



**State of North Carolina
Board of Cosmetic Art Examiners
Natural Hair Care Specialist
Candidate Information Bulletin**

FREQUENTLY ASKED QUESTIONS

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

You may also call/text us at (801) 733-4455. More information about exam registration and scheduling is provided on page 2 of this bulletin.
2. **WHERE CAN I TEST?** Prov has established 3 practical testing locations, and 19 written testing locations in North Carolina. Locations are provided on page 7 of this bulletin.
3. **HOW MUCH DOES IT COST?** The theory examinations cost **\$84** each and the practical examinations cost **\$84** each.
4. **WHEN DO I GET MY TEST RESULTS?** Official results for the practical and written exam will be emailed to you within 3 business days after your test.
5. **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:
NC Board of Cosmetic Art Examiners
121 Edinburgh
South, Suite 209
Cary, NC 27511
Ph (919) 736-6123
nccosmeticarts.com
9:00 am to 4:00 pm ET
Monday-Friday

For Testing Questions:
Prov, Inc.
200 W Civic Center Blvd,
Suite 160
Sandy, Utah 84070
Call or Text: (801) 733-4455
(Messaging rates may apply)
Phone: (877) 228-3926
www.provexam.com
support@provexam.com
8:00 am to Midnight ET
Monday-Friday

GENERAL TESTING INFORMATION

The North Carolina Board of Cosmetic Art Examiners (Board) has contracted with Prov, Inc. to administer the National Interstate Council of State Boards of Cosmetology (NIC) Natural Hair Care Specialist (NIC Natural Hair Styling) examinations:

The purpose of this bulletin is to provide you with information about taking your licensing examination(s) with the State of North Carolina.

NORTH CAROLINA SCHOOL CANDIDATES

Candidates register online at www.provexam.com and your school will be notified electronically that you have applied. Your school will need to approve you to take the exam.

Candidate's graduation form must be submitted from Candidate's school to the Board.

**OUT OF STATE, REINSTATEMENT
& CLOSED NC SCHOOL CANDIDATES**

Candidates licensed in another state, reinstating a lapsed license or if the North Carolina school you attended has closed, you must obtain approval from the North Carolina Board of Cosmetic Art Examiners before registering with Prov. The Board determines eligibility for examination.

EXAMINATION CATEGORIES & COST

Candidates seeking to be licensed in the State of North Carolina must successfully complete the written examination and a practical examination.

Each written exam costs **\$84** and each practical exam costs **\$84**. 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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HOW TO REGISTER ONLINE

IMPORTANT: When you register for your examination, you **MUST** enter your name **EXACTLY** as it appears on your government issued Photo Identification (ID), including your middle initial or your middle name as it appears on your ID. If your name does not match when you sign in at the testing center, you will be dismissed from the testing center and forfeit all testing fees for that testing session.

1. To register for your exam, go to:
<https://provexam.com/> or call the Prov Call Center to complete the registration process if preferred.
2. Click “Schedule a Test”
3. Click “Start Scheduling” under ‘Self Registration’



4. Use the Dropdown menu under “Select Certifying Body”, and select:

NC – Board of Cosmetic Art Examiners

5. Under “Select a License/certificate”, choose the license (and language) you are seeking:
 - **Natural Hair Care Specialist**

Then press

NEXT

6. Select your school from the Dropdown menu. **NOTE:** If you are an “Out of State” applicant, need to test to “Reinstate” a lapsed license, or if you attended a school that has “Closed” you must select “NC State Board”.
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:

SAVE CHANGES

8. Your application will now transfer to your school or to the Board (Out of State, Reinstating License etc.) for approval. You will receive an email notifying you to log back in and schedule your exam once approved.

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 or your last name. Click “Retrieve Details”
3. Select a Date & Time for your exam by selecting the link labeled.
 [Find suitable time and venue](#)
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: **Add to Cart.**
6. If you want to schedule a **second exam** (e.g. practical or written), select the **Schedule Another Test** button; otherwise move to step 7.

SCHEDULE ANOTHER TEST

7. 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 9:00 a.m. through 9:00 p.m. 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 or **seven (7) days** before your practical 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.

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. The photo-bearing ID must include a recent picture that accurately resembles your appearance and includes your date of birth. Examples of photo-bearing ID are a driver's license, passport, or military ID. 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 government-issued photo ID, your name does not match your photo ID EXACTLY or if you 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

Cameras, recorders, cell phones, computers, pagers, tablet computers, music players, smart watches, radios, electronic games, 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 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.

SCORE INFORMATION

Candidates must achieve an overall passing scaled score on the practical and written exams as follows:

- ✓ Natural Hair Care Specialist – 75.00

RESULTS REPORTING

Official score results for the written and practical examinations will be sent to your email address within three (3) business days following completion of the test.

RETESTING POLICY

Failed written examinations may be retaken as many times as necessary without obtaining additional school hours. Failed practical examinations can be retaken up to three (3) times if necessary. It is the Candidate's responsibility to track the number of failed attempts. If a Candidate re-applies and retakes the practical exam a 4th time without obtaining additional school hours the Board may void the score.

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

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., 200 W Civic Center Drive, Suite 160, 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 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>.

TEST SITE LOCATIONS – WRITTEN EXAMINATIONS

The following are the testing sites in North Carolina 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.

1. **Appalachian State University**
287 Rivers Street
Testing Services – John E. Thomas Hall, Room 245
Boone, NC 28608
2. **North Carolina Elite Career Service Center - Cary**
132 Quade Drive
Testing Services
Cary, NC 27513
3. **BCY Testing Solution - Charlotte**
8801 JM Keynes Drive One University Place
Suite 150
Charlotte, NC 28262
4. **North Carolina Elite Career Service Center - Charlotte**
5108 Reagan Drive
Testing Services – Suite 12
Charlotte, NC 28206

5. **Western Carolina University**
389 Centennial Drive
Belk Building, Room 404
Cullowhee, NC 28723
6. **Bladen Community College**
7418 NC Hwy 41 W
Building 8 LEC, Adult Learning & Testing Center
Dublin, NC 28332
7. **North Carolina Central University**
1801 Fayetteville Street - Testing Center
Taylor Education Building - Room 112
Durham, NC 27707
8. **College of The Albemarle – Elizabeth City**
1208 N. Road Street Testing Center
Charles H. Ward – Library & Knowledge Commons
Room 214
Elizabeth City, NC 27909
9. **Fayetteville State University**
1200 Murchison Road
William R. Collins Administration Building
Room 116 - Office of University Testing
& Assessment Services
Fayetteville, NC 28301
10. **BCY Testing Solution**
2311 W Cone Blvd
Northwestern Plaza – Suite 225
Greensboro, NC 27408
11. **NC Elite Career Service Center – Greensboro**
9C Dundas Circle
Testing Services
Greensboro, NC 27407
12. **Appalachian State University – Hickory**
800 17th Street NW
Testing Center
Hickory, NC 28601
13. **Mid Atlantic Safety Council – High Point**
2800 Westchester Drive Testing Center
3rd Floor – Rm 3601
High Point, NC 27262
14. **Guilford Technical Community College**
601 E Main Street
Medlin Campus Center 3rd Floor – Rm 3601
Jamestown, NC 27282
15. **Saint Augustine’s University**
310 N. Tarboro Street Testing Center
Public Health Education Center (PHEC)
Raleigh, NC 27610
16. **Mid Atlantic Safety Council – Wilmington**
3904 Oleander Drive Testing Center
Suite 201
Wilmington, NC 28403
17. **North Carolina Elite Career Service Center -
Wilmington**
2925 Boundary Street
Testing Center – Unit 2
Wilmington, NC 28405
18. **Alliance Assessments LLC**
200 Northgate Park Drive
Testing Center
Winston Salem, NC 27106
19. **Pitt Community College**
4302 Reedy Branch Road Placement Testing Center
Warren Building – Room 2402
Winterville, NC 27835

TEST SITE LOCATIONS – PRACTICAL EXAMINATIONS

The **practical** exams for the State of North Carolina are given at three (3) locations throughout the State.

