



**National Barber and  
Cosmetology Programs**

# **MASSACHUSETTS COSMETOLOGY 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 a cosmetology test 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](mailto: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 aid 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](mailto: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](mailto: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](mailto: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

Cosmetology Theory Test

\$155.00

**NOTE: TEST FEES ARE NOT REFUNDABLE OR TRANSFERABLE.**

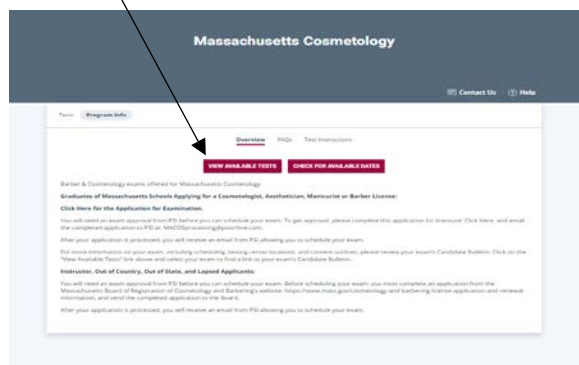
**If eligibility expires, Test Takers must do the following steps:**

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

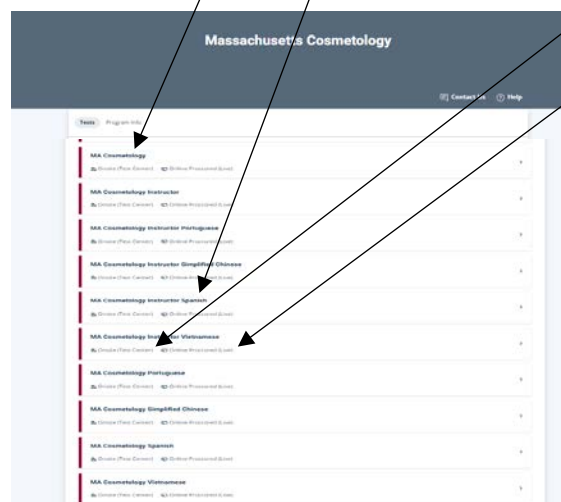
## ONLINE REGISTRATION

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/macOS>

Select **"VIEW AVAILABLE TESTS"**.



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



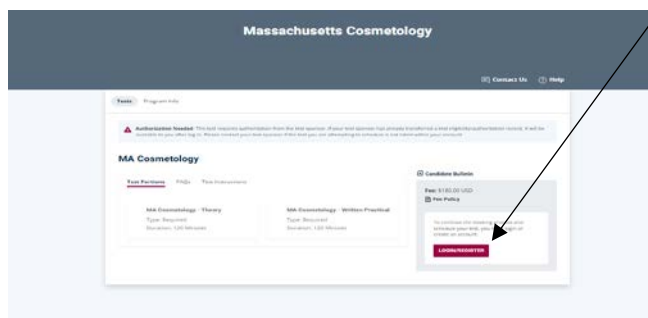
Once testing choices are made, test takers will need to create or sign into their PSI account, pay the test fees, and schedule their online test or test location, date, and time. The Candidate bulletin (CIB) or “Test Taker Guide (TTG)” is also found and downloaded from this page.



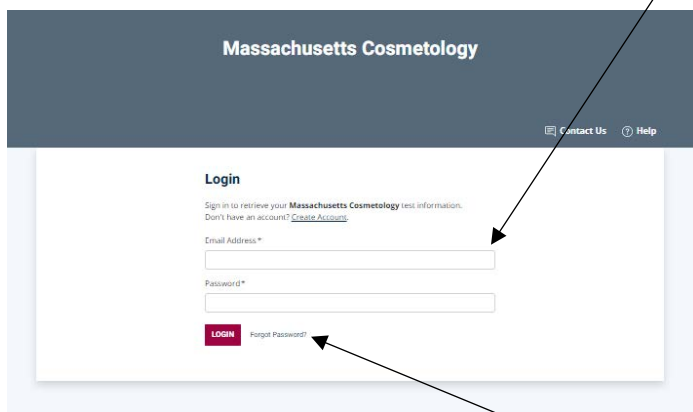
Follow the easy on-screen directions to pay and schedule for a test.

