

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 .



New Mexico
BOARD OF BARBERS and COSMETOLOGISTS
Electrology
Candidate Handbook

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

Revised 03/2022

Contents

Quick Reference.....	3
Application Process.....	4
Introduction	5
State Licensure Requirements	5
Examination Fees	6
Refund Policy	6
Special Accommodations.....	6
First Time Candidates.....	7
Expired License	7
Reciprocity	8
Foreign Trained Candidates.....	8
PCS Account Set-Up	9
PCS Application	10
PCS Candidate Homepage.....	11
Logging into your Homepage.....	11
Application Status	11
Reprinting Documents	12
Examination Rescheduling.....	13
Application Approval Process	14
Examination Scheduling.....	15
Theory Examination Scheduling.....	15
Practical Examination Scheduling.....	15
Examination Day Requirements.....	16
General Examination Policies.....	17
Examination Results.....	18
Change of Information.....	19
Formal Complaints.....	20
Examination Guidelines	21

Quick Reference

STEP ONE: READ CANDIDATE HANDBOOK

- Create account and start application process
- Submit required documents to PCS as directed

STEP TWO: TAKE EXAMINATIONS

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

CONTACT INFORMATION

Professional Credential Services (PCS)

Regular Mailing Address

Attn: New Mexico Coordinator
P.O. Box 198768
Nashville, Tennessee 37219-8768

Customer Service: (888) 822-3272

Email: cosandbar@pcshq.com

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

PSI Exams

Scheduling: (855) 746-8173

Fax: (702)932-2666

Website: candidate.psiexams.com

New Mexico Regulation and Licensing Department of Barbers and Cosmetologists

2550 Cerrillos Road, Second Floor

P.O. Box 25101

Santa Fe, New Mexico 87504

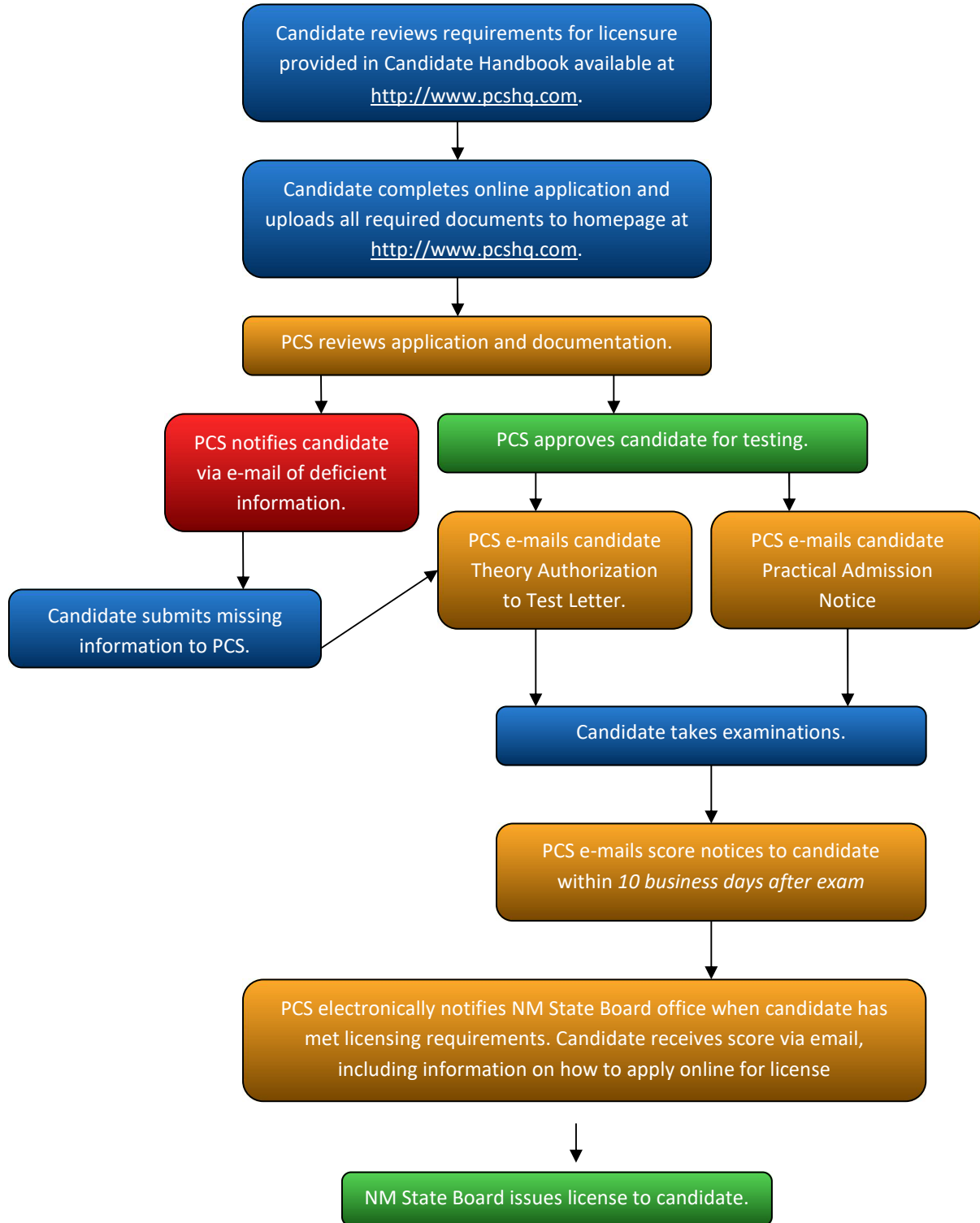
Telephone: (505)476-4622

Fax: (505)476-4646

Website:

[http://www.rld.state.nm.us/boards/Barbers-
_and_Cosmetolgists.aspx](http://www.rld.state.nm.us/boards/Barbers-and_Cosmetolgists.aspx)

Application Process



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 New Mexico Board of Barbers and Cosmetologists (the “Board”) is responsible for licensing and regulating the profession of Electrology in the State of New Mexico. 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. PCS first requires that candidates submit an on-line Examination and License Application (“Application”). This is required to determine your eligibility for testing. Any questions regarding your application or eligibility should be directed to PCS. The State Board will have the final authority to approve the issuance of a license.