1. **Prov Testing Center – Raleigh Metro Area
(Weekly Testing)**
2462 SW Cary Parkway
Parkway Point
Cary, NC 27513
2. **Prov Testing Center – Charlotte Metro Area
(Weekly Testing)**
3601 Matthews Mint Hill Road
Suite 5
Matthews, NC 28105
3. **Rocky Mount Event Center
(November, March & July testing)**
285 NE Main Street
Rocky Mount, NC 27801

IMPORTANT INFORMATION FOR NORTH CAROLINA CANDIDATES

The examinations utilized in North Carolina are National examinations owned and developed by the National Interstate Council of State Boards of Cosmetology (NIC). The NIC Candidate Information Bulletins (CIBs) contain information for all states nationally, so it is critical that you refer to the information provided in this Prov CIB when preparing for your North Carolina licensing exams.

MANNEQUIN INFORMATION

Candidates are required to use a mannequin head and are responsible for coming prepared for the examination. **LIVE MODELS ARE NOT PERMITTED FOR TESTING IN NORTH CAROLINA.**

Mannequin heads that are pre-marked for services or pre-sectioned are NOT allowed for any part of the 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.

Mannequin heads must be approved by the examination staff prior to the start of the examination.

KIT AND SUPPLY INFORMATION

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

Flat Iron Styling will be demonstrated with a cold thermal 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).

EPA registered, disinfectant wipes that demonstrate bactericidal, fungicidal, and virucidal properties must be used.

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

Original manufacturer’s labels on original containers are required for all disinfectants and hand sanitizers. **CANNOT** be a photocopy of the manufacturer’s label taped on a baggie or any other type of container.

Simulated products are not allowed for disinfectants and hand sanitizers.

NORTH CAROLINA BLOOD EXPOSURE PROCEDURES

North Carolina State Board practical examination test sites do not have access to a sink for candidate hand washing. During the examination, blood exposure procedures must be demonstrated as a mock performance to show knowledge of the correct procedures. North Carolina procedures are indicated in bold font. Exam notes are in parentheses. Candidates will be required to demonstrate a blood exposure procedure on oneself as follows:

- **Stop the service.**
(If a real blood exposure occurs during the NIC practical exam the candidate would do this step.)
- **Explain situation to client and excuse him or herself.**
(Candidates will not demonstrate this part during the NIC practical exam.)
- **Proceed to the handwashing area equipped with first aid supplies.**
(Candidates will not demonstrate this part during the NIC practical exam.)
- **Wash your hands with soap and running water and dry with a disposable towel. (If punctured area is on the hand you would combine hand washing with washing the punctured area.)**
(Candidates will not demonstrate this part during the NIC practical exam.)
- **Wash the punctured area with soap and running water and dry with a disposable towel.**
(Wash hands using hand sanitizer in place of soap and running water, then dry with a disposable towel.)
- **Place the disposable towel in the waste container.**
- **If cut is still bleeding apply pressure over the wound with a disposable towel. (Once removed must be immediately placed in the waste container.)**
(If a real blood exposure occurs during the NIC practical exam the candidate would do this step.)
- **Remove adhesive bandage and antibiotic cream from first aid kit.**
(Candidates must demonstrate this step during the NIC practical exam.)
- **Apply an adhesive bandage and/or antibiotic cream to the cut.**
(Candidates must demonstrate this step during the NIC practical exam.)
- **Place all single-use items in waste container.**
(Candidates must immediately place items directly in waste container and not place items on station or in a zip lock bag during the NIC practical exam.)
- **Apply protective gloves.**
- **Remove implements from work station, then properly clean and disinfect implements.**
- **Clean and disinfect station.**
- **Remove gloves from hands and dispose immediately in waste container.**
- **Wash hands with soap and running water, keeping the bandage dry.**
(Wash hands using hand sanitizer in place of soap and running water, then dry with a disposable towel.)
- **If the injured area is on the hands, fingers or thumb apply disposable, protective gloves or a finger guard ensuring the injured area is covered.**
(If a real blood exposure occurs during the NIC practical exam the candidate would do this step.)
- **Return to service.**
(If a real blood exposure occurs during the NIC practical exam the candidate would do this step.)

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 refer to this Prov CIB and to the following:

Natural Hairstyling

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To learn more about your specific exam, please select the [hyperlink](#) next to the Written or Practical exam to access the NIC CIB for a complete description of each examination.

NIC WRITTEN EXAM:

- ✓ [Natural Hairstyling Written CIB - Online](#) OR [Natural Hairstyling Written CIB - PDF](#)

NIC PRACTICAL EXAM - Core Practical Exam CIB:

- ✓ [Natural Hair Styling Practical CIB - Online](#) OR [Natural Hair Styling Practical CIB - PDF](#)

ADDITIONAL PRACTICAL EXAM SERVICE CIB:

- ✓ [Flat Iron Practical CIB - Online](#) OR [Flat Iron Practical CIB - PDF](#)

The sections of the practical examination administered in North Carolina are as follows:

Practical Examination Sections

- Work Area and Client Preparation, and Set Up of Supplies
- Extension to Visible Cornrow Braid
- Invisible Cornrow Braid
- Extension to Individual Braid
- Work Area and New Client Preparation, and Set Up of Supplies
- Horizontal Braid for Sew-In
- Sew-In Weft Attachment and Shaping
- Blood Exposure Procedure
- Flat Iron Styling

FOREIGN LANGUAGE CANDIDATE INFORMATION BULLETINS

The Natural Hair Care Specialist (NIC Natural Hairstyling) Written CIB is provided in English only.

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.

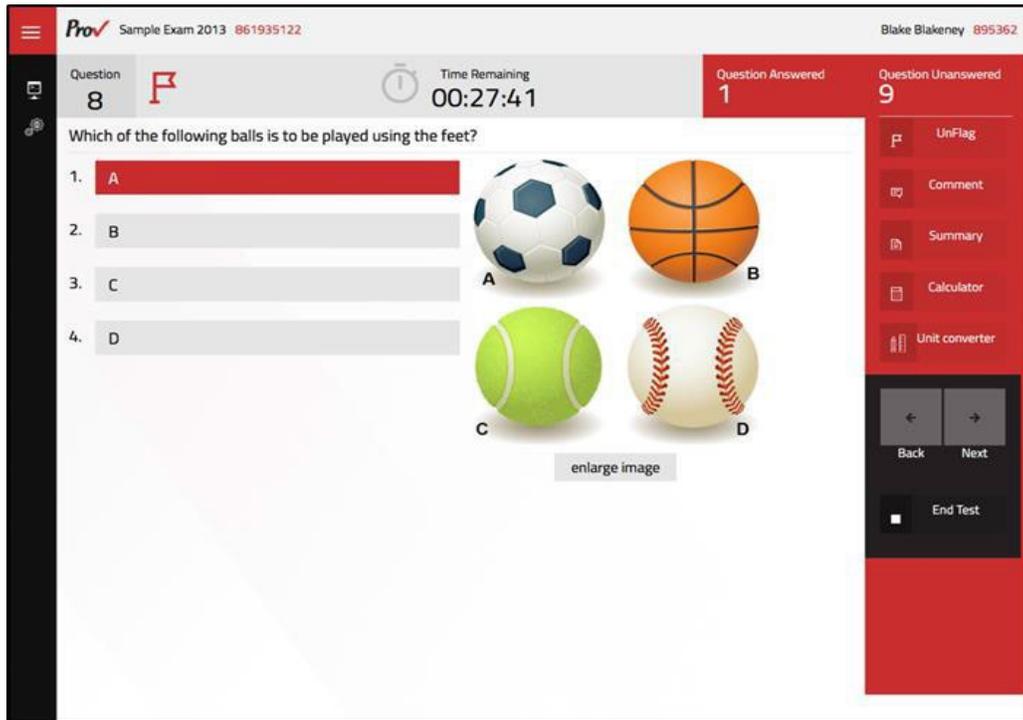
Testing Rules

- 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.