



State of Montana

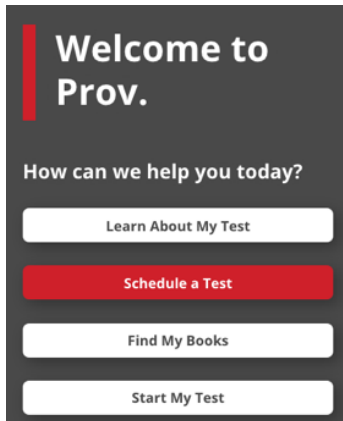
Board of Barbers and Cosmetologists

Candidate Information Bulletin

FREQUENTLY ASKED QUESTIONS

1. **WHAT IS THE REGISTRATION PROCESS IN MONTANA?** Those interested in a license from the Board of Barbers and Cosmetologists must first be registered with Prov. Registration involves having either your **Cosmetology School** or the **Licensing Board** provide your name and contact information to Prov. Once they have registered you with Prov, you will be notified by email of how to schedule your examination.
2. **HOW DO I SCHEDULE MY TEST?** Once you receive an email confirming you are registered, you may schedule your test by going to: <https://provexam.com/>.

From our homepage, select "Schedule a Test".



Next, select **Pre-Approved Registration**.

Enter the Candidate ID provided on the Registration Letter, and then follow the instructions for selecting a testing time.

You may also call us at (877) 228-3926. [Click here](#) for more information about registering.

3. **WHERE CAN I TEST?** You may test at any one of Prov's testing centers. [Click here](#) for a current list and directions to each of our Montana testing centers. Prov also offers online testing with a remote proctor for those not closely located to a testing center.

4. **HOW MUCH DOES IT COST?** The theory examinations cost **\$80** each.
5. **WHEN DO I GET MY TEST RESULTS?** You will receive your unofficial theory results by email within a few minutes of completing your exam. All official results will be sent to the State within 2-3 days following the test.
6. **WHAT IS ON THE TEST?** [Click here](#) for information about the available examinations.

MORE QUESTIONS

Please read through this bulletin completely for answers to your questions. If you still have unanswered questions, you may contact us at the following:

For Licensing Questions -
Montana Department of Labor & Industry
Board of Barbers and Cosmetologists
 301 S Park Avenue
 Helena, Montana 59601
 Ph: (406) 444-6880
<http://www.boards.bsd.dli.mt.gov/barber-and-cosmetologists>
dlibsdhelp@mt.gov

For Testing Questions -
Prov
 150 W Civic Center Blvd,
 Suite 601
 Sandy, Utah 84070
 Phone: (877) 228-3926
www.provexam.com
 Hours: 6 a.m. to 10 p.m. M-F

GENERAL TESTING INFORMATION

The Board has contracted with Prov, Inc. to administer the following NIC Cosmetology/Barbering theory examinations:

- Barber
- Barber (Nonchemical)
- Cosmetologist
- Electrologist
- Esthetician
- Manicurist
- Instructor

The purpose of this bulletin is to provide you information about taking your licensing examination for the State of Montana.

Prov is not authorized to make the determination of which examination(s) candidates must take. If a candidate is unsure which exam is needed for the license being sought, resolve this question before scheduling. If candidates have questions regarding which exam(s) to take, please check with your school, or contact the Board at **(406) 444-6880**.

EXAMINATION CATEGORIES & COST

Candidates seeking to be licensed in the State of Montana must successfully complete two (2) examinations. The first test covers the technical knowledge elements of the specific licensing field, whereas the second test is a practical (or performance test) which requires you to demonstrate your technical abilities related to your license.

Prov is only contracted to administer the theory exam for the State of Montana. Each of the theory examinations costs **\$80**. This fee is the same whether you are testing for the first time or you are retaking the examination.

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TESTING WITH PROV

Your written or theory exam will be administered by computer at one of Prov’s testing centers. Prov’s testing system is easy to use and requires no specific computer experience to take the test.

The following link will take you to a short video that demonstrates Prov’s testing system:
<https://youtu.be/h3T9svnlDLy>.

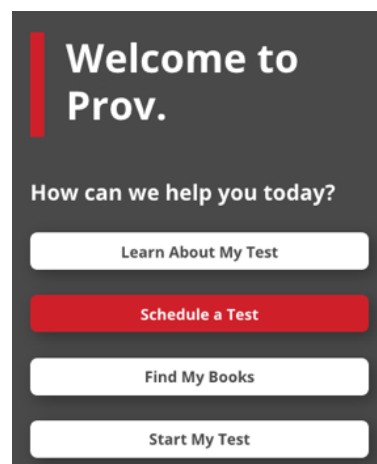
WHERE TO TAKE YOUR EXAM IN MONTANA

Prov has established **four (4)** testing centers in Montana where you may take your **written** test. Site addresses, testing availability, and drive directions are provided at the end of this bulletin.

