State of Iowa
Board of Cosmetology Arts & Sciences
Candidate Information Bulletin

FREQUENTLY ASKED QUESTIONS

1. **HOW DO I REGISTER TO TEST?** To register and schedule for testing, go to: https://www.provexam.com/register.

   You may also call Prov at (801) 733-4455. More information about registering can be found on page 2 of this bulletin.

2. **WHERE CAN I TEST?** All exams will be taken remotely from home. More information about remote testing can be found on page 2.

3. **HOW MUCH DOES IT COST?** The written examinations cost $**83** each.

4. **WHEN DO I GET MY TEST RESULTS?** Unofficial exam results are available at the testing center once you complete your exam. Official test results will be sent to the Board within one (1) week after your test date.

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

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- **Iowa Board of Cosmetology Arts & Sciences** 321 E. 12th Street, Fifth Floor Ph (515) 281-0254 https://idph.iowa.gov/licensure Hours: 8:00am to 4:30pm	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 7:00 am to 11:00 pm CT Monday - Friday

GENERAL TESTING INFORMATION

The Iowa Board of Cosmetology Arts & Sciences (Board) has contracted with Prov, Inc. to administer the following NIC Cosmetology examinations:

- Cosmetologist
- Electrologist
- Esthetician
- Nail Technologist
- Instructor

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

Prov is not authorized to make the determination of which examination 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 to take, please check with your school, or contact the Board at **(515) 281-0254.**

EXAMINATION CATEGORIES & COST

Candidates seeking to be licensed in the State of Iowa must successfully complete the written examination.

Each written exam costs **$83**. The fee is the same whether you are testing for the first time or if you are retaking the examination.

WHERE TO TAKE YOUR EXAM IN IOWA

The state has contracted with Prov to offer these exams remotely. This means examinations can be at home (or any other quiet site with adequate internet speed and free from distractions) using the Examroom.ai remote proctoring tool.

Availability ranges Monday through Saturday from 7:00 am to 7:00 pm CST.

More information about remote proctoring can be found on page 4 of this bulletin.

HOW TO REGISTER ONLINE

1. To register for your exam, go to: https://provexam.com/ or call the Prov Call Center to complete the registration process if preferred.

2. Click "Schedule a Test"

3. Click "Start Scheduling" under "Self Registration"
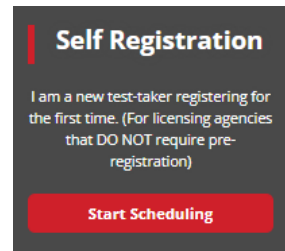
4. Use the Dropdown menu under "Select Certifying Body", and select:

   IA Cosmetology

   Then press **NEXT**

5. Under "Select a License/certificate", choose the license (and language) you are seeking (**choose one of the following**):

   o Cosmetologist
   o Electrologist
   o Esthetician
   o Nail Technologist
   o Instructor

   Then press **NEXT**

   Then press **NEXT**

6. Experience Requirement: Select "Yes" if you are qualified for this test.

7. Select the school you attended. Once selected, scroll to the bottom of the page & click "Submit".

8. Enter your information **exactly** as it appears on your government issued ID.
    - Name (First, Middle and Last)
    - Street address
    - City, State, Postal Code

    Additionally, please provide the following:
    - Social Security number
    - Email Address
    - Telephone Number
    - Birthdate

    Then select the button labeled:

    SAVE CHANGES

HOW TO SCHEDULE YOUR EXAM ONLINE

1. Select a Date & Time for your exam by selecting the link labeled.

    📅 Find suitable time and venue

2. Select a convenient test site by scrolling down to see all available test sites.

3. Select a test **date** and **time** from the calendar. Confirm your selected date and time and select: **Add to Cart.**

4. 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 fees.

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 Cosmetology exams utilized in Iowa are designed to test what you should know as you begin your career in the Cosmetology industry. Your examinations have been developed by the National Interstate Council of State Boards of Cosmetology (NIC). The following section provides links and descriptions to the various licensing examinations.

No cell phones or watches will be allowed in the testing area other than those in use for administration of your examination.

No aerosols or disinfectant sprays are allowed unless it is specifically marked as non-aerosol. If any aerosol products are detected in the testing area, your score may be voided.

EXAM INFORMATION

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).