### LOGON TO A CURRENT PSI ACCOUNT OR REGISTER FOR A NEW ACCOUNT

When a test taker selects their test and delivery method, they will be then asked to LOGON/REGISTER



If the test taker has ever created an account with PSI they will need to continue with that same account. Please enter the username and password the account was created with.



If the password is lost, test takers may click on the “Forgot Password” to reset their account password. If test takers have difficulty entering their PSI account, please contact PSI customer services at (855) 340-0093 and request the assistance of a PSI testing professional. Test takers follow the easy instructions to pay and schedule their test.

**IMPORTANT! DO NOT CREATE ANOTHER TEST TAKER ACCOUNT!**

## **SEE THE INFORMATION BELOW** **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.

## **RETURNING TO AN EXISTING ACCOUNT**

When a test taker is in our system with an existing PSI account, and are having issues logging on, **please *do not* create new account** to attempt to bypass the old account. Creating a new account will only confuse the PSI system. The system does not know which file to choose and will not allow their information to become available. Test takers use the login information they currently have with PSI, if that does not work, please contact PSI customer services at (855) 340-0093.

## **DELETING A DUPLICATE ACCOUNT**

If a test taker is certain another account exists, follow the instructions below to delete the duplicate account. Please go to <https://test-takers.psiexams.com>

1. Click on "FIND YOUR TEST"
2. Click on "Barber & Cosmetology"
3. Locate your State and Industry - use the dropdown menus
4. At the top right, click "Sign In / Create Account"
  - a. If there is an existing account at [www.candidate.psiexams.com](http://www.candidate.psiexams.com), please use the existing username and password.
  - b. If #1 does not work, test takers will need to send an email to [OADelete@psionline.com](mailto:OADelete@psionline.com) with their Name and email address and request that they delete the old online account.
  - c. After confirmation has been received, it is completed, test takers can create a new account.
5. After logging in, click on "MANAGE" at the top and continue.

Follow the easy on-screen directions to pay and schedule for 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**

## **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](mailto: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 Cosmetology 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

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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 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

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photograph or a complete physical description.

**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 theory and written practical 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.

The screenshot shows a web-based test interface. At the top, there is a navigation bar with icons and labels: 'm Mark', 'Comments', 'Goto', 'Help', and 'End'. Below this is a status bar with the following text: 'Question: 3 of 40', 'Answered: 2', 'Unanswered: 1', 'Marked: 0', 'View: All', and 'Time Left(Min): 359'. The main content area displays a question: '3. What do the stars on the United States of America's flag represent?'. Below the question, it says '(Choose from the following options)'. There are four radio button options: '1. Presidents', '2. Colonies', '3. States', and '4. Wars'. At the bottom of the question area, there are two buttons: '<< Back' and 'Next >>'.

## 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 Master Cosmetology test for a Cosmetology license in Massachusetts.**

## PSI NATIONAL MASTER COSMETOLOGY THEORY TEST

The test content outline is prepared and is periodically updated by committees of professionals who are subject matter experts in Cosmetology, Cosmetology instruction, 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.

## MASTER COSMETOLOGY 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 Master Cosmetology test consists of 110 scored questions and 10 non-scored experimental questions. Test takers will have 120 minutes (2.0 hours) to complete the test

### **I. Safety and Infection Control (25%)**

1. Workstation and environment
  1. Chemical labeling, storage, and disposal
  2. OSHA Safety Data Sheet (SDS)
2. Safe working practices
  1. Hand Hygiene
  2. Client protection
3. Regulatory agencies
4. Infection control
  1. Infectious diseases and pathogens
  2. Cleaning and disinfection
    - a. Single vs. multiuse items
    - b. Disinfectants
    - c. Procedures for tools, equipment, and work surfaces
    - d. Storage of tools and equipment
  - e. Standard Precautions for exposure incidents
  - f. Effective safety responses for client injury

