



# State of Missouri Board of Cosmetology and Barber Examiners Candidate Information Bulletin

## FREQUENTLY ASKED QUESTIONS

- 1. WHAT IS THE REGISTRATION PROCESS IN MISSOURI?** Those interested in a Cosmetology/Barber license must first register with Prov. Registration involves providing your name, address, contact information, as well as selecting the license you wish to obtain. Once you've registered with Prov, you must submit the state license application to the Board. The Board will review your experience and training and then will approve you for testing. Once you have been approved, the board will notify you that you may then schedule your examination.
- 2. HOW DO I REGISTER TO TEST?** To register and schedule for testing, go to:  
<https://www.provexam.com/register>.  
Your information will be sent to the State of Missouri which will then approve you to take the test(s).  
You may also call Prov at (801) 733-4455. More information about registering can be found on page 1 of this bulletin.
- 3. WHERE CAN I TEST?** You may test at any one of Prov's testing centers. Locations may be found on page 10 of this bulletin.
- 4. HOW MUCH DOES IT COST?** The written examinations cost **\$88** each and the practical examinations cost **\$58** each.
- 5. WHEN DO I GET MY TEST RESULTS?** You will receive your unofficial written results by email within minutes of completing your exam. Your practical exam results will be emailed to you within 2-3 business days following the test. All official results will be sent to the State within 2-3 days following the test.
- 6. WHAT IS ON THE TEST?** Exam information can be found on pages 4-7 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 -  
**Missouri State Board of  
Cosmetology and Barber  
Examiners**

3605 Missouri Boulevard  
PO Box 1062  
Jefferson City, MO 65102  
Ph: (573) 751-1052  
Toll-free (866) 762-9432

<http://pr.mo.gov/cosbar.asp>

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](http://www.provexam.com)

support@provexam.com

7:00 am to 11:00 pm CT  
Monday - Friday

## GENERAL TESTING INFORMATION

The Missouri State Board of Cosmetology and Barber Examiners (Board) has contracted with Prov, Inc. to administer the following NIC Cosmetology/Barbering examinations:

- Barber
- Class CA - Hairdressing & Manicuring
- Class CH - Hairdresser
- Class E - Esthetician
- Class MO - Manicurist
- Instructor

The purpose of this bulletin is to provide you information about taking your licensing examination(s) with the State of Missouri. For all license categories you will be required to pass BOTH a written and practical examination in order to become licensed. For upgrade or crossover licenses, you will only be required to complete specific exams related to the additional work being performed depending on your experience.

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 **(573) 751-1052**.

**EXAMINATION CATEGORIES & COST**

Candidates seeking to be licensed in the State of Missouri 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 exam content, duration and reference materials can be found in the Exam Descriptions section of this document.

Each written exam costs **\$88**, whereas each practical exam costs **\$58**. The fees are the same whether you are testing for the first time or you are retaking one of the tests.

**TABLE OF CONTENTS**

Frequently asked questions..... 1  
 More questions..... 1  
 General Testing Information..... 1  
 Examination Categories & Cost ..... 2  
 Table of Contents..... 2  
 Testing with Prov ..... 2  
 Where to take your exam in Missouri ..... 2  
 How to Register Online..... 2  
 Registration Review by the Board ..... 3  
 Scheduling your Exam online..... 3  
 Scheduling by Phone..... 4  
 Cancel/Rescheduling Policy ..... 4  
 Emergency Situation Policy..... 4  
 Preparing for Your Exams ..... 4  
 Kit and Supply Information ..... 4  
 Exam Descriptions..... 5  
     Barber Crossover to Cosmetology ..... 5  
     Cosmetology Crossover to Barber..... 6  
 Test Day Rules and Procedures..... 8  
     **Check-in Deadline** ..... 8  
     **Proof of Identity**..... 8  
     **Prohibited Items** ..... 8  
     **Visitor Policy** ..... 8  
     **Unethical Conduct Policy**..... 8  
         Candidate Civility Expectations ..... 9  
 Results Reporting..... 9  
 Retesting Policy..... 9  
 Prov’s Non-Discrimination Statement ..... 9  
 Americans with Disabilities Act Accommodations .... 10

Testing Site Availability ..... 10  
 Test Site Locations – Written Examinations ..... 10  
 Test Site Locations – Practical Examinations ..... 11  
 Written Test Site Instructions ..... 11

**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/h3T9svnldLY>.

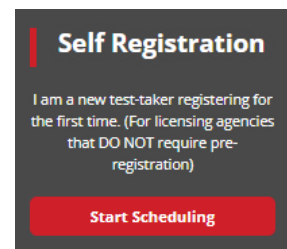
**WHERE TO TAKE YOUR EXAM IN MISSOURI**

Prov has established **nine (9)** testing centers in Missouri where you may take your written test. Prov also has **four (4)** testing locations where you may take your practical examination.

