psi national barber and cosmetology program

HAWAII COSMETOLOGY TEST TAKER GUIDE

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

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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 Hawaii Board of Cosmetology and Barbering.

The Hawaii Board 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 Hawaii.

APPLYING TO TAKE A TEST

You are not allowed to register for your exam until the Board approves your application and sends you an approval letter and an examination registration form. The Board's application forms can be found online at www.cca.hawaii.gov/pvl. Eligibility is valid for 1 year from the date PSI receives it.

NOTE - If you take an exam without Board approval, your test scores will be invalid and you will be subject to possible disciplinary sanctions.

For questions about eligibility requirements and licensing:

State of Hawaii Department of Commerce and Consumer Affairs, Board of Barbering and Cosmetology

P.O. Box 3469 Honolulu, HI 96801

Phone: 808.587.3222

www.cca.hawaii.gov/pvl

TEST PAYMENT AND SCHEDULING

Once 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.

HAWAII TEST FEES

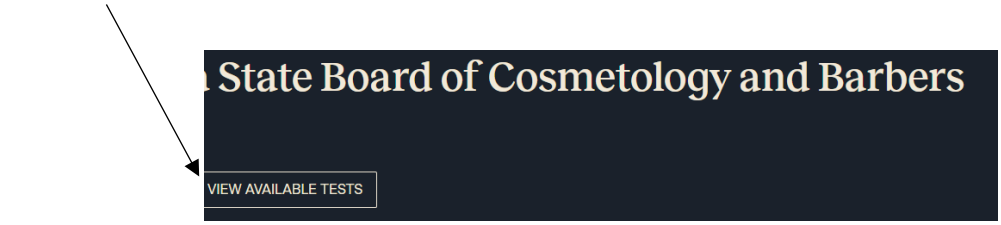
Cosmetology Theory Test	$95

NOTE: TEST FEES ARE NOT REFUNDABLE OR TRANSFERABLE.

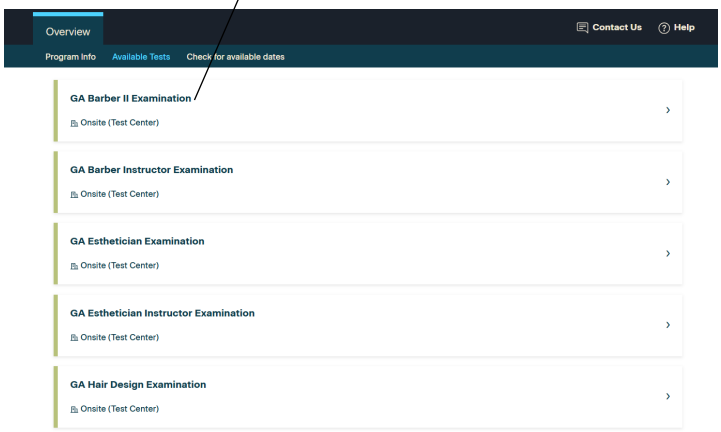
ONLINE REGISTRATION

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

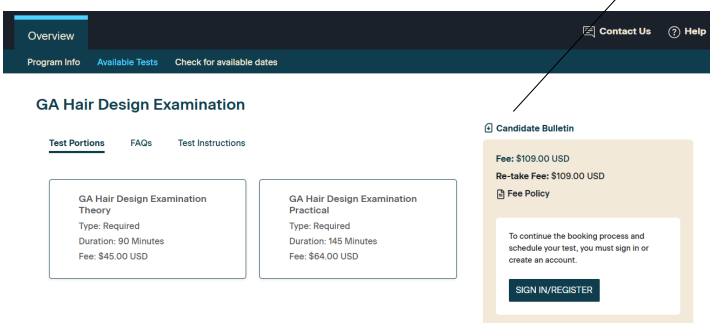
Select "***VIEW AVAILABLE TESTS***".



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



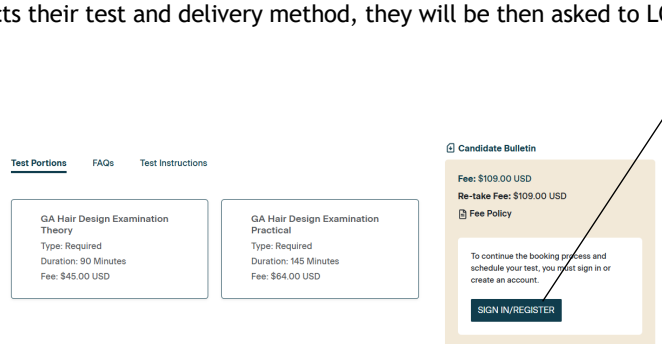
Once testing choices are made, test takers will need to create or sign into their PSI account, pay the test fees, and schedule their online test or test location, date, and time. The Candidate bulletin (CIB) or "Test Taker Guide (TTG)" is also found and downloaded from this page.



