
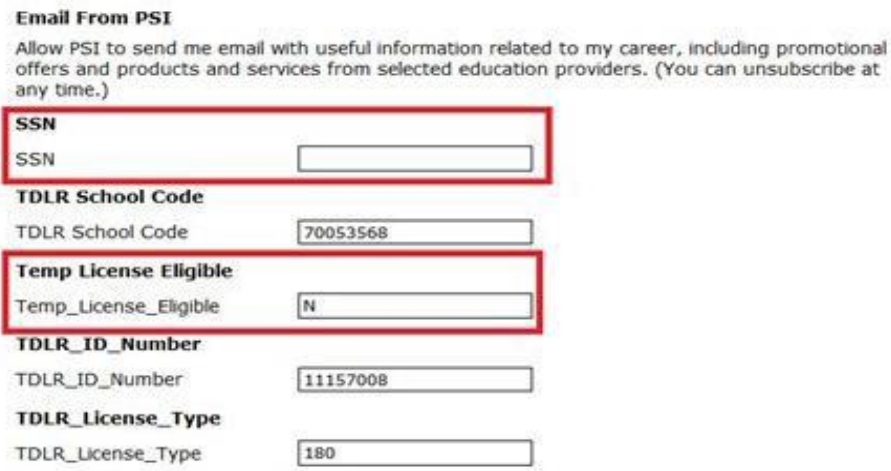
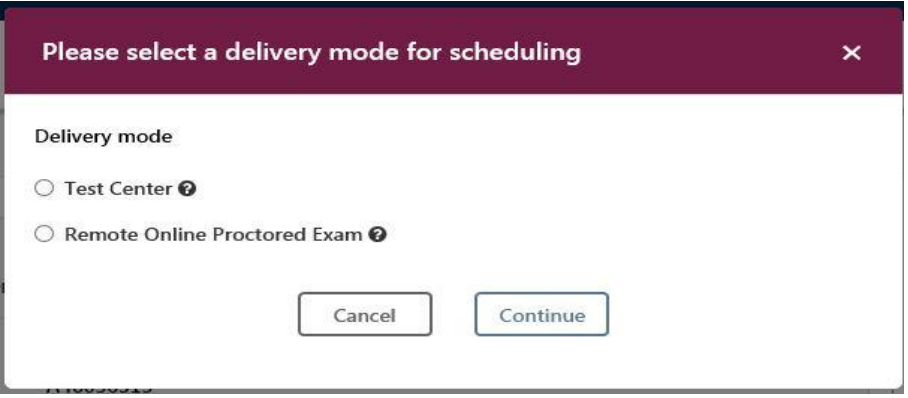
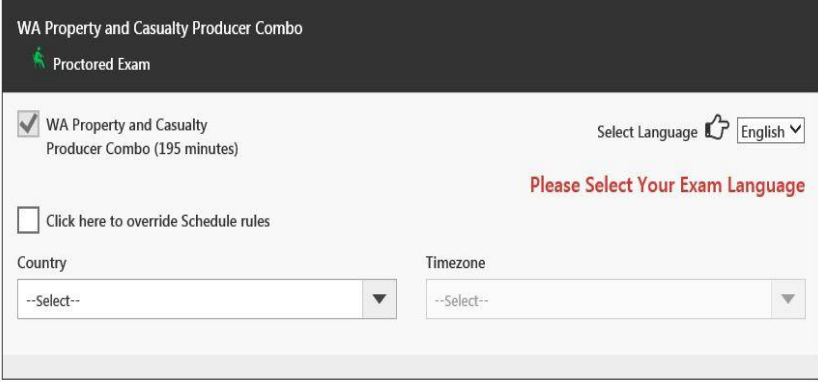


	<p>NEVER REFER A CANDIDATE TO THE BOARD.</p> <p>*For all inquiries that the CCI does not fully answer, please email, or have CD email, cosmetology@psionline.com or barber@psionline.com.</p>
Full Client Name	Texas Department of Licensing and Regulation
	<p>NEVER make a name change in atlas: Candidate must contact TDLR. Instruct candidate to go to the TDLR website at: www.tdlr.texas.gov.</p>
PSI VIRTUAL EXAM OPTION	<p>Virtual Exams are being offered to Candidates taking TX COS/Barber Practical exams. Instruct CD to email Cosmetology@psionline.com OR Barber@psionline.com to request an appointment for the Virtual Practical exam.</p>
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 TDLR 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. <p>If you get the following error when trying to schedule, the eligibility isn't expired, just the payment under: Registration Expiry Date. Email sfo@psionline.com to get this date updated so the candidate can schedule.</p>
	<p> Registration Expired - Expiration Date is 06/02/2018</p>
	<ul style="list-style-type: none"> • 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:</p> <p>Please send an email to COS Practical Request at Barber@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	TDLR TXCOS
File Type	Import
Platform	Atlas
ID Type	Candidate ID #
Client Address	PO Box 12157, Austin, TX 78711
Client Telephone	Telephone: (512) 463-6599 Toll-Free (in Texas): (800) 803-9202 Relay Texas -TDD: (800) 735-2989

Client Fax	Not available
Client Web address	www.tdlr.texas.gov
PSI Telephone	1-833-333-4741
Support email	TDLRSupport@psionline.com
Email Response Time	Within 48 hrs
Scheduling modes	Phone, PSI website