Locations may be found on page 9 of this bulletin.

**HOW TO REGISTER ONLINE**

1. To register for your examinations, 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:  
**MO Cosmetology & Barber**

Then press **NEXT**

- Under “Select a License/certificate”, choose the license (and language) you are seeking (**choose one of the following**):
  - Barber
  - Cross-over: Barber to Cosmetology
  - Cross-over: Cosmetology to Barber
  - Esthetician
  - Hairdresser
  - Hairdressing & Manicuring
  - Instructor
  - Manicurist

Then press **NEXT**

- 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

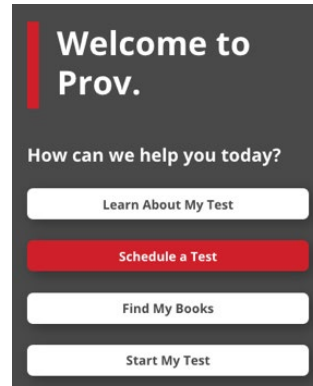
Then select the button labeled: **SAVE CHANGES**

**REGISTRATION REVIEW BY THE BOARD**


Prov will provide your information to the licensing Board for review. The Board will review your information along with the application you will make to the State and determine your qualification to take the exam(s). Once approved by the State, you will be notified of the next steps in the Scheduling process.

**SCHEDULING YOUR EXAM ONLINE**

- Once approved by the State, you will be notified via an emailed “voucher” letter. Use the information in this letter to schedule your examinations.
- To schedule your exam, go to: <https://provexam.com/> or call the Prov Call Center to complete the registration process if preferred. From our homepage, select “Schedule a Test”



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

- Enter your known Candidate ID (found on your voucher letter), as well as your Last Name. Click “Retrieve Details”
- Select a Date, Time, Location for each exam by selecting the link labeled:
  -  [Find suitable time and venue](#)
- Select a convenient test site by scrolling down to see all available test sites. 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.
- Select a test **date** and **time** from the calendar. Confirm your selected date and time and select: **Add to Cart**.
- If you want to schedule a **second exam** (e.g. practical or written), select the **Schedule Another Test** button; otherwise move to step 8.

**SCHEDULE ANOTHER TEST**

- 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 exams utilized in Missouri are designed to test what you should know (and be able to do) as you begin your career in your specific Cosmetology/Barbering & related fields industries. 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.

**Please Note:** All practical examinations are performed using **Mannequins**, with the exception of Electrologist exams. Live models will not be accepted for any other practical than the Electrologist exam. You are required to bring all necessary materials for your practical examination.

Mannequin heads **MUST** be a full-size head, "minikin" or "junior" mannequin heads are **NOT** permitted. Additionally, the NIC requirements for mannequins is indicated on page 3 of the NIC CIB.

**KIT AND SUPPLY INFORMATION**

Candidates must bring all needed supplies and cannot borrow anything during the examination. Suggested supplies are included in the NIC Candidate Information Bulletin (CIB).

**Cosmetologists:** Thermal curling is demonstrated with a cold thermal curling iron. It is suggested that the mannequin's hair be curled prior to the examination for the purpose of simulating thermal curling with a cold thermal curling iron.

Kits must be no larger than 30" x 30". Kits, bags etc. must fit completely under the candidate's work area.

Tripods may be used but must be within candidate's immediate work area (close or up against work station).

Disinfectants must be disinfecting wipes, sanitizers and all other products must be non-aerosol.

## 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

**ATTENTION:** NIC has updated the Barber examinations. **If you are taking the examinations from today's date through August 31, 2024** please utilize the following information to prepare for your exams:

### WRITTEN EXAM:

- ✓ [Barber Styling Written CIB](#)

### PRACTICAL EXAM:

- ✓ [Barber Styling Practical CIB](#)

### Core Items (Practical Exam)

- Work Area and Client Preparation, and Set Up of Supplies (First client, 10 mins)
- Haircutting (40 mins)
- Work Area and New Client Setup (Second client, 15 mins)
- Shaving with a Straight Razor (Variable timing)
- Blood Exposure Procedure (10 mins)
- Chemical Waving (20 mins)
- Predisposition Test and Strand Test with Simulated Product (10 mins)
- Chemical Relaxer – Virgin Application (15 mins)
- Hair Color – Retouch Application (15 mins)