SCHEDULING YOUR EXAM ONLINE

Once approved by the State, you will receive an email from Prov notifying you that you have been approved. Use the information in this letter to schedule your examination.

- To Schedule your exam, go to:
<https://provexam.com/>. From our homepage, select “Schedule a Test”



Next, select **Pre-Approved Registration**.

2. Enter your Candidate ID (found on your letter), as well as your Last Name. Then press the **NEXT** button.

3. Select a Date, Time, Location for each exam by selecting the link labeled:



4. Prov’s scheduling system will search for the closest testing centers to the address you entered. Select the **SCHEDULE** hyperlink to check the calendar for a specific testing center.

Test takers may also select the **UT – Examroom** option to select to take their test online using a remote proctor. Follow this link to see if your computer system would be capable of testing with Examroom. <https://examroom.ai/systemtest/#/>

5. Select a test **date** and **time** from the calendar that matches your schedule. Confirm your selected date and time, and select **Add to Cart**.

6. **Proceed to payment.** Please enter your form of electronic payment (e.g. MasterCard, Visa, AMEX). If you have provided an email address, the invoice for your exam payment will be automatically emailed to you. This invoice will include information regarding your scheduled date/time.

If you have any problems with online scheduling, give us a call at (866) 720-7768.

SCHEDULING BY PHONE

To schedule for an examination by phone, candidates should contact Prov toll free at (866) 720-7768. Prov scheduling staff is available 7:00 a.m. through 11:00 p.m. CT, Monday through Friday.

Candidates should be prepared to provide the Prov scheduling staff with their name, social security number and their address. Once registered in the database, Prov staff will search for the next available testing session at the candidate’s preferred testing location and will provide candidates with any alternate locations that may be in close proximity to their address. Once candidates are scheduled, Prov staff will email them information regarding their testing schedule.

CANCEL/RESCHEDULING POLICY

If you need to change or cancel your testing appointment, you must contact Prov at least **three (3) business days** prior to your scheduled test date. Rescheduling is free if Prov is notified by the deadline.

If you fail to appear for their test or fail to cancel or reschedule your testing session by the close of business three days prior to their scheduled test date, you will forfeit your exam fees.

PREPARING FOR YOUR EXAMS

The Montana Board of Barbers and Cosmetologists examinations are designed to test what you should know (and be able to do) as you begin your career in your specific cosmetology/barbering field. Your examinations have been developed by the National Interstate Council of State Boards of Cosmetology (NIC). The following section is designed to provide you links and descriptions to the various licensing examinations.

EXAM DESCRIPTIONS

The following exam descriptions are provided by the NIC and additional information may be found at nictesting.org. To learn more about your specific exam, please select the [hyperlink](#) next to either the Written or Practical test and you will be taken to the NIC website for a complete description of each examination.

Barber Written Test: Barber Theory
Barber – Nonchemical Written Test: Barber - Nonchemical Theory
Cosmetologists Written Test: Esthetician Theory
Electrologists Written Test: Electrology Theory
Estheticians Written Test: Esthetician Theory
Instructor Written Test: Instructor Theory
Manicurist Written Test: Nail Technology Theory

TEST DAY RULES AND PROCEDURES

Check-in Deadline

The doors to each testing center will open at least 15 minutes before all scheduled testing appointments in order to check candidates into the testing center. You should plan to arrive early to make sure you are seated by the time the testing begins. If you arrive late, AND the testing session has already begun, YOU WILL BE TURNED AWAY, will forfeit your exam fees, and will be required to reschedule for a future testing date.

Proof of Identity

Upon arriving at the testing center, you will be required to show government-issued, photo-bearing identification. The photo-bearing ID must be current and valid. Forms of valid photo-bearing ID are a driver's license, passport, or military ID. You will also be required to sign a test center log, and will be photographed by the test center staff. If you cannot produce a valid government-issued photo ID, refuse to participate in signing the test center log, or refuse to be photographed, you will be dismissed from the testing center and forfeit all testing fees for that testing session.

Prohibited Items

No cameras, recorders, cell phones, computers, pagers, tablet computers, music players, smart watches, radios, electronic games, or any other electronic devices are allowed in the testing room. Talking and smoking are not allowed in the testing room.

Additionally, other personal items such as purses, notebooks, references or study materials, briefcases, backpacks, wallets, pens, pencils, other writing devices, food or any other items should be placed in secure storage at the testing facility.

