

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

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



Delaware

**BOARD OF COSMETOLOGY and BARBERING**

Electrology  
Candidate Handbook  
October 2014

## Quick Reference

### STEP ONE: COMPLETE ONLINE APPLICATION

- Read Candidate Handbook
- Submit required documents to PCS

### STEP TWO: TAKE EXAMINATIONS

- Schedule Theory Examination with PSI
- Take Practical Examination on date scheduled with PCS

### CONTACT INFORMATION

#### Professional Credential Services (PCS)

##### *Regular Mailing Address*

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

##### *Courier Mailing Address*

Attn: Delaware Coordinator  
150 Fourth Avenue North  
Suite 800  
Nashville, Tennessee 37219

Customer Service: (888) 822-3272  
Fax: (615) 312-3788  
Email: [decos@pcshq.com](mailto:decos@pcshq.com)  
Website: <http://www.pcshq.com>

#### PSI Exams

Scheduling: (800) 733-9267  
Fax: (702) 932-2666  
Website: [www.candidate.psiexams.com](http://www.candidate.psiexams.com)

#### Delaware Board of Cosmetology and Barbering

Division of Professional Regulation

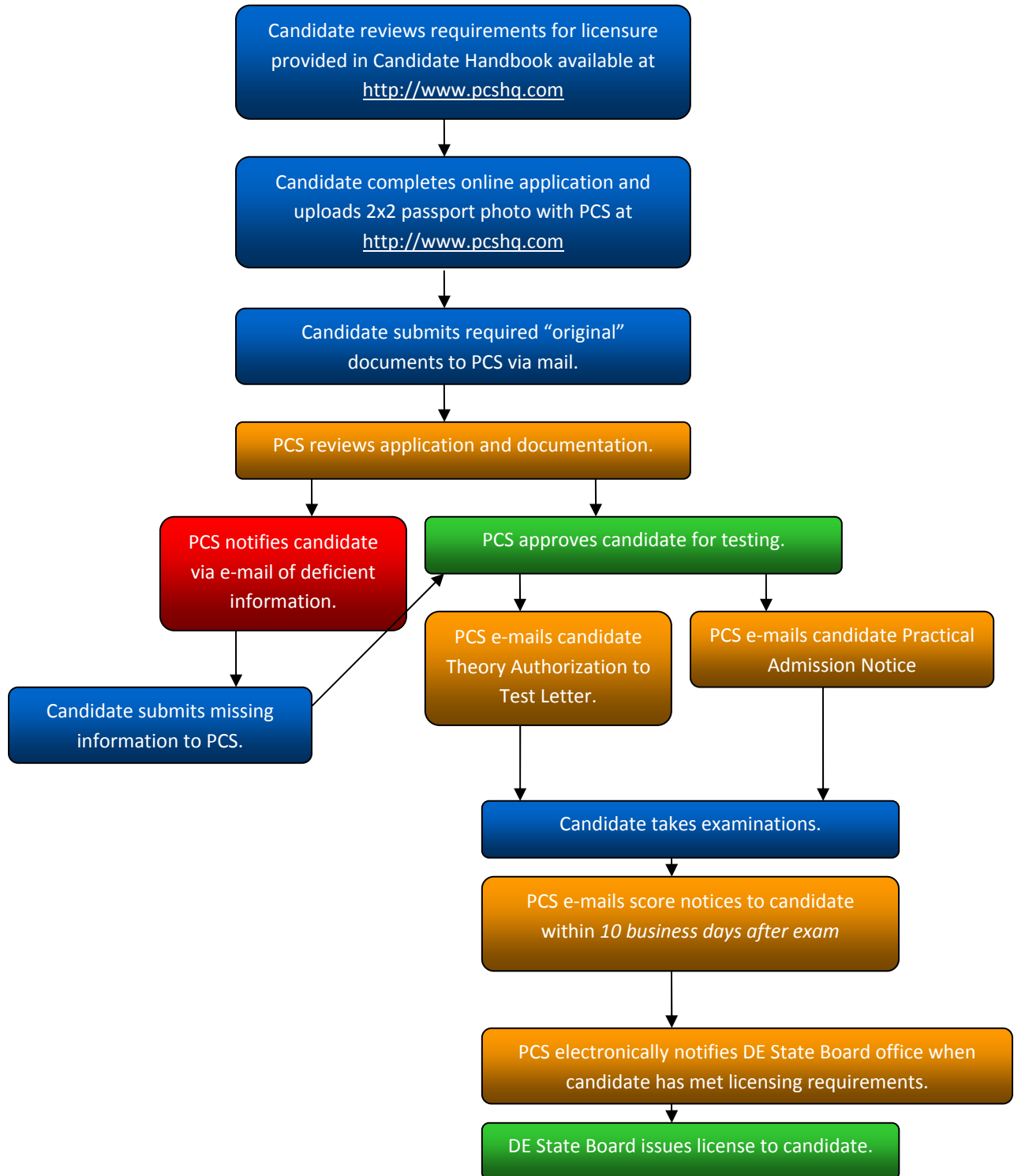
##### *Regular Mailing Address*

Cannon Building, Suite 203  
861 Silver Lake Boulevard  
Dover, Delaware 19904

Telephone: (302) 744-4500  
Fax: (302) 739-2711  
Website:

