State of Montana
Board of Barbers and Cosmetologists

Candidate Information Bulletin

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 at:

   www.provexam.com

   More information about scheduling your written exam can be found on page 2 - 3 of this bulletin.

3. **WHERE CAN I TEST?** You may test at any one of Prov's Computer Based Testing (CBT) testing centers. Locations may be found on page 6 of this bulletin. Exams may also be taken remotely from home. More information about remote testing can be found on page 2.

4. **HOW MUCH DOES IT COST?** The written examinations cost **$80** each.

5. **WHEN DO I GET MY TEST RESULTS?** You will receive your unofficial written results at the testing center after completing your exam. Your official results will be sent via email within 2-3 days following the test.

6. **WHAT IS ON THE TEST?** Exam information can be found on pages 3 of this bulletin.

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 Montana Board Website dlibsdhelp@mt.gov	For Testing Questions - **Prov, Inc.** 150 W Civic Center Blvd, Suite 601 Sandy, Utah 84070 Call or Text: (801) 733-4455 (Messaging rates may apply) Toll Free: (877) 228-3926 www.provexam.com support@provexam.com 6:00 am to 10:00 pm MT Monday - Friday

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

- Barber
- Barber 1
- 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 written test covers the technical knowledge elements of the specific licensing field, whereas the practical (or performance test) requires you to demonstrate your technical abilities related to your license. Detailed information about the written exam content and reference materials can be found in the Exam Descriptions section of this document.

Prov is only contracted to administer the written exam for the State of Montana. Each written exam costs **$80**. The fee is the same whether you are testing for the first time or you are retaking the test.

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TESTING WITH PROV

Your written 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/h3T9svnIdLY.

WHERE TO TAKE YOUR EXAM IN MONTANA

Prov has established **four (4)** testing centers in Montana where you may take your written test or you may test at any Prov testing center in the United States.

Locations may be found on page 6 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.

1. To Schedule your exam, go to: https://provexam.com/. From our homepage, select "Schedule a Test"
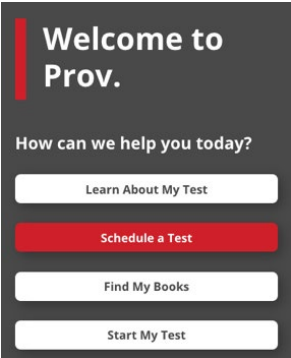
Next, select **Pre-Approved Registration**.

2. Enter your Candidate ID (found on your email from the Board), as well as your Last Name. Then press the **NEXT** button. A verification code will be sent to your email. This code is required to access your account.
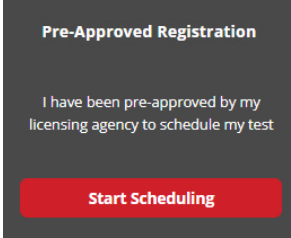
3. After entering the code, you will see the Candidate Dashboard and your available exams. Select a Date, Time, Location for the written exam by selecting the link labeled:

   📅 Find suitable time and venue

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) or coupon code if provided by your school.
   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, you may call or text Prov at (801) 733-4455.

SCHEDULING BY PHONE

To schedule an examination by phone, you may call or text Prov at (801) 733-4455 or send an email to support@provexam.com.

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 date and time. 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 fee.

EMERGENCY SITUATION POLICY

If you are unable to attend your scheduled examination due to an emergency situation, you must provide written documentation to Prov for review.

You may call or text Prov at (801) 733-4455 or send an email to support@provexam.com. If approved, you will be notified and provided with authorization to reschedule your examination.

PREPARING FOR YOUR EXAMS

The written exams utilized in Montana are designed to test what you should know 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 provides links and descriptions to the various licensing examinations.

EXAM DESCRIPTIONS

The National Examinations are provided by the National Interstate Council of State Boards of Cosmetology (NIC). To learn more about your specific exam, please select the following hyperlinks to access the NIC Candidate Information Bulletins (CIBs).