Exam Titles/Language/Testing Time/# of items	<ul style="list-style-type: none"> •Computer Demo Exam - B/English/60 minutes/25 sample questions <p>The demonstration examination is designed to give candidates the look and feel of taking an examination.</p> <ul style="list-style-type: none"> •TX Barber Hairweaving Practical/English/95 minutes •TX Barber Hairweaving Written/English/70 minutes/50 scored items/5 minutes for 5 non-scored items •TX Barber Instructor (Virgin Haircoloring and Hair Color Retouch)/English/90 minutes/50 scored items •TX Barber Instructor Practical/English/70 minutes •TX Barber Instructor Practical (Hairstyling)/English/70 minutes •TX Instructor Practical (Relaxer)/English/70 minutes •TX Instructor Practical (Tapered Hair Cut)/English/70 minutes •TX Barber Instructor Written/English, Spanish, Vietnamese/90 minutes/50 scored items/10 minutes for 5 non-scored items •TX Barber Manicurist Practical/English, Spanish/90 minutes •TX Barber Manicurist Written/English, Spanish/70 minutes/50 scored items/5 minutes for 5 non-scored items •TX Barber Technician Practical/English/50 minutes •TX Barber Technician Written/English/25 minutes/20 scored items/5 minutes for 2 non-scored items •TX Barber Technician/Hairweaving Practical/English, Spanish/95 minutes •TX Barber Technician/Hairweaving Written/English, Spanish/70 minutes/50 scored items/5 minutes for 5 non-scored items •TX Barber Technician/Manicurist Practical/English, Spanish/90 minutes •TX Barber Technician/Manicurist Written/English, Spanish/75 minutes/65 scored items/5 minutes for 5 non-scored items •TX Class A Barber Practical/English, Spanish/180 minutes •TX Class A Barber Written/English, Spanish, Vietnamese/90 minutes/85 scored items/10 minutes for 8 non-scored items
Pretest Items	Your examination contains non-scored questions. The use of such questions is an essential step in developing accurate future examinations. These questions will NOT be scored and time to answer them has been added to the time allowed.
