



**National Barber and
Cosmetology Programs**

MASSACHUSETTS INSTRUCTOR TEST TAKER GUIDE

*Please refer to our website to check for the most updated information
<https://test-takers.psiexams.com/macOS>*

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PSI NATIONAL TESTING - GENERAL INFORMATION

This Test Taker Guide (TTG) provides test takers with information about the PSI National Tests and application process for taking an instructor test for, cosmetology instructor, barber instructor, esthetician instructor, electrologist instructor, or manicurist instructor with the Massachusetts Board of Registration of Cosmetology and Barbering.

The Massachusetts Board of Registration of Cosmetology and Barbering (referred to as the Board) has contracted with PSI Services LLC (PSI) to conduct the PSI National Barber/Cosmetology Testing Program. PSI works closely with the

Board to make certain that the tests meet the State and nationally established technical and professional standards for test development and administration. PSI provides these tests through a network of computer testing centers in Massachusetts.

APPLYING TO TAKE A TEST

Test takers must complete the application form found at the end of this guide. The completed application and fee are emailed to MACOSprocessing@psionline.com (*no faxed applications will be accepted*). Once PSI has received the application and the applicable fee, PSI will review and process the application. If an application is incomplete or missing required documents, an email will be sent to the test taker explaining the deficiency. The test taker will need to resubmit a completed application package with the required information for review. It is in the test takers best interest to make sure the application is complete and required documentation uploaded prior to submitting the application package. Missing information will delay the application process.

The following information will aide in a timely response.

- ✓ Ensure the application is complete, legible, and signed
- ✓ The applicants name matches exactly the name on the government I.D. being used to test
- ✓ Credit card information is provided, and correct application fee selected (no cash or checks accepted)
- ✓ The school certification must be completed by the school director and uploaded with the application
- ✓ All security questions must be answered completely
- ✓ If a test taker answers “Yes” to any security question, additional Board approval may be necessary
- ✓ Complete the Criminal Offender Record Information (CORI) Acknowledgement
- ✓ Complete the Identity Verification section based on the submission process (either Section A or Section B)

Once the entire package is inspected by the test taker and reviewed ensuring the package is completed and documentation included, the test taker will upload the package to MACOSprocessing@psionline.com

Once an application is received by PSI and processed, it will be pending State Board approval. Unfortunately, there is not an estimated timeframe on when the application will be approved, and there are not status updates provided. Once an application is approved by the state Board, test takers receive an approval email from PSI with instructions on how to proceed and schedule a test.

If the test taker requires a language other than English, please email MACOSprocessing@psionline.com with the language is preferred. Test language options are English, Vietnamese, Spanish, Portuguese, and Simplified Chinese.

Please be advised; the application will be *RETURNED* to the test taker if any required information OR documentation is missing, causing an unnecessary delay in the approval process! For a timely approval, please make sure the application, all documentation and fees are included when the form is emailed to PSI.

ELIGIBILITY

The test eligibility is good for 1 year (12 months), after 1 year the test takers eligibility will expire. Once eligibility has expired the test taker does not need to retake the course, however, must re-apply with the Board by filling out a new application, pay another application fee and email the completed application to MACOSprocessing@psionline.com. The Board will again approve the application and eligibility will reinstate for another year. Test takers will again pay test fees to schedule their test.

TEST PAYMENT AND SCHEDULING

Once the application is approved the test taker will receive an email from PSI to schedule and pay for their test. The test taker is responsible for contacting PSI to schedule their test. PSI will make every effort to schedule the online time OR testing site and time that is most convenient. Test takers must pay for the test at the time they schedule. Test eligibility is good for 1 year (12 months), after 1 year the eligibility will expire.

MASSACHUSETTS TEST FEES

Instructor Theory Test	\$155.00
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NOTE: TEST FEES ARE NOT REFUNDABLE OR TRANSFERABLE.

If eligibility expires, Test Takers must do the following steps:

- ✓ Reapply with the state and pay an additional application fee.
- ✓ Pay an additional test fee and reschedule to test.

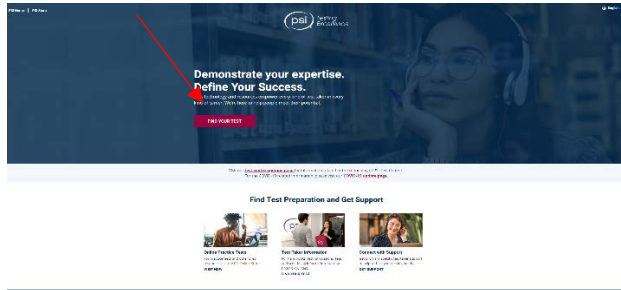
SCHEDULING A TEST

Once a test taker has received an eligibility notice, the test taker is responsible for contacting PSI to schedule their test. PSI will make every effort to schedule the online time OR testing site and time that is most convenient.

