



**Virginia Department of Professional and  
Occupational Regulation  
Board for Barbers and Cosmetology  
Candidate Information Bulletin**

**SFREQUENTLY ASKED QUESTIONS**

1. **HOW DO I REGISTER TO TEST?** To register and schedule for testing, go to:  
<https://www.provexam.com/register>
  
2. **HOW DO I SCHEDULE MY TEST?** Once you've been approved to test you will receive notification via email and may schedule at:  
<https://www.provexam.com/register>  
  
You may also call/text us at (801) 733-4455. More information about registering and scheduling is provided on page 3 of this bulletin.
  
3. **WHERE CAN I TEST?** You may test at any one of Prov's testing centers in Virginia. Locations are provided on page 10 of this bulletin.
  
4. **HOW MUCH DOES IT COST?** The written exam fee is **\$99** each and the practical exam fee is **\$95** each.
  
5. **WHEN DO I GET MY TEST RESULTS?** Official exam results for the practical and written exam will be emailed to you 24 hours after your test is complete.  
  
All official exam results will be sent by Prov to DPOR electronically.
  
6. **WHAT IS ON THE TEST?** Exam information is provided in this bulletin and attachments.

**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 -  
**Department of  
Professional and Occupational  
Regulation  
Board for Barbers and  
Cosmetology**  
Perimeter Center – Suite 400  
9960 Mayland Drive  
Ph: (804) 367-8509  
[www.dpor.virginia.gov](http://www.dpor.virginia.gov)  
8:15 am to 5:00 pm ET  
Monday-Friday

For Testing Questions -  
**Prov**  
150 W Civic Center Blvd,  
Suite 601  
Sandy, Utah 84070  
Phone: (877) 228-3926  
Call or Text: (801) 733-4455  
(Messaging rates may apply)  
[www.provexam.com](http://www.provexam.com)  
support@provexam.com  
8:00 am to 12:00 pm  
(Midnight) ET  
Monday-Friday

**GENERAL TESTING INFORMATION**

The Department of Professional and Occupational Regulation (DPOR) has contracted with Prov, Inc. to administer the following examinations:

- **Barber** (NIC Barber 1 written & practical)
- **Master Barber** (NIC Barber Styling written & practical)
- **Body Piercing** (NIC Body Piercing written)
- **Cosmetology** (NIC Cosmetology written & practical)
- **Esthetician** (NIC Esthetics written & practical)
- **Master Esthetician** (NIC Esthetics Advanced Practice written & practical)
- **Instructor** (NIC Instructor written)
- **Nail Technician** (NIC Nail Technology written & practical)
- **Permanent Cosmetic Tattooer** (NIC Permanent Cosmetics Tattooer written)
- **Master Permanent Cosmetic Tattooer** (NIC Advanced Practice Micropigmentation written)
- **Tattooer** (NIC Tattooing written)
- **Wax Technician** (NIC Hair Removal written & practical)

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

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 (804) 367-8509.

#### TEMPORARY PERMITS

Temporary permits may be requested when completing the exam registration. Sponsorship information and signatures are required. Requests will be reviewed and once approved, forwarded to the Board for issuance of a temporary permit. Temporary permits are issued one time only and are valid for 90 days after issuance.

#### CRIMINAL CONVICTIONS

A Criminal Conviction must be reported on a Criminal Conviction Form along with a State Police Report from each state where convicted. State Police Reports must be issued within the last 3 months of the application attestation. The form and report must be uploaded when registering for the examination. Adjudicated convictions of a minor by the juvenile court system do not need to be reported.

State Police Reports must include all pages and cover sheets.

#### EXPIRED VIRGINIA LICENSE

Contact the Board at (804) 367-8509 if your Virginia license has been expired for less than two years. If your Virginia license expired more than two years ago you will be required to take the written and practical exams.

#### ENDORSEMENT LICENSE

Contact the Board at (804) 367-8509 if you hold a license in another state and desire to be licensed in Virginia.

