

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

BOARD OF COSMETOLOGY

August 2017

Nail Technology

Candidate Handbook

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

Contents

Quick Reference	3
Application Process	4
Introduction	5
State Licensure Requirements	5
One Year Limit.....	5
Examination Fees	5
Refund Policy	6
2017 Practical Examination Dates	6
Special Accommodations	7
PCS Account Set-Up	7
PCS Application	8
Logging into your Homepage	9
Registration Status.....	9
Reprinting Documents	10
Examination Rescheduling	11
Application Approval Process	12
Examination Scheduling.....	13
Theory Examination Scheduling.....	13
Practical Examination Scheduling	13
Examination Day Requirements.....	14
General Examination Policies.....	15
Examination Results.....	16
Change of Information.....	17
Formal Complaints	18
Examination Guidelines	18

Quick Reference

STEP ONE: READ CANDIDATE HANDBOOK

- Apply for Licensure with Arizona Board
- Register for Examinations with PCS

STEP TWO: TAKE EXAMINATIONS

- Upon approval from PCS, 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: Arizona 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: (800) 733-9267

Fax: (702) 932-2666

Website: candidate.psiexams.com

Arizona Board of Cosmetology

Regular Mailing Address

1721 East Broadway
Tempe, Arizona 85282-1611

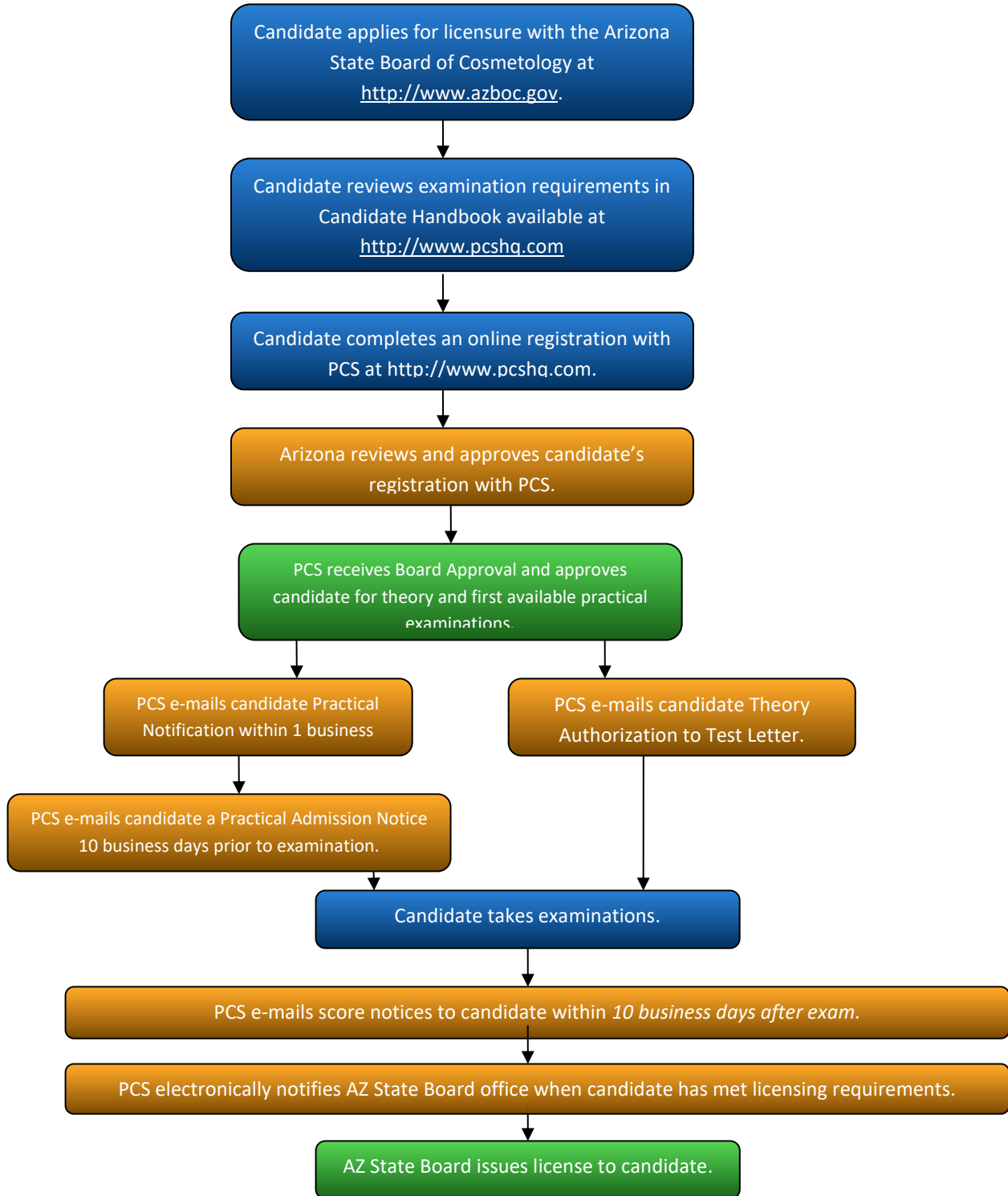
Telephone: (480) 784-4539, ext. 240

Fax: (480) 784-4962

Website: <http://www.azboc.gov>

E-mail: azboard@azboc.gov

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 Arizona Board for Cosmetology (the "Board") is responsible for licensing and regulating the profession of Nail Technology 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. Any questions regarding your application or eligibility should be directed to the State Board office. The State Board will have the final authority to approve the issuance of a license.

State Licensure Requirements

Eligibility Requirements

If you wish to obtain a license in the state of Arizona, please contact the Arizona State Board office at (480) -784-4539, ext. 240 or visit <http://www.azboc.gov>.