### **II. Client Consultation (2%)**

1. Client intake form
2. Client release form
3. Contraindications

### **III. Hair, Scalp, Skin, and Nail Analysis (15%)**

1. Hair and scalp structure, type, conditions, and disorders
2. Skin structure, type, conditions, and disorders
3. Nail structure, conditions, and disorders

### **IV. Hairstyling (6%)**

1. Blow-dry and thermal irons
  1. Heat precautions
  2. Tool safety
  3. Styling

### **V. Haircutting (12%)**

1. Haircutting tools
  1. Razors
  2. Scissors/Shears
  3. Trimmers/Edgers
  4. Clippers

### **VI. Chemical Services (15%)**

1. Products and product chemistry
  1. Hair coloring and lightening
  2. Permanent waving
  3. Chemical relaxing
2. Hair and scalp preparation
3. Precautions
  1. Metallic and compound dyes
  2. Minerals
4. Application procedures
  1. Hair color and lightening
  2. Permanent waving
  3. Chemical relaxing

### **VII. Skin Care (6%)**

1. Products and product chemistry
2. Procedures
  1. Skin Analysis
  2. Facials

3. Massage manipulations
4. Tool/device safety

#### VIII. Makeup (2%)

- a. Procedures
- b. Eyelash extensions and enhancements

#### IX. Hair Removal (4%)

- a. Waxing
  1. Procedures
  2. Temperature precautions
- b. Tweezing

#### X. Nails (13%)

- a. Products and product chemistry
- b. Precautions
- c. Manicure and pedicure
  1. Procedures related to safety and infection precautions
    - a. Cuticle care
    - b. Buffing, shaping, and finishing
  2. Disinfection of pedicure bowl
    - a. Non-jetted tubs and tub liners
    - b. Jetted tubs
- d. Nail enhancements
  1. Procedures
    - a. Application
    - b. Nail tips
    - c. Gels (oligomer), monomer and polymer
    - d. Maintenance
    - e. Removal
- e. Massage manipulations

### MASTER COSMETOLOGY TEST REFERENCE MATERIALS

This test is CLOSED BOOK.

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

**Pivot Point Fundamentals: Cosmetology**, (101-113); ©2016 Pivot Point International, Inc.

1st Edition, 1st Printing, November 2016 ISBN 978-1-940593-56-2

Pivot Point International, Inc.

Contact: [info@pivot-point.com](mailto:info@pivot-point.com) 847-886-0500, Ext. 7399

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

**Milady Standard Cosmetology 2016**

Milady [www.miladypro.com](http://www.miladypro.com) Customer Service: [info@milady.com](mailto:info@milady.com) 800.998.7498 ext. 2700

### MASTER COSMETOLOGY THEORY TEST QUESTIONS

Theory test questions contained in PSI National tests are all ask in a multiple-choice format. There will be a question asked (stem), one correct answer (key), and 3 distractors (wrong answers). Test takers will read the stem and mark the best response. The entire test will be taken, and the pass/fail result based on the final test taker answers (responses).

Below are examples of “written test questions”

#### SAMPLE THEORY QUESTION #1

Why is a chemical drape applied to the client?

1. To protect the client’s skin and clothing from dangerous chemicals.
2. Adding a drape will keep the client warm.
3. To ensure water does not come into contact with the client.
4. Adding a drape is a formality and is not actually necessary.

Key-1

**SAMPLE THEORY QUESTION #2**

Which of the following is a safe way to hold shears while sub sectioning hair?

1. Place the shears on the licensee's workstation, the only safe place for them.
2. Flip the shears to the opposite hand and tightly hold the closed blades.
3. Palm the shears so the blades are closed and face away from the client's head.
4. Leave fingers in the shears and direct the points away from the head.

Key-3

**PSI SCORE THEORY TEST REPORTING INFORMATION**

Test takers must score at least 70% to pass the PSI National Master Cosmetology *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 Master Cosmetology 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 a Master Cosmetology test. Though questions are based on cosmetology, 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.
- Keeping the supply kit from becoming contaminated, such as: returning items to the kit, leaving a kit open or otherwise contaminating a kit. The supply kit represents a clean and disinfected storage in a barber's workstation and should be treated as such.
- 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 barber.
- 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.