<http://dpr.delaware.gov/boards/cosmetology/index.shtml>

## Application Process



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## 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 Delaware Board for Cosmetology and Barbering (the “Board”) is responsible for licensing and regulating the profession of Electrology in the State of Delaware. 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 a Cosmetology license in the State of Delaware, you must meet the following requirements:

1. Be at least 16 years of age.
2. Successfully complete at least the 10<sup>th</sup> grade or equivalent.
3. Successfully complete a minimum of 300 classroom hours of continuous training for a complete course in Electrology; or
4. Successfully complete a 600 hour apprenticeship with a licensed Electrologist.
5. Successfully pass the NIC theory and practical examinations.

### Application Expiration Limit

**!** Pursuant to Delaware Law, you must successfully pass the theory and practical examination within two calendar years of your initial application date. If exams are not passed within this time, you must wait one year from the last exam date taken, and re-apply with PCS as a First Time candidate.

## Examination Fees

Fees are due at the time you complete your online application with PCS. We accept Visa, Master Card, and Discover. All fees are **non-refundable**.

Examination Type	First Time Fees	Re-Exam Fees
Electrology Theory & Practical	\$ 197.00	\$ 145.00
Electrology Theory	\$ 132.00	\$ 80.00
Electrology Practical	\$ 117.00	\$ 65.00

## Practical Examination Dates

Location	Examination Date	Application Deadline
Newark	02/09/2015	01/19/2015
Newark	06/08/2015	05/18/2015
Newark	08/03/2015	07/13/2015
Newark	10/12/2015	09/21/2015
Newark	12/07/2015	11/16/2015

## Temporary License

You may apply for a temporary license at the time you complete your online application or you may submit a “standalone” temporary permit request after you complete your online application.

1. Request at time of online application – temporary permit fee (\$40) will be collected along with license and examinations fees. You must forward a completed Supervisor Certification Form to PCS. This form may be uploaded onto your PCS Homepage.
2. Request after completing online application – temporary permit fee (\$40) can be paid online with PCS at <http://www.pcsdq.com>. You must forward a completed Application for Temporary Permit Form to PCS. This form may be uploaded onto your PCS Homepage.

! If you change supervisors or shops either before or after eligibility, your temporary license is null and void. You are not required to repay if changing supervisors; however you must resubmit a Supervisor Certification Form to PCS listing updated information. You are required to repay the fee and submit the form if you are changing shops.

! You may apply for more than one permit; however a separate fee (\$40) is required for each request as well as the appropriate form (Application for Temporary Permit or Supervisor Certification Form).

### Permit Extensions

You may request an extension by contacting the Delaware Information Center at (302) 744-4500. To qualify, you must remain under the same shop/supervisor and be scheduled for an examination.

## Application Requirements

### Professional Training Hours

Once an online application has been completed with PCS, the following items must be submitted to PCS via mail.

1. A current 2x2 passport type photo. *This may be up-loaded onto your PCS Homepage.*
2. An official English-language high school transcript or GED.
  - Transcript of GED must be mailed directly to PCS in a sealed envelope from your high school or Board of Education.
  - Education obtained outside of the U.S. or Territories must be evaluated by International Educational Research Foundation (IERF). Website: [www.ierf.com](http://www.ierf.com). The evaluation must be mailed directly to PCS in a sealed envelope from IERF.
3. An official school transcript which includes the school name, instructor name, and school official's signature.
  - If more than one school was attended, the school where hours are completed must accept and transfer previous hours and show that at least a 300 hour course was completed.

**!** 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 Delaware Coordinator, or up-loaded on your Homepage.

### Apprentice Hours

If you wish to obtain your training via an Apprenticeship, you must submit an Apprenticeship Application to the Delaware Board Office. Once approved by the State, you will complete your training under the supervision of your Apprentice Supervisor. Once you complete the Apprenticeship, you will submit an Apprenticeship Verification form to the Delaware Board Office. Please visit <http://www.dpr.delaware.gov/boards/cosmetology/forms.shtml>.

Once the above process is complete, you must complete an online application with PCS and submit the following to PCS.

1. A current 2x2 passport type photo. *This may be up-loaded onto your PCS Homepage.*

*Upon receipt of your online application, PCS will confirm your eligibility with the Delaware State Board office.*

### 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 Delaware Cosmetology page at <http://www.pcshq.com>.



## Other Application Requirements

### Social Security Exemption

If you do not have a Social Security Number, you must complete a Request for Exemption from Social Security Number Requirement form. You may download this form by going to the Forms section of the Delaware Barbering page at <http://www.pcshq.com>.