## Barber

**ATTENTION:** If you are taking the Barber examinations on or after September 1, 2024 please utilize the following information to prepare for your exams:

### WRITTEN EXAM:

- ✓ [Barber Styling Written CIB](#)

### PRACTICAL EXAM:

- ✓ [Barber Styling Practical CIB](#)

### Core Items (Practical Exam)

- Work Area and Client Preparation, and Set Up of Supplies (10 mins)
- Haircutting (40 mins)
- Work Area and New Client Preparation, and Setup of Supplies (10 mins)
- Shaving with a Straight Razor (Variable timing)
- Blood Exposure Procedure (10 mins)
- Permanent Waving (15 mins)
- Predisposition Test and Strand Test with Simulated Product (10 mins)
- Chemical Relaxer – Virgin Application (15 mins)
- Hair Color – Retouch Application (10 mins)

### Barber Crossover to Cosmetology

For those with an existing Barber license that wish to receive a Cosmetology license, they will need to pass both the Nail Technician Written and Practical examinations. Additionally, they will need to fulfill any other experience or licensing requirement necessary for the license being sought.

## Class CA Hairdressing & Manicuring

### WRITTEN EXAM:

- ✓ [Cosmetology Theory \(Written\) CIB](#)

### PRACTICAL EXAM:

- ✓ [Cosmetology Practical CIB](#)

### Core Items - Practical

- Work Area and Client Preparation, and Set Up of Supplies (First Client, 15 mins)
- Thermal Curling (10 mins)
- Hair Cutting (35 mins)
- Work Area and New Client Preparation, and Set Up of Supplies (15 mins)
- Chemical Waving (20 mins)
- Predisposition Test and Strand Test with Simulated Product (10 mins)
- Highlighting with Foil, Virgin Application with Colored Simulated Product (15 mins)
- Hair Color Retouch with Colored Simulated Product (10 mins)
- Virgin Hair Relaxer (No Base) Application with Colored Simulated Product (15 mins)
- Blood Exposure Procedure (10 mins)

## Class CH Hairdresser

### WRITTEN EXAM:

- ✓ [Hair Design Theory \(Written\) CIB](#)

### PRACTICAL EXAM:

- ✓ [Cosmetology Practical CIB](#)

### Core Items - Practical

- Work area and Client Preparation, and Set Up of Supplies (First Client, 15 mins)
- Thermal Curling (10 mins)
- Hair Cutting (35 mins)
- Work Area and Client Preparation, and Set Up of Supplies (15 mins)
- Chemical Waving (20 mins)
- Predisposition Test and Strand Test with Simulated Product (10 mins)
- Highlighting with Foil, Virgin Application with Colored Simulated Product (15 mins)
- Hair Color Retouch with Colored Simulated Product (15 mins)
- Virgin Hair Relaxer Application with Colored Simulated Product (Untimed)
- Blood Exposure Procedure (10 mins)

### Cosmetology Crossover to Barber

For those with an existing Class CA or CH license that wish to receive a Barber license, they will need to complete additional testing requirements. If licensed less than one (1) year, the licensee will be required to pass both the Barber Styling Written and Barber Styling Practical. If licensed more than one (1+) year, the licensee will have to complete the Shaving task that is part of the Barber practical examination.

**ATTENTION:** NIC has updated the Barber examinations. **If you are taking the NIC Shave Task from today's date through August 31, 2024** please click for a description of this task: [NIC Shave Task](#) Additionally, they will need to fulfill any other experience or licensing requirement necessary for the license being sought.



**ATTENTION:** NIC has updated the Barber 1 examinations. **If you are taking the Cosmetology Crossover to Barber Shave Task on or after September 1, 2024** please utilize the following information to prepare for the NIC Shave Task of your exam:

[NIC Shave Task](#)

## Class E Estheticians

### WRITTEN EXAM:

- ✓ [Esthetics Theory \(Written\) CIB](#)

### PRACTICAL EXAM:

- ✓ [Esthetics Practical CIB](#)

### Core Items (Practical Exam)

#### First Client:

- Work Area and Client Preparation, and Set Up of Supplies (First Client, 10 mins)
- Client Preparation and Basic Facial (25 mins)
- Work Area Preparation for New Client and Set Up of Supplies (Second client, 10 mins)
- New Client Preparation and Hair Removal of the Eyebrows using Simulated Soft Wax and Tweezing (5 minute set-up; procedure untimed)
- Facial Makeup (20 mins)
- Blood Exposure Procedure (10 mins)

## Instructor

### WRITTEN EXAM:

- ✓ [Instructor Theory \(Written\) CIB](#)

### PRACTICAL EXAM:

- ✓ [Instructor Practical CIB](#)

To receive your Instructor lesson assignment topic, please send an email to the following: [CosmoSupport@ProvExam.com](mailto:CosmoSupport@ProvExam.com). Please email your request a minimum of 3 business days prior to your scheduled exam date.

