



# Washington District of Columbia DC Department of Licensing & Consumer Protection Candidate Information Bulletin

## FREQUENTLY ASKED QUESTIONS

1. **WHAT IS THE REGISTRATION PROCESS IN WASHINGTON DC?** Those interested in a Cosmetology-related fields license must first make payment to the DC Department of Licensing & Consumer Protection (Department).

The Department will review your credentials and then will approve you for testing. Once you have been approved, you will be notified 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](http://www.provexam.com)

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

3. **WHERE CAN I TEST?** You may take the theory examination at any Prov Computer Based Testing Center throughout the U.S. Locations are provided in the section titled "Test Site Locations" of this bulletin.

Practical examinations are administered by the Department, information is available at [DLCP.dc.gov](http://DLCP.dc.gov)

4. **HOW MUCH DOES IT COST?** The written examinations cost **\$92.00** each.

5. **WHEN DO I GET MY TEST RESULTS?** Official exam results will be emailed to you and to the Department within 1 to 3 days after your test.

6. **WHAT IS ON THE TEST?** Exam information is provided in the section titled "Exam Descriptions" of this bulletin.

## CONTACT INFORMATION

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 -  
**DC Department of Licensing  
& Consumer Protection  
(Department)**  
1100 4th Street, SW  
Washington, DC 20024  
Ph: (202) 671-4500

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)  
Toll Free: (877) 228-3926  
[www.provexam.com](http://www.provexam.com)  
support@provexam.com  
9:00 am to 12:00 pm ET  
(Midnight) Mon - Fri

[DLCP.dc.gov](http://DLCP.dc.gov)

## GENERAL TESTING INFORMATION

The DC Department of Licensing & Consumer Protection (Department) has contracted with Prov, Inc. to administer the following NIC written examinations:

- Barber 1
- Body Piercing
- Cosmetology
- Ear Piercing
- Electrology
- Esthetician
- Master Esthetician
- Instructor
- Manager
- Nail Technology
- Hair Braiding
- Tattooing
- Wax Technician

The purpose of this bulletin is to provide you with information about taking your written licensing examination. You will be required to pass the written 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 (202) 671-4500.

**EXAMINATION CATEGORIES & COST**

Candidates seeking to be licensed in Washington DC must successfully complete the written examination. The written test covers the technical knowledge elements of the specific licensing field. Detailed information about the written exam content and reference materials is provided in the Exam Descriptions section of this bulletin.

The written exam costs **\$92.00**. 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>.

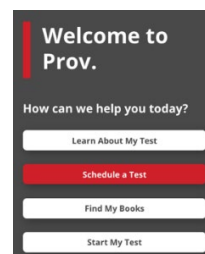
**WHERE TO TAKE YOUR EXAM**

You may take the theory examination at any Prov Computer Based Testing Center throughout the U.S. Locations are provided in the section titled “Test Site Locations” of this bulletin.

**SCHEDULING YOUR EXAM ONLINE**

Once approved by the Department, you will receive an email from Prov notifying you that you have been approved. Use the information in this letter to schedule your examination.

- To
- To schedule your exam, go to:  
<https://provexam.com/> or call the Prov Call Center to complete the registration process if preferred. From our homepage, select “Schedule a Test”



- Next, select **Pre-Approved Registration**.
- Enter your known Candidate ID (found in your SCLLR email), as well as your Last Name. Click “Retrieve Details”
  - On the Prov profile page, enter all needed contact information.

- Select a Date, Time, Location for each exam by selecting the link labeled:

 [Find suitable time and venue](#)

- Select a convenient test site by scrolling down to see all available test sites. Prov's scheduling system will search for the closest testing centers to the address you entered. Select the **SCHEDULE** hyperlink to check the calendar for a specific testing center.
- Select a test **date** and **time** from the calendar. Confirm your selected date and time and select: **Add to Cart**.
- If you want to schedule a **second exam** (e.g. practical or written), select the **Schedule Another Test** button; otherwise move to step 9.

**SCHEDULE ANOTHER TEST**

- Proceed to payment. Please enter your form of electronic payment (e.g. MasterCard, Visa, AMEX) or coupon code if provided by your school. The invoice for your exam payment will be automatically emailed to you. This invoice will include information regarding your scheduled date/time.

If you have any problems with online scheduling, you may call or text Prov at (801) 733-4455.

### SCHEDULING BY PHONE

To schedule an examination by phone, you may call or text Prov at (801) 733-4455 or send an email to support@provexam.com.

Prov scheduling staff is available 9:00 a.m. ET through 12:00 p.m. ET (Midnight), 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 Washington DC 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).

**Barber 1****WRITTEN EXAM:**

- ✓ [Barber 1 Written CIB](#)

**Body Piercing****WRITTEN EXAM:**

- ✓ [Body Piercing Written CIB](#)

**Cosmetologist****WRITTEN EXAM:**

- ✓ [Cosmetology Written CIB](#)

**Ear Piercing****WRITTEN EXAM:**

- ✓ [Ear Piercing Written CIB](#)

**Electrology****WRITTEN EXAM:**

- ✓ [Electrology Written CIB](#)

**Esthetician****NIC WRITTEN EXAM:**

- ✓ [Esthetics Written CIB](#)

**Master Esthetician****WRITTEN EXAM:**

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

**Hair Braiding****NIC WRITTEN EXAM:**

- ✓ [Natural Hairstyling Written CIB](#)

**Instructor****WRITTEN EXAM:**

- ✓ [Instructor Written CIB](#)

**Nail Technician****WRITTEN EXAM:**

- ✓ [Nail Technology Written CIB](#)

**Wax Technician****WRITTEN EXAM:**

- ✓ [Hair Removal Written CIB](#)

## Foreign Language CIBs

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 below. Please note: Manager and Hair Braiding exams are offered by NIC in English only.