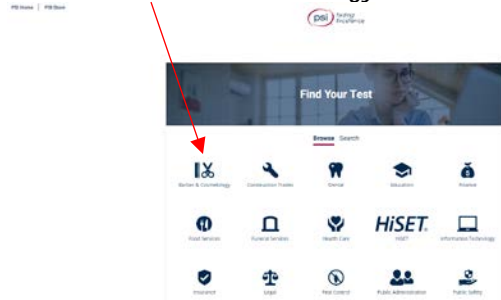
ONLINE REGISTRATION

PSI online registration is fast, easy, and available 24 hours a day 7 days a week! This is the most preferred and convenient way to schedule and pay for a test. Test takers may use this service by going to the PSI web page <https://test-takers.psiexams.com/macros>

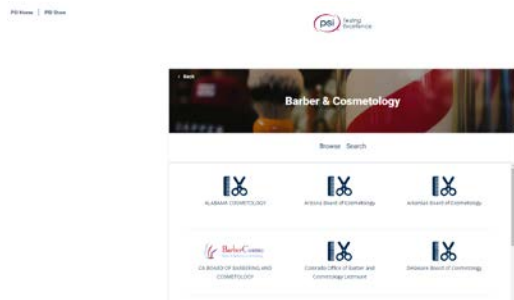
Select **“FIND YOUR TEST”**.



Select **“Barber and Cosmetology”**



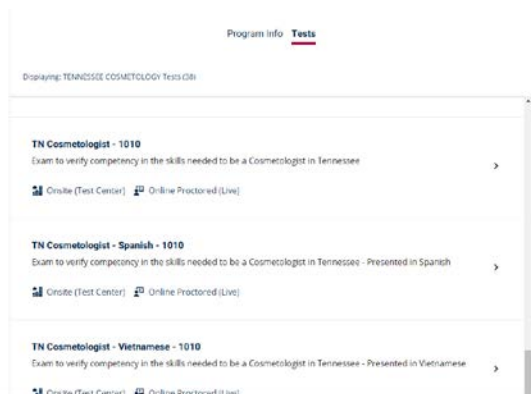
Scroll down and select **“Massachusetts Cosmetology”**



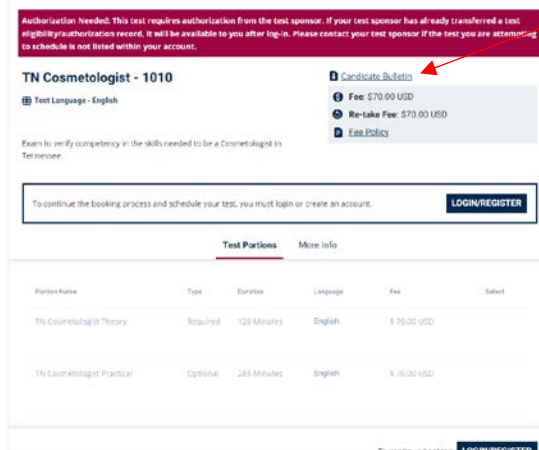
Select “VIEW AVAILABLE TESTS”



Test takers scroll to find their “test, language, and administration” (onsite OR online)



Once testing choices are made, test takers will need to create or sign into their PSI account, pay the test fees, and schedule their test location, date, and time. The Candidate bulletin (CIB) or “Test Taker Guide (TTG)” is also found and downloaded from this page.



Follow the easy on-screen directions to pay and schedule a test.

Test takers who encounter questions or difficulty with registration, please do not call the Massachusetts Board Office as they do not have the information to aid test takers in their registration process. Please contact PSI customer services at (855) 340-0093

NAME CHANGE INSTRUCTIONS

If a test taker name differs on any paperwork, they will need to provide documentation of legal name changes. This may require marriage certificates, or other legal documents, additional documentation may be required if the name has changed multiple times.

Test takers who encounter questions or difficulty with registration, please do not call the Massachusetts Board Office as they do not have the information to aid test takers in their registration process. Please contact PSI customer services at (855) 340-0093

REGISTRATION BY TELEPHONE

Test takers may also choose to schedule over the telephone.

