

**Ken Lawson**, Secretary

**Rick Scott**, Governor

# ***STATE OF FLORIDA***

## ***Candidate Information Booklet for the***

### ***COSMETOLOGY LICENSURE EXAMINATION***

***Bureau of Education and Testing  
Northwood Centre  
1940 North Monroe Street  
Tallahassee, Florida 32399-0791  
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<http://www.MyFloridaLicense.com/dbpr>***

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CANDIDATE INFORMATION BOOKLET FOR  
**Cosmetology**

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**STATEMENT OF NONDISCRIMINATORY POLICY**

The Department of Business and Professional Regulation does not discriminate among candidates on the basis of age, sex, race, religion, national origin, handicap, or marital status.

**PLEASE SAVE THIS DOCUMENT FOR FUTURE REFERENCE**

Visit our website at:

<http://www.MyFloridaLicense.com/dbpr>

## I. INTRODUCTION

This Candidate Information Booklet is designed to introduce Computer Based Testing and provide candidate information for this examination.

The Department of Business and Professional Regulation has retained the services of Pearson Vue to schedule, administer, score and report the results for computer based testing. Pearson Vue is a leading provider of assessment services to regulatory agencies and national associations and offers licensing and credentialing support services to associations, state agencies, and private industry.

Your examination(s) will be administered on an electronic testing system. The testing system eliminates the use of paper, pencil and answer sheets. Candidates input their responses by entering the answer of their choice (A, B, C or D). Before you begin the examination, you will have an opportunity to go through a tutorial on the computer. The computer is very simple to operate; it should only take you a few minutes to learn to use it.

The screen features a variety of function buttons to help candidates navigate through the examination. The function buttons are located in the same position throughout the test.

Candidates can mark a question for review, move forward or backward one question at a time, or move to a specific question.

The summary screen, which can be accessed at any time during the examination, shows candidates the following:

- Number of questions answered
- Number of questions unanswered and/or skipped
- Time remaining for the examination

## II. TESTING LOCATIONS AND RESERVATIONS

To locate a Pearson Vue Test Center near you, as well as to check that site's availability, use this link to view the vendor web site for more details.

### MAKING YOUR TEST RESERVATIONS

#### TELEPHONE RESERVATIONS

Call: 1-888-204-6230 and a Pearson Vue Customer Care Associate will help you to select a convenient examination date and location and answer any question you may have. The best times to call for a reservation are: Monday – Friday (8am – 11pm), Saturday (8am – 5pm), and Sunday (10am – 4pm). Reservations can be made up to and including the day you wish to sit for your exam based on availability. However, it is strongly recommended you call at least two (2) days before the examination date desired **since reservations are made on a first-come, first-served basis.** Please have the following information when you call to make an examination reservation:

- Your Authorization Notice
- Identification number listed on your authorization notice
- Your full name, address, social security number, day telephone number
- The location of the test center you desire
- The name of the examination(s) you will be taking
- Credit Card number (Pearson Vue's reservation fee)

A candidate may cancel the examination reservation **up to two (2) business days prior to the exam date without a financial penalty.**

You will receive a Confirmation Number. Write this number down. You will need it to be admitted to the test center on examination day.

Confirmation #: \_\_\_\_\_

Examination Date: \_\_\_\_\_

Testing Center Location: \_\_\_\_\_

Customer Care Associate: \_\_\_\_\_

#### INTERNET RESERVATIONS

Candidates may register via the Internet by visiting Pearson Vue's website at <http://www.PearsonVue.com> twenty-four (24) hours a day, seven (7) days a week, **provided you use a credit card number, electronic check or voucher.** Reservations can be made up to and including the day you wish to sit for your exam based on availability. However, it is strongly recommended you register at least two (2) days before the examination date desired **since reservations are made on a first-come, first-served basis.** A reservation confirmation will be returned to you via email. Examination reservations may be canceled or changed via the Internet.

A candidate may cancel the examination reservation **up to two (2) business days prior to the exam date without a financial penalty.**

### **III. THE EXAMINATION**

#### **CONTENT OVERVIEW**

The Cosmetology examination consists of two (2) separate examinations:

- I. Written Theory
- II. Written Clinical

#### **CONTENT OUTLINE**

##### **I. WRITTEN THEORY EXAMINATION**

The Written Theory Examination is a one and one-half (1 ½) hour examination consisting of sixty-five (65) multiple-choice questions. All questions are weighted equally. Questions are based on the subject areas listed below.