- Cosmetologists 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**

### MASSACHUSETTS APPLICATION FOR TESTING

The following 7 pages are the application to test with the state of Massachusetts.

- ✓ Print out all 7 pages of the form and fill in all required information on each of the forms that apply to the test taker.
- ✓ The test taker will need to have all applicable forms signed (and notarized if required on the document) prior to uploading and submitting the application.
- ✓ 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](mailto:MACOSprocessing@psionline.com)

If questions or problems arise, please contact PSI Customer Services at (855) 340-0093

If all applicable forms and documentation are not included when the application is submitted; the application is *not* reviewed and will be sent back to the test taker for corrections to satisfy the application deficiencies. The test taker will need to re-submit the application. Re-submitting will cause a considerable delay in scheduling for a test. ***Please be certain the application is complete.***

## APPLICATION INSTRUCTIONS



PSI Services LLC  
450 North Stephanie Street  
2nd Floor  
Henderson, NV 89014  
Phone: (855) 340-0093  
Email: [MACOSprocessing@psionline.com](mailto:MACOSprocessing@psionline.com)



## Commonwealth of Massachusetts Board of Registration of Cosmetology and Barbering

1000 Washington Street Suite 710 • Boston, Massachusetts 02118-6100  
[www.mass.gov/cosmetology](http://www.mass.gov/cosmetology)  
617-701-8792  
[cosmetologyandbarberingboard@mass.gov](mailto:cosmetologyandbarberingboard@mass.gov)

### Instructions and Documentation Requirements

### COMPLETE CHECKLIST BELOW BEFORE YOU MAIL YOUR APPLICATION

- ✓ Application is legible, complete, and signed
- ✓ Credit Card information provided, and correct fee amount selected (**no cash or checks accepted**)
- ✓ School certification to be completed by the school director
- ✓ Answer all background questions completely
- ✓ Fully complete the Criminal Offender Record Information (CORI) Acknowledgement
- ✓ Identity Verification section completed based on submission process (either Section A or Section B)

Please be aware that when your application arrives at PSI, it is reviewed as quickly as possible. We cannot wait for missing documentation. Your application will be RETURNED if it is missing documentation, which will create an unnecessary delay.

**It is in your best interest to make sure that your application is ready for approval on FIRST review.**

Your completed application can be emailed to: [MACOSprocessing@psionline.com](mailto:MACOSprocessing@psionline.com).

Faxed copies will not be accepted.

Powered by psi





APPLICATION PAGE 1

## Commonwealth of Massachusetts Board of Registration of Cosmetology and Barbering

### Application for Examination

Completed by Vendor/Board

Ex. Date \_\_\_\_\_

Ex. Result \_\_\_\_\_

Cert. Date \_\_\_\_\_

Cert. No. \_\_\_\_\_

Complete and email this registration form with the applicable application  
fee to:

[MACOSprocessing@psionline.com](mailto:MACOSprocessing@psionline.com)

Please Print or Type. This is an official Document; you must enter your legal name and information.

Applying for	Check One
Cosmetologist	
Aesthetician	
Manicurist	
Electrology	
Barber	

If you would like to change the language of a test from English, please email [MACOSprocessing@psionline.com](mailto:MACOSprocessing@psionline.com) with the language that you prefer. Test language options are English, Vietnamese, Spanish, Portuguese, and Simplified Chinese.

Social Security Number (required)*		Date of Birth		Gender <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> prefer not to answer	
Last Name		First Name		Middle Name	Generation
Maiden / Former / Also Known As					
Building number	Street address			Po Box	
City			State		Zip Code
Primary Phone Number (     )	Mobile Phone Number (     )		Email Address		Preferred Communication <input type="checkbox"/> Postal Mail <input type="checkbox"/> Email

\*Pursuant to MGL. c 62C § 47A, the Division of Occupational Licensure is required to obtain your Social Security number and forward it to the Department of Revenue. The Department of Revenue will use your Social Security number to ascertain whether you are in compliance with the tax laws of the Commonwealth.