- To register by phone requires a valid credit or debit card (VISA, MasterCard, American Express or Discover). Call (855) 340-0093, Monday through Friday, between 6:30 AM and 9:00 PM CST, and Saturday-Sunday between 8:00 AM and 4:30 PM CST, to speak to a live PSI Customer Service Representative.

CANCELING OR RE-SCHEDULING

Test takers may cancel and reschedule a test without forfeiting the fee if PSI receives a confirmed cancellation at **least 48 hours prior the scheduled test.**

- To cancel a test, use the PSI web page <http://test-takers.psiexams.com/macros> or call PSI at (855) 340-0093, Monday through Friday, between 6:30 am and 9:00 pm, and Saturday-Sunday between 8:00 am and 4:30 pm, Central Time, to speak to a Customer Service Representative.

Leaving a voice mail message will *NOT* cancel a test, test takers need to speak to a live Customer Service Representative.

LATE CANCELATION OR MISSED TEST

Testing fees will be forfeited for the following reasons.

- The test taker *does not cancel the test* at least 48 hours prior the scheduled time.
- The test taker *leaves a voice mail message* to attempt to cancel the test.
- The test taker arrives at the location *after the test start time*.
- The test taker is a *no-show* for the scheduled test.
- The test taker does not present *proper identification* when arriving for the test.

TRANSLATION DICTIONARIES

Test takers may bring a translation dictionary into the testing room for their test. Translation dictionaries must be reviewed by the test administrator and only direct word-to-word dictionaries are allowed. Translation dictionaries must meet the following requirements:

- The dictionary may not provide definitions to words. If candidates have definitions or anything other than a word-for-word translation, they will not be permitted for use during the test.
- No electronic translation dictionaries are allowed.
- Loose pages, writing, or notes will not be permitted inside the dictionary. Test Center staff will inspect the pages of the dictionary to make sure there are no loose pages, writing, or notes on the pages.

Test Center staff will monitor the test taker during the test to ensure the test taker is not writing in the dictionary and inspect the pages of the dictionary after the test to make sure the test taker has not written in the dictionary.

Translation dictionaries can be purchased anywhere, including the following locations:

<http://www.bilingualdictionaries.com>

<http://velazquezpress.com/products/bilingual-word-word-dictionaries>

<http://www.educavision.com/index.php>

If a test taker is bringing a translation dictionary and the primary language is not offered, the test taker may be eligible for extra time during the test. To apply for extra time, please submit a request along with a letter verifying the test takers primary language to the Board to find out if they qualify for extra time. Requests should be submitted via email or US mail to:

Massachusetts Board of Cosmetology and Barbering
 Attn: Executive Director
 Division of Professional Licensure
 1000 Washington Street, Suite 710
 Boston, MA 02118-6100
 Emails can be sent to: cosmetologyandbarberingboard@mass.gov

TEST TAKER ACCOMMODATIONS

All PSI testing centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990, and testing accommodations will be made in meeting a test taker's needs. Test takers with disabilities requesting test accommodations must fill out the test accommodation request form [CLICK HERE](#). Fill in ALL the requested information and upload documentation at the end of the form.

Test takers who require test accommodations, must create an account in the PSI system prior to requesting an accommodation.

PSI TEST CENTER EXPERIENCE

Please visit the following link to watch a short video of the PSI Test Center Experience.

<https://psi.wistia.com/medias/3321yp1ic8>

PSI MASSACHUSETTS COMPUTER TESTING LOCATIONS

The **PSI National Barber/Cosmetology Instructor** tests are administered at the testing centers listed below:

Auburn Training and Testing Center

48 Sword St., Unit 204
 Auburn, MA

Boston Training and Testing Center

56 Roland Street, Suite 305
 Charlestown, MA

Bridgewater State University

10 Shaw Rd, Maxwell Lib., Rm 001A,
 Academic Achievement Ctr - Testing Services
 Bridgewater, MA

Fall River Training and Testing Center

218 South Main St., Suite 105
 Fall River, MA

Lawrence Training and Testing Center

1 Ballard Way, Suite 104
 Lawrence, MA

Network Technology Academy, Inc.