## Class MO - Manicurist

### WRITTEN EXAM:

- ✓ [Nail Technology Theory \(Written\) CIB](#)

### PRACTICAL EXAM:

- ✓ [Nail Technology Practical CIB](#)

### Core Items (Practical Exam)

#### First Client:

- Work Area and Client Preparation, and Set Up of Supplies (15 min)
- Manicure and Polish Application (20 min)
- Work Area and New Client Preparation, and Set Up of Supplies (10 min)
- Nail Tip Application and Blending (20 min)
- Sculptured Nail (20 min)
- Removal of Sculptured Nail (20 min)
- Blood Exposure (5 min)

## 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

#### **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 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 and practical exam 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. 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**

You have a total of three attempts to pass your licensing examination. If you fail three times, you are required to return to school for additional training. Once you have completed your additional training, your school will need to submit those hours to the Board and also to AmyF@ProvExam.com. Once your additional training has been submitted you may log in as a "returning user" to your existing Prov profile/account and register to retake the examination. There is no waiting period and candidates can schedule a new testing session for the first available testing date.

You may schedule for re-examination via the Internet 24 hours a day at [www.provexam.com](http://www.provexam.com). You may also call Prov toll free at (801) 733-4455.

Candidates cannot retake an exam once they have passed that exam unless required by the State of Missouri.

## **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** examinations. 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.

### TEST SITE LOCATIONS – WRITTEN EXAMINATIONS

#### EASTERN MISSOURI

1. **Southeast Missouri State University**  
1 University Plaza  
Testing Services – MS 3970  
Kent Library KL-108  
Cape Girardeau, MO 63701
2. **University of Missouri, St. Louis**  
2961 South Drive  
200A South Campus  
Computer Building Testing Center  
St. Louis, MO 63121
3. **eIDentity Services**  
1405 Jungermann Road  
Testing Services – Suite B  
St. Peters, MO 63376

4. **St. Louis Community College**  
3221 McKelvey Rd  
Workforce Solutions Group  
St. Louis, MO 63044
5. **Webster University, St. Louis**  
470 E. Lockwood Avenue  
Testing Services – Loretto hall, Room 40  
St. Louis, MO 63119

#### SOUTHWEST MISSOURI

6. **East Central College**  
1964 Prairie Dell Road  
Testing Center  
Union, MO 63084

#### CENTRAL MISSOURI

7. **Lincoln University Missouri**  
820 Chestnut Street, Young Hall 108  
Jefferson City, MO 65102

#### SOUTH CENTRAL MISSOURI

8. **Missouri State University – West Plains**  
605 W. Main Street  
Lybyer Technology Center, Room 108  
West Plains, MO 65775

#### SOUTHWEST MISSOURI

9. **Missouri State University**  
901 S National Ave.  
University Testing Center, Library 010  
Springfield, MO 65897
10. **Carthage Technical College**  
609 S River Street  
Testing Services – Northside Room #24  
Carthage, MO 64836
11. **Missouri Southern State University**  
3950 E Newman Road  
Testing Center – Webster Hall 117  
Joplin, MO 64801

**WEST CENTRAL MISSOURI****12. University of Central Missouri**

601 Missouri Street  
James C. Kirkpatrick Library – Room 1250  
Warrensburg, MO 64093

**NORTHWEST (Bordering State - Kansas)****13. Johnson County Community College**

12345 College Blvd  
Regnier Testing Center – 2<sup>nd</sup> floor, Room 243  
Overland Park, KS 66201

**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.

**TEST SITE LOCATIONS – PRACTICAL EXAMINATIONS**

The **practical** exams for the State of Missouri are given at four locations throughout the State.

**A. Prov Testing Center (St. Louis area)**

12631 Olive Boulevard  
Creve Coeur, MO 63141

Exams administered weekly on Mondays & Tuesdays  
(Excluding Federal holidays, alternate date provided.)

**B. Hilton Garden Inn – Kansas City/Independence**

19677 E Jackson Drive  
Independence, MO 64057

Exams administered on 2<sup>nd</sup> Monday of each month  
(Excluding Federal holidays, alternate date provided.)

**C. Double Tree Hotel by Hilton (Jefferson City area)**

422 Monroe Street  
Jefferson City, MO 65101

Exams administered on 3<sup>rd</sup> Monday of each month  
(Excluding Federal holidays, alternate date provided.)