Barber

WRITTEN EXAM:

✓ Barber Styling Written CIB

Barber 1 (No Chemical)

WRITTEN EXAM:

✓ Barber 1 Written CIB

Cosmetologist

WRITTEN EXAM:

✓ Cosmetology Theory (Written) CIB

Electrologist

WRITTEN EXAM:

✓ Electrology Theory (Written) CIB

Esthetician

WRITTEN EXAM:

✓ Esthetics Theory (Written) CIB

Instructor

WRITTEN EXAM:

✓ Instructor Theory (Written) CIB

Manicurist

WRITTEN EXAM:

✓ Nail Technology Theory (Written) CIB

Foreign Language CIBs

If you wish to access an NIC CIB in one of the available foreign languages, please click this link and select from the drop-down box:

✓ NIC CIB Dropdown Selections

NIC References

For information about exam references, please click the following hyperlink:

✓ NIC References

Test Site Testing - 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.

Test site testing candidates proceed to "Proof of Identity" section of this bulletin.

Remote Testing Information

What is Examroom?

Examroom is a remote test monitoring service that allows you to take your test on your own computer at your home. 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.

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:

o The operating system on computer needs to be recent (less than 3-4 years old)
o Works on a MAC, PC, or Chromebook
o Need either a Chrome or Firefox browser (Chrome works best)
o Need a functioning computer web-camera and microphone
o Need a good consistent Internet connection capable of uploading files in excess of 3 Mbps

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.

https://examroom.ai/systemtest/

When prompted "Permission to access camera and microphone", you must click "Allow."

If you do not have access to equipment that meets the minimum requirements, Prov has laptops available for use during your exam. To request access to a Prov laptop you may call (866) 720-7768 and ask a call center representative for assistance. You will be responsible for the cost of shipping and handling. Please call for more information.

Exam Day Procedures

On the day of your exam:

1. Head to https://provexam.com
2. Click "Start My Test" from the home page menu
3. Review the instructions on the page and click "Start My Test" to be directed https://examroom.ai/login/
4. Enter the email address you used to register for your test
5. Enter your candidate ID as your password
6. You will be greeted by an onboarding agent to help you check-in and start your test

For technical support, or if you have difficulty logging into your exam, please use the chat box on the bottom right corner of https://examroom.ai.

The following link will take you to a short video that demonstrates Prov's testing system: https://youtu.be/h3T9svnIdLY.

Proof of Identity

You will be required to show government-issued, photo-bearing identification that includes your signature. The photo-bearing ID must be current and valid. Forms of valid photo-bearing ID are a driver's license, passport, or military ID. Please contact Prov in advance of your test date if you have any questions regarding your photo 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, if you refuse to participate in signing as instructed or refuse to be photographed, you will be dismissed from the test and forfeit all testing fees for that testing session.

Prohibited Items

No cameras, recorders, cell phones, computers, (other than those in use for administration of your examination remotely, if applicable), 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 are not permitted in the testing room.

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

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

If you are caught using unauthorized materials during testing, these materials will be confiscated, your testing will be terminated with fees forfeited, and the Board 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 the written examination, your test will be scored and you will be provided with an unofficial score result while at the testing center. Official score results for the written exam will be sent within 2 to 3 days following completion of the test.

All exams will be scored and graded against a cut-score established by NIC for the written 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. Each part of the examination has its own cut-score and is weighted according to its importance in the demonstration of entry-level competence.

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 (801) 733-4455 or write to:

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

AMERICANS WITH DISABILITIES ACT ACCOMMODATIONS

Prov complies with the Americans with Disabilities Act (ADA) in providing accommodations. To request accommodations during testing, candidates should complete and submit these ADA forms: **ADA Forms**

Prov will require written documentation from a licensed physician or psychologist documenting the disability and the recommended accommodations to be provided. Prov will then work directly with the candidates to arrange the approved accommodations.

Note: Accommodations will not be provided based solely on a candidate's inability to read and comprehend English. This is due to the possible impact on the security and integrity of the examinations, any accommodation provided shall be made in accordance with test administration guidelines and applicable law.

TESTING SITE AVAILABILITY

The following are the testing sites where you may schedule to take your **written** examination. Note that sites may change as needed. Please refer to the current online scheduling system to find available testing times for each location. Test sites in bordering states are not included in this list but will populate when scheduling examinations.

MONTANA TEST SITE LOCATIONS – WRITTEN EXAMS

1. **Montana State University**
    Renee Library, Room 18
    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 Center
    777 Grandview Drive
    Kalispell, MT 59901

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

    REMOTE TESTING - Examroom.ai

WRITTEN TEST SITE INSTRUCTIONS

Written test site instructions are attached to this document that outline testing rules and computer testing navigation information that is very important. Please thoroughly review prior to your scheduled test date.