## APPLICATION PAGE 2

**Background Questions:**

1. Do you hold or have you held a professional license in any jurisdiction\*? Yes ☐ No ☐

Please list any Massachusetts license numbers here:

Please list any licenses in other states/jurisdictions here, including the name of the state/jurisdiction:

2. Has any disciplinary action been taken against you by a licensing board in any jurisdiction\*? Yes ☐ No ☐  
If yes, please state the details (use a separate sheet if necessary):

3. Are you the subject of pending disciplinary action by a licensing board in any jurisdiction\*? Yes ☐ No ☐  
If yes, please state the details (use a separate sheet if necessary):

4. Have you voluntarily surrendered a professional license to a licensing board in any jurisdiction\*? Yes ☐ No ☐  
If yes, please state the details (use a separate sheet if necessary):

5. Have you ever applied for and been denied a professional license in any jurisdiction\*? Yes ☐ No ☐  
If yes, please state the details (use a separate sheet if necessary):

6. Have you been convicted of a felony or misdemeanor in any jurisdiction\*? Yes ☐ No ☐  
If yes, please state the details (use a separate sheet if necessary):

*\*Questions pertaining to jurisdiction refer to any state or country in which you have resided.*

Your signature below certifies, under penalty of perjury, the information provided above is truthful and accurate.

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)

## APPLICATION PAGE 3

**Application Fees:**

Applicants must submit the application fee from the table below with the application to PSI (no cash or checks accepted). These fees do not include your exam or licensing fees. See Test Taker Guide for additional information.

**FEES ARE NON-REFUNDABLE AND NON-TRANSFERABLE.**

<input type="checkbox"/> Cosmetologist Theory	\$68.00
<input type="checkbox"/> Aesthetician Theory	\$68.00
<input type="checkbox"/> Manicurist Theory	\$68.00
<input type="checkbox"/> Barber Theory	\$20.00
<input type="checkbox"/> Electrology Theory and Practical	\$97.00

Acceptable forms of payment for the application fee include credit or debit card only.

☐ MasterCard   ☐ Visa   ☐ Discover   ☐ American Express

Credit Card No:		Cardholder Name:
Exp. Date:	Verification No.:	Signature:
Billing Address		
Billing City	Billing State	Billing Zip Code

## APPLICATION PAGE 4

**School Certification (must be completed by the School Director):**

I hereby certify that the named applicant has completed the required Cosmetology course of study as documented below:

Begin Date: \_\_\_\_\_ Completion Date: \_\_\_\_\_ # of Hours: \_\_\_\_\_

School Name: \_\_\_\_\_

School Address: \_\_\_\_\_

I, \_\_\_\_\_, as Director of \_\_\_\_\_ School,  
Director's Printed Name School Name

certify (under penalty of perjury) that \_\_\_\_\_ has completed the  
Test Taker's Name

course of study for \_\_\_\_\_  
Cosmetologist - Aesthetician - Manicurist - Barber - Electrology

School  
Stamp  
Here

Director's Signature

Date

NOTE: Test Takers who have been approved for a Practical Test Only must contact PSI Services, LLC, prior to scheduling their exam - additional information may be required.

## APPLICATION PAGE 5

**CRIMINAL OFFENDER RECORD INFORMATION (CORI)  
ACKNOWLEDGEMENT FORM**

The Division of Occupational Licensure by itself and on behalf of boards of registration pursuant to M.G.L. c. 13, §9 [hereinafter, "Division of Occupational Licensure"] is registered under the provisions of M.G.L. c. 6, § 172 to receive CORI for the purpose of screening current and otherwise qualified prospective license applicants and current licensees.

As a license applicant or current licensee, I understand that a CORI check will be submitted for my personal information to the Department of Criminal Justice Information Services ("DCJIS"). I hereby acknowledge and provide permission to the Division of Occupational Licensure to submit a CORI check for my information to the DCJIS. This authorization is valid for one year from the date of my signature. I may withdraw this authorization at any time by providing the Division of Occupational Licensure written notice of my intent to withdraw consent to a CORI check.