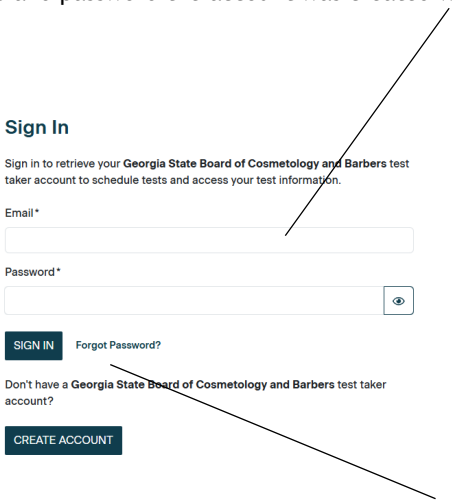
Follow the easy on-screen directions to pay and schedule for a test.

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!

Test takers who encounter questions or difficulty with registration, please do not call the Hawaii 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.

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 the 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 athttps://test-takers.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 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 Hawaii Board Office as they do not have the information to aid test takers in their registration process. Please contact PSI customer services at 855-340-3713.

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 855-340-3713, 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 https://test-takers.psiexams.com/hitrade or call PSI at 855-340-3713, Monday through Friday, between 8:00 am and 4:30 pm, Pacific 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 CANCELLATION 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.

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.

Reader/Interpreter: An applicant shall be permitted to have a reader/interpreter for the written examination parts. The cost of a reader/interpreter shall be borne by the applicant. The applicant requesting a reader/ interpreter shall be a person not having the ability to read and comprehend the English language because of education, first language difficulty, or a medical handicap. The reader/interpreter shall not be associated with the barber or cosmetology profession.

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 HAWAI COMPUTER TESTING LOCATIONS

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

KAPAA
KAPAA - SHERATON KAUAI COCONUT BEACH RESORT
1010 CORPORATE DRIVE
KAPAA, HI 96746
Testing is at the one of the meeting rooms in the Sheraton Kauai Coconut Beach Resort.

HONOLULU
ALA MOANA PACIFIC CENTER
1585 KAPIOLANI BLVD, SUITE 1135
HONOLULU, HI 96814

KAHULUI - UNIVERSITY OF HAWAII MAUI COLLEGE II
310 W. KA'AHUMANU AVENUE
THE LEARNING CENTER
KAHULUI, HI 96732

KAILUA KONA
Kailua Kona - PUEO Testing Center
75-5737 KUAKINI HWY.
KAILUA KONA, HI 96740
The parking lot will be on the second right in the brown Chamber of Commerce building. When you arrive, see Proctor on the ground floor Room 104C for a free parking pass.

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 1 form of identification.

- 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.

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 855-340-3713 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.

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.

INDENTIFICATION 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. One a test taker signs out of a test or timing expires; this feature will no longer be available.



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 Cosmetology test for a Cosmetology license in Hawaii.

PSI NATIONAL 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.

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 Cosmetology test consists of 100 scored questions and 10 non-scored experimental questions. Test takers will have 120 minutes (2.0 hours) to complete the test.

Topic Name	Weight
1. Safety and Infection Control	**30%**
A. Workplace Infection Control Procedures	
1. Infectious diseases, pathogens, and exposure prevention	
2. Methods and procedures for cleaning and disinfection	
a. Contaminated tools	
b. Machines and equipment	
c. Daily workstation	
3. Levels of decontamination (i.e., cleaning, disinfection, sterilization)	
4. Procedures for exposure incidents (e.g., Standard/Universal Precautions, OSHA, CDC)	
5. Products to be used for cleaning and disinfecting	
6. Labeling and storage of cleaned and disinfected tools and equipment	
7. Single- and multi-use items and materials	
B. Workplace Safety Precautions	
1. Procedures for maintaining safe working conditions	
2. Safe water temperature	
3. Safe use of equipment and maintenance procedures	
4. Labeling and storage of materials and chemicals	
5. Safety Data Sheets (SDS) and prohibited materials and substances	
6. Federal safety regulations (e.g., OSHA, EPA, FDA)	
7. Identifying adverse reactions to chemicals	
8. Protective chemical barriers and draping for clients	
9. Proper ventilation	
10. Electrical safety	

