

P R O F E S S I O N A L

CRE  **ENTIAL**
S E R V I C E S , I N C .

Arizona

Barbering and Cosmetology Board

Hairstylist

Candidate Handbook

Examination Content/CIBs Developed and Owned© by:
National-Interstate Council of State Boards of Cosmetology (“NIC”)

Revised 12/2022

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Quick Reference

STEP ONE: READ CANDIDATE HANDBOOK

- Register for Examinations with PCS

STEP TWO: TAKE EXAMINATIONS

- Upon approval, schedule and take Theory Examinations with IQT
- Upon approval, take Practical Examination on date scheduled with PCS

STEP THREE: Apply for Licensure with the Arizona State Board

- Once you pass your examinations, apply for your license.

Contact Information

Professional Credential Services (PCS)

Email: cosandbar@pcshq.com

Website: <http://www.pcshq.com>

Customer Service: (888) 822-3272

Arizona Barbering and Cosmetology Board

Regular Mailing Address

1740 W Adams Suite #4400

Phoenix, Arizona 85007

Telephone: (480) 784-4539 ext. 240

Website: www.bcb.az.gov

Email: azboard@azboc.gov

Theory Examination Scheduling

Iso-Quality (IQT), owned and operated by Prometric

www.IQTTesting.com

Toll-Free Telephone Support: (866) 773-1114 or

Email: SMT-OperationsTeam@prometric.com

Application Process

Candidate reviews license and examination requirements in Candidate Handbook available at <http://www.pcshq.com>

Candidate completes an online registration with PCS at <http://www.pcshq.com>

PCS reviews completed registration and approves candidate for the practical and theory examinations.

PCS emails candidate Theory Authorization to Test Letter (ATT)

PCS schedules and emails an Admission Notice for the Practical Examination

Candidate takes the examinations

PCS emails score notices to candidates within 10 business days after the exam.

PCS electronically notifies Arizona State Board Office when candidates has met the examination requirements for licensing.

Candidate applies for licensure with the Arizona Barbering and Cosmetology Board at <http://www.bcb.az.gov>

Arizona State Board issues license to candidate

Introduction

The *Candidate Handbook* is intended to help you to prepare and to understand the processes and procedures for applying for Licensure and for scheduling your examination(s). The Arizona Barbering and Cosmetology Board (the "Board") is responsible for licensing and regulating the profession of Hairstyling in the State of Arizona. The Board has contracted with Professional Credential Services ("PCS") to provide administrative examination services. The Board, through PCS, will exclusively use the National-Interstate Council of State Boards of Cosmetology ("NIC") examinations. The State Board will have the final authority to approve the issuance of a license.

State Licensure Requirements

Eligibility Requirements for Licensure (Apply with the state after passing all required examinations)

1. Submits to the board an application for a hairstylist license on a form supplied by the board.
2. Either:
 - (a) Completes and receives appropriate credits for at least two years of high school education or its equivalent as prescribed by the board in its rules and submits satisfactory evidence that the person is at least sixteen years of age.
 - (b) Submits to the board satisfactory evidence that the person is at least eighteen years of age.
3. Submits to the board satisfactory evidence that the person either:
 - (a) Graduated from a hairstyling school in another state or country that had at the time of the person's graduation substantially the same requirements as this state for schools licensed by the board.
 - (b) Completed a hairstylist course consisting of at least one thousand hours of training in a school licensed by the board.
4. Pays the prescribed fees for a hairstylist license.
5. Passes the examination for a hairstylist license.

Reinstatement

If you wish to reinstate your expired Arizona license, please contact the Arizona State Board office at (602) 542-4498 or visit www.bcb.az.gov.

Examination Fees

Examination Type	First Time Fees	Re-Exam Fees
Hairstylist Theory & Practical	\$ 177.00	\$ 177.00
Hairstylist Theory	\$ 100.00	\$ 100.00
Hairstylist Practical	\$ 77.00	\$ 77.00

Fees may be paid online with a credit card (Master Card, Visa, or Discover). Your registration **will** not be considered complete until payment has been received.

! You must take the examinations within one calendar year of your registration date with PCS, or the examination fees are no longer valid.

Refund Policy

Please carefully review this handbook and your state laws, rules, and regulations prior to making payment. **All fees are non-refundable.**

! Candidates are especially encouraged to carefully review licensing requirements PRIOR to completing an online registration with PCS. If testing is not required fees are non-refundable.

