



STATE OF NEW MEXICO INSTRUCTOR EXAMINATIONS



CANDIDATE INFORMATION BULLETIN

This *Candidate Information Bulletin* ("CIB") is intended for your use in preparing for and understanding the processes and procedures for applying for licensure and scheduling to test. The New Mexico Board for Barbers and Cosmetology (the "Board") is responsible for licensing and regulating the profession of instructor 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. The Board first requires the submission of an Examination & License Application ("Application"). This is required to determine your eligibility for testing. Any questions regarding your application or eligibility should be directed to PCS.

(U.S. Postal Service)

Professional Credential Services
New Mexico Cosmetology Coordinator
P.O. Box 198768
Nashville, Tennessee 37219-8689
Toll-free: (888) 822-3272
E-mail: nmcos@pcshq.com

(Courier Delivery)

Professional Credential Services
New Mexico Cosmetology Coordinator
150 Fourth Avenue North Suite, 800
Nashville, Tennessee 37219
Fax: (615) 846-0153
Web site: <http://www.pcshq.com>

New Mexico Regulation and Licensing Department
Board of Barbers and Cosmetologists
2550 Cerrillos Road, 2nd Floor
P.O. Box 25101
Santa Fe, New Mexico 87504
Phone: (505) 476-4690
Fax: (505) 476-4645
Web site: <http://www.rld.state.nm.us/BarbersCosmetologists>

Eligibility Requirements: A candidate who wishes to obtain an instructor license must pass 2 examinations: **theory** and **State Law theory**. To qualify to take these examinations, a candidate **must**:

1. Be at least 17 years old;
2. Have successfully completed a **1,000-hour** course of instruction in a licensed school or two years working experience;
3. Hold a current license in New Mexico as a practitioner in the field in which you seek license as an instructor.

Required Documentation: Must submit with the examination application:

1. **Proof of age:** (copy of driver's license, birth certificate, Visa or passport). **DO NOT SEND ORIGINALS.**
2. **New Mexico Training Affidavit:** An official transcript of hours completed from the school attended. This transcript must include a curriculum breakdown of hours and the official school seal. Transcript of hours showing that the training hours were completed within the preceding twenty-four months or in lieu of course, proof of two (2) years working experience. Experience must be verified in a notarized statement from an employer with specific work dates.
3. **Copy of current New Mexico license:** If a copy of your current New Mexico license is **NOT** attached, you **MUST** take the entire examination.

Reciprocity: If you hold a license in a state other than New Mexico, then contact the board at (505) 476-4690.

Reinstatement:

1. If you hold a license that has been expired for less than one year, then contact the board at (505) 476-4690.
2. If you hold a license that has been expired for more than one year yet less than five years, please complete a PCS application (Applications are available online at <http://www.pcshq.com>). You are required to take and pass the **theory** examination.
3. If you hold a license that has been expired for more than five years, then contact the board at (505) 476-4690.

How to Apply: Complete all areas on the examination application and attach requested documentation.

Specifically:

1. Fees should be submitted with the examination application and made payable to PCS in the form of a cashier's check, money order, or credit card.
Personal checks are not accepted.
2. If the name on the first page of the examination application differs from any supporting eligibility documentation that is submitted to PCS, you **must** provide legal documentation connecting the former name to the current name (marriage certificate, divorce decree, or court order).
3. **Special Accommodations:** If you need special accommodations under the **Americans with Disabilities Act**, you must make the request at the time you submit your examination application to PCS, along with supporting medical documentation. The request and documentation will be reviewed and approved by PCS. You may obtain an ADA Accommodations Form online at <http://www.pcshq.com> or from your school.

Fees: Fees will be paid to PCS and submitted with your examination application. Fees are as follows: **Theory \$115**

Approval Process: If approved, you will receive notification from PCS.

You will receive an **Authorization to Test (ATT)** for the theory examination as soon as you have been approved to test. If you do not receive your ATT via mail within 7 days, please call PCS to verify your mailing address is correct.

If you are **not** approved because of an incomplete application, discrepancies, missing documentation, including signatures, you will be contacted by PCS and your application will be pending until you make the necessary and requested corrections. If you mail any documentation separate and apart from the application, please make reference to this on your information.

YOUR APPLICATION FOR EXAMINATION AND LICENSURE WILL NOT BE CONSIDERED UNTIL THE ENTIRE PACKET IS COMPLETE.

How to Schedule For and Take the Theory Examination: Upon receipt of your ATT, you may request to take the theory examination by contacting PSI Testing Center at <http://www.psiexams.com> or at 800-733-9267. An ATT **cannot be faxed** to you or to the PSI site.

Internet Scheduling

For the fastest and most convenient test scheduling process, PSI recommends that candidates register for their examinations using the Internet. Candidates register online by accessing PSI's registration website at <http://www.psiexams.com>. Internet registration is available 24 hours a day. In order to register by Internet, complete the steps below:

How to Schedule For and Take the Theory Examination (continued):

Log onto PSI's website. Complete the associated registration form online and submit your information to PSI via the internet.

Upon completion of the online registration form, you will be given the available examination dates and locations for scheduling your examination. Select your desired testing date and location.

Telephone Scheduling

The second fastest method of scheduling is via the telephone with PSI's Interactive Voice Response system (IVR) during non-business hours, or through live registrars during business hours.

Call 800-733-9267, 24 hours a day and register using the Automated Registration System. Otherwise, PSI registrars are available Monday through Friday, between 7:30am and 8:00pm and Saturday, between 11:00am and 5:00pm, Eastern Time, to schedule your appointment for the examination.