Topic Name	Weight
2. Client Consultation and Hair, Skin, and Nail Analysis	**19%**
A. Client Consultation	
1. Client intake and consent form procedures to determine possible contraindications	
2. Declining or altering service based on contraindications	
3. Recommendation client seek a medical opinion	
B. Hair, Skin, and Nail	
1. Hair, skin, and nail structure	
2. Hair, skin, and nail analysis	
3. Selection of appropriate services based on condition of hair, skin, and nails	
C. Adverse Reactions, Diseases, Contraindications	
1. Allergic reaction (patch) test procedures	
2. Hair and scalp diseases and disorders	
3. Skin diseases and disorders	
4. Nail diseases and disorders	
5. Signs of adverse reactions to products during and after service	
6. Contraindications to manicure and pedicure services	
7. Contraindications to nail enhancement services	
3. Hairstyling	**2%**
A. Hairstyling Procedures	
1. Procedures for textured hairstyling	
a. Hair extension application, maintenance, removal	
b. Locking	
c. Braiding	
2. Procedures for hair additions, replacements, and enhancements	
a. Hair piece application, maintenance, removal	
3. Blowdrying procedures	
4. Thermal curling procedures	

B. Hairstyling Tools	
Topic Name	**Weight**
1. Precautions for use of thermal styling tools (e.g., testing temperature, protecting scalp)	
4. Haircutting	**3%**
A. Haircutting Procedures	
1. Procedures for cutting different hair types (e.g., straight, curly, over-curly, and wavy)	
B. Tool and Implement Safety	
1. Safe use of haircutting tools and implements (e.g., shears, razors, clippers, and trimmers)	
5. Haircoloring	**10%**
A. Application	
1. Application of haircoloring chemicals for all hair types	
2. Purpose and procedure of strand testing	
3. Hair and scalp preparation	
4. Application of haircoloring chemicals to facial hair (e.g., eyebrows, eyelashes)	
B. Safe Use of Chemicals and Products	
1. Hair chemical mixing and safety	
2. Application procedures and safe use of color (e.g., overprocessed hair, metallic or compound dyes, minerals)	
3. Application procedures and safe use of lightening products	
4. Color theory, formulating, and products	
6. Chemical Texture Services	**12%**
A. Virgin Hair	
1. Safe application and removal for virgin hair (e.g., chemical relaxer, chemical texturing products, permanent waving products)	
B. Chemically Treated Hair	
1. Safe application and removal for chemically treated hair (e.g., chemical relaxer, chemical texturing products, permanent waving products)	
C. Chemical Safety, Products, and Results	

1. Assessing chemical process results	
2. Safe use of chemical texturing products	
Topic Name	**Weight**
3. Precautions for chemical hair texturing	
7. Skin Care	**4%**
A. Massage	
1. Safe facial massage movements	
2. Safe manicure and pedicure massage movements	
B. Preparation, Products, and Services	
1. Preparing client for skin care services	
2. Use of different skin care products	
3. Scalp care treatments	
C. Skin Care Safety	
1. Safe procedures for performing facial services	
2. Safe procedures for chemical and mechanical exfoliation	
3. Safe use of skin care tools, machines, and devices	
4. Safe application and removal of hot towels	
5. Safe product use and application for all skin conditions	
6. Safe removal of calluses	
8. Eyelash and Eyebrow	**4%**
A. Eyelash and Eyebrow Safety	
1. Safe application and removal of eyelash enhancements	
2. Safe application procedures for chemical eyelash services	
B. Products and Procedures	
1. Safe use of eyebrow and eyelash tinting products	
2. Safety procedures for artificial eyelash adhesive and remover products	
9. Hair Removal	**8%**
A. Hair Removal Safety	

1. Safe hair removal using depilatories, waxing, and sugaring	
2. Safe hair removal using tweezing and threading	
3. Tools, supplies, and products for hair removal	
Topic Name	**Weight**
B. Infection Control (e.g., cross-contamination, wearing gloves)	
C. Contraindications to Hair Removal Services	
10. Nail Care	**8%**
A. Nail Safety	
1. Safe use of nail products, tools, and equipment	
2. Safe filing and buffing of nails	
3. Safe cuticle removal	
4. Safe manicure and pedicure procedures	
B. Nail Workstation and Environment	
1. Nail station ventilation (e.g., particulate matter control)	
2. Nail infection control procedures (e.g., closing multi-use containers while clipping and filing, clean files and buffers)	
C. Nail Enhancements	
1. Natural nail products, procedures, and repair	
2. Artificial nail enhancement products, application, maintenance, and repair	
3. Artificial nail removal	

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, (101C-113C); ©2023 Pivot Point International, Inc.
2nd Edition, 1st Printing, December 2023
ISBN 978-1-957642-57-4 (Coursebook set)
Pivot Point International, Inc.
https://www.pivot-point.com/shop/
Contact: info@pivot-point.com
847-866-0500

Milady's Standard Cosmetology. 14th Edition, 2023. ISBN: 978-0-357378-90-8
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 75% to pass the PSI National 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.

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 Hawaii 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' 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.

TEST ACCOMMODATION 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