#### EXAMINATION CATEGORIES & COST

Candidates seeking to be licensed in the Commonwealth of Virginia must successfully pass the DPOR required examination(s).

Written exam fees are **\$99** each and Practical exams fees are **\$95** each. The fees are the same whether you are testing for the first time or if you are retaking an examination.

The Virginia NIC Theory Examination includes Virginia State Laws and Regulations.

- ✓ 10 Virginia State questions are included within the Virginia NIC Theory Examination.

The reference for these questions are found in the Virginia Board for Barbers & Cosmetology Regulations: <http://www.dpor.virginia.gov/Boards/BarberCosmo/>.

Click on the “Laws and Regulations” tab. Following is the correct regulation for each profession.

- ✓ Cosmetology, Barber, Nail Tech, Wax Tech - 18 VAC 41-20
- ✓ Esthetician, Master Esthetician - 18 VAC 41-70
- ✓ Tattooer, Permanent Cosmetic Tattooer (PCT), Master PCT - 18 VAC 41-50
- ✓ Body Piercing - 18 VAC 41-60

Please note that the Virginia State Law questions are only provided in English.

TABLE OF CONTENTS

SFrequently asked questions ..... 1  
 More questions..... 1  
 General Testing Information..... 1  
 Temporary Permits ..... 2  
 Criminal Convictions ..... 2  
 Expired Virginia License ..... 2  
 Endorsement License..... 2  
 Examination Categories & Cost ..... 2  
 Table of Contents..... 3  
 Testing with Prov ..... 3  
 Where to take your exam In Virginia..... 3  
 How to Register Online..... 3  
 How to Schedule Your Exam Online ..... 4  
 Scheduling by Phone..... 5  
 Cancel/Rescheduling Policy ..... 5  
 Emergency Situation Policy..... 5  
 Emergency Testing Center Closure Policy ..... 5  
 Preparing for Your Exams ..... 5  
 Exam Information ..... 6  
 Test Day Rules and Procedures..... 10  
     Check-in Deadline ..... 10  
     Proof of Identity..... 10  
     Prohibited Items ..... 11  
     Visitor Policy ..... 11  
     Unethical Conduct Policy..... 11  
     Candidate Civility Expectations ..... 11  
     Security Protocols..... 11  
 Results Reporting..... 11  
 Retesting Policy..... 11  
 Prov’s Non-Discrimination Statement ..... 12  
 Special Accommodations..... 12  
 Testing Site Availability ..... 12  
 Test Site Locations - Practical & Written ..... 12  
 Test Site Locations - Written Only ..... 13  
 Written Test Site Instructions ..... 13

TESTING WITH PROV

Your 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 VIRGINIA

Prov has established **fourteen (14)** written testing centers for examinations in Virginia, **five (5)** of which are available for both the practical exams and the written exams. Written and practical examinations must be taken in Virginia.

Locations are provided on page 10 of this bulletin.

**Note to public school students:** Prov will work in collaboration with your school to arrange “spring testing” events, these are arranged at a school or hotel banquet space depending on the number of students needing to test at each event. Your school will work with the Prov Team to schedule these exams. Public school students may also choose to test at a Prov Testing Center.

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:

**VA – Barber & Cosmetology**

5. Under “Select a License/certificate”, choose the license (and language) you are seeking: **(choose one of the following)**:
- Barber
  - Master Barber
  - Body Piercing
  - Cosmetology
  - Esthetician
  - Master Esthetician
  - Instructor
  - Nail Technician
  - Permanent Cosmetic Tattooer
  - Master Permanent Cosmetic Tattooer
  - Tattooer
  - Wax Technician

Then press

**NEXT**

6. This will route you to [prov.examroom.ai](https://prov.examroom.ai). Click “Get Started”
7. Click “Sign Up”

Don't have an account? [Sign up](#)

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 your demographic information, including following:
- Social Security number and/or Virginia Department of Motor Vehicle number (DMV)
  - Address
  - Email Address
  - Telephone Number
  - Preferred Password

Then select “Sign Up”

9. You will receive a verification email. Click button in email to activate your account.

**Activate Account**

10. You may now log in to your account on <https://prov.examroom.ai> to complete the application using your email address and password you created and select “Start New Application”

11. Complete questions 1-18 and upload a passport-style photo of yourself. Once all questions and required documents are complete, click “Submit.”
12. Your application will transfer either to your school or to the Board for approval. Once approved, you will receive an email notification to log in and schedule your examinations.

#### HOW TO SCHEDULE YOUR EXAM ONLINE

1. To schedule your exam, go to: <https://prov.examroom.ai> or call the Prov Call Center to complete the scheduling process if preferred.
2. Click “Get Started” and enter your email address and password. Click “Login”
3. Click “Exam Schedule” and then click “Schedule Exam”
4. Select the exam type you want to schedule, the preferred date range, and the location near which you want to test. Click “Search by Radius” and select a convenient test site by scrolling down to see all available test sites within your radius.
5. Select a test **date** and **time** from the calendar. Confirm your selected date and time and select: **Add to Cart.**
6. If you want to schedule a **second exam** (e.g. practical or written), select the next exam type you want to schedule and follow the directions for steps 4 & 5. Otherwise move to step 7.
7. Click the shopping cart & click “Pay Now.” Please enter your form of electronic payment (e.g. MasterCard, Visa, AMEX) or voucher 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 8:00 a.m. through 12:00 p.m. (Midnight) ET, 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 **seven (7) 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 seven 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, you must provide written documentation to Prov for review.

You may contact Prov toll free at (877) 228-3926, you may call or text (801) 733-4455 or you may send an email to support@provexam.com.

If approved, you will be notified and provided with authorization to reschedule your examination.

### EMERGENCY TESTING CENTER CLOSURE POLICY

In the event an emergency causes a test center to close on a scheduled examination date, your examination will be rescheduled at no charge. (e.g. severe weather, power loss, etc.) The Prov Team will attempt to contact you in this situation. Your examination will be rescheduled as soon as possible.

### PREPARING FOR YOUR EXAMS

The exams utilized in Virginia are designed to test minimal competency as you begin your career in Cosmetology & related industries.

## 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).

**Barbers & Cosmetologists:** Mannequin heads **MUST** be a full-size head, "Minikin" or "junior" mannequin heads are **NOT** permitted. Additionally, the NIC requirements for mannequins are indicated on page 3 of the NIC 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 the candidate's immediate work area (close to or up against workstation).

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

**Wax Technicians:** Candidates will supply an actual model that will submit to all phases of the Hair Removal examination. *NO mannequins may be used.*

Live models cannot be licensed in the Hair Removal industry and cannot be working as a Wax Technician or at a school for any industry regulated under the Virginia Board for Barbers and Cosmetology.

EXAM INFORMATION

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

## Barber

**WRITTEN EXAM:**

- ✓ [Barber 1 Written CIB](#)

**PRACTICAL EXAM - Core Practical Exam CIB:**

- ✓ [Barber 1 Practical CIB](#)

**Core Practical Exam Services:**

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

**Please note, the NIC Core CIB includes all additional exam areas that are available nationally. The State of Virginia utilizes ONLY the Core services listed above and NOT any of the additional Barber services that are offered in the NIC Core CIB.**

## Master Barber

**WRITTEN EXAM:**

- ✓ [Barber Styling Written CIB](#)

**PRACTICAL EXAM - Core Practical Exam CIB:**

- ✓ [Barber Styling Practical CIB](#)

**Core Practical Exam Services:**

- 1) Work Area and Client Preparation, and Set Up of Supplies (10 mins)
- 2) Haircutting (40 mins)
- 3) Work Area and New Client Preparation, and Setup of Supplies (10 mins)
- 4) Shaving with a Straight Razor (Variable timing)
- 5) Blood Exposure Procedure (10 mins)

**Please note, the NIC Core CIB includes all additional exam areas that are available nationally. The State of Virginia utilizes ONLY the Core services listed above and NOT any of the additional Barber services that are offered in the NIC Core CIB.**

## Cosmetology

### WRITTEN EXAM:

- ✓ [Cosmetology Written CIB](#)

### PRACTICAL EXAM - Core Practical Exam CIB:

- ✓ [Cosmetology Practical CIB](#)

### Additional Practical Exam Service CIB:

- ✓ [Cosmetology Hair Removal Eyebrows CIB](#)

### Required Core Practical Exam Services:

- 1) Work area and Client Preparation, and Set Up of Supplies (15 mins)
- 2) Thermal Curling (10 mins)
- 3) Hair Cutting (35 mins)
- 4) Work Area and Client Preparation, and Set Up of Supplies (15 mins)
- 5) Chemical Waving (20 mins)
- 6) Predisposition Test and Strand Test with Simulated Product (10 mins)
- 7) Highlighting with Foil, Virgin Application with Colored Simulated Product (15 mins)
- 8) Hair Color Retouch with Colored Simulated Product (10 mins)
- 9) Virgin Hair Relaxer (No Base) Application with Colored Simulated Product (15 mins)
- 10) Blood Exposure Procedure (10 mins)

### Required Additional Practical Exam Service:

Hair Removal of the Eyebrows by Tweezing and Using Simulated Soft wax (Untimed)

**Please note, the NIC Core CIB includes all additional exam areas that are available nationally. The State of Virginia utilizes the Core Services and Hair Removal of the Eyebrows by Tweezing and Using Simulated Soft Wax as listed above.**

## Esthetician

### WRITTEN EXAM:

- ✓ [Esthetics Written CIB](#)

### PRACTICAL EXAM - Core Practical Exam CIB:

- ✓ [Esthetics Practical CIB](#)

### Additional Practical Exam Service CIB:

- ✓ [Esthetics Hard Wax CIB](#)

### Required Core Practical Exam Services:

- 1) Work Area and Client Preparation, and Set Up of Supplies (10 mins)
- 2) Client preparation and Basic Facial (25 mins)
- 3) Work Area Preparation for New Client and Set Up of Supplies (10 mins)
- 4) New Client Preparation and Hair Removal of the Eyebrows using Simulated Soft Wax and Tweezing (5 minute set-up; procedure untimed)
- 5) Facial Makeup (20 mins)
- 6) Blood Exposure Procedure (10 mins)  
Hair Removal of the Upper Lip Using Hard Wax (10 mins)

### Required Additional Practical Exam Service:

Hair Removal on the Upper Lip Using Hard Wax (10 mins)

**Please note, the NIC Core CIB includes all additional exam areas that are available nationally. The State of Virginia utilizes the Core Services and Hair Removal on the Upper Lip Using Hard Wax as listed above.**

## Master Esthetician

### WRITTEN EXAM:

- ✓ [Esthetics Advanced Practice Written CIB](#)

### PRACTICAL EXAM - Core Practical Exam CIB:

- ✓ [Esthetics Advanced Practice Practical CIB](#)

### Required Core Practical Exam Services:

- 1) Work Area and Client Preparation, and Set Up of Supplies (15 mins)
- 2) Cleansing the Face with Product (10 mins)
- 3) Manual Lymphatic Drainage (10 mins)
- 4) Particle Microdermabrasion on the Forehead (10 mins)
- 5) LED Treatment (10 mins)
- 6) Work Area and New Client Preparation, and Set Up of Supplies (15 mins)
- 7) Ultrasonic Treatment of Forehead and Upper Lip (10 mins)
- 8) Beta Hydroxyl Acid (BHA) Treatment (10 mins)
- 9) Microcurrent Treatment to Upper Orbicularis Oculi (10 mins)
- 10) Body Treatment – Dry Exfoliation and Mud Mask (15 mins)
- 11) Blood Exposure (10 mins)

## Nail Technician

### WRITTEN EXAM:

- ✓ [Nail Technology Written CIB](#)

### PRACTICAL EXAM - Core Practical Exam CIB:

- ✓ [Nail Technology Practical CIB](#)

### Required Core Practical Exam Services:

- 1) Work Area and Client Preparation, and Set Up of Supplies (15 mins)
- 2) Manicure and Polish Application (20 mins)
- 3) Work Area and New Client Preparation, and Set Up of Supplies (10 mins)
- 4) Nail Tip Application and Blending (20 mins)
- 5) Sculptured Nail (20 mins)
- 6) Removal of Sculptured Nail (20 mins)
- 7) Blood Exposure (5 mins)

## Wax Technician

**WRITTEN EXAM:**

- ✓ [Hair Removal Written CIB](#)

**PRACTICAL EXAM - Core Practical Exam CIB:**

- ✓ [Hair Removal Practical CIB](#)

**Required Core Practical Exam Services:**

- 1) Work Area and Client Preparation, and Set Up of Supplies (15 mins)
- 2) Hair Removal on the Eyebrows by Tweezing and Using Soft Wax (untimed)
- 3) Hair Removal on the Lower Leg Including the Knee Using Soft Wax (15 mins)
- 4) Work Area and New Client Preparation, and Set Up of Supplies (15 mins)
- 5) Hair Removal on the Upper Lip Using Hard Wax (10 mins)
- 6) Hair Removal of the Underarm Using Hard Wax (10 mins)
- 7) Blood Exposure Procedure (10 mins)

**Please note: Wax Technician candidates will supply an actual model that will submit to all phases of the Hair Removal examination. *NO mannequins may be used.***

Models cannot be licensed in the Hair Removal industry and models cannot be working as a Wax Technician or at a school for any industry regulated under the Virginia Board for Barbers and Cosmetology.

## Body Piercing

**WRITTEN EXAM:**

- ✓ [Body Piercing Written CIB](#)

## Instructor

**WRITTEN EXAM:**

- ✓ [Instructor Written CIB](#)

## Tattooist

**WRITTEN EXAM:**

- ✓ [Tattooing Written CIB](#)

## Permanent Cosmetic Tattooing

**WRITTEN EXAM:**

- ✓ [Permanent Cosmetics Written CIB](#)

## Master Permanent Cosmetic Tattooer

**WRITTEN EXAM:**

- ✓ [Advanced Practice Micropigmentation Written CIB](#)

## NIC References

For information about exam references, please see here: [NIC References Updated 5-19-2022](#)

## Foreign Languages

If you wish to access an NIC Written Candidate Information Bulletin (CIB) in one of the available foreign languages, please click the link for the exam and foreign language desires:

### BARBER 1:

Korean: [NIC Korean Barber 1 Written CIB](#)

Persian: [NIC Persian Barber 1 Written CIB](#)

Spanish: [NIC Spanish Barber 1 Written CIB](#)

Vietnamese: [NIC Viet Barber 1 Written CIB](#)

### BARBER STYLING:

Korean: [NIC Korean Barber Styling Written CIB](#)

Persian: [NIC Persian Barber Styling Written CIB](#)

Spanish: [NIC Spanish Barber Styling Written CIB](#)

Vietnamese: [NIC Viet Barber Styling Written CIB](#)

### COSMETOLOGY:

Korean: [NIC Korean Cosmetology Written CIB](#)

Spanish: [NIC Spanish Cosmetology Written CIB](#)

Vietnamese: [NIC Viet Cosmetology Written CIB](#)

### ESTHETICIAN:

Korean: [NIC Korean Esthetics Written CIB](#)

Spanish: [NIC Spanish Esthetics Written CIB](#)

Vietnamese: [NIC Viet Esthetics Written CIB](#)

### INSTRUCTOR:

Korean: [NIC Korean Instructor Written CIB](#)

Spanish: [NIC Spanish Instructor Written CIB](#)

Vietnamese: [NIC Viet Instructor Written CIB](#)

### NAIL TECHNICIAN:

Korean: [NIC Korean Nail Technology Written CIB](#)

Russian: [NIC Russian Nail Technology Written CIB](#)