### Criminal Conviction

1. If you have ever been convicted or entered a plea of guilty or nolo contendere (no contest) to any felony, misdemeanor or other criminal offense, including any offense which you have received a pardon, in any jurisdiction, you must provide PCS with a certified copy of your criminal history record (from each jurisdiction where you have a record. If convicted within Delaware, you must provide PCS with a Delaware criminal history report from the Delaware Bureau of Investigation; visit <http://dsp.delaware.gov/StateBureauofIdentification.shtml>.
2. If you have any criminal charges pending against you in any jurisdiction, you must submit a letter of full letter of explanation including copies of all appropriate records to PCS
3. If you have received any administrative penalties regarding your practice in your profession such as fines, formal reprimands, license suspension or revocation (except non-payment of fees), probationary limitations, or have been party to a 'consent agreement' containing conditions placed by a Board on your professional conduct and practice, including any voluntary surrender of license, you must submit a detailed explanation including copies of all appropriate records to PCS.
4. If there are any unresolved complaints pending against you in any jurisdiction, you must provide a complete explanation including copies of all appropriate records to PCS.
5. If you have any impairment related to drugs or alcohol which would limit your ability to practice your profession, you must provide a complete explanation including copies of all appropriate records to PCS.

## Reinstatement/Reciprocity

### How to Reinstatement an Expired License

1. If your license has been lapsed less than one year, you may renew your license by submitting an online renewal application with the Delaware State Board. For further information, please contact the Board office at (302) 744-4500 or go to <http://dpr.delaware.gov/boards/cosmetology/reinstatement.shtml>.
2. If your license has been lapsed for more than one year, you must apply for reinstatement with the Delaware State Board. For further information, please contact the Board office at (302) 744-4500 or go to <http://dpr.delaware.gov/boards/cosmetology/reinstatement.shtml>.
  - The Board office will advise you if an examination is required to reinstate your license. If you are required to take an examination, they will issue a Scheduling Form to you which you would then submit to PCS along with the appropriate examination fee and a 2x2 passport type photo.

## Reciprocity

### How to Reciprocate an Out of State License

1. If you hold a current Cosmetology license in another state, U.S. territory or District of Columbia where the requirements are equal to or greater than the requirements in Delaware, you must complete an Application for License by Reciprocity with the Delaware State Board. For further information, please contact the Board office at (302) 744-4500 or go to <http://dpr.delaware.gov/boards/cosmetology/reciprocity.shtml>.
2. If you hold a current or lapsed Cosmetology license in another state, U.S. territory or District of Columbia where the requirements are less than the requirements in Delaware, you must complete an online application with PCS and submit the following requirements to PCS.
  1. A current 2x2 passport type photo. *This may be up-loaded onto your PCS Homepage.*
  2. An official Verification of Licensure letter from the State Board(s) where you hold or held a Cosmetology License.
  3. An official English-language high school transcript or GED mailed directly to PCS in a sealed envelope from your high school or Board of Education
    - Education obtained outside the U.S. or Territories must be evaluated by International Educational Research Foundation (IERF). Website: [www.ierf.com](http://www.ierf.com). The evaluation must be mailed directly to PCS in a sealed envelope from IERF.
  4. An official school transcript which includes the school name, instructor name, and school official's signature.
    - If more than one school was attended, the school where hours are completed must accept and transfer previous hours and show that at least a 300 hour course was completed.

## 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 **Delaware**
5. Click **Electrology**
6. Click **Apply Online** (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 link in 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   **reCAPTCHA™**  
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 1-6 listed above.
2. Enter e-mail address and password provided during account set-up.
3. You are now in the online application; select appropriate license type (i.e. Cosmetology).
4. Continue with online application until all required fields have been completed.
5. Choose the examinations you wish to take.
6. 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).

<b>Your Profile.</b> Name Address Phone SSN Birthdate EMail Username: gracemagibson@yahoo.com <a href="#">EDIT PROFILE</a>	<b>Active Applications.</b> Delaware Cosmetology & Barbering, Barber <a href="#">ADD STATE APP#</a> <a href="#">ADD LICENSE NUMBER</a> <a href="#">ADD LIC EXP DATE</a> App Expires: 11/01/2015 <a href="#">EDIT</a> Applied 11/01/2013 Most recent application: 11/01/2013 Status: Paid. Waiting for review. Applied for Temporary Permit
<b>Documents</b> <a href="#">ADD NEW DOCUMENT</a>	<b>Application Approval Requirements <a href="#">ADD</a></b> <input type="checkbox"/> <a href="#">Coordinator Review</a> <input type="checkbox"/> <a href="#">2"x2" PHOTO</a> <input type="checkbox"/> <a href="#">Exam taken before. Review.</a> <input type="checkbox"/> <a href="#">Apprenticeship</a> <input type="checkbox"/> <a href="#">Temp Permit Application</a> <input type="checkbox"/> <a href="#">Official HS Transcript Required</a> <input type="checkbox"/> <a href="#">Professional Training Transcript Required</a> <input type="checkbox"/> <a href="#">Final Review</a>
<b>Education</b> - APPRENTICESHIP DOVER DE Graduated: 07/01/2008 <a href="#">CHANGE SCHOOL</a>	<a href="#">VIEW APPLICATION FORM</a> <a href="#">APPLY FOR TEMP PERMIT</a>
<b>PCS Contact Information</b> Professional Credential Services P.O. Box 198768 Nashville, TN 37219 (615) 922-2272	

## 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**



**PROFESSIONAL  
CREDENTIAL  
SERVICES, INC.**

### Log into your account

E-Mail Address

Password

\*If you have forgotten your password or you have received an email from PCS instructing you to create your password, [Click Here](#).

