



State of Arkansas

Department of Health Cosmetology Section

Candidate Information Bulletin

FREQUENTLY ASKED QUESTIONS

1. **WHAT IS THE REGISTRATION PROCESS IN ARKANSAS?**

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 Department. The Department will review your experience and training and then will approve you for testing. Once you have been approved, the Department will notify you that you may then schedule your examination.

2. **HOW DO I SCHEDULE MY TEST?** Once you've been approved by the Department 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 may test at any one of Prov's Computer Based Testing (CBT) testing centers. Locations are provided on page 8 of this bulletin. Exams may also be taken remotely from home.

The remote system works on a MAC, PC, or Chromebook (Please verify your Chromebook will work with our system in advance of test day.) If you are **not** prepared to test with proper equipment using the remote proctoring system you will be required to reschedule and repay the exam fee. More information about remote testing is provided on pages 2 & 5.

Please refer to the section titled "Test Day Rules and procedures" for an outline of the testing environment requirements.

4. **HOW MUCH DOES IT COST?** The written examinations cost **\$78** 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. Please wait 3 business days before applying for your license with the Department.

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 Exam Approval and/or
Licensing Questions -
Arkansas
Department of Health
Cosmetology Section
(Department)
4815 West Markham, Slot #8
Little Rock, AR 72205
Ph: (501) 682-2168
www.provexam.com
support@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
7:00 am to 11:00 pm CT
Monday - Friday

GENERAL TESTING INFORMATION

The Arkansas Department of Health Cosmetology Section (Department) has contracted with Prov, Inc. to administer the following NIC written examinations:

- Cosmetologist
- Electrologist
- Esthetician
- Instructor (all disciplines)
- Nail Technologist

The purpose of this bulletin is to provide you with information about taking your written licensing examination with the State of Arkansas. You will be required to pass the written examination and State Law examination to become licensed.

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 Department at (501) 682-2168.

EXAMINATION CATEGORIES & COST

Candidates seeking to be licensed in the State of Arkansas must successfully complete the written examination and State Law.

Each written exam costs **\$78**. The exam fee is the same whether you are testing for the first time or if you are retaking the examination.

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TESTING WITH PROV

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

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

WHERE TO TAKE YOUR EXAM IN ARKANSAS

Prov has established ten (10) testing centers in Arkansas where you may take your written examination, or you may test at any Prov testing center in the United States.

Locations are provided on page 8 of this bulletin. Exams may also be taken remotely from home.

REMOTE TESTING

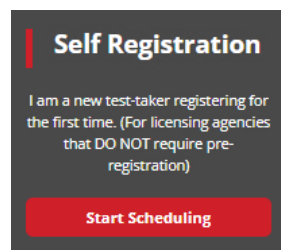
Prov is also authorized to offer these exams remotely. This means examinations can be at home (or any other quiet site with adequate internet speed and free from distractions) This space must be private and is not available to anyone other than the testing candidate during testing.

You will use the [Examroom.ai](https://examroom.ai) remote proctoring tool.

More information about remote testing is provided on page 5 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:

Arkansas Department of Health – Cosmetology Section

Then press

NEXT

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

- ☐ Cosmetologist
- ☐ Electrologist
- ☐ Esthetician
- ☐ Instructor (all disciplines)
- ☐ Nail Technologist

Then press

NEXT

6. 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:

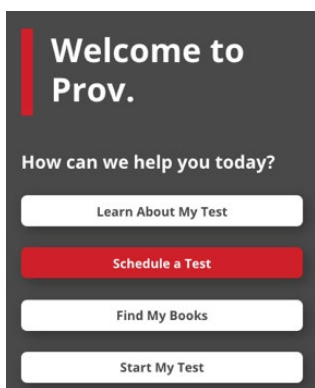
SAVE CHANGES

REGISTRATION REVIEW BY THE DEPARTMENT

Prov will provide your information to the Department for review. The Department 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

1. Once approved by the Department, you will be notified via an emailed “voucher” letter. Use the information in this letter to schedule your examinations.
2. 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**.

3. Enter your known Candidate ID (found on your voucher letter), as well as your Last Name. Click “Retrieve Details”
4. Select a Date, Time, Location for each exam by selecting the link labeled:



Find suitable time and venue

5. 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.

6. Select a test **date** and **time** from the calendar. Confirm your selected date and time and select: **Add to Cart**.
7. 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

8. 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

You can reschedule or cancel your testing appointment online for free if you do so at least **three (3) days** before your theory test date. If you miss your appointment or fail to reschedule or cancel by these deadlines, you will forfeit your exam fee.