The subject areas, the approximate proportion of examination questions, and the sub-areas assigned to each are as follows:

##### **General Safety and Sanitation Procedures (34%)**

- Sanitize implements using wet procedures
- Sanitize implements using dry procedures
- Clean and sanitize work area
- Practice personal hygiene
- Store and dispose of equipment, chemicals, supplies
- Maintain working environment to ensure safe operation (implements and equipment)
- Apply first aid
- Recognize and respond to emergencies/medical emergencies
- Record all facts pertinent to an accident

##### **Client Services (24%)**

- Establish communication to determine desired services
- Protect clients with necessary covering, draping
- Have a basic knowledge of bone and muscle systems (head, hands and feet)
- Analyze skin and recognize disorders and diseases
- Analyze hair structure and recognize disorders and diseases
- Analyze scalp and recognize disorders and diseases
- Analyze nails and recognize disorders and diseases
- Advise client of recommended services (considering hair color, texture, skin tone, shape of face, etc.)
- Refer clients for medical treatment
- Check and update client record card
- Advise regarding at-home maintenance

### **Facials, Make-up and Hair Removal (16%)**

- Test for skin sensitivity
- Remove superfluous hair (waxing, tweezing, depilatories)
- Lighten superfluous hair
- Perform facial massage
- Apply make-up
- Apply artificial eyelashes

### **Manicuring and Pedicuring (16%)**

- Repair split or damaged fingernails
- File fingernails to desired shape
- Give plain or oil manicure
- Give plain or oil pedicure
- Select and apply artificial nail tips (nail extensions)
- Apply acrylics or porcelain to sculpture fingernails
- Wrap nails

### **Professional/Legal and Ethical/Laws and Rules (10%)**

- Maintain proper licensure status
- Know actions that are grounds for discipline and penalties
- Know requirements for facility license
- Know powers and duties of the Board of Cosmetology

## **II. WRITTEN CLINICAL EXAMINATION**

The Written Clinical Examination is a one and one-half (1 ½) hour examination consisting of sixty-five (65) multiple-choice questions. All questions are weighted equally. Questions are based on the subject areas listed below.

The subject areas, the approximate proportion of examination questions, and the sub-areas assigned to each are as follows:

### **Hair Coloring and Lightening (39%)**

- Select and apply temporary color rinse
- Perform skin sensitivity test (patch test) and/or strand test
- Select, prepare, and apply semi-permanent color
- Select, prepare, and apply permanent color and/or toner
- Select, prepare, and apply lightener
- Select, prepare, and apply special effects (i.e., frosting, streaking, painting, tipping, etc.)
- Perform one-step color and retouch
- Perform corrective color
- Tint eyelashes and eyebrows
- Tint beards and mustaches
- Color/lighten wigs or hairpieces

## **Permanent Waving and Chemical Relaxing (34%)**

- Select proper equipment, implements, and sections/pattern
- Perform test curl
- Select and apply permanent wave solutions
  - ✓ Using acid wave solutions
  - ✓ Using exothermic wave
- Change hair chemically using relaxers/straighteners (thio, acid, no lye, sodium hydroxide, etc.)
- Apply base at hairline, scalp, and ears
- Change hair chemically using a chemical blowout
- Perform re-formation curl (also known as soft curl perm, reconstruction perm, curl rearranging, re-curling, etc.)

## **Scalp and Hair Care (5%)**

- Shampoo hair (techniques)
  - ✓ Manipulations
  - ✓ Massage
  - ✓ Cleansing
  - ✓ Rinsing
- Shampoo hair (chemistry)
  - ✓ Know pH levels of hair
  - ✓ Know pH levels of shampoo and rinse
- Condition scalp (identify and apply products)
- Condition hair (identify and apply products)

## **Hair Cutting/Shaping (10%)**

- Select haircutting implements and method (angles, sections)
- Cut/shape hair using clippers/guard
- Cut/shape hair using scissors (thin, slither, layer, shingle, blunt cut)
- Texturizing (thinning shears/channel shears)
- Cut and shape wigs or hairpieces
- Trim beard using clippers/scissors

## **Hair Styling (12%)**

- Mold hair into finger waves
- Set hair into pin curls
- Mold hair by wrapping
- Set hair using rollers and clips
- