



Health Professional Licensing Office

Guam Board of Barbering and Cosmetology

Candidate Information Bulletin

FREQUENTLY ASKED QUESTIONS

1. **WHAT IS THE REGISTRATION PROCESS IN GUAM?** Those interested in a Cosmetology-related fields 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 SCHEDULE MY TEST?** Once you've been approved by the Board you may schedule at: www.provexam.com

You may also call/text us at (801) 733-4455. More information about exam scheduling is provided on page 2 of this bulletin.

3. **WHERE CAN I TEST?** You will take your written exam at the Board's office, the address is provided on page 7 of this bulletin.

4. **HOW MUCH DOES IT COST?** The written examinations cost **\$70** each.

5. **WHEN DO I GET MY TEST RESULTS?** Unofficial written exam results are available at the testing center once you complete your exam. Official exam results will be emailed to you within 3 days after your test.

6. **WHAT IS ON THE TEST?** Exam information is provided on page 4 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 Exam Approval and/or Licensing Questions -
Health Professional Licensing Office Guam Board of Barbering and Cosmetology (Board)
 194 Hernan Cortez Avenue
 Terlaje Professional Building Suite 213
 Hagatna, Guam 96910
 Ph: (671) 735-7408
www.provexam.com
[Guam Board of Barbering and Cosmetology](http://www.provexam.com)

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
 Tuesday – Saturday
 until 2:00 pm ChST

GENERAL TESTING INFORMATION

The Health Professional Licensing Office – Guam Board of Barbering and Cosmetology (Board) has contracted with Prov, Inc. to administer the following NIC written examinations:

- Barber 1
- Barber Stylist
- Cosmetologist
- Esthetician
- Instructor (all disciplines)
- Nail Technician

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

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 (671) 735-7408.

EXAMINATION CATEGORIES & COST

Candidates seeking to be licensed in Guam must successfully complete two (2) examinations.

Prov will administer the written exam. Your practical exam will be administered by the Board. The written examinations cost **\$70**. The fee is the same whether you are testing for the first time or if you are retaking the examination.

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 Guam 2
 How to Register Online..... 2
 How to Schedule Your Exam Online 3
 Scheduling by Phone..... 3
 Cancel/Rescheduling Policy 3
 Emergency Situation Policy..... 3
 Preparing for Your Exams 4
 Exam Descriptions..... 4
 Test Day Rules and Procedures..... 5
 Check-in Deadline 5
 Proof of Identity 5
 Prohibited Items 5
 Visitor Policy 5
 Unethical Conduct Policy..... 5
 Candidate Civility Expectations 5
 Results Reporting..... 6
 Retesting Policy..... 6
 Prov’s Non-Discrimination Statement 6
 Americans with Disabilities Act Accommodations 6
 Test Site Location..... 6
 Written Test Site Instructions 6

TESTING WITH PROV

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

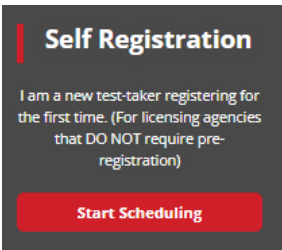
The following link will take you to a short video that demonstrates Prov’s testing system:
<https://youtu.be/h3T9svnldLY>.

WHERE TO TAKE YOUR EXAM IN GUAM

You will take your written exam at the Board’s office, the address is provided on page 6 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:

Guam – Barber & Cosmetology

Then press **NEXT**

5. Under “Select a License/certificate”, choose the license (and language) you are seeking: **(choose one of the following)**:
 - Barber 1
 - Barber Stylist
 - Cosmetologist
 - Esthetician
 - Instructor
 - Nail Technician

Then press **NEXT**

6. Select the school you attended, or “out of state” if you trained in another state or “reinstate” if you are reinstating a lapsed license or Instructor work experience. Once selected, scroll to the bottom of the page & click “Submit”.
7. 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

Then select the button labeled:

8. Log out, you will be notified once you are approved via an emailed “voucher” letter. Log back into your registration as a returning user to schedule your exam(s).

HOW TO SCHEDULE YOUR EXAM ONLINE

1. To schedule your exam, go to: <https://provexam.com/> or call the Prov Call Center to complete the registration process if preferred.
 2. Click “Returning User” and enter your known Candidate ID and your last name. Click “Retrieve Details”
 3. Select a Date & Time for your exam by selecting the link labeled.
 4. Select a convenient test site by scrolling down to see all available test sites.
 5. Select a test **date** and **time** from the calendar. Confirm your selected date and time and select:
 -  [Find suitable time and venue](#)
- 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.

SAVE CHANGES

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 until 2:00 pm ChST Tuesday through Saturday.

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 your scheduled test date, you will forfeit your exam fee and will need to be re-approved by the Board.

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 Guam are designed to test what you should know as you begin your career in the Cosmetology & related fields industries.

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 1 (no chemical)

WRITTEN EXAM:

- ✓ [Barber 1 Written CIB](#)

Barber Stylist

WRITTEN EXAM:

- ✓ [Barber Styling Written CIB](#)

Cosmetologist

WRITTEN EXAM:

- ✓ [Cosmetology Written CIB](#)

Esthetician

WRITTEN EXAM:

- ✓ [Esthetics Written CIB](#)

Instructor

WRITTEN EXAM:

- ✓ [Instructor Written CIB](#)

Nail Technician

WRITTEN EXAM:

- ✓ [Nail Technology 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**Check-in Deadline**

The doors to each testing center will open at least 15 minutes before all scheduled testing appointments 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

You will be required to show government-issued, photo-bearing identification that includes your signature. Your first and last name on your ID MUST match the name on your admission documents. The photo-bearing ID must be current and valid. Forms of valid photo-bearing ID are a driver's license, passport, or military ID. Temporary IDs and expired IDs will NOT be accepted. 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, 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, 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.

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 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

Unofficial written exam results are available at the testing center once you complete your exam. Official exam results will be emailed to you within 3 days after your test.

RETESTING POLICY

To retake a failed examination or if you did not take a scheduled examination (no show), you must log in to: <https://www.provexam.com>, select "Schedule a Test" and then select "Returning User". Log in with your candidate number that is indicated above on this result letter. Create a new registration that must be re-approved by the Board. Once approved you may log in as a "Returning User" to schedule your exam.

Candidates cannot retake an exam once they have passed that exam unless required by the Board.

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.

TEST SITE LOCATION

**Health Professional Licensing Office Guam
Board of Barbering and Cosmetology
(Board)**

194 Hernan Cortez Avenue
Terlaje Professional Building Suite 213
Hagatna, Guam 96910
Ph: (671) 735-7408

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.

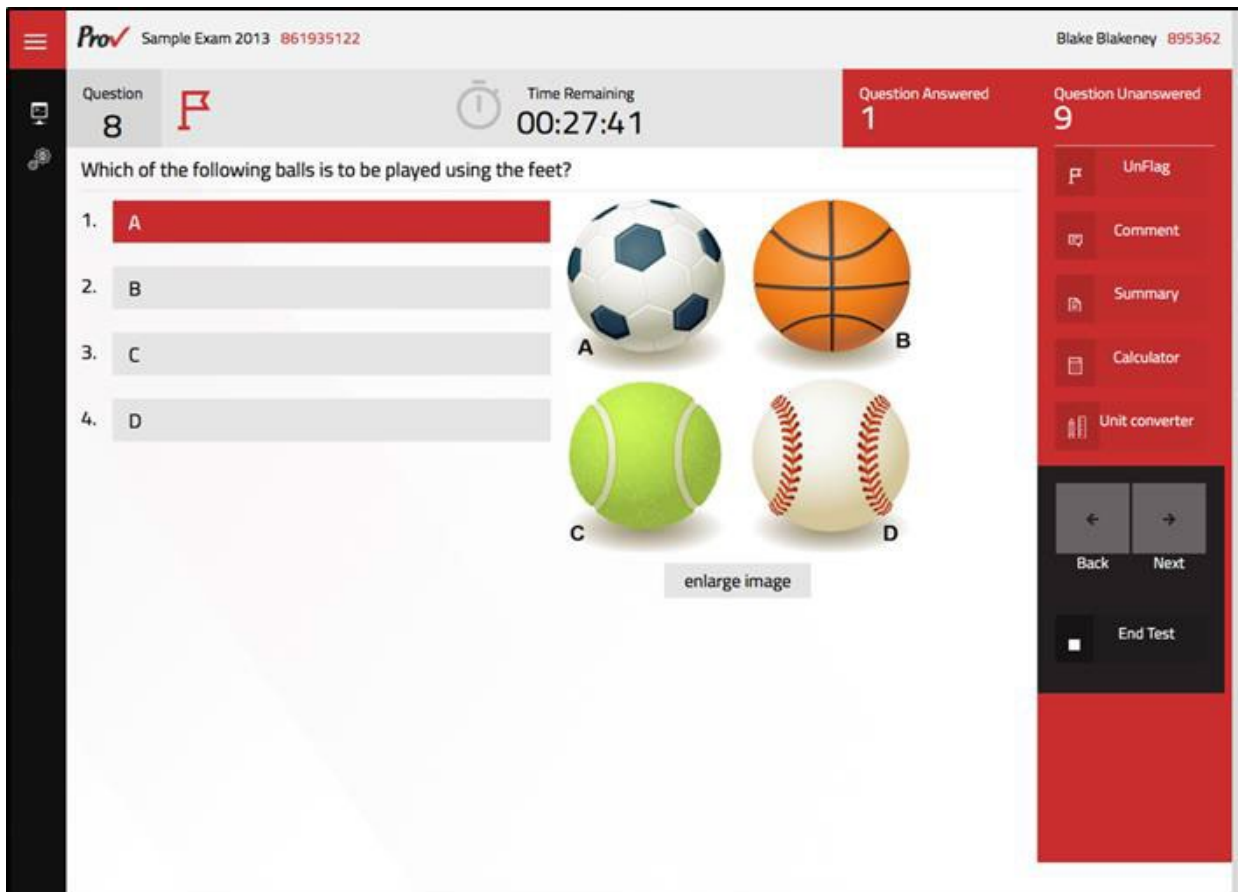
Testing Rules

- 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.



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.