Special Accommodations

If you require special accommodations under the Americans with Disabilities Act, you must submit an ADA Request Form along with supporting medical documentation. This form will be made available when filling out the online application.

PCS Account Set-Up

Before you are able to complete an online registration with PCS, you must first become a registered user within the website. To do so, please follow the steps below.

1. Go to www.pcshq.com
2. Click **Applicants & Candidates**
3. Click **Cosmetology & Barbering**
4. Click **Arizona**
5. Click **Create an Account (First Time)**
6. Creating a PCS Account (first time users only); enter valid, unique email address, your first and last name, date of birth, and Social Security number.
7. Click **Create Account**
8. Check your email account for a PCS system generated email.
9. Click link in email to verify account information and create PCS password.
10. Click **Enable Account**

! A unique email address must be provided to create a PCS Account (i.e., more than one user cannot provide the same email address).

The screenshot shows the 'Create Account' page on the Professional Credential Services, Inc. website. The page title is 'New Professional Credential Services Account'. Below the title, there is a warning: 'To access your information online, please create your personal account. You MUST use a unique e-mail address for electronic communication and account verification. Please DO NOT use your school instructor's e-mail address. This account is for applicants only.' The form contains the following fields: E-Mail Address, First Name, Last Name, Birth Date (m/d/yyyy), and Social Security Number. A 'Create Account' button is located at the bottom of the form. Below the form, there are four columns of links: 'TAKING AN EXAM' (Login to your account, Find your profession, Live in Puerto Rico), 'LATEST NEWS' (Press releases, Connects newsletter, PCS holidays), 'HELPFUL LINKS' (Board links, Careers, About us, Services), and 'LET US KNOW' (Compliment us, Suggest a website edit, Ask a question). At the bottom of the page, the footer text reads: 'PROFESSIONAL CREDENTIAL SERVICES, INC. | 25 CENTURY BLVD | SUITE 505 | NASHVILLE, TN 37214 | ALL RIGHTS RESERVED © 1998 - 2019 | EPC@PCS.EDU.QZ'

PCS Registration

Once you have created your PCS account, you are then ready to complete the online application. To do so, please follow the steps below.

1. Go to <http://www.pcshq.com>
2. Click **Client Portal**
3. Enter email address and password
4. Click **Log In**
5. Click the PCS Logo to return to the Homepage



6. Click **Applicants & Candidates**
7. Click **Cosmetology & Barbering**
8. Select **Arizona**
9. Click the **Pre-register and pay for your Exams (after you logged in)** link at Step 3
10. You are now in the online application; select appropriate license type (i.e., Cosmetology).
11. Continue with online application until all required fields have been completed.
12. Choose the examinations you wish to take.
13. Select Payment Option.

! You must complete the online application using your legal name – the name which appears on your current government issued photo identification (i.e., Driver's License).

Active Applications.										
Arizona Cosmetology and Barbering, Hairstylist by Examination Valor Act: Most recent application: 01/05/2023										
<table border="1"><thead><tr><th colspan="2">Cosmetology</th></tr></thead><tbody><tr><td><input checked="" type="checkbox"/></td><td>Registration</td></tr><tr><td><input type="checkbox"/></td><td>Upload 2x2 inch Passport Style Photo</td></tr><tr><td><input type="checkbox"/></td><td>Upload Copy of Government Issued I.D.</td></tr><tr><td><input type="checkbox"/></td><td>Final Coordinator Review</td></tr></tbody></table>	Cosmetology		<input checked="" type="checkbox"/>	Registration	<input type="checkbox"/>	Upload 2x2 inch Passport Style Photo	<input type="checkbox"/>	Upload Copy of Government Issued I.D.	<input type="checkbox"/>	Final Coordinator Review
Cosmetology										
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<table border="1"><thead><tr><th colspan="2">Exams Completed</th></tr></thead><tbody><tr><td><input type="checkbox"/></td><td></td></tr></tbody></table>	Exams Completed		<input type="checkbox"/>							
Exams Completed										
<input type="checkbox"/>										
VIEW APPLICATION FORM										

Pending Examinations
Arizona Hairstylist Practical Exam Date: TBD Testing at: ARCHIVE WAITING FOR APPLICATION APPROVAL
Arizona Hairstylist Theory Status Pending WAITING FOR APPLICATION APPROVAL

