

	<p>NEVER REFER A CANDIDATE TO THE BOARD.</p> <p>*For all inquiries that the CCI does not fully answer, please email, or have CD email, cosmetology@psionline.com or barber@psionline.com.</p>
Full Client Name	Rhode Island Department of Health
CSR Instructions for Cos Concerns	<p>Cos/Barber questions:</p> <ul style="list-style-type: none"> • When candidates call in with questions concerning the administration or content of the theory or practical examination, please direct the candidate to contact the Cosmetology team via email at cosmetology@psionline.com or barber@psionline.com . Please do not attempt to answer any questions regarding the content or administration of the exams. These email address come directly to the Cosmetology team and we can assist the candidate with their questions or concerns. • There is never a time that you would advise a candidate to contact the state board office in their state regardless of the situation. It is the responsibility of the cosmetology team to handle situations rather than sending the candidate to the board office. Always refer them to either cosmetology@psionline.com or barber@psionline.com with their concerns, and the Cosmetology team will make the decision if the issue is something that should go to the state office. • The Candidate Information Bulletin (CIB) states that there is no review of the practical examinations. However, let the candidate know they may send any questions or concerns to the Cosmetology Department via email to cosmetology@psionline.com or barber@psionline.com. After receiving the email, we will send a notice of receipt of the email and an investigation will be opened to research the concerns. The investigation can take up to 10 business days to complete. A member of the Cosmetology will contact the candidate with results. If a candidate calls in to inquire about the investigation, please advise to reach out via email to cosmetology@psionline.com or barber@psionline.com .
	<p>No Available sessions: Please send an email to COS Practical Request at cos.request@psionline.com if a candidate chooses a date or exam type that does not show as available in ATLAS. The cosmetology team can adjust seats and create sessions. All practical exams are available for all practical sites listed in ATLAS. If you don't see a session at the requested site, the cosmetology team can create one. Please do not advise a candidate that they will need to travel to a site. We will find a way to accommodate the request as close to the requested date as possible.</p> <p>Contact information for Cosmetology Team: 1-800-367-1565</p> <ul style="list-style-type: none"> • Lynn Thomas- Cosmetology Client Service Manager- 7245 • Tammy Vasquez- Cosmetology Lead Exam Coordinator- 7409 • Daphnye Shaffer- Cosmetology Lead Exam Coordinator- 7410 <p>Please use these contacts for situations when there is an immediate need for a supervisor to assist.</p> <p>Note: The cosmetology team is here to support you in taking care of the candidates. It is our goal to insure we provide excellent customer service. We assure you that if you send a candidate to the email addresses listed above or you reach out to one of the extensions, we will be there to assist both you and the candidates.</p> <p>Thank you for your support Lynn Thomas PSI Cosmetology Client Service Manager</p>
Acronym	RIDOH
File Type	Open
ID Type	SSN
Address	Not available
Telephone	(401) 222-5960
Fax	Not available
Web address	http://www.health.ri.gov/contact/
PSI Customer Service #	(855) 746-8173
Exam Titles/Language/Testing Time	<ul style="list-style-type: none"> •RI Barber Stylist Theory/English, Korean, Spanish, Vietnamese •RI Cosmetologist Theory/English, Korean, Spanish, Vietnamese •RI Electrologist Theory/English, Korean, Spanish, Vietnamese •RI Esthetician Theory/English, Korean, Spanish, Vietnamese •RI Instructor Theory/English •RI Nail Technician Theory/English, Korean, Spanish, Vietnamese <p>***Each exam is 90 minutes.</p>
# of Items	For more information on the examination content outlines for cosmetologist, nail technician, esthetician, electrologist and barber stylist go to www.nictesting.org .

Pretest Items	In addition to the number of examination items specified in the "Examination Content Outlines", a small number (5 to 10) of "experimental" questions may be administered to candidates during the examinations. These questions will not be scored.
Exam Type	Rhode Island Cosmetology
Notes	National-Interstate Council of State Boards of Cosmetology (NIC) The National Cosmetology examination is the national licensure examination for Cosmetology, which is developed and administered by the National-Interstate Council of State Boards of Cosmetology (NIC). For more information on the examination content outlines for cosmetologist, nail technician, esthetician, electrologist and barber stylist go to www.nictesting.org .
Splitting Portions	N/A
Application Processing	Application Processor applies exam payments if they are mailed or faxed in.
Processing Time	Mail – up to 10 business days; Fax – up to 4 business days
Application Processor	RI. ApplicationProcessor@psionline.com
Name/Address Changes	CSR can make minor changes. Changes due to divorce/marriage - CD must send supporting documentation for Application Processor to enter. (Example: Divorce Decree for divorce, Marriage License for marriage)
Languages Available	English, Korean, Spanish, Vietnamese <u>except for RI Instructor Theory</u>
Eligibility Criteria	Open registration
Eligibility Period	N/A
Payment Payable to	PSI
Fee	\$75 each exam
Payment Type	You may pay by credit card, company check, cashier's check, money order only. Make check or money order payable to PSI. Cash and personal checks are not accepted.
Reschedule Rules	You may cancel and reschedule an examination appointment without forfeiting your fee if your cancellation notice is received two days prior to the scheduled examination date.
ADA/Exam Accommodation Approval	All PSI examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990, and exam accommodations will be made in meeting a candidate's needs. A candidate with a disability or a candidate who would otherwise have difficulty taking the examination <u>must follow the link and instructions</u> on the Exam Accommodations Request page at the end of the Candidate Information Bulletin. You are required to submit documentation from the medical authority or learning institution that rendered a diagnosis. Verification must be uploaded to PSI on the letterhead stationery of the authority or specialist and include the following: <ul style="list-style-type: none"> • Description of the disability and limitations related to testing • Recommended accommodation/modification • Name, title and telephone number of the medical authority or specialist • Original signature of the medical authority or specialist <p>MAKE SURE YOU ARE REGISTERED FOR THE EXAMINATION BEFORE REQUESTING EXAMINATION ACCOMMODATIONS.</p>
Out of State Testing	PSI has examination centers in many other regions across the United States. You may take this examination at any of these locations by following the link and instructions on the Out-Of-State Request Form found at the end of the Candidate Information Bulletin. You <u>do not</u> have to complete the form for the following out-of-state locations: West Hartford, CT Milford, CT Auburn, MA Boston, MA Fall River, MA Lawrence, MA West Springfield, MA
Paper/Pencil	Yes

Bring to test center	<p>Candidates must register for the exam with their LEGAL first and last name as it appears on their government issued identification. All required identification below must match the first and last name under which the candidate is registered. Candidates are required to bring one (1) form of valid (non-expired) signature bearing identification to the test site. If the candidate fails to bring proper identification or the candidate names do not match, the candidate will not be allowed to test and their examination fee will not be refunded.</p> <p>PRIMARY IDENTIFICATION (with photo) – Choose One</p> <ul style="list-style-type: none"> • State issued driver’s license • State issued identification card • Government issued passport (including all countries) • Government issued military identification card (including all countries) • Government issued Alien Registration Card (including all countries) • Current high school ID with photo, or a notarized photograph bearing the candidate’s signature. <p>NOTE: ID must contain candidate’s photo, signature, be valid and unexpired.</p>
Open Book Exam	No
Calculator Allowed	No
Reference Materials Given at Site	None
Passing Score	For more information on the examination content outlines for cosmetologist, nail technician, esthetician, electrologist and barber stylist go to www.nictesting.org .
Cut score	N/A
Veteran's Preference Points	N/A
Score reports	<p>Your score will be given to you immediately following completion of the examination. The following summary describes the score reporting process:</p> <ul style="list-style-type: none"> - If you pass, you will receive a successful score report. - If you do not pass, you will receive a diagnostic report indicating your strengths and weaknesses by examination type on the score report.
Dup Score Report Fee	Free by mail (5 to 7 business days), \$40 expedited fee (2 - 3 business days)
Fingerprint Info	N/A
Licensing instructions	For more information on licensure please contact RIDOH at (401) 222-5960 or visit the Web site at http://www.health.ri.gov/contact/ .
Retest fee	\$75 each exam
Retest procedure	If you fail, you may take the examination on an unlimited basis. A separate fee is required for each examination attempt.
Exam review	For more information on the examination content outlines for cosmetologist, nail technician, esthetician, electrologist and barber stylist go to www.nictesting.org .
Practice Exams Offered	Yes - online at www.psiexams.com . You may take the practice exams an unlimited number of times: you will need to pay each time.
Support modes	N/A
Support email	examschedule@psionline.com
Email Response Time	Up to 48 hrs
Scheduling modes	Phone, PSI website
Information Links	NIC Testing
Created Date	4/24/2019
Modified Date	10/15/2021 rp