State Licensure Requirements

In order to receive an Electrology license in the State of New Mexico, you must meet the following requirements:

1. Be at least 17 years of age.
2. Have completed at least the 10th grade or equivalent.
3. Successfully complete a minimum of 600-hour course of instruction in a licensed school of Electrology.
4. Successfully pass the NIC theory & practical and State Law examinations.

Training Expiration Limit

Candidates will have 1 year (12 months from the date of completion to pass all required examinations and obtain license. *Examination scores are only valid within 12 months of your training completion date.*

Examination Fees

Examination Type	First Time Fees	Re-Exam Fees
Electrology Theory and Practical	\$ 203.00	\$ 203.00
Electrology Theory	\$ 130.00	\$ 130.00
Electrology Practical	\$ 73.00	\$ 73.00

Fees may be paid online with a credit card (Master Card, Visa or Discover) or call 1-888-822-3272 in order to submit your fees via money order or certified check by requesting an invoice. Your application will not be reviewed or processed until payment has been received. Incomplete applications will be processed for the next available practical exam date once all required information has been received by PCS.

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 for testing PRIOR to completing an online application with PCS. If testing is not required, fees are non-refundable.

Practical Examination Dates

Please select TBD when completing your application. You will be assigned to the next available practical examination date once your application has been approved.

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. You may download a copy of this form by going to the Forms section of the New Mexico Barbering page at <http://www.pcshq.com>.

First Time Candidates

Application Requirements

Once an online application has been completed with PCS, the following items must be submitted to PCS via mail, fax, email, or uploaded to your PCS Homepage.

1. A current 2" x 2" passport type color photo (selfies are not accepted).
2. Copy of Photo Identification Card – must be non-expired Driver's License, State ID Card or U.S. Passport.
3. A New Mexico Transcript of Training*. *(must be notarized or have official school seal)*
This needs to be up-loaded to your PCS homepage and sent via mail directly to the New Mexico Board Office.
(If unable to up-load: please mail, fax, or email a copy to PCS and send the original via mail to the Board Office.)
 - Out of State candidates may submit an official transcript as long as the transcript provides a breakdown of hours by subject.

! Should any document listed above be under a different name than the name provided on your application, legal documentation of name change (i.e. marriage certificate, divorce decree, petition for name change) must be either mailed, e-mailed to the New Mexico Coordinator, or up-loaded on your Homepage.

Expired License

How to Reinstate an Expired License

1. If you hold a license that has been expired for less than one year, please contact the Board Office at (505) 476 4622 or visit http://www.rld.state.nm.us/boards/Barbers_and_Cosmetologists.aspx for further information.
2. If you hold a license that has been expired for more than one year but less than five years, you must complete an online application with PCS. You are required to take and pass the practical examination.
3. If you hold a license that has been expired for more than five years, you must apply to a Board approved school; submit to a scholastic evaluation to determine your training needs; and complete a minimum of 150 hours of remedial education. Upon completion of the remediation, you must apply online with PCS. You are required to take and pass both the theory and practical examinations.

Application Requirements

1. A current 2" x 2" passport type photo. (must be in color)
2. Copy of Photo Identification Card – must be non-expired Driver's License, State ID Card or U.S. Passport.
3. Copy of Expired License.
4. If expired for more than 5 years, Transcript of Training showing 150 Hours Remedial Education is required.

Reciprocity

How to Reciprocate an Out of State License

If you hold a license in another state and would like to obtain a license in New Mexico, please contact the Board Office at (505) 476 4622 or visit http://www.rld.state.nm.us/boards/Barbers_and_Cosmetologists.aspx for further information.

Foreign Trained Candidates

Foreign candidates who meet the requirements set forth by the New Mexico Board may apply for a license by examination.

Application Requirements

1. A current 2" x 2" passport type photo. (must be in color)
2. Copy of Photo Identification Card – must be non-expired Driver's License, State ID Card or U.S. Passport.
3. Proof of High School Education
4. Notarized translation of a valid license or certificate from another nation.
5. Notarized translation of certified transcript of training from school or nation.
6. Notarized translation of any other documents that may be required by the Board.

Note: The board requires examination applicants with foreign training who fail any part for the examination to register at a NM Board approved licensed school, submit to a scholastic evaluation to determine their training needs, and complete a minimum of 150 hours of remedial education. Upon completion and proof of the remediation, the applicant will be allowed to re-apply and examine on the failed areas.

! Translation is only required for documents not written in English

PCS Account Set-Up

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

1. Go to <http://www.pcshq.com>
2. Click **Applicants & Candidates**
3. Click **Cosmetology & Barbering**
4. Click **New Mexico**
5. Click **Electrology**
6. Click **Create an Account** (if this is your first time)
7. *Creating a PCS Account (first time users only)*; enter valid, unique e-mail address, your first and last name, date of birth, and Social Security number.
8. Enter REcaptcha information as prompted; click **Create Account**
9. Check your e-mail account for a PCS system generated e-mail.
10. Click the link in the e-mail to verify account information and create PCS password.
11. Click **Enable Account**

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

New Professional Credential Services Account

By signing up for a free account, you can access your application and licensing information.

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.

E-Mail Address

First Name


Last Name

Birth Date (m/d/yyyy)

If you have applied with Professional Credential Services before, please provide the following in order to retrieve your records.

Social Security Number

Please enter the REcaptcha information below



Type the text

Privacy & Terms

no CAPTCHA™
stop spam,
read books.

PCS Application

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. Complete steps 1-5 listed above.
2. Click **LOGIN HERE** (if you have already created an account)
3. Enter e-mail address and password provided during account set-up.
4. You are now in the online application; select appropriate license type (i.e. Cosmetology).
5. Continue with online application until all required fields have been completed.
6. Choose the examinations you wish to take.
7. Select Payment Option.
8. You may up-load your 2x2 photo and required documents that are allowed to be a “copy.” Original required documents must be mailed.

* You can provide a credit card in order to pay your fees online or call 1-888-822-3272 in order to submit your fees via money order or certified check by requesting an invoice. Your application will not be considered complete until all required documents, payment, and final approval is received. Incomplete applications will be processed for the next available practical exam date once all required information and final approval is received by PCS.

! 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).