PCS Candidate Homepage

Logging into your Homepage

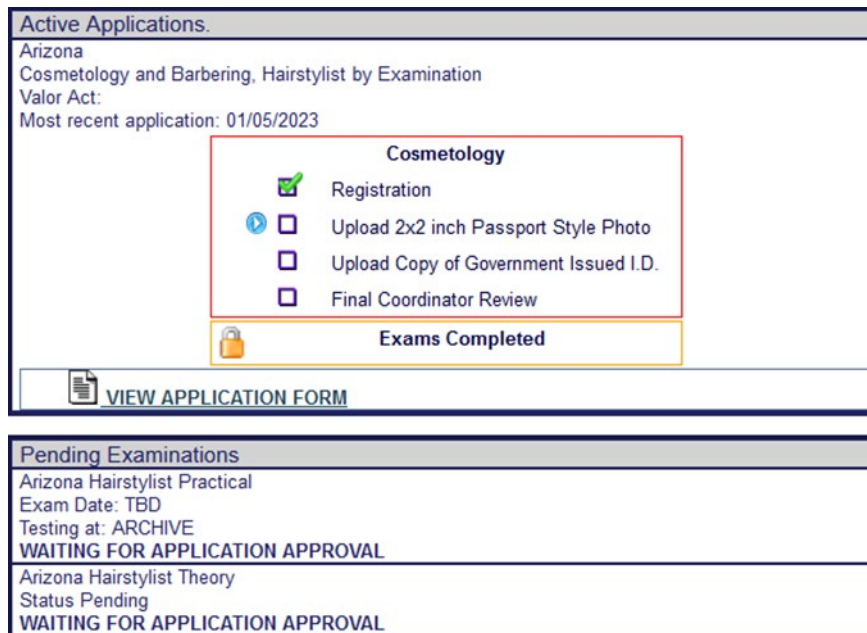
1. Go to <http://www.pcsdq.com>
2. Click Client Portal
3. Enter email address and password
4. Click Log In



The screenshot shows the login page for Professional Credential Services, Inc. (PCS). At the top, the logo reads "PROFESSIONAL CREDENTIAL SERVICES, INC." Below the logo, the heading "Log into your account" is centered. There are two input fields: "E-Mail Address" and "Password". A "Log In" button is positioned to the right of the password field. Below the input fields, there is a link: "*If you have forgotten your password or you have received an email from PCS instructing you to create your password, [Click Here.](#)". At the bottom, a note states: "If you have not previously created a PCS account please go to your [profession and state home page.](#)".

Registration Status

You may check the status of your online registration 24/7 by logging into your PCS account. As items are received, green checkmarks will appear under the registration.



The screenshot displays the "Active Applications" section. It lists "Arizona Cosmetology and Barbering, Hairstylist by Examination" with a "Valor Act:" and "Most recent application: 01/05/2023". A red-bordered box highlights the "Cosmetology" section, which includes a list of items with checkboxes: "Registration" (checked with a green checkmark), "Upload 2x2 inch Passport Style Photo" (unchecked), "Upload Copy of Government Issued I.D." (unchecked), and "Final Coordinator Review" (unchecked). Below this list is a yellow-bordered box with a lock icon and the text "Exams Completed". At the bottom of the section is a "VIEW APPLICATION FORM" link with a document icon.

Pending Examinations
Arizona Hairstylist Practical
Exam Date: TBD
Testing at: ARCHIVE
WAITING FOR APPLICATION APPROVAL
Arizona Hairstylist Theory
Status Pending
WAITING FOR APPLICATION APPROVAL

Registration Approval Process

Once an online registration has been completed, PCS will review and forward a notification to IQT regarding your theory examination. PCS will then assign you to the first available practical examination (date based on approval date and seating availability).

Exam Notification

Once you have been approved, PCS will forward the following notifications via email.

1. A Theory Authorization to Test (ATT) letter will be sent via email within one business day.
2. A Practical Notification providing you with the date of your assigned exam
3. A Practical Admission Notice confirming your assigned date, time, and location will be sent via e-mail 10 business days prior to your examination date.

! If you do not receive any emails within the time frame listed above, it is **your responsibility** to check your PCS account and reprint this information. If you are unable to access your account, it is **your responsibility** to contact PCS at (888) 822-3272.

How do I know if my registration is approved?