Spanish: [NIC Spanish Nail Technology Written CIB](#)

Vietnamese: [NIC Viet Nail Technology Written CIB](#)

### 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 photo-bearing identification that includes your signature. Your first, middle name or middle initial and your last name on your ID MUST match the name on your admission documents EXACTLY. The photo-bearing ID must be current and valid. Forms of valid photo-bearing IDs are a driver's license, state ID, public school student ID, passport, or military ID that includes your signature. Temporary IDs that do not have a signature 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 with your signature, if you 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, tablets, music players, smart watches, radios, electronic games, translation dictionaries, or any other electronic devices **ARE NOT 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 State 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 Office 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.

### **Security Protocols**

Candidates will be asked if they possess any prohibited items, to empty their pockets and turn them out to ensure they are empty. Items in pockets will be inspected. Candidates will be asked to raise their sleeves and their pant legs to ensure that notes or recording devices are not concealed. Proctors will also carefully inspect eyeglass frames, tie tacks, or any other apparel that could be a recording device.

### **RESULTS REPORTING**

Official exam results for the practical and written exam will be emailed to you 24 hours after your test is complete.

All official exam results will be sent by Prov to DPOR electronically.

### **RETESTING POLICY**

Failed examinations can be retaken as often as is necessary. There 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 Commonwealth.

### 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 877-228-3926 or write to:

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

### SPECIAL ACCOMMODATIONS

Prov complies with the Americans with Disabilities Act (ADA) in providing special accommodations for candidates that require additional assistance during the testing process. If candidates feel that they qualify for special accommodations during testing, they should contact Prov at (877) 228-3926. Prov will require written documentation from a licensed physician or psychologist documenting the disability and further require a request describing the requested remedy. Prov will then work directly with the candidates to make the accommodations they will need to complete their examination.

ADA forms are provided here. [ADA Forms](#)

**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 NIC examinations, any accommodation provided shall be made in accordance with the NIC guidelines and applicable law.

### TESTING SITE AVAILABILITY

The following are the testing sites where you may schedule to take your 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 - PRACTICAL & WRITTEN

The practical and written exams for the Commonwealth of Virginia are administered at the following locations:

- 1. Prov Testing Center**  
Hannover Commons  
9502 Chamberlayne Ave, Suite 6  
Mechanicsville, VA 23116
- 2. Prov Testing Center**  
Centreville Plaza  
13830 Lee Hwy, Unit 19  
Centreville, VA 20120
- 3. Prov Testing Center**  
North Market Village  
7220 Williamson Rd, Suite 7222  
Roanoke, VA 24091
- 4. Prov Testing Center**  
Graves Mill Shopping Center  
18013 Forest Rd, Suite C-03  
Forest, VA 24551
- 5. Prov Test Site**  
Kemps River Crossing  
1309 Fordham Drive, Suite 107  
Virginia Beach, VA 23464

TEST SITE LOCATIONS - WRITTEN ONLY

- 6. Southwest Virginia Higher Education**  
1 Partnership Circle  
Testing Center  
Abingdon, VA 24212
- 7. Brainseed Testing Center**  
205 S Whiting Street  
Testing Center – Suite 608  
Alexandria, VA 22304
- 8. Testing and Proctoring Center LLC**  
44075 Pipeline Plaza  
Testing and Proctoring Center – Suite 115  
Ashburn, VA 20147
- 9. GIT Services - Chantilly**  
4100 Lafayette Center Drive - Suite 115B  
Chantilly, VA 20151
- 10. Nautiquos Business Solutions, LLC**  
4451 Brookfield Corporate Drive  
Testing & Training Center – Suite 108  
Chantilly, VA 20151
- 11. Brainseed Testing Center**  
2322 Blue Stone Hills Drive - Suite #280  
Harrisonburg, VA 22801
- 12. Old Dominion University**  
1262 West 43<sup>rd</sup> Street  
Student Success Center - Room 1105  
Norfolk, VA 23529
- 13. GIT Services - Richmond**  
1311 High Point Ave  
Testing Center  
Richmond, VA 23230
- 14. Roanoke Higher Education Center**  
108 North Jefferson Street  
Educational Testing Center – Suite 413  
Roanoke, VA 24016