100 Pleasant St.
 Malden, MA

Northeast Test Centers - Milford

258 Main St., Suite 204
 Milford, MA

Northeast Test Centers - Norwood

55 Boston Providence Hwy
 Norwood, MA

Springfield Examination Center

1111 Elm Street, Suite 32A
West Springfield, MA

Springfield Technical Community College

One Armory Square
Scibelli Hall, Bldg. 2, Room 304
Springfield, MA

Angels-Net Foundation Inc

360 West Boylston Street, Suite 213
West Boylston, MA

Millennium Training Institute

800 West Cummings Park, Suite 3250
Woburn, MA

TEST SITE CLOSING FOR AN EMERGENCY

On occasion severe weather or an emergency may force the closure of a testing center. PSI will attempt to contact all test takers on that day to inform them of the situation. Every effort will be made to reschedule test takers for the next available date, time, and testing center possible. Test takers will not be penalized for emergency closures and will be rescheduled at no charge. Testing center status may also be confirmed by calling (855) 340-0093.

REPORTING TO A TESTING SITE

Test takers should arrive at least 30 minutes prior to their scheduled testing start time. This allows time for test takers to sign-in and provide the testing staff with identification verification and to be seated. Test takers need to provide 1 form of I.D. upon check in as outlined below.

Test takers who arrive after the start time, will not be admitted to the testing room, and will forfeit all their testing fee(s).

REQUIRED IDENTIFICATION FOR ENTRY TO THE TEST

Test takers are required to provide 2 forms of identification.

- One I.D. must be a VALID, government issued identification (driver's license, state ID, passport), which bears the test takers name exactly as it appears in the test registration, signature and photograph or a complete physical description.
- The second ID must have the test takers signature and preprinted legal name exactly as it appears on the test takers registration form.

Again, all identification must display the test takers name *exactly* as it appears in the test registration form.

Test takers who are not able to provide the required identification must call (855) 340-0093 at least 21 days prior to the scheduled test, to discuss possible solutions to this test requirement.

Test takers failing to provide all required identification at the time of the test is considered a missed test, and they will be dismissed.

***Government issued temporary paper IDs are acceptable form of ID when presented with the expired ID.**

GENERAL SECURITY RULES AND PROCEDURES

The following security procedures will apply during the test:

- Test takers may take only approved items into the testing room.
- All personal belongings of test taker should be placed in the secure storage provided at each site prior to entering the testing room. Personal belongings include, but are not limited to, the following items:
 - **Electronic devices of any type, including but not limited to; cellular/mobile phones, recording devices, watches, cameras, pagers, laptop computers, tablet computers (e.g., iPads), music players or headphones (e.g., iPods), smart watches, radios, or electronic games.**
 - **Bulky or loose clothing or coats:** For security purposes outerwear such as, but not limited to open sweaters, cardigans, shawls, scarves, hoodies, vests, jackets, and coats are not permitted in the testing room. In the event test takers are asked to remove the outerwear, appropriate attire such as a shirt should be worn underneath.

- **Hats or headgear not worn for religious reasons** or as religious apparel are prohibited including but not limited to hats, baseball caps, or visors.
- **Other personal miscellaneous items**, including purses, notebooks, reference or reading material, briefcases, backpacks, wallets, pens, pencils, other writing devices, food, drinks, and good luck items, etc.
- Although secure storage for personal items is provided at the testing site for convenience, PSI is not responsible for any damage, loss, or theft of any personal belongings or prohibited items brought to, stored at, or left behind at the test site. PSI assumes no duty of care with respect to such items and makes no representation that the secure storage provided will be effective in protecting such items. If prohibited items are found during check-in, test takers will place them in the provided secure storage or leave these items outside the restricted area at their own risk. PSI is not responsible for the security of any personal belongings or prohibited items. Any test taker possessing prohibited items in the testing room shall immediately have their test results invalidated, and PSI shall notify the government officials in the state in detail of the occurrence.
- If a test taker leaves any items at the test site after testing and is not claimed within 30 days, items will be disposed of or donated, at PSI's sole discretion.
- Person(s) accompanying a test taker may not wait in the testing center, inside the building or on the building's property. This applies to guests of any nature, including drivers, children, friends, family, colleagues, or instructors.
- No smoking, vaping, eating, or drinking is allowed inside the testing center.
- During the check in process, all test takers will be asked if they possess any prohibited items. Test takers may also be asked to empty their pockets and turn them out for the proctor to ensure they are empty. Proctors will ask to inspect any such items in their pockets. Test takers may also be asked to lift the ends of their sleeves and the bottoms of their pant legs to ensure that restricted items do not enter testing areas.
- Proctors also carefully inspect eyeglass frames, tie tacks, or any other apparel that could be used to harbor a restricted device.
- Any test takers seen giving or receiving assistance on a test, found with unauthorized materials or devices, disrupts the administration of a test or who violates any security rule or procedure, will be asked to surrender all test materials and to leave the testing center. PSI will notify government officials in the state in detail of the occurrence.
- Copying or communicating test content is violation of the test takers contract with PSI, and federal and state law. Either may result in the disqualification of test results and may lead to legal action.
- Once the test begins, test takers may obtain permission from a proctor to leave the testing room if an emergency arises or to use the restroom. Test takers will not receive extra time to complete the test for leaving the testing room for any reason.

