  
2000 University Ave  
Dubuque, IA 52003

*US-151 S becomes US-61 S. Turn right onto Airport Rd at Dubuque Regional Airport.*

### **Ottumwa**

Indian Hills Community College  
603 Indian Hills Dr-Trustee Hall Bldg 15  
Ottumwa, IA 52501

*Take Highway 34 into Ottumwa to the fourth set of stop lights; turn left onto Business Highway 63 north; follow Business Highway 63 to the second set of stop lights; turn right onto Woodland Avenue; follow Woodland Avenue to the stop sign; turn left onto Court Street; follow Court Street past the elementary school and golf course; the second intersection past the golf course will be Grandview Avenue; turn right onto Grandview and follow it to the Indian Hills Community College campus.*

### **Sioux City**

Western Iowa Tech Community College  
4647 Stone Ave Robert H Kiser Bldg-Room 258  
Sioux City, IA 51106

*On I-29 South, take exit #144A Fort Dodge/Highway 20 East. Continue northeast on Highway 20 East for 3 miles. At the end of the highway, you will cloverleaf to your right. Continue west on Gordon Drive/Highway 12 for 2 miles. Western Iowa Tech Community College is located East on Stone Ave. off of Gordon dr. When you arrive on the WIT campus, you can park in parking lot A and enter building A. Please allow additional time to find parking. The testing center is located in room 258. If you are unfamiliar with the WIT campus you can stop at the registration desk to get directions to the room. There will also be signs directing you to the testing center.*

### **West Des Moines**

1001 Office Park Road, Suite 315  
West Des Moines, IA 50265

*From I-235, exit 8th St/73rd Street and proceed south. Turn right on Office Park Road. Turn right into the driveway.*

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 filling out the out-of-state testing request form found at the end of this Candidate Information Bulletin.

## 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

- 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.

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

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.

### EXPERIMENTAL ITEMS

In addition to the number of examination items specified in the "Examination Content Outlines", a small number (5 to 10) of "experimental" 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 Iowa Board of Cosmetology Arts and Sciences 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).



# EXAM ACCOMMODATIONS OR OUT-OF-STATE TESTING REQUEST FORM

All examination 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 examination may request exam accommodations.

Candidates who wish to request exam accommodations because of a disability should fax this form and supporting documentation to PSI at (702) 932-2666.

### Requirements for exam accommodation requests:

You are required to submit documentation from the medical authority or learning institution that rendered a diagnosis. Verification must be submitted 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

Date: \_\_\_\_\_ Social Security or ID#: \_\_\_\_\_

Legal Name: \_\_\_\_\_

Last Name

First Name

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

Street

City, State, Zip Code

Telephone: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Home

Work

Email Address: \_\_\_\_\_

### Check any exam accommodations you require (requests must concur with documentation submitted):

- |   |   |
|---|---|
| <input type="checkbox"/> Reader (as accommodation for visual impairment or learning disability)                 | <input type="checkbox"/> Extended time (Additional time requested: _____) |
| <input type="checkbox"/> Large-print written examination  | <input type="checkbox"/> Other _____                                      |
| <input type="checkbox"/> *Out-of-State Testing Request (this request does not require additional documentation) | _____   |

Site requested: \_\_\_\_\_

*\*You may email your out-of-state request to [OutOfStateRequest@psionline.com](mailto:OutOfStateRequest@psionline.com).*

- Complete and fax this form, along with supporting documentation, to (702) 932-2666 or email it to [examaccommodations@psionline.com](mailto:examaccommodations@psionline.com).
- After 4 days, PSI Exam Accommodations will email you confirmation of approval with instructions for the next step.

**DO NOT SCHEDULE YOUR EXAMINATION UNTIL THIS DOCUMENTATION HAS BEEN RECEIVED AND PROCESSED BY PSI EXAM ACCOMMODATIONS**

PSI Services LLC  
3210 E Tropicana  
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