**D. Hilton Garden Inn – Springfield**

4155 S Nature Center Way  
Springfield, MO 65804

Exams administered on 4<sup>th</sup> Monday of each month  
(Excluding Federal holidays, alternate date provided.)

# Prov<sup>✓</sup> 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.**

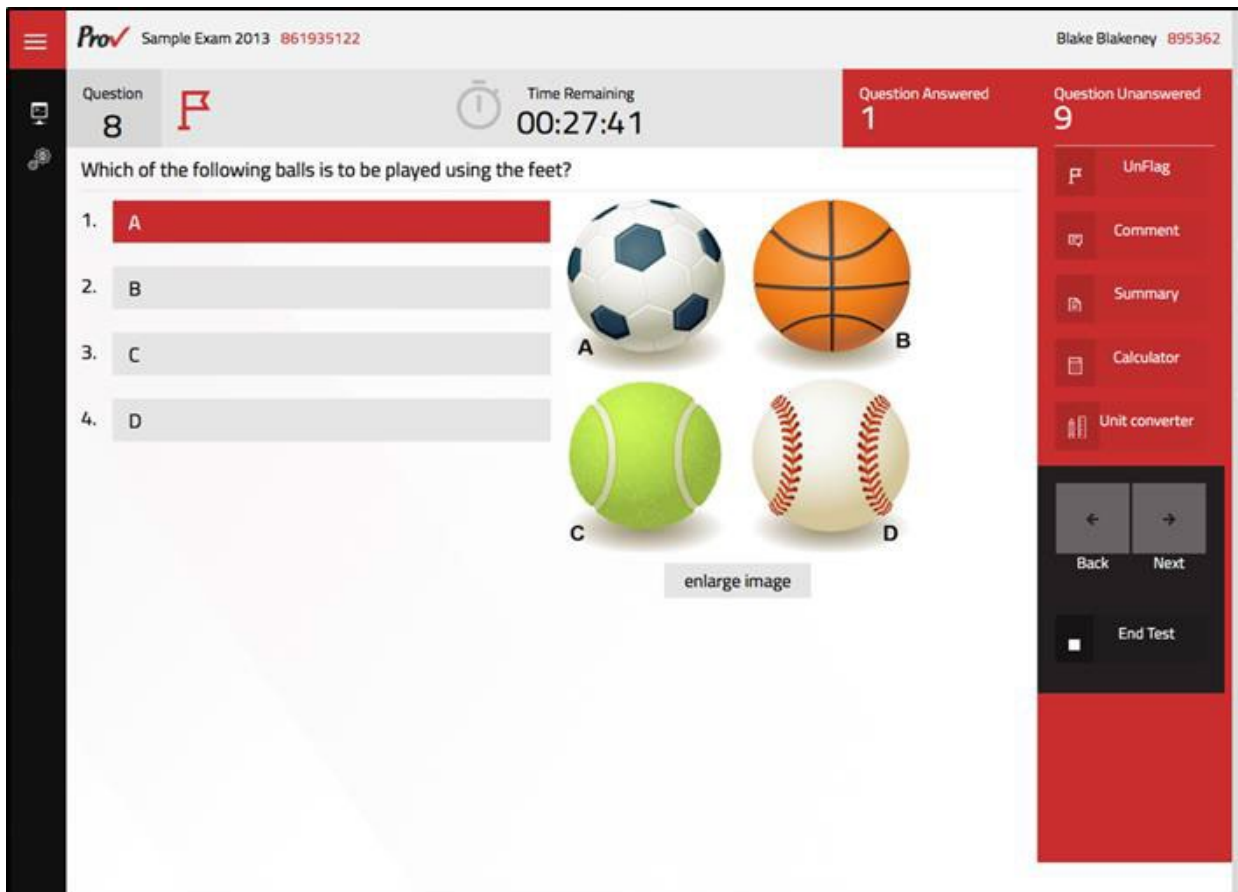
## Testing Rules

- 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.



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 <b>Time Remaining</b> reaches 0:00.
Selecting your answer	Use your mouse to select a number ( <b>1, 2, 3, or 4</b> ). 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 <b>Flag</b> 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 <b>Summary</b> .
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 <b>Comment</b> 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 <b>Next</b> or <b>Back</b> buttons. Press Next to move forward. Press Back to move backward. You may also use your arrow keys ( <b>←</b> <b>→</b> ) to move forward and backward through the test.
Reviewing your progress	Press the <b>Summary</b> button to see a table indicating which questions are unanswered or which you have flagged.
Ending the test early	Press <b>End Test</b> 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.