Splitting Portions	N/A
Exam Type	TDLR Barber
Notes	<p>Candidates must pass the written portion of the exam before they are made eligible for the practical portion. Candidates are provided with the following instructions on their score report after they pass the written exam:</p> <p>When your school notifies TDLR that your education is complete, you will automatically be made eligible to sit for the practical examination and an eligibility postcard will be mailed to you. If your school has already notified TDLR that your education is complete, your postcard will be in the mail in just a few days.</p> <p>Send an email to COS practical request if dates are not available at a candidate's preferred test location and inform the candidate you will contact them back once a session has been opened.</p>
Temporary License Eligibility	CSRs can check if CDs are approved for a temp license from view/edit / approve in the Temp Eligibility field in ATLAS.
	 <p>Email From PSI Allow PSI to send me email with useful information related to my career, including promotional offers and products and services from selected education providers. (You can unsubscribe at any time.)</p> <p>SSN SSN <input type="text"/></p> <p>TDLR School Code TDLR School Code <input type="text" value="70053568"/></p> <p>Temp License Eligible Temp_License_Eligible <input type="text" value="N"/></p> <p>TDLR ID Number TDLR_ID_Number <input type="text" value="11157008"/></p> <p>TDLR License Type TDLR_License_Type <input type="text" value="180"/></p>
Application Processing	Application Processor applies exam payments if they are mailed or faxed in. CD must be approved with the state board FIRST.
Processing Time	Mail – up to 10 business days; Fax – up to 4 business days
Application Processor	TX. ApplicationProcessor@psionline.com

Name/Address Changes	<p>Name Change: NEVER make a name change in atlas: Candidate must contact TDLR. Instruct candidate to go to the TDLR website at: www.tdlr.texas.gov.</p> <p>Address Change: ALLOWED</p>														
Candidate Demographics	CSRs are allowed to make changes. Please advise that CDs also inform TDLR if you have updated any of their information. The SSN field is not relevant and CDs should be allowed to schedule/reschedule even if it is incorrect.														
Languages Available	See exam TITLES														
Foreign Languages	<p>Examinations are administered in English. However, some examinations are available in Spanish or Vietnamese for no additional cost. To take one of these examinations you must indicate your language preference when you schedule your examination.</p> <p>For languages other than English, Spanish or Vietnamese, you may request to have the examination translated by contacting PSI and paying an additional cost for each translation. You. This fee will be paid by the candidate. Please fill out the form at the end of the Candidate Information Bulletin.</p> <p>Candidates may also bring a bound Word-to-Word translation dictionary. The dictionary cannot contain pictures or definitions. Candidates are not permitted to bring in any additional papers (loose or attached) with their dictionary. Highlighting, underlining, indexing or marking in the dictionary prior to or during the examination is prohibited. Any candidate caught writing, highlighting, underlining, and or indexing in the dictionary during the examination will be subject to forfeiting their dictionary, termination of their examination and reporting the incident to the Texas Department of Licensing and Regulation.</p>														
Translation Services	Candidates should fill out the special accommodations form in the CIB. These are approved by Cathy, SFO.														
Translation Dictionaries	<p>Candidates may bring a bound Word-to-Word translation dictionary. The dictionary cannot contain pictures or definitions. Candidates are not permitted to bring in any additional papers (loose or attached) with their dictionary.</p> <p>Highlighting, underlining, indexing or marking in the dictionary prior to or during the examination is prohibited.</p> <p>Any candidate caught writing, highlighting, underlining, and or indexing in the dictionary during the examination will be subject to forfeiting their dictionary, termination of their examination and reporting the incident to the Texas Department of Licensing and Regulation.</p>														
Texas Cos Foreign Language Procedures TO CHANGE THE LANGUAGE OF A TEST	<p>Look up Candidates record in ATLAS</p> <p>Note: Please do not change the language if the candidate is currently scheduled for a PRACTICAL exam.</p> <p>The PRACTICAL sessions are configured by language so if a cd is scheduled you will need to 1) cancel the schedule, 2) reschedule for another date in the new language.</p> <p>Find the confirmation number</p>														
<table border="1"> <thead> <tr> <th>ID</th> <th>Candidate</th> <th>Client</th> <th>Test Applied</th> <th>Registered</th> <th>Confirmation#</th> <th>Test Status</th> </tr> </thead> <tbody> <tr> <td>1958745</td> <td>Jennifer Ramirez</td> <td>TEXAS BARBER AND COSMETOLOGY</td> <td>TX Operator Written English </td> <td>03/03/2008</td> <td>J2289792</td> <td>TX Operator Written English (Registration Approved)</td> </tr> </tbody> </table>	ID	Candidate	Client	Test Applied	Registered	Confirmation#	Test Status	1958745	Jennifer Ramirez	TEXAS BARBER AND COSMETOLOGY	TX Operator Written English	03/03/2008	J2289792	TX Operator Written English (Registration Approved)	
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1958745	Jennifer Ramirez	TEXAS BARBER AND COSMETOLOGY	TX Operator Written English	03/03/2008	J2289792	TX Operator Written English (Registration Approved)									
	<p>Take the Number (not including the letter) and then open the Language change utility by opening internet explorer and going to this address -> http://lvcsrtools:8080/estechUtil/</p> <p>Click the link that says "Switch Test Language"</p> <p>Enter the number part of the confirmation# into the registration ID field as shown below</p>														
	<p>Pick the "target test" meaning the language of the test you want to change the registration to and click on submit</p> <p>If the change is successful you will get a "completed.{return_code=0}" if it is unsuccessful you will get a completed.{return_code=1} (0 means it worked, 1 means it failed probably because you tried to change the exam type as well as language and that is not allowed)</p>														

	<p>GOOD</p> <p>completed. {return_code=0}</p> <p>Switch Test Language</p> <p>Registration ID <input type="text" value="2289792"/></p> <p>Target Test ID <input type="text" value="TX Operator Written Englis"/></p> <p>User ID 5</p> <p><input type="button" value="Submit"/></p>
	<p>BAD</p> <p>completed. {return_code=1}</p> <p>Switch Test Language</p> <p>Registration ID <input type="text" value="2289792"/></p> <p>Target Test ID <input type="text" value="TX Operator Written En"/></p> <p>User ID 5</p> <p><input type="button" value="Submit"/></p>
	<p>Make sure you check ATLAS and that it properly reflects the right language</p> <p>Note: If retest is needed and the Language was changed previously, any eligibility updates will be applied to the English registration then language change can be done as needed.</p>
Eligibility Criteria	Candidate must be approved by the state
Eligibility Period	5-year eligibility period
Payment Payable to	PSI
Fee	<p>Computer Demo Exam - B - \$50</p> <p>Written exams - \$50 Each exam</p> <p>Practical exams - \$72 each exam</p>
Payment Type	You may pay by credit card, money order, company check, or cashier's check. Make check or money order payable to "PSI" and write your student permit number on it. 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	<p>Applicants with disabilities or those who would otherwise have difficulty taking the examination must fill out the form at the end of the Candidate Information Bulletin and fax it to PSI (702) 932-2666. This form also includes out-of-state testing requests.</p> <p>You are required to submit documentation from the medical authority or learning institution that rendered a diagnosis. Verification must be submitted to PSI on the letterhead stationery of the authority or specialist and include the following:</p> <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>Do not schedule your examination until this documentation has been received and processed by PSI Exam Accommodations.</p>
Important site information	<p>Please always provide the test center address to candidates testing at the Austin location. There is a local business, Professional Service Industries, Inc., that candidates often think is our test center.</p> <p>Austin LaCosta Corporate Park 6448 Hwy 290 East, Suite F111 Austin, TX 78723</p>
Out of State Testing	<p>You may also test at a PSI site outside of Texas. Please call (800) 733-9267 for more information.</p> <p>Shreveport, LA Oklahoma City, OK Baton Rouge, LA Tulsa, OK McAlester, OK Woodward, OK</p>
This does NOT apply to Practical exams. See Virtual Practical exams above.	Please also make note that candidates will be able to take the TDLR Theory Barber exams at test center or via remote proctoring. When scheduling candidates you will be able to select the option the candidate wants.