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 Written CIB

Nail Technician

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 DAY RULES AND PROCEDURES

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. 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 as instructed 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, (other than those in use for administration of your examination), 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.

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 Iowa Board of Cosmetology Arts & Sciences. 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 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.

Upon completion of an examination, your test will be scored, and you will be provided with an unofficial score result via email within one (1) day after you complete the exam. Official test results will be sent to the Board within one (1) week after your test date.

All exams will be scored and graded against a cut-score established by NIC for these examinations.   The score on these examinations is 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. There's is no waiting period and candidates can schedule a new testing session for the first available testing date. Candidates cannot retake an exam once they have passed that exam unless required by the State of Iowa.

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.

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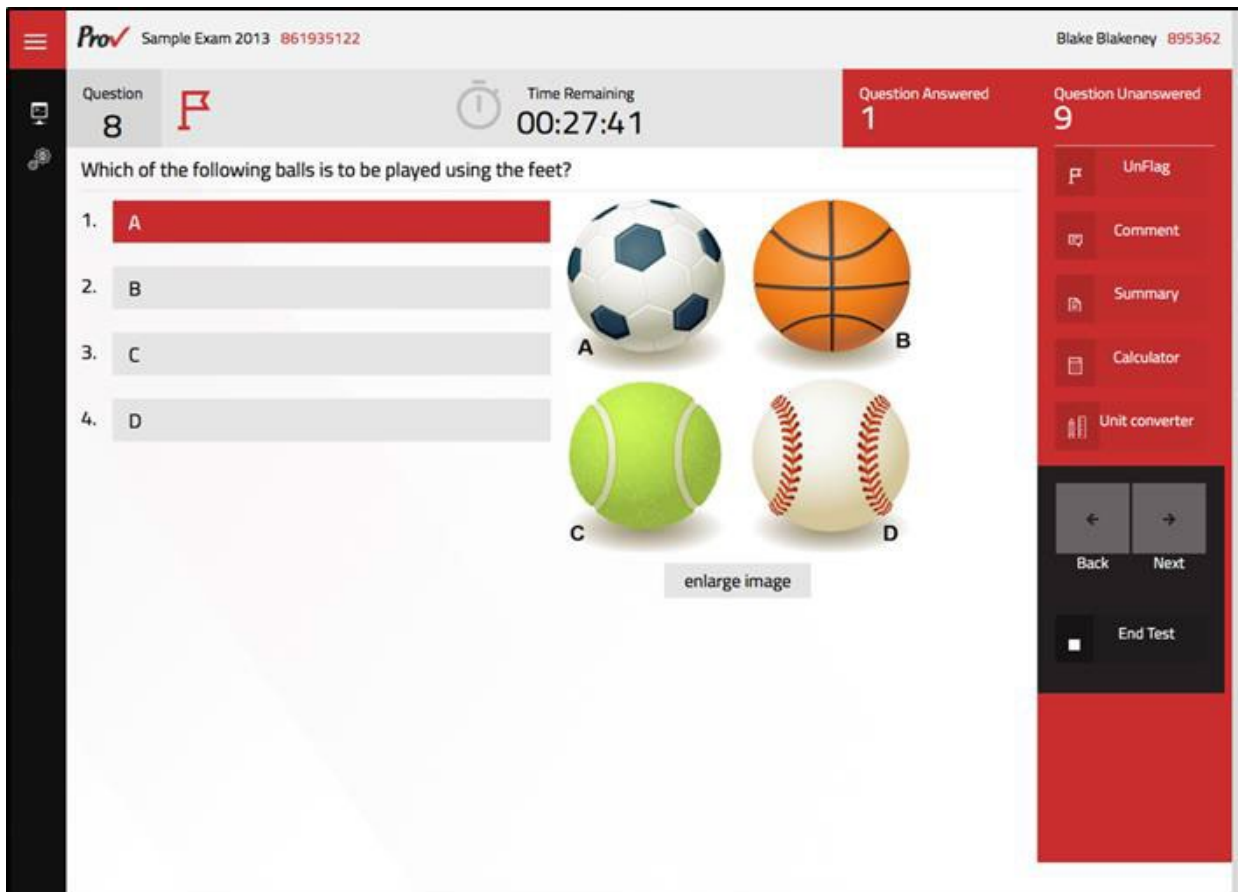**Be advised, the testing center and testing room may be under video surveillance**.

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.