**FOR LICENSING PURPOSES ONLY:**

The Division of Occupational Licensure may conduct subsequent CORI checks within one year of the date this Form was signed by me.

By signing below, I provide my consent to an initial CORI check and a subsequent CORI check, both within one year of the date of this Form and acknowledge that the information provided on Page 2 of this Acknowledgement Form is true and accurate.

---

Signature

---

Date

*Please provide the name of the board of registration and license type for which you are applying or currently hold:*

---

Board of Registration

---

License Type

**NOTE: DOL CANNOT ACCEPT THIS CORI ACKNOWLEDGMENT FORM UNLESS IT IS EITHER (1) SIGNED IN PERSON AT THE BOARD'S OFFICES IN THE PRESENCE OF A DOL EMPLOYEE WHO HAS VERIFIED THE APPLICANT'S IDENTITY THROUGH ACCEPTABLE IDENTIFICATION, OR (2) SIGNED IN THE PRESENCE OF A NOTARY PUBLIC WHO HAS LIKEWISE VERIFIED IDENTITY AND THEN MAILED OR OTHERWISE DELIVERED TO THE BOARD'S OFFICES AT THE ADDRESS SET FORTH ABOVE**

## APPLICATION PAGE 6

**SUBJECT INFORMATION:** (A red asterisk (\*) denotes a required field)

\_\_\_\_\_  
 \*Last Name                      \*First Name                      Middle Name                      Suffix

\_\_\_\_\_  
 \*Maiden Name (or other name(s) by which you have been known)

\_\_\_\_\_  
 \*Date of Birth                      \*Place of Birth

\*Social Security Number: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Sex: \_\_\_\_\_ Height: \_\_\_\_ ft. \_\_\_\_ in.      Eye Color: \_\_\_\_\_

\*Driver's License or ID Number: \_\_\_\_\_      \*State of Issue: \_\_\_\_\_

Current and Former Addresses:

\_\_\_\_\_  
 \*Street Number & Name                      City/Town                      State                      Zip

\_\_\_\_\_  
 Street Number & Name                      City/Town                      State                      Zip

**Test Taker Affidavit:**

By signing this application, I certify, under the pains and penalties of perjury, that the information I have provided pursuant to this application for licensure is truthful and accurate. I understand that the failure to provide accurate information may be grounds for the Massachusetts Board of Registration of Cosmetology and Barbering to deny my right to sit as a test taker or to suspend or revoke a license issued to me in accordance with Massachusetts Law. I further attest that, pursuant to M.G.L.c.62C, s. 49A, to the best of my knowledge and belief, I have filed all Massachusetts tax returns and paid all Massachusetts taxes required by law.

\_\_\_\_\_  
 Signature (must sign in front of DOL Employee or Notary Public)

\_\_\_\_\_  
 Date

## APPLICATION PAGE 7

**IDENTITY VERIFICATION SECTION:** Section A must be completed if this form is submitted through the DOL Office. Otherwise, Section B must be completed with a Notary Public.

**Section A -- VERIFICATION BY DOL EMPLOYEE:**

I hereby certify that I verified the identity of \_\_\_\_\_ (name of document signer),

By reviewing the following form(s) of government-issued identification:

☐ Passport ☐ State-issued driver's license ☐ Military identification ☐ State-issued identification card

\_\_\_\_\_  
Name of verifying DPL Employee (Please Print)

\_\_\_\_\_  
Signature of verifying DPL Employee

\_\_\_\_\_  
Date

**Section B -- VERIFICATION BY NOTARY:**

On this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, before me, the undersigned notary public, personally appeared

\_\_\_\_\_ (name of document signer), and proved to me through satisfactory evidence of

identification, which was the following:

☐ Passport ☐ State-issued driver's license ☐ Military identification ☐ State-issued identification card

to be the person whose name is signed on the preceding or attached document(s) and acknowledged to me that (he/she) signed it voluntarily for its stated purpose.

\_\_\_\_\_  
Notary Public:

\_\_\_\_\_  
Notary Commission Expires On