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 call or text Prov at (801) 733-4455 or send an email to support@provexam.com.

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

PREPARING FOR YOUR EXAMS

The written exams utilized in Arkansas are designed to test what you should know as you begin your career in the Cosmetology & related fields industries.

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 Theory \(Written\) 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**Test Site Testing - 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.

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

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 in to 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 to qualify to take your test using the Examroom service:

- The operating system on computer needs to be recent (less than 3-4 years old)
- The remote system works on a MAC, PC, or Chromebook (Please verify your Chromebook will work with our system in advance of test day.) If you are **not** prepared to test with proper equipment using the remote proctoring system you will be required to reschedule and repay the exam fee.
- Need either a Chrome or Firefox browser (Chrome works best)
- Need a functioning computer web-camera and microphone
- 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.

Remote Testing Information

Remote testing is offered as a convenience to you to help you take your test without having to travel. However, by choosing to test remotely, you are agreeing to abide by the following conditions:

1. You will need to be in a quiet, distraction free environment.
2. You need to be sitting at a table, desk, or counter.
3. Your table or desk needs to be completely clear of anything you are not permitted to use during testing; no papers, notes, non-testing books, practice exams, drinks, food, etc. You may have a bottle of drinking water with a cap.
4. All non-testing electronic equipment needs to be removed from the room; calculators, additional cell phones, etc. If there is a TV or second monitor in the room that cannot be removed, you will be asked to show the proctor that it is unplugged.
5. Your area under your table, desk, or chair needs to be clear of everything; blankets, pillows, papers, backpacks, boxes, etc.
6. Your work area needs to be obstruction free so that we can see you, your arms and hands, throughout the entire testing process.
7. You are not permitted to have anyone in the room with you, nor can you receive any aid from anyone during the test.
8. You are not permitted to access any other website during testing unless directed by the system to do so.

9. If requested to download a special extension on your computer, you will not tamper with the extension or try to disable it while testing.

If you are unable to have a testing environment that meets these conditions, we may deny you the ability to test remotely, and we will reschedule you at one of our in-person testing center.

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/h3T9svnldLY>.

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 must have a photo to be accepted. 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, (other than those in use for administration of your examination remotely, if applicable), pagers, tablet computers, music players, smart watches, radios, electronic games, or any other electronic devices are allowed in the testing room. Talking and smoking are not allowed in the testing room.

Additionally, other personal items such as purses, notebooks, references or study materials, briefcases, backpacks, wallets, pens, pencils, other writing devices, food or any other items are not permitted in the testing room.

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

- 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.

If you are caught using unauthorized materials during testing, these materials will be confiscated, your testing will be terminated with fees forfeited, and the Department 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 Department 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.

Official exam results for the practical exam will be emailed to you within three (3) business days after your test.

RETESTING POLICY

Failed examinations can be retaken as often as is necessary. There's 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 Arkansas.

PROV'S NON-DISCRIMINATION STATEMENT

Prov provides equal access to its exams and testing programs for all eligible persons. Although individual jurisdictions that Prov represents are wholly responsible for determining eligibility of candidates, it is the policy of Prov to maintain an environment free of discrimination and to prohibit discrimination and harassment against any person on the basis of race, color, national origin, gender, religion, age, disability, political beliefs, sexual orientation, and veteran, marital or family status.

Harassment of Prov program participants, proctors, staff or candidates will not be tolerated. If candidates wish to express concerns about discrimination, they should contact Prov at (801) 733-4455 or write to:

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

AMERICANS WITH DISABILITIES ACT ACCOMMODATIONS

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

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

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

TESTING SITE AVAILABILITY

The following are the testing sites where you may schedule to take your **written** examination.

Note that sites may change as needed. Please refer to the current online scheduling system to find available testing times for each location.

Test sites in bordering states are not included in this list but will populate when scheduling examinations.