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.

**Active Applications.**

Delaware  
Cosmetology & Barbering, Barber  
[ADD STATE APP#](#)  
[ADD LICENSE NUMBER](#)  
[ADD LIC EXP DATE](#)  
App Expires: 11/01/2015 [EDIT](#)  
Applied 11/01/2013  
Most recent application: 11/01/2013  
Status: Paid. Waiting for review.  
Applied for Temporary Permit

**Application Approval Requirements [ADD](#)**

- ? [Coordinator Review](#)
- [2"x2" PHOTO](#)
- [Exam taken before. Review.](#)
- [Apprenticeship](#)
- [Temp Permit Application](#)
- [Official HS Transcript Required](#)
- [Professional Training Transcript Required](#)
- [Final Review](#)

[VIEW APPLICATION FORM](#)  
[APPLY FOR TEMP PERMIT](#)

### 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.

**Active Applications.**

Delaware  
Cosmetology & Barbering, Nail Technician  
[ADD STATE APP#](#)  
[ADD LICENSE NUMBER](#)  
[ADD LIC EXP DATE](#)  
App Expires: 03/01/2015 [EDIT](#)  
Applied 03/01/2013  
Most recent application: 03/01/2013  
Status: Approved.  
Applied for Temporary Permit 2 times

**Application Approval Requirements [ADD](#)**

- [Coordinator Review](#)
- [2"x2" PHOTO](#)
- [Certified copy of your criminal history record](#)
- [2x2 Photo](#)
- [Certified copy of your criminal history record](#)
- [Temp Permit Application](#)
- [Official HS Transcript Required](#)
- [Professional Training Transcript Required](#)
- [Proof of Name Change \(Royal o Byrd\)](#)
- [Final Review](#)

## Standalone Temporary Permit Request

### How do I apply for a Temporary License after completing an Application?

You may apply for a “standalone” Temporary License once you have completed an application or if your initial Temporary License has expired (as long as you are currently scheduled for an examination).

- Click Apply for **Temp Permit** option in the Active Applications box (under the list of requirements)
- Submit Application for Temporary License to PCS. *This form may be uploaded onto your PCS Homepage.*

**Active Applications**

Delaware  
Cosmetology & Barbering, Barber  
[ADD STATE APP#](#)  
[ADD LICENSE NUMBER](#)  
[ADD LIC EXP DATE](#)  
App Expires: 11/01/2015 [EDIT](#)  
Applied 11/01/2013  
Most recent application: 11/01/2013  
Status: Paid. Waiting for review.  
Applied for Temporary Permit

**Application Approval Requirements [ADD](#)**

- ? [Coordinator Review](#)
- [2"x2" PHOTO](#)
- [Exam taken before. Review.](#)
- [Apprenticeship](#)
- [Temp Permit Application](#)
- [Official HS Transcript Required](#)
- [Professional Training Transcript Required](#)
- [Final Review](#)

[VIEW APPLICATION FORM](#)  
[APPLY FOR TEMP PERMIT](#)

## 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 a score notice

Exam Results	
Delaware Cosmetology Practical Score Loaded 10/22/2013 Test Date: 10/14/2013 Score: 83.00% PASS Exam Date: 10/14/2013 Tested at: Newark Location	<a href="#">PRINT SCORE NOTICE</a> <a href="#">CHANGE SCHOOL</a>
Delaware Cosmetology Theory Score Loaded 10/28/2013 Test Date: 10/26/2013 Score: 92.00% PASS	<a href="#">PRINT SCORE NOTICE</a> <a href="#">CHANGE SCHOOL</a>

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

Receipts	
Delaware Board of Cosmetology and Barbering 07/09/2013 Credit Card \$218.00 Paid 07/09/2013	<a href="#">REPRINT</a> <a href="#">ISSUE REFUND</a>



## 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.

Delaware  
Cosmetology & Barbering, Cosmetology  
[ADD STATE APP#](#)  
[ADD LICENSE NUMBER](#)  
[ADD LIC EXP DATE](#)  
App Expires: 12/26/2014 [EDIT](#)  
Applied 12/04/2012  
Status: Approved.

Application Approval Requirements [ADD](#)

- [Coordinator Review](#)
- [2x2 Photo](#)
- [Official HS Transcript Required](#)
- [Professional Training Transcript Required](#)
- [Final Review](#)

[VIEW APPLICATION FORM](#)  
[CLOSE APPLICATION](#)  
[RESCHEDULE THEORY](#)  
[RESCHEDULE PRACTICAL](#)  
[APPLY FOR TEMP PERMIT](#)

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

Active Applications.

Delaware  
Cosmetology & Barbering, Nail Technician  
[ADD STATE APP#](#)  
[ADD LICENSE NUMBER](#)  
[ADD LIC EXP DATE](#)  
App Expires: 08/10/2014 [EDIT](#)  
Applied 08/10/2012  
Status: Approved.