PSI TESTING EQUIPMENT

The PSI National Instructor theory tests will be administered using a computer, a mouse and computer keyboard.

IDENTIFICATION SCREEN

Test takers will be accompanied to a testing station. Once test takers are seated at their testing station, they will be prompted to confirm their name, identification number, and the test for which they registered.

TUTORIAL

Before a test taker begins a test, an introductory tutorial is provided on the computer screen. The time used to watch the tutorial is not deducted from any test timing. The tutorial takes up to 15 minutes, sample questions are introduced during tutorial so a test taker may familiarize themselves on how questions are written and how to review the answers given.

TEST QUESTION SCREEN

The "function bar" at the top of the test question, provides mouse-click access to any features available while taking the test. During the test, one question will appear on the screen at a time. There is also a timer feature that at the top of the screen that displays the time a test taker has remaining to complete the test.

Note:

Even though a test taker has entered a response to a question, the system will allow the response to be changed anytime the test is active. Once a test taker signs out of a test or timing expires; this feature will no longer be available.

Question: 3 of 40 Answered: 2 Unanswered: 1 Marked: 0 View: All Time Left(Min): 359

3. What do the stars on the United States of America's flag represent?

(Choose from the following options)

- ☐ 1. Presidents
- ☐ 2. Colonies
- ☐ 3. States
- ☐ 4. Wars

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EXPERIMENTAL QUESTIONS

In addition to the number of test questions specified in the "Test Content Outline". There are a small number of "experimental questions" may be administered to test takers during the tests. There are typically at least five (5) experimental questions on a test. The results of these questions not included in the final test takers score. Administration of such unscored experimental questions is an essential step in developing future PSI tests.

Test takers will utilize the PSI National Instructor test for a Cosmetology Instructor, Barber Instructor, Esthetician Instructor, Electrologist Instructor, or Manicurist Instructor license in Massachusetts.

INSTRUCTOR THEORY TEST

The test content outline is prepared and is periodically updated by committees of professionals who are subject matter experts in Teaching, Teacher Training, or regulatory issues. The test content outline identifies areas of importance to licensees for them to perform their duties on the public in a competent and in a safe and responsible manner. The content outline lists topics that are on the test and the number of questions for each topic. We advise test takers not schedule a test until they are familiar with the topics on the outline. Test takers may use this outline as a guide as well as the test references as a guide for a pre-test review.

INSTRUCTOR THEORY CONTENT OUTLINE

The following content outline lists the topics that are on the test and the number of questions for each topic. We recommend not scheduling a test until a test taker is familiar with all topics in the outline. The instructor test consists of 50 scored questions and 5 non-scored experimental questions. Test takers will have 90 minutes (1.5 hours) to complete the test

I. Learning and Communication 10%

- A) Learning styles and types of students
- B) Communication techniques
- C) Learning conditions

II. Curriculum and Lesson Plans 20%

- A) Performance goals and objectives
- B) Lesson plan development
- C) Components of an effective lesson plan

III. Teaching Methods 36%

- A) Presentations and demonstrations
- B) Implements and equipment used for instruction
- C) Student motivation and maintaining student interest
- D) Instructor characteristics and teaching styles

IV. Student Evaluation and Testing Methods 10%

- A) Developing tests
- B) Grading methods

V. Classroom Management 24%

- A) Conflict management

- B) Professionalism
- C) Learning behavior
- D) Educational environment

INSTRUCTOR TEST REFERENCE MATERIALS

This test is CLOSED BOOK.

The reference materials listed below were used to develop the questions for this test.

Mindful Teaching Pro eBook (101.1 - 701.6)

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<https://www.pivot-point.com/shop/>

Contact: info@pivot-point.com

847-886-0500, Ext. 7399

Milady Master Educator 3rd Edition

Milady www.miladypro.com Customer Service: info@milady.com 800.998.7498 ext. 2700

PSI SCORE THEORY TEST REPORTING INFORMATION

Test takers must score at least 70% to pass the PSI National Instructor *Theory* test.