	
	<p>If the candidate selects Remote online proctoring you will need to select Country and time zone before proceeding to selecting a test date.</p>
	
<p>Paper/Pencil</p>	<p>Theory - yes Practical test cannot be taken on Computer or by Paper and Pencil.</p>
<p>Bring to test center/Required Identification</p>	<p>You must provide 1 form of identification (ID). The identification must be a VALID form of government-issued ID, such as a driver's license*, state ID, or passport book**. The identification must contain the following biographical information:</p> <ol style="list-style-type: none"> (1) printed name (2) photograph (3) signature (4) date of birth (5) expiration date <p>*Temporary licenses or IDs will be accepted only if accompanied by either the expired/invalid license or another form of photo ID.</p> <p>**Passport cards do not contain all required information and are not acceptable.</p> <p>Current public high school IDs are also VALID when accompanied by a photocopy of the TDLR student permit. If you have graduated from high school, your ID is only valid until August 31 of that year.</p>
<p>Bring to test center/Required Identification Continued</p>	<p>Current community college and junior college IDs are also VALID government-issued IDs and require only your printed name, photograph and date of birth.</p> <p>Identification provided must match <u>all</u> information provided by TDLR to PSI upon eligibility. A digital copy of your ID documentation will be taken upon check in, and stored with your personal data.</p> <p>If you cannot provide the required identification, you must call (833) 333-4741 at least 3 weeks prior to your scheduled appointment to arrange a way to meet this security requirement. Failure to provide the required identification at the time of the examination without notifying PSI is considered a missed appointment, and you will not be able to take the examination and will forfeit your examination fee.</p>
<p>Supplies and Equipment</p>	<p>For a current list of supplies and equipment, email candidate a CIB.</p>
<p>Open Book Exam</p>	<p>No</p>
<p>Calculator Allowed</p>	<p>No</p>
<p>Reference Materials Given at Site</p>	<p>None</p>
<p>Passing Score</p>	<p>70%</p>
<p>Cut score</p>	<p>N/A</p>
<p>Veteran's Preference Points</p>	<p>N/A</p>
<p>Score reports</p>	<p>The score report will be emailed to the candidate within 24 hours of testing.</p> <p>Candidates can check their scores online: www.tdlr.texas.gov</p> <p>Your score will be sent electronically to the state.</p>
<p>Dup Score Report Fee</p>	<p>Free by mail (5 to 7 business days), \$40 expedited fee (2 - 3 business days)</p>
<p>Fingerprint Info</p>	<p>N/A</p>
<p>Licensing instructions</p>	<p>Candidate must contact the board.</p>

Retest fee	Computer Demo Exam - B - \$50 Written exams - \$50 Each exam Practical exams - \$72 each exam
Retest procedure	It is not possible to make a new examination appointment on the same day you have taken an examination; this is due to processing and reporting scores. A candidate who tests unsuccessfully on a Wednesday can call the next day, Thursday, and retest as soon as Friday, depending upon space availability.
Exam review	PSI, in cooperation with TDLR, will be regularly evaluating the examinations being administered to ensure that the examinations accurately measure competency in the required knowledge areas. While taking the examination, examinees will have the opportunity to provide comments on any questions, by clicking the Comments link on the function bar of the test question screen. These comments will be analyzed by PSI examination development staff. Although PSI does not respond to individuals regarding these comments, all substantive comments are reviewed. If a discrepancy is found during the comment review, PSI and the department may re-evaluate candidate results and adjust them accordingly. This is the only review of the written examination available to candidates. There is NO review of the Practical examination.
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.
Information Links	Texas Department of Licensing & Regulations
Created Date	5/6/2019
Modified Date	10/15/2021 rp