WRITTEN TEST SITE INSTRUCTIONS

Written test site instructions are attached to this bulletin 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.**

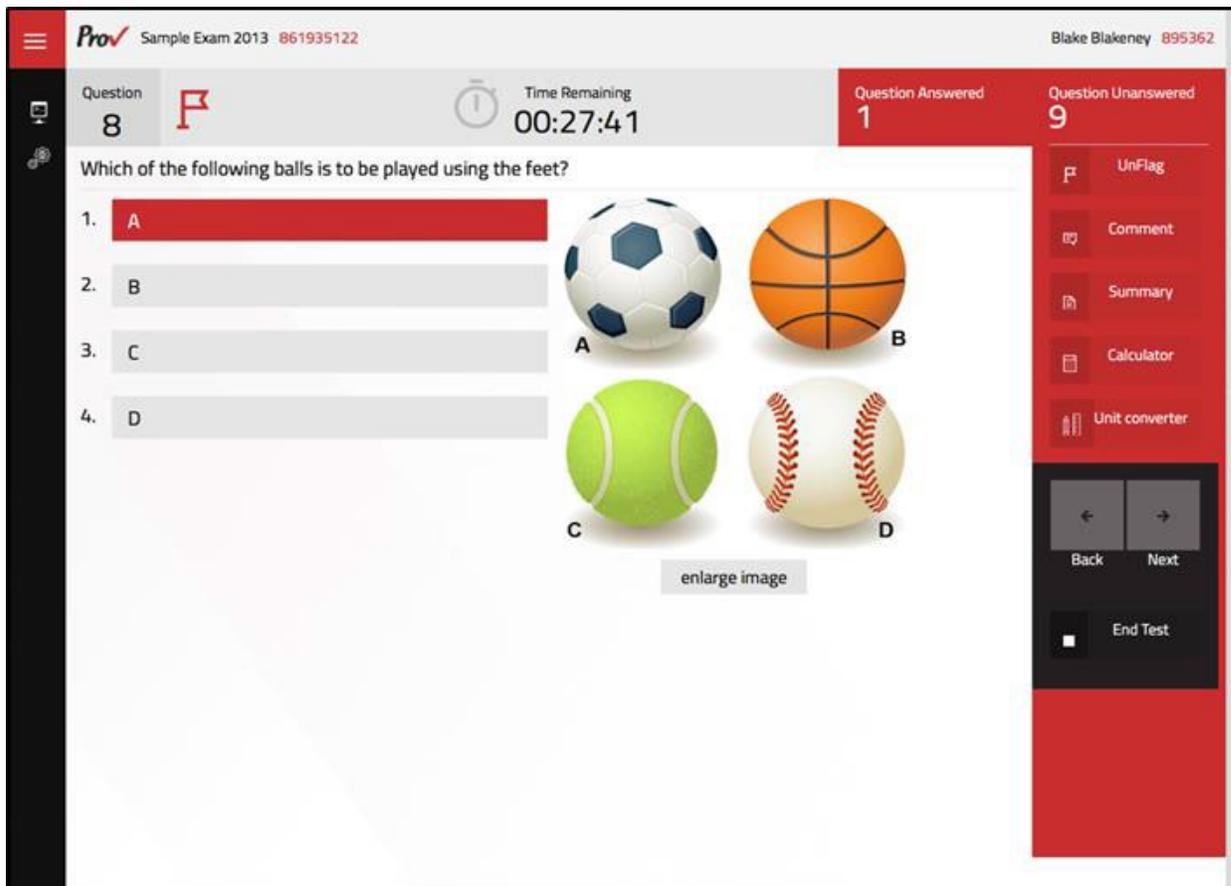
## Testing Rules

- 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.
- Official exam results for the practical and written exam will be emailed to you 24 hours after your test is complete.



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 ( ← → ) 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.