For exam security you may also be **asked to remove** articles of clothing that may pose a security risk such as the following:

- Bulky clothing, scarves, hoodies, shawls, vests, jackets, coats, and so forth.
- Hats or headgear not associated with religious reasons.
- Any other clothing or device that may be interpreted as having the potential to compromise the testing process.

We ask that you leave all unauthorized materials in your car or vehicle. If you are caught using

unauthorized materials during testing, these materials will be confiscated, your testing will be terminated with fees forfeited, and the Division will be notified of your dismissal from the exam.

Visitor Policy

No one other than the candidate will be allowed in the testing room. Non-testing visitors are NOT permitted to wait in the lobby while candidates test.

Unethical Conduct Policy

Any individual caught giving or receiving assistance during or after the examination or caught using unauthorized materials during the examination will be reported directly to the Division of Professional Regulation. Those caught in the act of cheating will be dismissed from the examination and their testing results will be frozen. Furthermore, the candidate will forfeit the examination fees paid. Finally, anyone caught with test questions in their possession, either during or following the examination will be prosecuted by Prov for theft of copyrighted testing materials.

Candidate Civility Expectations

We understand that taking a test can be stressful. Sometimes this stress may cause someone to visibly show their frustration during or after the testing event. While we understand the sources of the stress, we find any action that threatens our proctors or examiners to be unacceptable. If a candidate verbally or physically threatens or assaults any of our proctors or examiners, that candidate may be banned from testing for a time. The candidate's actions will be reported to the licensing board or agency. If any physical harm occurs, civil action may also be taken against the candidate.

RESULTS REPORTING

Upon completion of an examination, your test will be scored and you will be provided with an unofficial score result while at the testing center. Official score results will be sent within three (3) business days following completion of the test.

All exams will be scored and graded against a cut-score established by NIC for these examinations. The score on these examinations are reported as a "scaled score". This score is not the same as a raw score (which is the number of correct responses on a test). This means that the score does NOT represent the percentage of questions correctly answered on the test.

RETESTING POLICY

Failed examinations can be retaken as often as is necessary. However, if a candidate fails the test three (3) times, they will be required to **wait sixty (60) days** until they will be permitted to retest; this same delay will apply to all subsequent retests. Candidates cannot retake an exam once they have passed that exam unless required by the State of Montana.

PROV'S NON-DISCRIMINATION STATEMENT

Prov provides equal access to its exams and testing programs for all eligible persons. Although individual jurisdictions that Prov represents are wholly responsible for determining eligibility of candidates, it is the policy of Prov to maintain an environment free of discrimination and to prohibit discrimination and harassment against any person on the basis of race, color, national origin, gender, religion, age, disability, political beliefs, sexual orientation, and veteran, marital or family status.

Harassment of Prov program participants, proctors, staff or candidates will not be tolerated. If candidates wish to express concerns about discrimination, they should contact Prov at 866-720-7768 or write to:

Prov, Inc., 150 W Civic Center Drive, Suite 601, Sandy, UT 84092.

SPECIAL ACCOMMODATIONS

Prov complies with the Americans with Disabilities Act (ADA) in providing special accommodations for candidates that require additional assistance during the testing process. If candidates feel that they qualify for a special accommodation during testing, they should contact Prov at (866) 720-7768. Prov will require written documentation from a licensed physician or psychologist documenting the disability and further require a request describing the requested remedy. Prov will then work directly with the candidates to make the accommodations they will need in order to complete their examination.

TESTING SITE AVAILABILITY

The following are the testing sites where you may schedule to take your **theory** examinations. Note that sites may change as needed. Please refer to the current online scheduling system to find available testing times for each location. Most all of the sites are open for

theory testing Monday through Thursday whereas a few are also open on Fridays.

You may also take the tests at home using Prov's Examroom® service.

What is Examroom?

Examroom is a remote test monitoring service that allows you to take your test on your own computer at your home. You schedule the test the same way you would an in-person testing site; by selecting your preferred test date and time. Then, on test day, you log into the Examroom website and request to start your exam. A test proctor will greet you over your computer, will verify your identity, take your picture, and observe you throughout the testing process.

How to decide whether to use Examroom? **Not every computer system is capable of taking a test on Examroom.** The following are the **MINIMUM** requirements that your computer system would need to meet in order to qualify to take your test using the Examroom service:

- Operating system on computer needs to be recent (less than 3-4 years old)
- Works on a MAC, PC, or Chromebook
- Need either a Chrome or Firefox browser (Chrome works best)
- Need a functioning computer web-camera and microphone
- Need a good consistent Internet connection capable of **uploading** files in excess of 3 Mbps
- You also need to have a **cellular phone** that can be used during testing as a second camera.
- You will need to be able to **download a Chrome extension** that will block access to certain computer functions.