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

Your Profile Name Mr. John Douglas Doe Address 150 Fourth Avenue North Suite 800 NASHVILLE TN 37214 Phone 8888223272 SSN 222595252 Alt ID 123456789 Birthdate 05/05/1955 EMail zopkey@pcshq.com Username zopkey@pcshq.com EDIT PROFILE	Active Applications New Mexico Cosmetology & Barbering, Barber ADD STATE APP# ADD LICENSE NUMBER ADD LIC. EXP. DATE App Expires: 09/01/2014 EDIT Print New App Label Applied 01/15/2014 Most recent application: 01/15/2014 Status: Paid. Waiting for review.
Documents ADD NEW DOCUMENT	Application Approval Requirements ADD <input type="checkbox"/> Coordinator Review <input type="checkbox"/> APPLICATION <input type="checkbox"/> 2X2 PHOTO <input type="checkbox"/> FORM 1 GOVT ISSUED ID <input type="checkbox"/> TRAINING AFFIDAVIT <input type="checkbox"/> Final Review
Education A BETTER U ACADEMY ALBUQUERQUE NM From 05/01/2011 Graduated: 09/01/2012 CHANGE SCHOOL	DOCUMENTS

PCS Candidate Homepage

Logging into your Homepage

1. Go to <http://www.pcshq.com>
2. Click **Client Portal**
3. Enter e-mail address and password
4. Click **Log In**



The screenshot shows the login interface for Professional Credential Services, Inc. At the top right is the logo with the text "PROFESSIONAL CREDENTIAL SERVICES, INC.". The main heading is "Log into your account". Below this are two input fields: "E-Mail Address" and "Password". A "Log In" button is positioned to the right of the password field. A large, semi-transparent watermark of the company logo is visible in the background. Below the input fields, there is a note: "*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, it says "If you have not previously created a PCS account please go to your [profession and state home page.](#)"

Application Status

You may check the status of your online application 24/7 by logging into your PCS account. As items are received, green check boxes will appear under the Application Approval Requirements section of the Active Applications box.



The screenshot displays the "Active Applications" section. It lists details for a New Mexico application in the "Cosmetology & Barbering, Barber" category. The application number is "ADD STATE APP#", the license number is "ADD LICENSE NUMBER", and the expiration date is "ADD LIC EXP DATE". The application expires on 09/01/2014, with an "EDIT" link. There are links for "Print New App Label" and "Applied 01/15/2014". The most recent application date is 01/15/2014, and the status is "Paid. Waiting for review." Below this, the "Application Approval Requirements" section is highlighted with a red border and includes a table of requirements:

Application Approval Requirements ADD	
<input type="checkbox"/>	Coordinator Review
<input type="checkbox"/>	APPLICATION
<input type="checkbox"/>	2X2 PHOTO
<input type="checkbox"/>	FORM 1 GOVT ISSUED ID
<input type="checkbox"/>	TRAINING AFFIDAVIT
<input type="checkbox"/>	Final Review

How do I know if my application is approved?

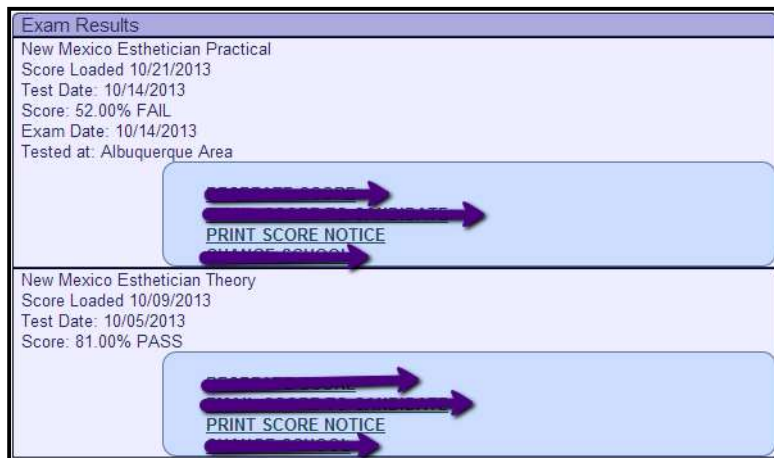
If an application has been approved, a green check will appear in the Final Review Box under Active Applications.



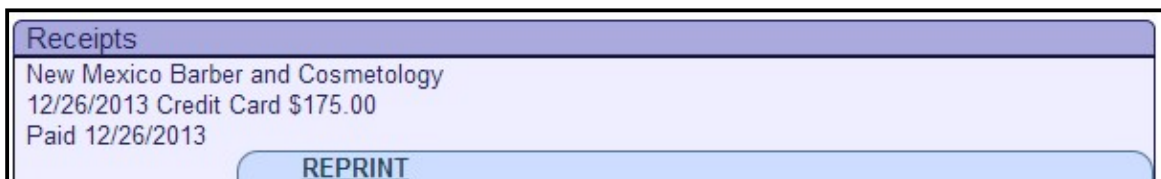
Reprinting Documents

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

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



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



Examination Rescheduling

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

- To reschedule practical examination, click **Reschedule Practical** under the Active Applications box.

Active Applications

New Mexico
Cosmetology & Barbering, Barber
[ADD STATE APP#](#)
[ADD LICENSE NUMBER](#)
[ADD LIC EXP DATE](#)
App Expires: 09/01/2014 [EDIT](#)
[Print New App Label](#)
Applied 01/15/2014
Most recent application: 01/15/2014
Status: Approved.

Application Approval Requirements [ADD](#)

- [Coordinator Review](#)
- [APPLICATION](#)
- [2X2 PHOTO](#)
- [FORM 1 GOVT ISSUED ID](#)
- [TRAINING AFFIDAVIT](#)
- [Final Review](#)

[RESCHEDULE PRACTICAL](#)

- To reschedule theory examination, click **Reschedule Theory** under the Active Applications box.

Active Applications

New Mexico
Cosmetology & Barbering, Barber
[ADD STATE APP#](#)
[ADD LICENSE NUMBER](#)
[ADD LIC EXP DATE](#)
App Expires: 09/01/2014 [EDIT](#)
[Print New App Label](#)
Applied 01/15/2014
Most recent application: 01/15/2014
Status: Approved.