### 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](#)

### BODY PIERCING:

Korean: [NIC Korean Body Piercing Written CIB](#)

Spanish: [NIC Spanish Body Piercing Written CIB](#)

Vietnamese: [NIC Viet Body Piercing Written CIB](#)

### COSMETOLOGY:

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

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

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

### EAR PIERCING:

Korean: [NIC Korean Ear Piercing Written CIB](#)

Spanish: [NIC Spanish Ear Piercing Written CIB](#)

Vietnamese: [NIC Viet Ear Piercing Written CIB](#)

### ELECTROLOGY:

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

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

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

## Foreign Language CIBs

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 below. Please note: Manager and Hair Braiding exams are offered by NIC in English only.

### ESTHETICIAN:

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

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

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

### MASTER ESTHETICIAN:

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

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

Vietnamese: [NIC Viet AP 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](#)

### WAX TECHNICIAN:

Korean: [NIC Korean Hair Removal Written CIB](#)

Spanish: [NIC Spanish Hair Removal Written CIB](#)

Vietnamese: [NIC Viet Hair Removal Written CIB](#)

**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.

**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, (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 Board 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 of 70.00 on the written exams for all exam types except Managers and Instructors. Managers and Instructors must achieve an overall passing scaled score of 75.00 on the written exam.

**RESULTS REPORTING**

Official exam results will be emailed to you and to the Department within 1 to 3 days after your test.

**RETESTING POLICY**

Failed examinations can be retaken as often as is necessary for 1 year (365 days) of approval by the Department. There's 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 Washington DC.

**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 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.

**TEST SITE LOCATIONS – WRITTEN EXAMS**

Your written exam will be administered by computer at one of Prov's Testing Centers. Prov offers over 400 locations across the country where candidates can take their examinations

## 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.**

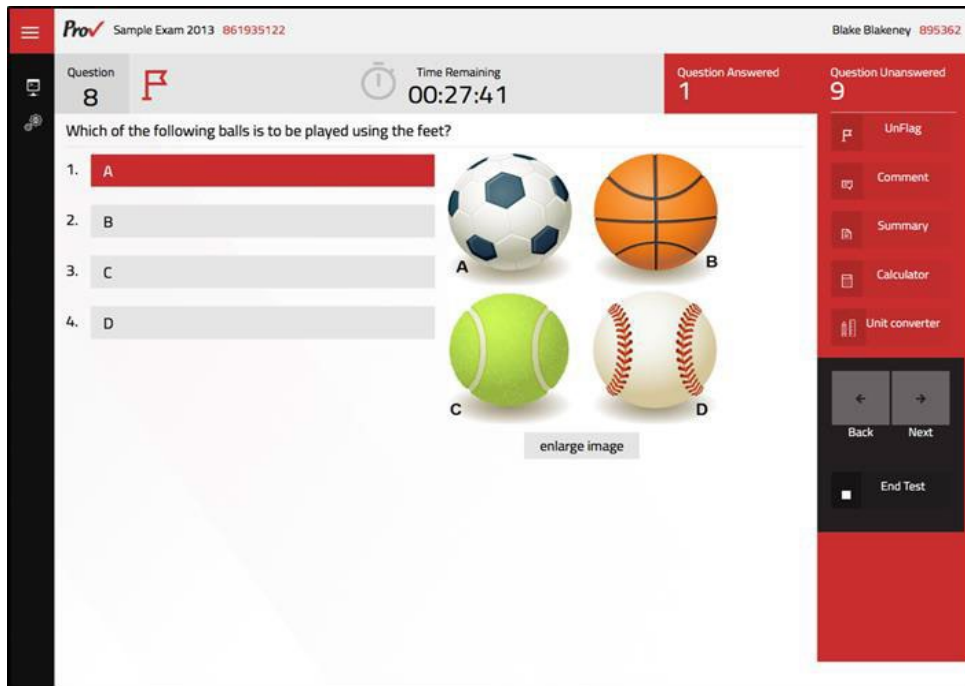
### Testing Rules

- 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](http://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



<b>Total number of questions</b>	Indicated in the upper right-hand corner of the screen.
<b>Available time</b>	Posted in hours and minutes. The test will end automatically when <b>Time Remaining</b> reaches 0:00.
<b>Selecting your answer</b>	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.
<b>Tracking difficult questions</b>	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> .
<b>Question comments</b>	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.
<b>Moving to a different question</b>	Use your mouse to select the <b>Next</b> or <b>Back</b> buttons. Press Next to move forward. Press Back to move backward. You may also use your arrow keys ( <b>← →</b> ) to move forward and backward through the test.
<b>Reviewing your progress</b>	Press the <b>Summary</b> button to see a table indicating which questions are unanswered or which you have flagged.
<b>Ending the test early</b>	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.