Application Approval Requirements [ADD](#)

- [Coordinator Review](#)
- [2x2 Photo](#)
- [Official HS Transcript Required](#)
- [Professional Training Transcript Required](#)
- [Final Review](#)

[VIEW APPLICATION FORM](#)  
[CLOSE APPLICATION](#)  
[RESCHEDULE THEORY](#)  
[APPLY FOR TEMP PERMIT](#)

## 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.*

- If PCS receive 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, and payment 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.

**!** 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.

### 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

You will request a practical date when completing your on-line application. As long as you have all required information in by the deadline date, you will be scheduled to take your examination on the date requested. Otherwise you will be assigned to the next available exam once your application has been approved.

### Rescheduling Policy

Rescheduling is not permitted for the practical examination 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, e-mailed to your coordinator at [decos@pcshq.com](mailto:decos@pcshq.com) or uploaded to 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 2x2 passport type photo
- Two (2) forms of identification with 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 allowed to take the examination and you will forfeit your examination fee.

### 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)

- 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)

### Arrival

You must arrive at the test center at least thirty (30) minutes prior to your examination for registration. If you arrive past your examination time, you will not be permitted to test.

## 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*.

### State Score Requirements

Once all required examinations have been passed, PCS will electronically notify the Delaware 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 updated 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.*

**Fax:** 615-312-3788

**Email:** [decos@pcshq.com](mailto:decos@pcshq.com)

**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 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

### Mail Complaint to:

Professional Credential Services, Inc.  
Attn: Delaware 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 written reply will be emailed to you within three (3) business days.



# National Electrology Written Examination

## Scientific Concepts – 65%

### Infection Control

- ◇ Microbiology
  - Bacteria
  - Viruses
  - Fungi
  - Parasites
- ◇ Methods of infection control
  - Heat
  - Chemical agents
  - Ultraviolet
- ◇ Levels of infection control
  - Sanitation
  - Disinfection
  - Sterilization
- ◇ Safety procedures
  - Center for Disease Control (CDC)
  - OSHA standards
  - Chemicals (labeling, mixing, storage)

### Basic Concepts of Electricity

- ◇ Characteristics of electricity and electrical measurement
- ◇ Types
  - Direct currents
  - Alternating currents
- ◇ Modalities of Electrolysis
  - Galvanic
  - Thermolysis
  - Blend

### Basic Chemistry

- ◇ Organic and inorganic matter
- ◇ Elements, compounds, and mixtures
- ◇ Acidity/alkalinity (pH)
- ◇ Effect of galvanic action

### Human Physiology and Anatomy

- ◇ Cells
- ◇ Tissues
- ◇ Organs

- ◇ Systems and their functions
- ◇ Understand skin histology
  - Layers of the skin
  - Structures of the skin
  - Functions of the skin
- ◇ Diseases and disorders of the skin
  - Primary lesions
  - Secondary lesions
  - Sebaceous disorders
  - Sudoriferous disorders
  - Pigmentation
  - Inflammation
  - Hypertrophies
- ◇ Hair and its growth cycle
  - Hair structure
  - Hair types
  - Hair growth cycles
  - Regrowth
  - Excessive hair growth

## Services – 35%

### Consultation

- ◇ Confidentiality
- ◇ Previous treatments
- ◇ Explanation of treatment
  - Possible effects from treatment
  - Expected result of treatment
  - Grounded plugs
- ◇ Effects of temporary hair removal
  - Physical
  - Chemical (i.e. depilatory)
- ◇ After-care/home care

### Client Record Keeping

- ◇ Medical history
  - Conditions
  - Contraindications
  - Medications
- ◇ Record of treatment

- Modality used
- Machine settings
- Treatment area
- Size and type of needle/probe
- Products used

### Safe Practices

- ◇ Equipment & supplies
  - Equipment operation and maintenance
  - Safety procedures
  - Types of machines
  - Use and care of needles/probes
  - Disposable supplies
- ◇ Client Protection
  - Draping procedures
  - Eye protection
  - Maltreatment
- ◇ Positioning
  - Client
  - Electrologist
- ◇ Selection of needle or probe
  - Skin type
  - Hair type
- ◇ Insertion of needle/probe
  - Angle
  - Depth

### Treatment Selection

- ◇ Electrolysis
- ◇ Thermolysis
- ◇ Blend

## National Electrology Written 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. hypo-allergenic.
  - d. non-pathogenic.
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)

### Answer Key

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

### Electrology References

***Milady's Hair Removal Techniques: A Comprehensive Manual, 2004, Bickmore, Helen, R.,***  
Milady  
5 Maxwell Drive  
Clifton Park, NY 12065  
(800) 730-2214  
[www.Milady.com](http://www.Milady.com)

***Electrolysis, Thermolysis, and the Blend***  
***The Principles and Practices of Permanent Hair Removal,***  
***9<sup>th</sup> ed., 1994***  
Arroway Publishing

***Modern Electrology: Excess Hair, Its Causes and Treatments,***  
**1987**  
Milady  
5 Maxwell Drive  
Clifton Park, NY 12065  
(800) 730-2214  
[www.Milady.com](http://www.Milady.com)