Reinstatement

If you wish to reinstate your expired Arizona license, please contact the Arizona State Board office at (480) -784-4539, ext. 240 or visit <http://www.azboc.gov>.

One Year Limit

Pursuant to Arizona law, if one year or more elapses between your initial examination and reexamination, you shall take both the written and practical parts of the examination. If you do not pass the theory and practical within one year of the first examination taken you must register again with PCS for both examinations and apply with the Arizona State Board.

Examination Fees

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

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 considered complete 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.

! You must sit for at least one examination 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 for testing PRIOR to completing an online application with PCS. If testing is not required, fees are non-refundable.

2017 Practical Examination Dates

Date	Date
01/09/17	07/10/17
01/23/17	07/17/17
01/30/17	07/24/17
02/06/17	07/31/17
02/13/17	08/07/17
02/20/17	08/14/17
02/27/17	08/21/17
03/06/17	08/28/17
03/13/17	09/11/17
03/20/17	09/18/17
03/27/17	09/25/17
04/03/17	10/02/17
04/10/17	10/09/17
04/17/17	10/16/17
04/24/17	10/23/17
05/01/17	11/06/17
05/08/17	11/13/17
05/15/17	11/20/17
05/22/17	11/27/17
06/05/17	12/04/17
06/12/17	12/11/17
06/19/17	12/18/17
06/26/17	

Special Accommodations

If you require special accommodations under the Americans with Disabilities Act, you must submit a request to the Arizona State Board office (480) -784-4539, ext. 240 or visit <http://www.azboc.gov>.

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.pcsdq.com>
2. Click **Candidates**
3. Click **Cosmetology & Barbering**
4. Click **Arizona**
5. Click **Cosmetology**
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.
real people.

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.

! 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).

The screenshot displays the PCS online application interface, divided into several sections:

- Your Profile:** Fields for Name, Address, Phone, SSN, Birthdate, EMail, and Username are shown with red arrows pointing to the right. An **EDIT PROFILE** button is located below these fields.
- Documents:** An **ADD NEW DOCUMENT** button is present.
- Education:** Information for **EMPIRE BEAUTY SCHOOL - Tucson (Speedway Blvd)** in **TUCSON AZ** is displayed, including dates from 08/20/2012 to 09/20/2013. A **CHANGE SCHOOL** button is below.
- PCS Contact Information:** Details for Professional Credential Services, including P.O. Box 198768, Nashville, TN 37219, phone (888) 822-3272, and email azcos@pcshq.com.
- Application Information:** A link to the **Arizona Board of Cosmetology**.
- Active Applications:** Shows an application for **Arizona Cosmetology, Cosmetology**. It includes fields for **ADD STATE APPE**, **ADD LICENSE NUMBER**, and **ADD LIC EXP DATE**. The application expires on 10/10/2014 and was applied for on 10/10/2013. The most recent application was on 12/05/2013, with a status of **Approved**. A red box highlights the **Application Approval Requirements** section, which includes **Board Review**, **Coordinator Review**, and **Final Review**. A **VIEW APPLICATION FORM** button is below.
- DOCUMENTS:** Lists two application forms: **Application Form 10/10/2013** (last changed 12/05/2013) and **Application Form 12/05/2013** (last changed 12/05/2013). A **CREDENTIAL APPLICATION** button is below.
- NEW APPLICATION:** A button to start a new application.
- Pending Examinations:** Shows an **Arizona Cosmetology Theory** exam with a **Status Pending**. The schedule date is 10/10/2013, and an E-Mail containing an ATT Letter was sent. A **PRINT ATT PDF (PSB)** button and a **CANCEL** button are present.
- Arizona Cosmetology Practical:** Shows an exam date of 01/06/2014, testing at the **SHERATON PHOENIX AIRPORT HOTEL**, with a schedule date of 12/05/2013. The status is **Waiting for scheduling**. **CANCEL** and **RESCHEDULE** buttons are present.

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**

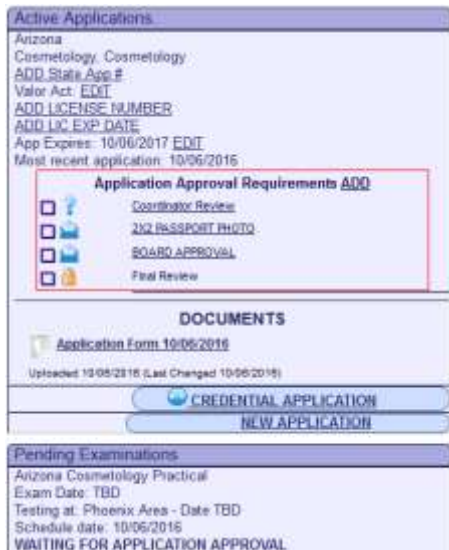


Registration Status

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

Unapproved Registration

- Registration will show "Coordinator Review"
- 2x2 Photo
- "Board Review"
- Practical Exam Date will show "TBD" – no date has been assigned



Approved Registration

- Once approved by both the State and PCS, "Final Review" will have a green check and a Practical Exam Date will be assigned.

Active Applications

Arizona
Cosmetology, Aesthetician
ADD State App #
Valor Act: [EDIT](#)
[ADD LICENSE NUMBER](#)
[ADD LIC EXP DATE](#)
App Expires: 08/24/2017 [EDIT](#)
Most recent application: 08/24/2016

Application Approval Requirements [ADD](#)

- Coordinator Review
- 2x2 PASSPORT PHOTO
- BOARD APPROVAL
- Final Review

DOCUMENTS

Application Form 08/24/2016
Uploaded 08/24/2016 (Last Changed 08/24/2016)

[CREDENTIAL APPLICATION](#)
[NEW APPLICATION](#)

Pending Examinations

Arizona Aesthetician Practical
Exam Date: 10/19/2016
Testing at: RADISSON PHOENIX CHANDLER
Schedule date: 08/24/2016
Waiting for processing.

Reprinting Documents

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

Example:

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

Exam Results

Arizona Aesthetician Practical
Score Loaded 12/05/2013
Test Date: 11/25/2013
PASS
Exam Date: 11/25/2013
Tested at: SHERATON PHOENIX AIRPORT HOTEL
[PRINT SCORE NOTICE](#)
[CHANGE SCHOOL](#)

Arizona Aesthetician Theory
Score Loaded 11/19/2013
Test Date: 11/15/2013
PASS
[PRINT SCORE NOTICE](#)
[CHANGE SCHOOL](#)

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

Receipts

Arizona Board of Cosmetology
11/04/2013 Credit Card \$145.00
Paid 11/04/2013
[REPRINT](#)

Examination Rescheduling

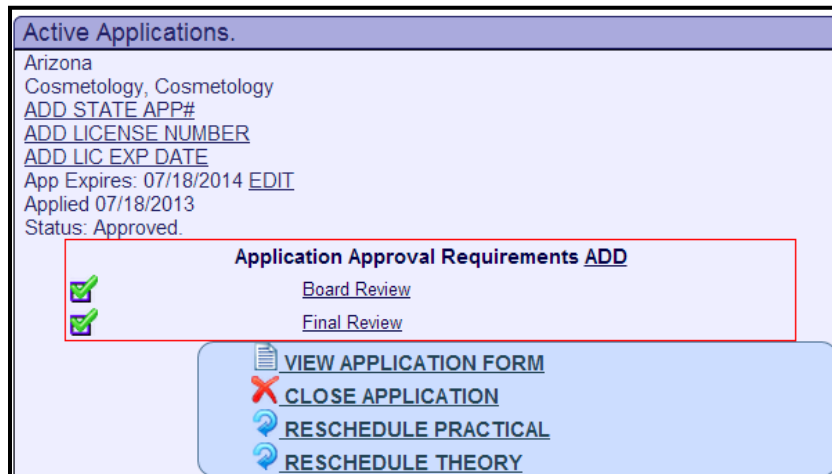
If you have missed or failed an examination, you may reschedule online with a credit card by logging into your Homepage.

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



The screenshot shows a web interface for 'Active Applications'. The header is 'Active Applications.' Below it, the text reads: 'Arizona', 'Cosmetology, Aesthetician', 'ADD STATE APP#', 'ADD LICENSE NUMBER', 'ADD LIC EXP DATE', 'App Expires: 04/16/2014 EDIT', 'Applied 04/16/2013', 'Most recent application: 04/16/2013', and 'Status: Approved.'. A red-bordered box highlights the 'Application Approval Requirements' section, which includes 'Board Review', 'Coordinator Review', and 'Final Review', each with a green checkmark icon. Below this box are two buttons: 'VIEW APPLICATION FORM' and 'RESCHEDULE PRACTICAL'.

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



The screenshot shows a web interface for 'Active Applications'. The header is 'Active Applications.' Below it, the text reads: 'Arizona', 'Cosmetology, Cosmetology', 'ADD STATE APP#', 'ADD LICENSE NUMBER', 'ADD LIC EXP DATE', 'App Expires: 07/18/2014 EDIT', 'Applied 07/18/2013', and 'Status: Approved.'. A red-bordered box highlights the 'Application Approval Requirements' section, which includes 'Board Review' and 'Final Review', each with a green checkmark icon. Below this box are four buttons: 'VIEW APPLICATION FORM', 'CLOSE APPLICATION' (with a red X icon), 'RESCHEDULE PRACTICAL', and 'RESCHEDULE THEORY'.

Application Approval Process

Once an online registration has been completed, the State Board Office will receive notification to review your file. If eligible, the State Board Office will approve your registration and notify PCS. PCS will then assign you to the first available practical examination (date based on State Board approval date and seating availability) and forward a notification to PSI regarding your theory examination.

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 Notification providing you with the date of your assigned exam will be sent via e-mail within one business day.
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 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 (800) 733-9267 (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 (800) 733-9267.

Theory Rescheduling Policy

You may reschedule your theory examination without forfeiting your fee by contacting PSI at least 2 business days prior to your scheduled date. You may call (800) 733-9267 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.

Practical Examination Scheduling

When you register online, the board approval process will occur. Once you have been approved by the board, 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.

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. **Registration will close 15 minutes before the exam start time listed on you 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 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

Liquid Monomer containing Methyl Methacrylate (MMA) is prohibited for use during NIC practical examinations. NIC strongly recommends, due to the testing environment, that odorless sculpture nail products be used during the NIC practical examinations.

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*.

Once all required examinations have been passed, PCS will electronically notify the Arizona Board office of your status so that your license can be issued.

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: _____

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

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

Dress Code

You should dress professionally, as you would when you are working in a shop. You must wear a smock or Medical Scrubs. You are not allowed to have your name, your school name, or a shop name on your professional attire or kit. Candidates must wear both top and bottom scrubs to be admitted into exam. Color and print of scrubs are not specified

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!