Application Approval Requirements [ADD](#)

- [Coordinator Review](#)
- [APPLICATION](#)
- [2X2 PHOTO](#)
- [FORM 1 GOVT ISSUED ID](#)
- [TRAINING AFFIDAVIT](#)
- [Final Review](#)

[RESCHEDULE THEORY](#)

Application Approval Process

Once an online application has been completed (payment has been made), the coordinator will receive notification. PCS will review your application and enter any requirements which may be pending (i.e. High School Transcript or Training Transcript). *If documents are submitted after the online application has been completed, PCS will enter those as received no later than three business days of receipt. Application or documents will not be reviewed /processed until payment is received by PCS.*

- If PCS receives an application or a required document which is incomplete or completed incorrectly, PCS will notify you via e-mail and your file will remain pending until all necessary information has been received.
- In order to receive your desired practical examination date, the online application, required documents, payment, and Board approval must be received in our office on or before the examination deadline.
- Late or incomplete applications will be processed for the next available practical examination once all required information has been received.

Examination Notification

Once your application has been approved, PCS will forward the following notifications via e-mail.

1. A Theory Authorization to Test (ATT) letter will be sent via e-mail within one business day.
2. 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.
- 3.

! If you do not receive any e-mails 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.

Examination Scheduling

Theory Examination Scheduling

Once you have received your ATT letter, you must contact PSI to schedule your theory appointment.

- Schedule online – <http://www.psiexams.com>
- Schedule with PSI representative at (855) 746-8173 (Monday – Friday 7:30 AM to 8:00 PM EST, Saturday 11:00 AM to 5:00 PM EST)
- Schedule with PSIs Interactive Voice Response System during non-business hours at (855) 746-8173.

Theory Rescheduling Policy

You may reschedule your theory examination without forfeiting your fee by contacting PSI at least 3 business days prior to your scheduled date. You may call (855) 746-8173 or fax (702)932-2666. You may also use the automated system using a touch-tone phone (24 hours a day) to cancel or reschedule your examination.

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

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.

Practical Examination Scheduling

Please select TBD when completing your application. You will be assigned to the next available practical examination date once your application has been approved. 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.

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.

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 PCS and/or PSI. 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 or not a center will be closed due to an emergency, please call PCS to make inquiries regarding the practical examination and PSI for inquiries regarding the theory examination.

Examination Day Requirements

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

- Admission Notice (practical) or ATT Letter (theory)
- A current 2" x 2" passport type color photo (selfies are not accepted)
- 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. **NO EXCEPTIONS.**

Acceptable Forms of Identification

Both forms of Identification must be listed under the name which you applied.

Primary ID (current, non-expired Governments Issued ID) Photo copies will not be accepted

- 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) Photo copies will not be accepted

- 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. **NO EXCEPTIONS.**

Arrival

! You must arrive at the test center at least forty five (45) minutes prior to your examination for registration. If you arrive past your examination time, you will not be permitted to test and a rescheduling fee will be required.

General Examination Policies

Security Policy

Suspected security breaches during either the theory or 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 or sharing supplies 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, calculator 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 official score notice will be e-mailed to you at least 10 business days after your examination date. *An unofficial pass or fail notice will be provided to you by PSI after you take the theory examination.* If you do not receive an e-mail 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 strengths and weakness report (located at bottom of score notice) and information on how to re-apply online.

Once you pass both the theory and practical examination, you will receive a *Notice of Completion which will include information regarding how to apply online for your license.* It is not necessary to notify the Board Office once you pass an examination; they are provided score information on a daily basis.

Change of Information

Directions

Complete the following form – all applicable areas of this form should be completed in order for PCS to properly locate and update your account.

If you need to update your name, you must provide a copy of your marriage certificate, divorce decree or other court documentation that confirms your name change.

Please upload this document and any other documentation to your account or you can mail to PCS at the address on page 2.

Print your name as it appears on your Application below.

Name: _____

Street: _____

City: _____ State: _____ Zip: _____

Print your updated name or address below.

Name: _____

Street: _____

City: _____ State: _____ Zip: _____

Reason for Name Change: ___ Divorced ___ Married ___ Other

Print Social Security Number: _____

Sign and Date your Request:

Signature: _____ Date: _____

Formal Complaints

Directions

If you have a complaint regarding any aspect of the application and examination process, you must submit a formal written complaint. Complaints regarding examinations must be mailed or emailed to PCS within 48 hours of incident. 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 thoroughly review all necessary information. A reply will be sent to you within 5-7 business days.

Examination Guidelines

The New Mexico Board of Barbers and Cosmetologists requires you to be examined on the following services on the practical examination:

Core Domain Services

- Work Area Preparation and Set up of Supplies (Client 1)
- Thermolysis
- Prepare Work Area for New Client and Set up of Supplies (Client 2)
- Blend Method
- Galvanic Method
- Cataphoresis
- Blood Exposure Procedure

Mannequins: A live model is required for all services. Please see *Practical Examination Supplies*

Aerosol Products: You are not permitted to use aerosol products at any time during the examination.

Kit Size: Recommended kit size is no larger than 30" x 30". For safety reasons, all kits must fit completely under the table areas.

Dress Code

You should dress professionally, as you would when you are working in a shop. You are not allowed to have your name, your school name, or a shop name on your professional attire or kit.

Please see the attached NIC Candidate Information Bulletin for details on what you will be tested on for both your theory and practical examinations, a checklist of items that will be needed for your practical examination, and references used for both examinations.

Best wishes on passing your examinations and a successful career in your chosen profession!



NATIONAL ELECTROLOGY
THEORY EXAMINATION

CANDIDATE INFORMATION BULLETIN (CIB)

EXAMINATION CONTENT AND IMPORTANT INSTRUCTIONS

Please visit your examination provider's website for the most current bulletin prior to testing.

The National Electrology Theory Examination is the national licensure examination for Electrologists, which is developed and administered by the National-Interstate Council of State Boards of Cosmetology (NIC). This bulletin contains **IMPORTANT INFORMATION** regarding the examination, including content outline covered by the theory examination, sample questions and answers, and references. The time allowed for the Electrology Theory Examination is 90 minutes.

PLEASE REVIEW ALL INFORMATION CAREFULLY.

For each NIC National Theory Examination, there are TWO (2) parts to every Candidate Information Bulletin (CIB) stored as separate documents:

- **Examination Content** and **Important Instructions** – This provides information about the scope of content covered in the Theory examination and information and guidelines related to administration of the Theory examination.
- **References** – This provides a list of references used to develop and support the content covered in the examination. The references are always the same for the Theory and Practical examinations.

BE CERTAIN TO DOWNLOAD AND/OR PRINT AND REVIEW BOTH DOCUMENTS THAT MAKE UP THE NIC EXAMINATION CIB.

PLEASE REVIEW ALL INFORMATION CAREFULLY!