Please use the following links to do a system check **before you schedule** your exam to make sure your computer system will allow you to take a test using this system.

System Check

<https://examroom.ai/systemtest/>

Preparing for Test Day

<https://provexam.com/examroom-ai-preparing-for-test-day/>

If your system does not allow you to test at home, don't worry, we have some great testing locations that are not too far away.

TEST SITE LOCATIONS – THEORY EXAMINATIONS

- 1. Montana State University**
Renne Library, Room 19
Bozeman, MT 59717

- 2. Great Falls College MSU**
Testing Center
2100 16th Avenue, Room R274
Great Falls, MT 59405

- 3. Flathead Valley Community College**
Testing Services
777 Grandview Drive
Kalispell, MT 59901

- 4. University of Montana Testing Services**
Testing Center
32 Campus Drive, Lommasson Center 154
Missoula, MT 59812

Pro[✓]Candidate Instructions Handout

Please take a moment to read the following information (front and back). If you have any questions then please let your proctor know. Failure to follow these testing rules can have serious consequences.

Be advised, the testing center and testing room may be under video surveillance.

Testing Rules

- Be courteous and do not disturb others.
- After you are seated, follow all the instructions given and verify the information presented to you. This information will include your name, candidate ID, exam name, and occasionally additional testing Materials such as graphics.
- If you leave the testing room during the test, you must notify your proctor and turn in all your testing materials.
- If you take a restroom break the test time will continue to countdown and the lost time cannot be recovered.
- If your computer freezes, shuts down, or will not move to the next question notify your proctor immediately and they will be able to restart your exam without loss of available testing time.
- At the end of your test, remain seated, raise your hand and wait for the proctor to start the check-out process with you. Once all testing materials have been accounted for by your proctor, you may collect your belongings and leave the testing center.
- If permitted by your jurisdiction, you will receive your testing results today; otherwise, you'll be notified of your testing results by either Pro[✓] or your jurisdiction.



Reference Rules for Open Book Exams

- Book title must be exact. *Exceptions:* Older/new editions are always permitted. Substitutes are allowed if listed in the Exam Details.
- Photocopied versions of a reference book are ONLY permitted when stated in the Exam Details.
- Permanent tabs such as gummed tabs, self-adhesive tabs with printable inserts, or insertable tab dividers (for three ring binders only) are permitted.
- Moveable items such as repositionable tabs or Post-it notes are NOT permitted in a reference book.
- Books can have highlighting and underlining in pen only, however you cannot mark in your books during the test.
- Handwritten notes are NOT allowed in any portion of a reference book unless authorized by your licensing or certifying jurisdiction.
- Other documents (such as formula sheets or the Tom Henry and Kelly Indexes) or stickers (such as Ohm's Law) CANNOT be added, glued or taped to a reference book.

Unethical behavior

Individuals caught giving or receiving assistance during or after the examination, or caught using unauthorized materials during the examination will be reported to the Board. Those caught in the act of cheating will be dismissed from the examination and their testing results will be frozen. Furthermore, the candidate will forfeit the examination fees paid. Finally, anyone caught with test questions in their possession, either during or following the examination will be prosecuted by Pro[✓] for theft of copyrighted testing materials.

In the next few days, Pro[✓] will email you a link to our candidate experience survey, please let us know how we did!

Computer Testing Navigation

Total number of questions	Indicated in the upper right-hand corner of the screen.
Available time	Posted in hours and minutes. The test will end automatically when Time Remaining reaches 0:00.
Selecting your answer	Use your mouse to select a number (1, 2, 3, or 4). The answer is highlighted (or checked) when selected. You may change your selected answer for any question until the test is over. If you do not know the answer to a question, it is to your advantage to guess, since there is no penalty for a wrong answer.
Tracking difficult questions	Press the Flag Button to help you keep track of questions you wish to return to at a later time. Flagging questions has no impact in scoring. Press the button again to Unflag the question. You may see which questions have been flagged by clicking Summary .
Question comments	During the assessment, you may find that you have a question or concern about a particular test question. The proctor cannot answer questions about test content at any time; however, you can send a comment to Prov's Test Development Department by clicking the Comment button. Please leave a specific description. Staff will process your comments/questions within two weeks. You can refer to your examination handbook for more information on how comments are processed.
Moving to a different question	Use your mouse to select the Next or Back buttons. Press Next to move forward. Press Back to move backward. You may also use your arrow keys (← →) to move forward and backward through the test.
Reviewing your progress	Press the Summary button to see a table indicating which questions are unanswered or which you have flagged.
Ending the test early	Press End Test button when you are ready to leave the test. It is recommended that you review your exam and verify there are no unanswered questions prior to ending the test.