***Cosmetic and Medical Electrolysis and Temporary Hair Removal***

***A Practice Manual and Reference Guide, 2<sup>nd</sup> Ed., 1997***  
Medric Ltd.  
Toronto, Ontario  
(416) 590-9842

***Infection Control Standards for the Practice of Electrology***  
American Electrology Association

### Optional References

***NIC Health and Safety Standards***  
NIC, Inc., October 2002  
[www.nictesting.org](http://www.nictesting.org)

## State Practical Examination Guidelines

The Delaware State Board of Cosmetology and Barbering requires you to be examined on the following services on the practical examination:

### Core Domain Services

- Set Up and Client Protection
- Galvanic Method
- Thermolysis Method
- Blend Method
- Conclusion of Service

### Model

A live model is required for all services. Models must be at least 15 years of age and cannot be licensed or a student studying in the field of Cosmetology, Barbering, and/or any related fields. Models must be present with the candidate at the beginning of the practical examination. The model must present a valid driver's license or State ID card for admittance to the examination. The model must be appropriate for examination purposes. The model must agree to submit to all areas of the practical examination. Models may not participate in any way during the examination. Models are not permitted to talk to the candidate or examiners at any time during the examination.

### Aerosol Products

You are not permitted to use aerosol products at anytime 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.

## Practical Examination Supplies

### Recommended General Supplies

#### **ALL SUPPLIES MUST BE LABELED IN ENGLISH**

- dry storage kit/container
- hand sanitizer
- electrology machine
- body drape
- EPA registered disinfectant that demonstrates bactericidal, fungicidal and virucidal properties must be used
- container/bag for soiled/trash items
- container or bag for items to be disinfected
- cloth and paper towel(s)
- gauze
- cotton
- tweezers (multiple)
- needles/probes
- sanitizing lotion or gel
- labeled sharps container
- spatulas
- protective gloves
- first aid supplies (blood spill kit)
- tape

## National Electrology Practical Examination

### 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.
- Candidates are required to bring their own kit with sufficient quantity of supplies in sanitary condition. This includes the required implements in proper working order and protective drapes. The kit must be kept closed except when removing or replacing materials for a particular service. The kit will be used during the examination as dry storage and is considered part of the work area.
- All examinations are administered in a testing environment. Candidates should bring a container of water if needed for any section of the examination. Candidates may bring a thermos of hot water if desired. All water and their containers must be taken with the candidates and may not be disposed of at the testing facility.
- Candidates are evaluated at all times. Continue demonstrating until you have completed the entire section.
- Candidates will be given 10 minutes for client protection and to set up the general supplies that they will use throughout the examination.
- Candidates will also be given 2 minutes to set up the supplies for each section of the examination.
- The verbal instructions will be read twice for each section of the examination. Each examination section has a maximum time allowance. Once you have completed all tasks in the section please step back to indicate that you are finished. In the event that all candidates complete the section before the time has elapsed the examiners will proceed to the next section of the examination.
- Candidates must follow all appropriate public protection and infection control procedures during all phases of the practical examination that will ensure the health, safety, and welfare of the public. In the event of a blood spill candidates will be expected to follow the NIC Health and Safety Standards. Failure to do so may result in your dismissal from the examination.
- Cellular phones, pagers, any electronic device, printed materials, and handwritten notes are NOT permitted in the examination

room. Talking to other candidates or any examiner is strictly prohibited. Failure to comply with any of these conditions will result in you being dismissed immediately, and your actions reported to the proper authorities. Your examiner has been instructed not to answer any questions concerning your examination. This ensures equal opportunity for all candidates and standardization in testing for the National Practical Examination. If you have an emergency situation please ask to speak with the supervisor.

- Chemicals for Chemical Waving, Virgin Hair Lightening, Hair Color Retouch, Virgin Relaxer Application and Relaxer Retouch will be simulated.
- Manufacturer's labels are required on all disinfectants and sanitizers. An EPA registered disinfectant that demonstrates bactericidal, fungicidal and virucidal properties must be used. Simulated products are NOT allowed for disinfectants and hand sanitizers.

### Models

Candidates will use a live model for the examination.

Models must be at least 15 years of age and cannot be licensed or a student studying in this field. Models must be present with the candidate at the beginning of the practical examination. The model must present a valid driver's license or State ID card for admittance to the examination. The model must be appropriate for examination purposes. The model must agree to submit to all areas of the practical examination. Models may not participate in any way during the examination. Models are not permitted to talk to the candidate or examiners at any time during the examination.

## National Electrology Practical Examination

### Set Up and Client Protection (15 minutes)

#### Verbal Instructions:

*"You will now set up the general supplies that you will use throughout your examination." "You will be observed for 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." (1) "The instructions will be repeated." (2) "You may begin set up."*

#### Candidates will be evaluated on the following tasks:

##### Preparation

- Disinfects all work areas (e.g., tabletop surfaces, chairs, etc.) or uses protective coverings
- Disposes of soiled materials using infection control procedures
- Sanitizes hands or puts on gloves
- Sets up work area with equipment, supplies, containers, and receptacles labeled in English
- Sets up disinfected and/or disposable implements
- Re-sanitizes or puts on new protective gloves before touching model
- Selects work area on the model's arm that is free of lesions, rashes, and/or infection
- Sanitizes work area on the model's arm safely
- Places electrode on the model (e.g., in model's hand, on model's body, etc.)
- Selects a needle/probe that has the same diameter as the hair being removed
- Practices infection control procedures safely throughout setup and client preparation
- Maintains work area in a safe manner throughout setup and client preparation