IMPORTANT INSTRUCTIONS

- Do not leave the examination area without permission. Permission must be obtained to leave the examination area for any reason, including restroom usage or at the completion of the examination. Picture ID is required for re-entry into the examination.
- With the exception of verbal instructions, the proctors and examination administration personnel are not allowed to communicate with candidates.
- If you have an emergency situation please notify the proctor.
- The following provides examples of materials and actions that are prohibited during the examination administration:
 - Possession of cellular phones, pagers, tablets, computers, projectors, cameras, or any other electronic or recording devices, printed materials, or handwritten notes.
 - Communicating to other candidates.
 - Exhibiting disruptive behavior.
 - *The above referenced items or actions are not an exhaustive list. Failure to comply with any of these conditions or exhibiting ANY behavior that suggests an effort to cheat will result in your immediate dismissal from the examination and your actions reported to the proper authorities.*

**ELECTROLOGY THEORY EXAMINATION
CONTENT OUTLINE**

The following outlines the scope of content covered by the NIC National Electrology Theory Examination. The percentages represent the percentage of items from each domain. The examination is comprised of 85 items of which 75 items are weighted and contribute to the candidate's final score.

1: Scientific Concepts - 45%

- A. Infection Control and Safety Practices
 - 1. Identify how diseases and infections are caused and transmitted
 - 2. Apply principles of infection control
 - a. Levels of infection control
 - i. Cleaning/Sanitation
 - ii. Disinfection
 - iii. Sterilization
 - b. Contamination and cross-contamination
 - 3. Apply procedures for blood exposure incident
 - 4. Identify requirements of government agencies (e.g., CDC, OSHA, EPA, FDA)
- B. Human Anatomy and Physiology
 - 1. Identify structure and functions of the skin
 - 2. Identify structure and growth cycle of hair
 - 3. Identify structure and functions of physiological systems
 - a. Nervous
 - b. Muscular
 - c. Circulatory
 - d. Endocrine
- C. Identify Signs and Symptoms of Conditions, Disorders, and Diseases Related to Skin and Hair
- D. Basic Concepts of Electricity
 - 1. Recognize characteristics of electricity and electrical measurement
 - 2. Identify types of currents
 - a. Direct
 - b. Alternating
 - 3. Differentiate between modalities of Electrolysis
 - a. Galvanic
 - i. Anaphoresis
 - ii. Cataphoresis
 - b. Thermolysis
 - c. Blend
 - 4. Applies principles of electrical safety

2: Electrology Procedures and Services - 55%

- A. Client Consultation, Analysis and Documentation for Electrology Services
 - 1. Analyze condition of skin and hair
 - 2. Identify contraindications related to electrolysis service
 - 3. Identify how hair removal methods differ (e.g., waxing, depilatories, laser)
 - 4. Determine method and product selections
 - 5. Maintain client records (e.g., service history, medical history, release forms)
- B. Items Utilized During Electrology Services
 - 1. Identify purpose function of items
 - a. Equipment (e.g., machine, magnification, treatment table)
 - b. Implements (e.g., probe, tweezers)
 - c. Supplies, products, and materials (e.g., gloves, antiseptic, linens, drapes)

C. Electrolysis Procedures

1. Indicate and demonstrate procedures for electrolysis methods
 - a. Client preparation
 - b. Electrolysis methods
 - i. Galvanic
 - ii. Thermolysis
 - iii. Blend
 - c. Probe selection, insertion, depth, and angle
2. Perform post service processes
 - a. Cataphoresis
 - b. After care
 - c. Follow up

ELECTROLOGY THEORY EXAMINATION
SAMPLE QUESTIONS

The following sample questions are similar to those on the NIC Electrology Written Examination. Each question is followed by four answer choices. Only one choice is correct. Correct answers are listed following the sample questions.

1. Disease producing bacteria are called
 - a. hyperemia.
 - b. pathogenic.
 - c. hypoallergenic.
 - d. nonpathogenic.

2. Which of the following would result in the greatest production of lye?
 - a. Increase both current and time
 - b. Decrease both current and time
 - c. Increase current and decrease time
 - d. Decrease current and increase time

3. Hair grows from the papilla by multiplication of the
 - a. matrix cells.
 - b. stratum lucidum.
 - c. papillary layer.
 - d. reticular region.

4. What temporary method of hair removal accelerates the shedding of the horny layer of the skin?
 - a. Bleaching
 - b. Depilatory
 - c. Threading
 - d. Clipping

5. Electrolysis is recognized as the only proven method of permanent hair removal by the
 - a. Environmental Protection Agency (EPA).
 - b. Food and Drug Administration (FDA).
 - c. Centers for Disease Control (CDC).
 - d. Occupational Safety and Health Administration (OSHA)

Answers	
1. b	4. b
2. a	5. b
3. a	



NATIONAL ELECTROLOGY
PRACTICAL EXAMINATION

CANDIDATE INFORMATION BULLETIN (CIB)

EXAMINATION CONTENT AND IMPORTANT ADMINISTRATION INSTRUCTIONS

Please visit your official examination provider website OR www.nictesting.org for the most current bulletin prior to testing.

The National Electrology Practical Examination is the licensure examination for Electrology, which is developed by the National-Interstate Council of State Boards of Cosmetology (NIC).

This bulletin contains IMPORTANT INFORMATION regarding the NIC National Electrology Practical Examination content and administration for Electrology core services.

For each NIC National Practical Examination, there are multiple parts to every Candidate Information Bulletin (CIB) stored as separate documents. Go to www.nictesting.org for a current downloadable copy of each of the following:

- **Important Instructions and Examination Core Domain Content** – This provides information and guidelines related to administration of the Practical examination and information about the scope of content covered in the core sections of the Practical examination.
- **References** – This is a list of references used to develop and support the content covered in NIC examinations.
The references will always be the same for both Theory and Practical examinations.

BE CERTAIN TO DOWNLOAD AND/OR PRINT AND REVIEW ALL DOCUMENTS THAT MAKE UP THE NIC EXAMINATION CIB.

PLEASE REVIEW ALL INFORMATION CAREFULLY!