- Test Scores will be emailed to the test taker upon completion of their test.
- Test scores results are confidential and will be given only to the test taker and the Board office.
- Test takers who are successful, will receive a “PASS” report.
- Test takers who score below the required passing score will receive an overall score, and an individual score for each of the test topic areas. Test takers use this information to assist them in studying for a re-examination.

To better prepare for the PSI National Instructor Theory test, test takers can now review by taking an online practice test. Practice tests are intended to aid test takers with example test questions. The purpose is to familiarize a test taker with the general types of questions that will appear on an instructor test. Though questions are based on Instructor, these questions are NOT a substitute for education and study. Scoring well on the practice test also will not guarantee a positive outcome on the actual licensing test. This is the ONLY official PSI practice test; PSI does not recognize nor endorse any other study guides that may be offering information on the PSI National Cosmetology Program. The PSI practice tests are offered to review an unlimited number of times; however, a fee is assessed for *each time the test is utilized for review*.

Go to <https://www.psionlinestore.com> for more information and to register!

EXAMINATION REVIEW

PSI, in cooperation with the Department and Massachusetts Board, will be continually evaluating the tests being administered to ensure that the tests accurately measure competency in the required knowledge areas. Comments may be entered during the test by clicking the Comments link on the function bar of the test question screen. Test taker comments regarding the questions and the tests are welcomed. Comments will be analyzed by PSI test development staff. While PSI does not respond to individuals regarding these comments, all substantive comments are reviewed. If a discrepancy is found during the comment review, PSI and the Department may re-evaluate test taker's result and adjust them accordingly.

OBTAINING A DUPLICATE SCORE REPORT

To request a duplicate score report, test takers may contact PSI customer services at (855) 340-0093.

WORKPLACE INFECTION CONTROL PRECAUTIONS

Test takers need to be familiar and follow all workplace infection control precautions. Here are some examples of the expectations of the test as well as an everyday business to familiarize a test taker with some of the industries infection control standards.

- Cleaning hands before starting a service. Knowing when hands become contaminated and keeping them clean as to not infect a client or themselves.

- Knowledge of single-use and multi-use items and where to dispose of them properly.
- Disinfecting workstation surfaces and keeping them from becoming contaminated. If a worksurface becomes unhealthy a test taker has the knowledge to know when they would require the station to be cleaned and disinfected.
- Knowing how to use and dispense products without contamination. For example, double dipping, or any other cross contamination with the skin or worksurfaces.
- When items are set on a contaminated work surface, they may not be inserted into product containers or touch dispensing tips of bottles and jars.
- Keeping clients from becoming contaminated by the instructor.
- Keeping containers being used free from contamination.
- Making sure our tools are clean and disinfected.
- If a body fluid becomes present during a service (i.e., blood, vomit, feces), how we deal with the situation without contaminating ourselves and others.

WORKPLACE SAFETY PRECAUTIONS

Test takers also need to be familiar and follow all workplace safety precautions. Here are some examples of the expectations of the test as well as an everyday business to familiarize a test taker with some of the industry safety standards.

- Instructor must know and have a working understanding of workplace safety regulations issued by federal and state regulatory entities.
- Cross-contamination of chemicals and products on the workstation.
- Chemical mixing procedures, storage of chemicals and SDS sheets.
- Keeping the workstation safe from injury, cleaning up spills and picking up dropped items. Reducing a slip and fall or tripping incidents.
- Making certain tools and equipment are in safe working order, no frayed or exposed wires, rusty metals, etc.
- Tools and equipment are used in a safe manner.

MASSACHUSETTS TEST ACCOMODATION REQUEST FORM

All testing centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990.

Applicants with disabilities or those who would otherwise have difficulty taking the test request for alternative arrangements by [CLICKING HERE](#)

Requirements for testing accommodation requests: You are required to submit documentation from the medical authority or learning institution that rendered a diagnosis. Verification must be uploaded to PSI on the letterhead stationery of the authority or specialist and include the following:

- ✓ Description of the disability and limitations related to testing
- ✓ Recommended accommodation/modification
- ✓ Name, title and telephone number of the medical authority or specialist
- ✓ Original signature of the medical authority or specialist

MAKE SURE YOU ARE REGISTERED FOR THE TEST BEFORE REQUESTING TEST ACCOMMODATIONS