Prov✓ Written Test Site Instructions

Please take a moment to read the following information. If you have any questions please let your proctor know. Failure to follow these testing rules can have serious consequences.
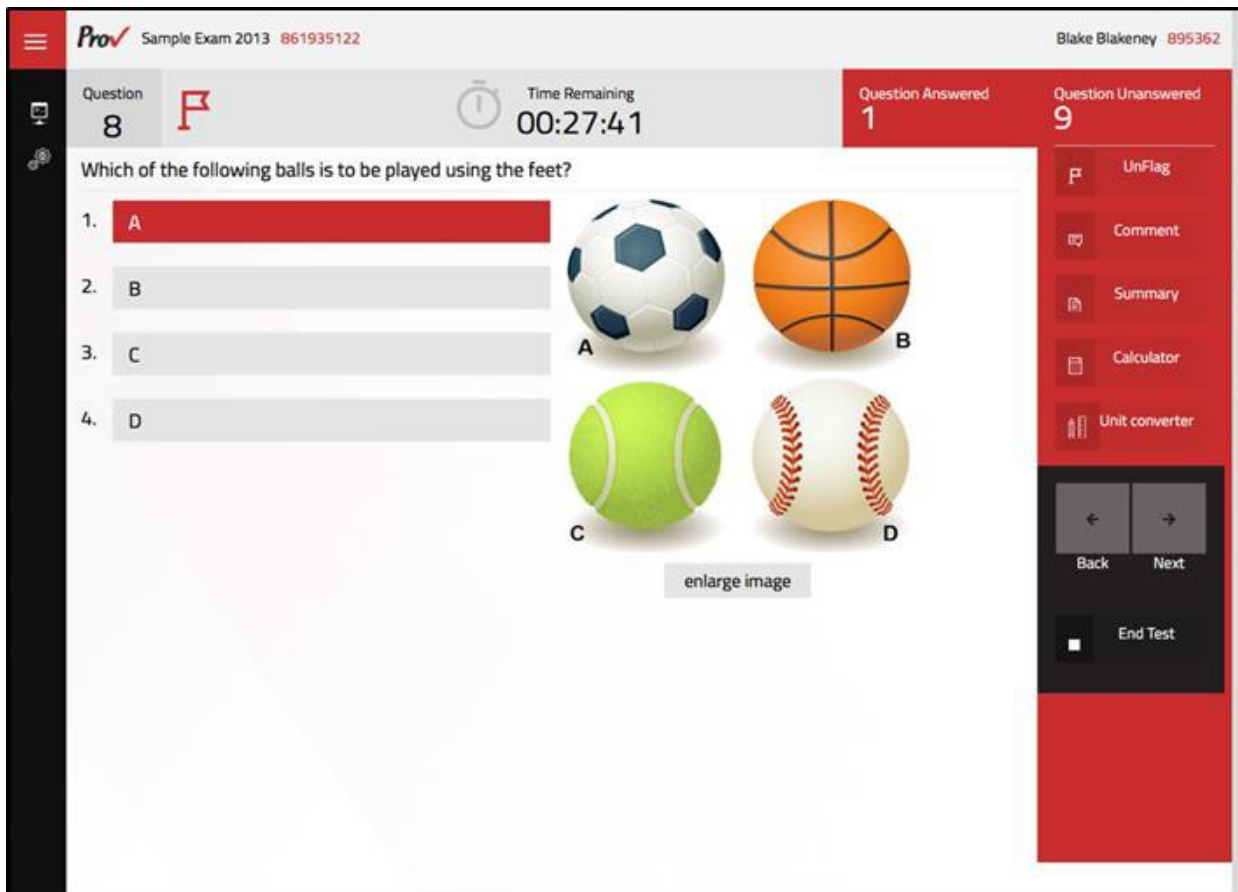**Be advised, the testing center and testing room may be under video surveillance**.

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.
- You will receive your unofficial test results today and you'll be notified of the official test result via email within 4 days after your test.

- **NO TALKING**
- **NO EATING**
- **NO DRINKING**
- **NO TOBACCO USE**
- **NO ELECTRONIC DEVICES**
- **NO VISITORS**
- **NO CHEATING**
- **NO TAKING NOTES**

In the next few days, Prov 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 candidate information bulletin 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.