IMPORTANT INSTRUCTIONS

- Do not leave the examination area without permission. Permission must be obtained to leave the examination area for any reason, including restroom usage or at the completion of the examination. **Picture ID is required for re-entry into the examination.**
- Candidates are required to bring a supply kit for their own use.
 - It is the candidate's responsibility to make certain they have a sufficient quantity of supplies that have been properly cleaned and disinfected and that implements are in proper working order.
 - The kit will be used during the examination as dry storage and is considered part of the work area. The kit must be kept closed (e.g., lid tightly closed) except when removing materials for a particular service.
 - Candidates may remove items, supplies, etc., from the kit at any time, however nothing may be returned to the kit.
 - All examinations are administered in a testing environment.
 - Candidates are evaluated at all times. Continue working until you have completed the entire section or time has elapsed.
 - **EPA registered, disinfectant WIPES that demonstrate bactericidal, fungicidal, and virucidal properties must be used. DISINFECTANT SPRAYS ARE NO LONGER ALLOWED IN THE TESTING ENVIRONMENT.**

NIC National Electrology Practical Examination

- Due to standardization of the NIC National Examinations, Proctors and examiners are required to adhere to the following standards:
 - The verbal instructions will be read twice for each section of the examination.
 - With the exception of verbal instructions, the proctors are not allowed to communicate with candidates.
 - Examiners are not allowed to speak with candidates.
 - Candidates requesting information during the examination will be told one of the following statements:
 - “Do the best you can with what you have available.”
 - “Do as you were taught.”
 - If a candidate experiences an emergency situation, please notify the proctor by raising your hand.
- Candidates will be given time to set up the universal (also known as general) supplies they will use throughout the examination.
 - Each section of the examination has a maximum time allowance, with the exception of those specified as untimed sections.
 - Once a candidate has completed all tasks in the section, they should indicate as directed (i.e., raise hand, step back, turn hand, or verbally).
 - In the event that all candidates complete a section before the time has elapsed, the examiners will proceed to the next section of the examination.
 - When the timer goes off, all candidates must stop working IMMEDIATELY.
- During all phases of the examination, candidates must follow all appropriate public protection and infection control procedures and maintain a safe work area.
 - In the event of a blood exposure incident, candidates will be expected to follow the NIC Blood Exposure Procedure.

Failure to do so may result in your dismissal from the examination.

- *Be sure to contact your examination provider to obtain the most current version of, and any addendums to, the NIC Blood Exposure Procedure OR go to www.nictesting.org for a current downloadable copy.*
 - **If a candidate does not follow infection control procedures or allows the work area to become and remain unsafe, the result may be a failing score for the examination.**
- The following provides examples of materials and actions that are prohibited during the examination administration:
 - Possession of cellular phones, watches (of any kind) pagers, tablets, computers, projectors, cameras, or any other electronic or recording devices, printed materials, or handwritten notes.
 - Purses, bags, coats, hats, and any other personal items not directly needed to complete the examination.
 - Exhibiting disruptive behavior.
 - Communicating to other candidates or any examiner.
- *The above referenced items or actions are not an exhaustive list. Failure to comply with any of these conditions or exhibiting ANY behavior that suggests an effort to cheat will result in the immediate dismissal from the examination and the candidate’s actions reported to the proper authorities.*
- **All supplies must be labeled in English.** When an original manufacturer's label is required, there can be NO handwritten or any other type of labeling. Original manufacturer’s labels must have English and may also include other languages. All non-manufacturer created labels must be only in English.
 - Original manufacturer’s labels are *required* for all disinfectants and hand sanitizers.

- **EPA-registered disinfectant WIPES that demonstrate bactericidal, fungicidal, and virucidal properties must be used. DISINFECTANT SPRAYS ARE NO LONGER ALLOWED IN THE TESTING ENVIRONMENT.** Please refer to the “*Suggested Examination Supplies*” section to see any further state specific requirements for supplies and products.
- Simulated products are *not* allowed for disinfectants and hand sanitizers.
- **NO AEROSOLS OR DISINFECTANT SPRAYS** are allowed in the testing environment.
- Candidates are to perform all tasks, utilizing products and supplies, as they were taught. There is however, a section titled “*Suggested Examination Supplies*” provided following the “Content Domains” section of this bulletin for items that a candidate may *possibly* utilize in a section.

SPECIAL ATTENTION

The following information is vital and specific to the
NIC National Electrology Practical Examination:

- Candidates will be evaluated on designation of materials that are disposed. Candidates are **required** to bring and use the following supplies for the appropriate disposal of materials:
 - Container labeled “**To be disinfected**”
 - Container labeled “**Soiled linens**”
 - Container labeled “**Trash**”
- Sharps containers will be provided on site.
- It is specified that there is **more than one client set up required during** this examination. A new client is introduced and must be prepared for during the course of the examination (see Electrology Practical Examination Content Domains Sections). **Only bring one (1) live model.**
- The following sections are **new** to the Electrology Practical Examination:
 - Blood Exposure Procedure (Content Domain Section 7)
- **Candidates are expected to brace.**
- Candidates are expected to bring a machine that is labeled in English by the manufacturer and capable of Thermolysis, Galvanic, Blend method, and Cataphoresis.
- Candidates are expected to bring a magnifying device and a light source. Candidates are not allowed to label products as single-use items.
- Use of single-use products may result in a failing score for the examination.
- **Candidates will be provided with:**
 - **Three (3) armless banquet chairs, one of which can be used as a foot rest.**
 - **A 30”x96” table to be used as a workstation.**
- **Your model will be seated throughout the examination.**

**ELECTROLOGY PRACTICAL EXAMINATION
CONTENT DOMAIN SECTIONS**

The scope of the National Electrology Practical Examination includes 7 (seven) core domain sections.

1. **Work Area Preparation and Set Up of Supplies** (15 minutes)
2. **Thermolysis** (Two Segments: 10 minutes, 5 minutes)
3. **Prepare Work Area for New Client and Set up of Supplies** (15 minutes)
4. **Blend Method** (10 minutes)
5. **Galvanic Method** (10 minutes)
6. **Cataphoresis** (5 minutes)
7. **Blood Exposure Procedure** (10 minutes)

**ELECTROLOGY PRACTICAL EXAMINATION
TASK LINES AND VERBAL INSTRUCTIONS**

**1. WORK AREA PREPARATION AND SET UP OF SUPPLIES
(15 minutes)**

Proctor – Verbal Instructions: Read to the candidate:

“You will prepare your work area for your client.”

“You will set up the universal supplies and equipment you will use throughout the examination.”

“You will also set up the supplies for the Thermolysis section of the examination.”