Theory examinations are offered on a daily basis using a computer-based testing platform. Since PSI tests for many different professions, please allow three business days between the time you call to schedule your examination and the time you wish to sit for the examination. A "seat" may not be available at the time you wish to test if there is not sufficient lead-time in placing your scheduling call. There are several PSI Testing Centers throughout New Mexico, however, you can examine at any PSI test center located throughout the United States. You may access test center information at <http://www.psiexams.com>. Maps and test center hours are available from this web site as well.

You will take your theory examination on a personal computer. You select answers either by using a mouse or the keyboard. Please visit <http://www.psiexams.com> for additional information on computer-based testing. If you encounter any problems with the computer, you should notify the test administrator. You will be given 90 minutes to complete the entire examination. Examination questions are multiple-choice with one correct answer and three incorrect responses. There is no penalty for guessing. You must attain a score of 75 or higher to achieve a passing score on the theory examination. PSI personnel have no knowledge of, are not responsible for, and cannot answer questions about the content of the examinations, references, passing scores, etc.

Theory Examination Admission Requirements:

You must register for your examination with your LEGAL first and last name as it appears on your government issued identification. All required identification below must match the first and last name under which you registered. Candidates are required to bring **a recent 2"x2" passport type photo** and **two (2) forms of valid (non-expired) identification** to the test site. One of the identifications presented must be Government issued identification with photograph and signature. Photocopies of identification will **NOT** be accepted. Candidates must present two forms of ID: One Primary and One Secondary.

PRIMARY IDENTIFICATION – Choose One

- 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 IDENTIFICATION – Choose One

- Credit card (must be signed)
- Social Security Card
- US issued Birth Certificate

***NOTE:** Student ID and employment ID are **NOT** acceptable forms of identification.

Candidates must register with the full legal name as it appears on their government issued identification. The name on the identification must be the same as the name used to register for the examination. If the candidate fails to bring proper identification or the candidate names do not match, the candidates will not be allowed to test and their examination fee will not be refunded.

It is your responsibility to arrive at the test center on time. Candidates will not be permitted into the examination room after your scheduled testing time. It is strongly suggested that you visit the site before the day of the examination in order to become familiar with the route and the travel time. Candidates are not permitted to bring anyone into the examination room. Candidates are not permitted to talk to one another once inside the examination room.

General Policies and Procedures for Theory Examination:

Security Policies: Suspected security breaches during the theory 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, walkmans, ipods, radios, recording devices, portable fax machines, cellular telephones, calculator watches, reproduction equipment, beepers or pagers are permitted in the examination room. If any of the aforementioned items are found in a candidate's possession, the Test Center Administrator will collect the item until the end of the examination and provide an incident report of the incident to the Board and PCS. Smoking or the use of tobacco is strictly prohibited in the examination room. PCS is not responsible for **any** personal items brought into 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.

Emergency 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 PSI for inquiries regarding the theory examination.

Refunds and Rescheduling Policies: You may reschedule for the theory examination without losing your fee if you contact PSI within three working days prior to your scheduled examination date. If you reschedule after the three-day window, you will forfeit your fee. **NOTE:** A voicemail message is not an acceptable form of cancellation. Please use the internet, automated telephone system or call PSI and speak to a Customer Service Representative. Rescheduling is not permitted unless you are hospitalized or are involved in a traffic accident on the way to the test center that prevents you from arriving on time. Refunds are not issued nor are fees transferable for the theory examination. Documentation of the above-noted exceptions is required.

Score Information: When you complete the theory examination, the computer will print out an unofficial "Pass" or "Fail" Score Report. For failing candidates, this will include a strength and weakness report by major content areas. For the theory examination, a score of 75 is required in order to pass. If your score report does not print out because of technical problems, a score report will be provided to you within 24 hours after you test.

The official pass or fail results of the theory examination will be mailed to you by first-class mail 10 business days after you take the examination. Failing candidates will receive a strength and weakness report, as well as information on how to retest.

Confidentiality: Test results are confidential and are not provided over the telephone.

Passing Candidates: When you have passed the theory examination, you will be provided with a Licensure Fee Notice with your score. Please mail this form with the required fees to the NM Board for your license. Please be sure to notify PCS of any mailing address changes. Once you have met all licensure requirements please allow the Board 30 business days to process and mail your license. It is not necessary to notify the Board that you have passed an examination; the Board is provided candidate scores on a daily basis.

Failing Candidates: If you fail the examination or are absent, you must reapply and resubmit fees to PCS by calling: 1-888-822-3272.

Expiration of Training Hours: Pursuant to New Mexico Regulation 16.34.2.8A(2)(c) All required examinations must be taken and passed within 24 months of the date training was completed. After 24 months, you are required to complete a minimum of 150 hours of remedial education; upon completion, you must submit a new application to PCS along with proof of completing these additional hours. You must also re-take and pass all required examinations.

IT IS THE CANDIDATES RESPONSIBILITY TO FAX, MAIL, OR E-MAIL ANY CHANGE OF ADDRESS TO THE NEW MEXICO COSMETOLOGY COORDINATOR AT PCS AND THE NEW MEXICO STATE BOARD OF COSMETOLOGY.

*******STATE GUIDELINES*******

National-Interstate Council of State Boards of Cosmetology (NIC):

Please visit <http://www.nictesting.org/> for the most current theory content outline of the Instructor examination.