If a registration has been approved, a green check will appear in the Final Review Box under Active Applications.

The screenshot displays a web interface with two main sections. The top section, titled 'Active Applications', shows details for an Arizona Cosmetology application by examination, including the Valor Act and the most recent application date of 11/12/2019. A green checkmark icon is visible next to the 'Cosmetology' application name. Below this, a red-bordered box labeled 'Exams Completed' contains two items: 'All Exams Passed' and 'License Ready', each with an unchecked checkbox. A 'VIEW APPLICATION FORM' button is located at the bottom of this section. The bottom section, titled 'Pending Examinations', lists two items: 'Arizona Cosmetology Theory' with a status of 'Pending' and 'In Review', and 'Arizona Cosmetology Practical' with an exam date of 'TBD', testing at 'ARCHIVE', and a status of 'In Review'.

Examination Scheduling

Theory Examination Scheduling

Once you have received your ATT letter(s), you must contact Iso-Quality (IQT), owned, and operated by Prometric, to schedule your written practical and theory appointment(s). Upon receipt of your ATT Letter, you must follow the specific directions listed on the ATT to take the examination(s). Log in to the website at www.IQTTesting.com. Select **SCHEDULE** and follow the prompts given for each screen. You can also contact Toll-Free Telephone Support at **(866) 773-1114** or email at SMT-OperationsTeam@prometric.com.

Practical Examination Scheduling

Once you have been approved, you will automatically be scheduled for the first available practical examination date. You **must** be prepared to take the first available practical examination. You will be notified via e-mail of your practical examination date. If you are unable to take your practical examination on the date you are assigned, a rescheduling fee will be required.

Reprinting Documents

You may reprint information concerning your examinations, payment receipts, and/or scores by logging into your Homepage

Example:

- Click the **Print Score Notice** option next to the item you wish to reprint.
- Click the **ATT Letter** option next to the item you wish to reprint

Exam Results
Arizona Nail Technician Theory Test Date: 06/28/2021 PASS
PRINT SCORE NOTICE
Arizona Nail Technician Practical Test Date: 10/26/2021 PASS
PRINT SCORE NOTICE

- Click the **Reprint** option next to the item you wish to print.

Receipts
Arizona Board of Cosmetology 05/20/2021 Credit Card \$177.00 Paid 05/20/2021
REPRINT

Examination Rescheduling

Theory Rescheduling Policy

You may reschedule your theory examination without forfeiting your fee by contacting IQT at least 6 business days prior to your scheduled date. Fees will be forfeited if you attempt to reschedule in six or less days prior to your scheduled examination. Please call 866-773-1114 to cancel or reschedule your examination. If you cancel your exam the fees will be forfeited.

Practical Rescheduling Policy

Rescheduling for the practical examination is not permitted without a re-exam fee unless you are hospitalized or involved in a traffic accident on the way to the test center which prevents you from arriving on time. In these cases, your request will be considered when you upload documentation onto your homepage.

If you fail your written practical and/or theory exam and wish to reschedule, please wait until you have received your Official Score Notice from PCS by email before paying the rescheduling fee. Please allow at least 10 business days.

If you have missed, canceled, or failed an examination, you may reschedule online with a credit card by logging into your Homepage.

- To reschedule your practical examination, click **Practical** under the Active Applications box.
- To reschedule your theory examination, click **Theory** under the Active Applications box.

! DO NOT SELECT REGISTRATION FROM YOUR SHOPPING CART



If you have paid to reschedule your exam and have not received an email notification from PCS within 5 business days of submission, please contact PCS immediately at cosandbar@pcshq.com.

Inclement Weather Policy

In the event of inclement weather or similar emergency, a scheduled examination may be canceled or delayed. However, this decision is made only in rare instances and at the discretion of IQT. If a test center is open for testing, and you choose not to appear for your scheduled examination, your fee will be forfeited. You will have to reschedule your appointment and resubmit the appropriate fee to PCS. If you have reason to question whether a center will be closed due to an emergency, please call IQT for inquiries regarding the written practical and theory examinations.

Examination Day Requirements

What do I need to take with me to the examination?

- Admission Notice (practical)
- A current 2" x 2" passport type color photo (selfies are not accepted) (practical)
- Two (2) forms of identification – one form must be a government issued photo ID (see below)
- Examination Supplies (if taking practical examination – see NIC Content Outline page)

! If you fail to bring these items, you will not be permitted to test, and a rescheduling fee will be required.