ARKANSAS TEST SITE LOCATIONS – WRITTEN EXAMS

- 1. Northwest Arkansas Community College**
One College Drive
Testing Center – Student Center Building
3rd Floor, Room 306
Bentonville, AR 72712
- 2. University of Central Arkansas**
201 Donaghey Ave
Torreyson Library West
Testing Services - Room #315
Conway, AR 72035
- 3. South Arkansas Community College**
311 S West Avenue
El Dorado Conference Center - Room 220
El Dorado, AR 71730
- 4. University of Arkansas**
97 N. Razorback Road
Testing Center
Fayetteville, AR 72701
- 5. National Park College**
101 College Drive
Testing Center
Hot Springs, AR 71913
- 6. NEA Testing Center**
3014 Turman Dr
Suite F
Jonesboro, AR 72404
- 7. University of Arkansas Rich Mountain**
1100 College Drive
Ode Maddox Building – Testing Center
Mena, AR 71953
- 8. Pulaski Technical College**
3000 West Scenic Drive
Testing Services – Campus Center Building
Room 105
North Little Rock, AR 72118
- 9. Black River Technical College**
2402 N. 12th Avenue
Greene County Industrial Training Center
Room TC104
Paragould, AR 72451-1565

REMOTE TESTING - [Examroom.ai](https://www.examroom.ai)

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✓ Theory 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.

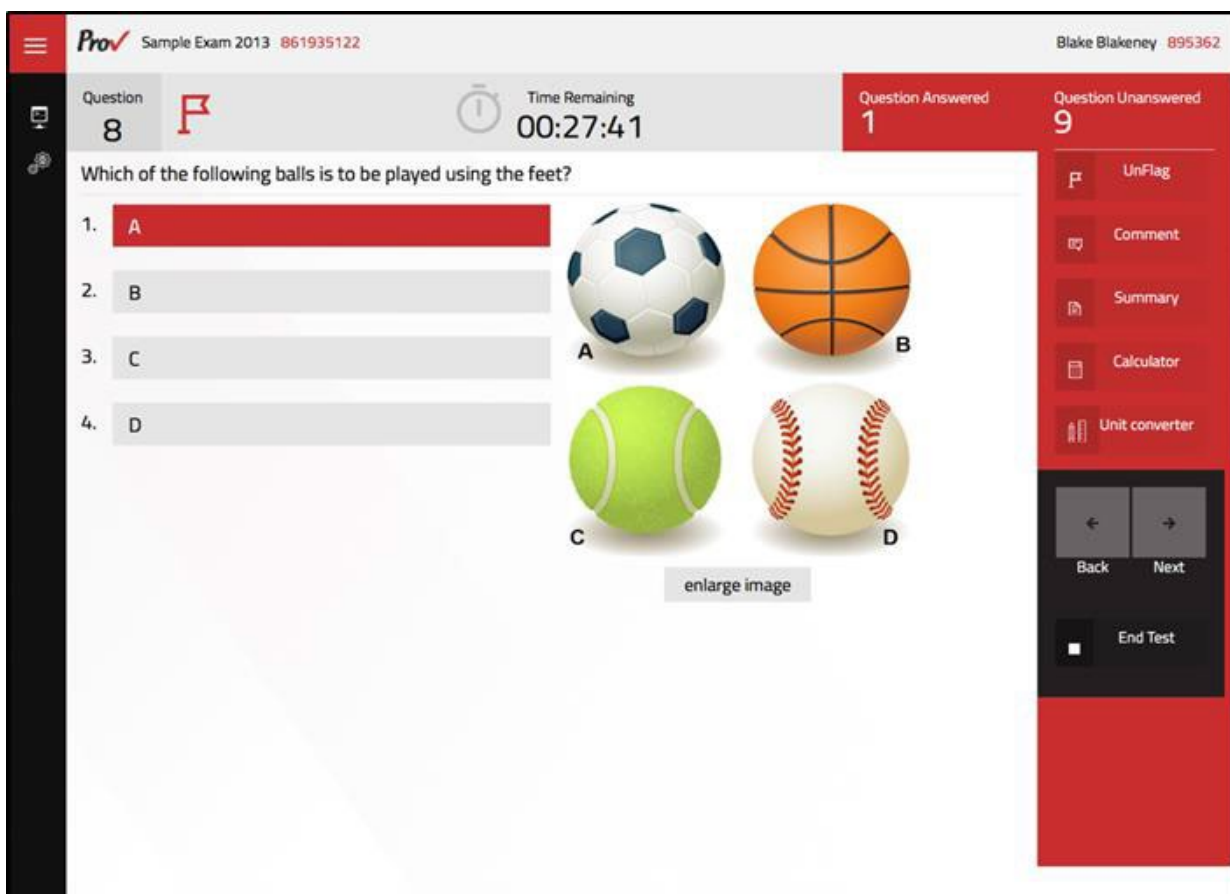
Testing Rules

- 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.
- Result letter information is provided in the Prov Candidate Information Bulletin. Please visit provexam.com and select "Learn about my 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.