### Galvanic Method (15 minutes)

#### Verbal Instructions:

*"You will now perform the galvanic method section of this examination." "You will be instructed to remove 3 hairs." "You will be observed for 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." (1) "The instructions will be repeated." (2) "You may begin."*

#### The following will be read to each candidate individually:

*"Please demonstrate removing 3 hairs."*

#### Candidates will be evaluated on the following tasks:

##### Application

- Adjust machine settings within galvanic method mode to safely accommodate model's skin
- Inserts needle/probe safely and properly (i.e., candidate uses proper angle and depth)
- Applies current safely without damaging skin
- Using tweezers, the hair(s) are removed from the arm safely. Hair(s) must be placed on gauze for inspection

##### Safety and Infection Control

- Practices infection control procedures safely throughout service
- Maintains work area in safe manner throughout service

### Thermolysis Method (15 minutes)

#### Verbal Instructions for Set Up:

*"You have 2 minutes to remove the supplies from your kit for the thermolysis method section of this examination. Please do not begin any procedures until the verbal instructions have been read and you are instructed to begin. You may begin set up."*

#### Verbal Instructions:

*"You will now perform the thermolysis method section of this examination." "You will be instructed to remove 3 hairs." "You will be observed for 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." (1) "The instructions will be repeated." (2) "You may begin."*

#### The following will be read to each candidate individually:

*"Please demonstrate removing 3 hairs."*

#### Candidates will be evaluated on the following tasks:

##### Application

- Adjust machine settings within thermolysis method mode to safely accommodate model's skin
- Inserts needle/probe safely and properly (i.e., candidate uses proper angle and depth)
- Applies current safely without damaging skin
- Using tweezers, the hair(s) are removed from the arm safely. Hair(s) must be placed on gauze for inspection

##### Safety and Infection Control

- Practices infection control procedures safely throughout service
- Maintains work area in safe manner throughout service

## National Electrology Practical Examination

### Blend Method (15 minutes)

#### Verbal Instructions for Set Up:

"You have 2 minutes to remove the supplies from your kit for the blend method section of this examination. Please do not begin any procedures until the verbal instructions have been read and you are instructed to begin. You may begin set up."

#### Verbal Instructions:

"You will now perform the blend method section of this examination." "You will be instructed to remove 3 hairs." "You will be observed for 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." (1) "The instructions will be repeated." (2) "You may begin."

#### The following will be read to each candidate individually:

"Please demonstrate removing 3 hairs."

#### Candidates will be evaluated on the following tasks:

##### Application

- Adjust machine settings within blend method mode to safely accommodate model's skin
- Inserts needle/probe safely and properly (i.e., candidate uses proper angle and depth)
- Applies current safely without damaging skin
- Using tweezers, the hair(s) are removed from the arm safely. Hair(s) must be placed on gauze for inspection

### Conclusion of Service (10 minutes)

#### Verbal Instructions:

"You will now perform the conclusion of service section of this examination." "You will be observed for 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." (1) "The instructions will be repeated." (2) "You may begin."

#### Candidates will be evaluated on the following tasks:

- Cataphoresis applied over the work area using cotton or gauze as a barrier on the arm safely

#### Safety and Infection Control

- Work area on model's arm has been sanitized safely after service
- Used needles/probes are safely discarded in a labeled sharps container
- Disposes of soiled materials using infection control procedures
- Disposes of items to be disinfected in properly labeled receptacle

### Candidate Summary and Final Cleanup

#### Verbal Instructions:

"This concludes the national practical examination. Please make sure that all kit supplies and disposable materials are taken with you. Please do not dispose of waste materials, chemicals, or water in the trash receptacles or restrooms as they are unable to accommodate all waste materials from every candidate that takes the examination."

### Electrology References

**Milady's Hair Removal Techniques: A Comprehensive Manual, 2004**,  
Bickmore, Helen, R., Thomson Delmar Learning

5 Maxwell Drive  
Clifton Park, NY 12065  
(800) 730-2214  
[www.Milady.com](http://www.Milady.com)

**Electrolysis, Thermolysis, and the Blend**  
*The Principles and Practices of Permanent Hair Removal*,  
9<sup>th</sup> ed., 1994  
Arroway Publishing

**Modern Electrology: Excess Hair, Its Causes and Treatments, 1987**

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[www.Milady.com](http://www.Milady.com)

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Medric Ltd.  
Toronto, Ontario  
(416) 590-9842

**Infection Control Standards for the Practice of Electrology**

American Electrology Association

**NIC Health and Safety Standards**

NIC, Inc., October 2002  
[www.nicesting.org](http://www.nicesting.org)

## National Electrology Practical Examination

### NIC Health and Safety Standards Blood Spill Procedure

If a blood spill should occur, the following steps MUST be followed:

- **SUPPLY INJURED PARTY WITH LIQUID STYPTIC/ANTISEPTIC AND THE APPROPRIATE DRESSING TO COVER THE INJURY.**
- **DOUBLE BAG ALL BLOOD-SOILED (CONTAMINATED) ARTICLES AND LABEL WITH RED OR ORANGE BIOHAZARD WARNING.** This is the responsibility of the candidate and should be executed as follows:

#### CANDIDATE INJURY – FOR EXAMINATION PURPOSES

1. **PROTECTION** – If a cut is sustained, stop the service and clean the injured area.
2. **APPLY** antiseptic and/or liquid or spray styptic as appropriate (see NOTE).
3. **DRESSING** - cover the injury with the appropriate dressing.
4. **COVER** injured area with finger guard or glove as appropriate.
5. **CLEAN** model/client and station as appropriate.
6. **DOUBLE BAG** and dispose of all contaminated objects. Clean hands with antimicrobial cleanser.
7. **RETURN** to service.

#### MODEL INJURY – FOR EXAMINATION PURPOSES

1. **STOP** service.
2. **GLOVE** hands of candidate/student/licensee.
3. **CLEAN** injured area as appropriate.
4. **APPLY** antiseptic and/or liquid or spray styptic as appropriate (see NOTE).
5. **COVER** the injury with the appropriate dressing to prevent further blood exposure.
6. **DOUBLE BAG** and dispose of all contaminated objects. Clean hands with antimicrobial cleanser.
7. **RETURN** to service.

#### EXAMINERS:

- **EXAMINER IS TO USE UNUSED DISPOSABLE LATEX GLOVES OR NON-ALLERGENIC EQUIVALENT WHEN**

**CHECKING THAT CANDIDATE'S SERVICE. DOUBLE BAG AND DISPOSE USED GLOVES.**

- **FOLLOW WITH ANTIMICROBIAL SCRUB ON HANDS.**
- **DOCUMENT INCIDENT IN BLOOD SPILL LOG.**

**NOTE: DO NOT ALLOW CONTAINERS, BRUSHES, NOZZLES OR LIQUID STYPTIC TO TOUCH THE SKIN OR CONTACT THE WOUND. USE AN APPLICATOR. EXAMINERS SHOULD ALSO COMPLETE AN INCIDENT REPORT.**

### Wet Disinfection Standard

1. All tools and implements, **EXCEPT THOSE THAT HAVE COME IN CONTACT WITH BLOOD OR BODY FLUIDS** must be disinfected, at minimum, by complete immersion in an EPA registered, bactericidal, virucidal, fungicidal, and pseudomonacidal (Formulated for Hospitals) disinfectant that is mixed and used according to the manufacturer's directions.
2. All tools and implements **WHICH HAVE COME IN CONTACT WITH BLOOD OR BODY FLUIDS** must be disinfected, at minimum, by complete immersion in an EPA registered disinfectant that is effective against HIV-1 and human Hepatitis B Virus or Tuberculocidal that is mixed and used according to the manufacturer's directions.

### Dry Storage Standard

Disinfected implements must be stored in a disinfected, dry, covered container and be isolated from contaminants.

### Hand Washing

(Anti-Bacterial Soap is recommended)

Thoroughly wash hands and the exposed portions of arms with antibacterial soap and water before providing services to **each client** and after smoking, drinking, eating, and using the restroom.

## Frequently Asked Questions

### General Questions

- 1. What is NIC?**
  - NIC is the abbreviation for the National Interstate Council of State Boards of Cosmetology, Inc. NIC is the founder of national testing for cosmetology, and cosmetology related fields.
- 2. Are the NIC examinations offered in other languages?**
  - All NIC practical examinations are administered in English. The NIC theory examination is administered in English only.
- 3. What if I do not know what a task means on the NIC practical examination?**
  - All questions and tasks are referenced to all textbooks listed in this Candidate Handbook. The information must be the same in all referenced textbooks in order for it to be used on the examination. NIC has a National Textbook Committee that works with the textbook companies to ensure the information is consistent and correct.
- 4. Will I be evaluated on technique?**
  - NIC examinations do not evaluate technique. This Candidate Handbook lists the tasks that are evaluated.
- 5. What if I have an emergency during the practical examination?**
  - You may ask to speak with the examination proctor if you are experiencing an emergency situation. Problems with the kit or supplies are not an emergency situation and you should do the best you can with what you have available.
- 6. What if I need to use the restroom during the practical examination?**
  - You may ask the examiner to be excused to use the restroom; you will be asked to sign out and back into the examination. The examinations will continue and they will not be permitted extra time.
- 7. What should I do if I cut myself during the examination?**
  - You are expected to follow the NIC Health and Safety Standards; failure to do so may result in your dismissal from the examination. Please refer to the page in this handbook that outlines the NIC Health and Safety Standards procedures.
- 8. What if I forgot to pack something that I need for the practical examination?**
  - In the event that you forget an item or implement or something breaks, you should do the best you can do with what you have available. You should continue as you are able and perform as many tasks as you are able.
- 9. Do kits need to have a cover and does it have to be kept closed during the examination?**
  - Implements and supplies must be in a closed container. Kits must be kept closed at the exam site except when removing or replacing supplies. Suitcases must be zipped shut.