Acceptable Forms of Identification

Both forms of identification must be listed under the name in which you applied. **Photocopies will not be accepted**

Primary ID (current, non-expired Government-issued ID)

- State issued Driver's License

- State issued Identification Card
- US Government issued Passport
- US Government issued Military Identification Card
- US Government issued Alien Registration Card

Secondary ID (signature, non-expired)

- Credit Card or Debit (ATM) Card
- Social Security Card
- US issued Birth Certificate
- An alternate form of Primary ID (i.e., if you have a Driver's License, you can bring your US Passport as a Secondary ID)

! Student ID and employment ID are NOT acceptable forms of Identification.

! If you fail to bring proper identification or your names do not match, you will not be permitted to test, and a rescheduling fee will be required.

Arrival

! You must arrive at the test center at least forty-five (45) minutes prior to your examination for registration. **Registration will close 15 minutes before the exam start time listed on your Admission Notice. If you arrive after registration has closed, you will not be permitted to test, and a rescheduling fee will be required.**

General Examination Policies

Security Policy

Suspected security breaches during the theory or written practical test administrations, such as an act of impersonation, creating a disturbance, giving, or receiving unauthorized information or aiding other candidates, attempting to remove test information by any means, possessing prohibited materials may be sufficient cause to dismiss you from the examination site or to invalidate or cancel your scores. Suspected breaches may be identified by observation or suspicion by the test center staff or may be evidenced by subsequent statistical analysis of examination materials. PCS reserves the right to investigate each incident of misconduct and will report such incidents directly to the Board. The Board will make all final decisions on examination score invalidations or cancellations. **No visitors, guests or children are allowed in the test center.**

Copyrighted Examination Questions

All test questions are the express copyrighted property of NIC. It is forbidden under federal copyright law to copy, reproduce, record, distribute or display these test questions by any means, in whole or in part. Doing so may subject you to severe civil and criminal penalties, including prison incarceration and/or fined up to \$250,000 for criminal violations.

Prohibited Items

No food, beverages, purses, notebooks, magazines, backpacks, briefcases, hats, caps, reference books, or electronic devices such as cameras, computers or computerized devices, iPods, radios, recording devices,

portable fax machines, cellular telephones, calculators, watches, reproduction equipment, smoking or the use of tobacco are strictly prohibited in the examination room. Failure to comply with any of these conditions will result in you being dismissed immediately and your actions reported to the proper authorities. PCS is not responsible for any personal items brought to the examination site.

Environmental Distracters

Although every attempt is made to provide a quiet and comfortable test environment, noise and room temperature may be an unforeseen and unavoidable distracter. It is suggested that you wear the type of clothing that would allow you to adapt to a cooler or warmer climate at the testing site.

Examination Results

Score Notices

An unofficial pass or fail notice will be provided to you by IQT after you take the theory examination. An official score notice will be emailed to you at least 10 business days after your examination date. If you do not receive an email within this time frame, you may print a score notice by logging into your PCS account.

State Score Requirements

The minimum score required to pass both the theory and practical examination is 75. If you fail an examination, PCS will provide a strength and weakness report (located at the bottom of the score notice) and information on how to re-apply online.

Once all required examinations have been passed, PCS will electronically notify the Arizona Board office of your status.

You must apply with the Arizona State Board for your license. When the state receives your passing scores, you will be issued a license if you meet the requirements on page 5.

Change of Information

If you need to update your information on your account (i.e., name corrections, date of birth, Social Security number), please upload supporting documentation to your account.

You must provide a copy of your marriage certificate, divorce decree or other court documentation confirming your name change.

- Driver's License (Change address, Date of Birth)
- Social Security Card (Change SS#)
- Birth Certificate (Change Date of Birth)

Formal Complaints

If you have a complaint regarding any aspect of the registration and examination process, examinations must be emailed to PCS within 48 hours of the incident. The written complaint must include the following information:

- First and Last Name
- Last four digits of Social Security Number
- State in which you are applying for a license
- Examination Date & Location if applicable

Send Complaint to:

- Professional Credential Services Inc. - cosandbar@pcshq.com

Complaint Review Process

Upon receipt of your complaint, PCS will confirm receipt within 48 hours. After a thorough review, a reply will be sent to you within 15-20 business days.