“You will be expected to follow all client protection, safety and infection control procedures.”

“You will have 15 minutes to complete this section.”

“You will be informed when you have 8 minutes remaining.”

“Do not demonstrate any procedures until the verbal instructions are given and you are instructed to begin.”

“Raise your hand to indicate you have finished.”

(1) *“The instructions will be repeated.”*

(2) *“You may begin.”*

Candidates will be evaluated on the following tasks:

- 1.1 Disinfects all work areas and equipment completely with product labeled in English as EPA-registered, hospital-grade disinfectant**
- 1.2 Sanitizes hands with product labeled in English**
- 1.3 Universal supplies and machine are labeled in English**
- 1.4 Items to be disinfected, soiled linens, trash and sharps disposed of in a correct manner throughout section**

Proctor – Verbal Instructions: Read if the candidate has raised their hand to indicate they have completed the section before timing has elapsed:

“The candidate has indicated they have completed this section of the examination.”

“We will now proceed.”

Proctor – Verbal Instructions: Read if the timer goes off before the candidate has raised their hand:

“Please stop working.”

2. THERMOLYSIS (Two segments:10 minutes, 5 minutes)

Proctor – Verbal Instructions: Read to the candidate:

“You will perform Thermolysis.”

“You will demonstrate on the upper lip.”

“You will be expected to follow all client protection, safety and infection control procedures.”

“You will continue working for the entire 10 minutes.”

“You will be informed when you have 5 minutes remaining.”

“Do not conclude the treatment until instructed to do so.”

“Your model may be seated at this time.”

(1) *“The instructions will be repeated.”*

(2) *“You may begin.”*

Candidates will be evaluated on the following tasks:

2.1 Thermolysis supplies are labeled in English

2.2 Implements and supplies are visibly clean

2.3 Prepares model for service

2.4 Demonstrates hair removal on the upper lip using Thermolysis

2.5 Demonstrates safe use of implements and equipment

Proctor – Verbal Instructions: Read to the candidate when time has elapsed:

“Please stop working. Do nothing until the next verbal instructions are given.”

2.6 Assessment of model's skin after treatment

Proctor – Verbal Instructions: Read to the candidate:

“The examiner has indicated they have completed their assessment.”

“We will now proceed.”

Proctor – Verbal Instructions: Read to the candidate:

“You will conclude the Thermolysis treatment and dispose of supplies used in the previous section of the examination.”

“You will be expected to follow all client protection, safety and infection control procedures.”

“You will have 5 minutes to complete this section.”

“You will be informed when you have 2 minutes remaining.”

“Raise your hand to indicate you have finished.”

(1) *“The instructions will be repeated.”*

(2) *“You may begin.”*

2.7 Items to be disinfected, soiled linens, trash and sharps disposed of in a correct manner throughout section

Proctor – Verbal Instructions: Read if the candidate has raised their hand to indicate they have completed the section before timing has elapsed:

“The candidate has indicated they have completed this section of the examination.”

“We will now proceed.”

Proctor – Verbal Instructions: Read if the timer goes off before the candidate has raised their hand:

“Please stop working.”

Proctor – Verbal Instructions:

“The model may now stand up and step aside.”

3. PREPARE WORK AREA FOR NEW CLIENT AND SET UP OF SUPPLIES (15 minutes)

Proctor – Verbal Instructions: Read to the candidate:

“You will prepare your work area for a NEW client.”

“You will set up the universal supplies and equipment you will use for the remainder of the examination.”

“You will also set up the supplies for the following sections of the examination:

Blend Method

Galvanic Method

Cataphoresis”

“You will be expected to follow all client protection, safety and infection control procedures.”

“You will have 15 minutes to complete this section.”

“You will be informed when you have 8 minutes remaining.”

“Do not demonstrate any procedures until the verbal instructions are given and you are instructed to begin.”

“Raise your hand to indicate you have finished.”

(1) *“The instructions will be repeated.”*

(2) *“You may begin.”*

Candidates will be evaluated on the following tasks:

- 3.1 Disinfects all work areas and equipment completely with product labeled in English as EPA-registered, hospital-grade disinfectant**
- 3.2 Sanitizes hands with product labeled in English**
- 3.3 Universal supplies and machine are labeled in English**
- 3.4 Items to be disinfected, soiled linens, trash and sharps disposed of in a correct manner throughout section**

Proctor – Verbal Instructions: Read if the candidate has raised their hand to indicate they have completed the section before timing has elapsed:

“The candidate has indicated they have completed this section of the examination.”

“We will now proceed.”

Proctor – Verbal Instructions: Read if the timer goes off before the candidate has raised their hand:

“Please stop working.”

4. BLEND METHOD (10 minutes)

Proctor – Verbal Instructions: Read to the candidate:

“You will perform the blend method.”

“You will demonstrate on the leg.”

“You will be expected to follow all client protection, safety and infection control procedures.”

“You will continue working for the entire 10 minutes.”

“You will be informed when you have 5 minutes remaining.”

“Do not conclude the treatment until instructed to do so.”

“Your model may be seated at this time.”

(1) *“The instructions will be repeated.”*

(2) *“You may begin.”*

Candidates will be evaluated on the following tasks:

- 4.1 Blend supplies are labeled in English
- 4.2 Implements and supplies are visibly clean
- 4.3 Prepares model for service
- 4.4 Demonstrates hair removal on the leg using Blend method
- 4.5 Demonstrates safe use of implements and equipment

Proctor – Verbal Instructions: Read to the candidate:

“Please stop working. Do nothing until the next verbal instructions are given.”

- 4.6 Assessment of model's skin after treatment
- 4.7 Items to be disinfected, soiled linens, trash and sharps disposed of in a correct manner throughout section

Proctor – Verbal Instructions: Read to the candidate once examiner has completed assessment for this section:

“The examiner has indicated they have completed their assessment.”

“We will now proceed.”

5. GALVANIC METHOD (10 minutes)

Proctor – Verbal Instructions: Read to the candidate:

“You will perform the Galvanic method.”

“You will demonstrate on the arm.”

“You will be expected to follow all client protection, safety and infection control procedures.”

“You will continue working for the entire 10 minutes.”

“You will be informed when you have 5 minutes remaining.”

“Do not conclude the treatment until instructed to do so.”

(1) *“The instructions will be repeated.”*

(2) *“You may begin.”*

Candidates will be evaluated on the following tasks:

- 5.1 Galvanic supplies are labeled in English**
- 5.2 Implements and supplies are visibly clean**
- 5.3 Prepares model for service**
- 5.4 Demonstrates hair removal on the arm using Galvanic current**
- 5.5 Demonstrates safe use of implements and equipment**

Proctor – Verbal Instructions: Read to the candidate when time has elapsed:

“Please stop working. Do nothing until the next verbal instructions are given.”

- 5.6 Assessment of model's skin after treatment**
- 5.7 Items to be disinfected, soiled linens, trash and sharps disposed of in a correct manner throughout section**

Proctor – Verbal Instructions: Read to the candidate once examiner has completed assessment for this section:

“The examiner has indicated they have completed their assessment.”

“We will now proceed.”

6. CATAPHORESIS (5 minutes)

Proctor – Verbal Instructions: Read to the candidate:

“You will perform Cataphoresis.”

“You will demonstrate Cataphoresis on the area previously treated in the Galvanic method section.”

“You will be expected to follow all client protection, safety and infection control procedures.”

“You will have 5 minutes to complete this section.”

“You will be informed when you have 2 minutes remaining.”

“Raise your hand to indicate you have finished.”

(1) *“The instructions will be repeated.”*

(2) *“You may begin.”*

Candidates will be evaluated on the following tasks:

6.1 Cataphoresis supplies are labeled in English

6.2 Implements and supplies are visibly clean

6.3 Demonstrates Cataphoresis

6.4 Items to be disinfected, soiled linens, trash and sharps disposed of in a correct manner throughout section

Proctor – Verbal Instructions: Read if the candidate has raised their hand to indicate they have completed the section before timing has elapsed:

“The candidate has indicated they have completed this section of the examination.”

“We will now proceed.”

Proctor – Verbal Instructions: Read if the timer goes off before the candidate has raised their hand:

“Please stop working.”

7. BLOOD EXPOSURE PROCEDURE (10 minutes)

Proctor – Verbal Instructions: Read to the candidate:

“You will demonstrate the blood exposure procedure.”

“You will imagine the following scenario: During a service, your client has sustained a minor cut to the back of the hand. The injury is such that you can continue with the service. You have not come in contact with the blood and your work area has not been contaminated. You are expected to demonstrate the proper procedure for a blood exposure.”

“You will be expected to follow all client protection, safety and infection control procedures.”

“You will have 10 minutes to complete this section.”

“You will be informed when you have 5 minutes remaining.”

“Raise your hand to indicate you have finished.”

(1) *“The instructions will be repeated.”*

(2) *“You may begin.”*

Candidates will be evaluated on the following tasks:

- 7.1 Blood exposure supplies are labeled in English**
- 7.2 Removes materials from first aid kit**
- 7.3 Supplies and materials are visibly clean**
- 7.4 Candidate wears gloves**
- 7.5 Cleans injured area with antiseptic**
- 7.6 Covers with dressing that is absorbent and secured**
- 7.7 Disposes of all contaminated supplies**

Proctor – Verbal Instructions: Read if the candidate has raised their hand to indicate they have completed the section before timing has elapsed:

“The candidate has indicated they have completed this section of the examination.”

“We will now proceed.”

Proctor – Verbal Instructions: Read if the timer goes off before the candidate has raised their hand:

“Please stop working.”

Proctor – Verbal Instructions:

“Your model is excused at this time.”

CANDIDATE CLEANUP AND FINAL SUMMARY

Proctor – Verbal Instructions: Read to the candidate at the conclusion of the examination:

“The examiner has indicated they have completed their assessment.”

“Make sure that all kit supplies and disposable materials are taken with you.”

“This concludes the National-Interstate Council of State Boards of Cosmetology, National Electrology Practical Examination.”

“Thank you for your participation.”

SUGGESTED EXAMINATION SUPPLIES

SUGGESTED supply list:

- This is a list of **suggested** supplies for the practical examination.
- Candidates are responsible for bringing all needed materials, even if not included on this list.

Information related to labeling of supplies:

- ALL supplies must be labeled with the original manufacturer's label in English
- No other languages can be present unless an original manufacturer's label is present
- All other created labels must be only English

EXAMINATION UNIVERSAL/GENERAL SUPPLIES

- One (1) live model
- Candidate supply kit to serve as dry storage area (must be closeable)
- EPA-registered disinfectant wipes with manufacturer's label that demonstrate bactericidal, fungicidal and virucidal properties must be used (must be actual disinfectant wipes)
- Hand sanitizer with manufacturer's label (must be actual hand sanitizer)
- Electrology machine (MUST be capable of Galvanic, Thermolysis, and Blend methods as well as Cataphoresis. Machine MUST be labeled in English by manufacturer.)
- Light source
- Magnification source
- Protective covering (cloth towels, cape, etc.)
- Gloves
- Container labeled "items to be disinfected"
- Container labeled "soiled linens"
- Container labeled "trash"
- First aid kit
- Additional bag for blood contaminated materials (must be closeable)
- Paper towels
- Gauze and or cotton
- Tweezers
- Needles/probes (prepackaged by manufacturer)
- Probe caps
- Antiseptic
- Conducting fluid

*Sharps container will be provided at the site.



NATIONAL-INTERSTATE COUNCIL OF STATE BOARDS OF COSMETOLOGY (NIC) REFERENCES

This list provides the references used to develop and support the content covered in the NIC
Theory and Practical examinations.

The references are always the same for the Theory and Practical examinations.

ELECTROLOGY

REFERENCES

Milady's Hair Removal Techniques: A Comprehensive Manual

2004

Milady

www.miladypro.com

Customer Service: info@milady.com

800.998.7498 ext. 2700

Salon Fundamentals Esthetics

2013, 2nd Edition, 11th printing, 2nd Edition, August 2013

Pivot Point International, Inc.

www.pivot-point.com

Contact: Debbie Mack, dmack@pivot-point.com

800-886-4247

SUPPLEMENTAL REFERENCES

Milady's Standard Esthetics: Fundamentals

2009, 10th Edition

Milady

www.miladypro.com

Customer Service: info@milady.com

800.998.7498 ext. 2700

Salon Fundamentals Esthetics – A Resource for Your Skin Care Career

2007, 10th printing, 2nd Edition, September 2012

Pivot Point International, Inc.

www.pivot-point.com

Contact: Debbie Mack, dmack@pivot-point.com

800-886-4247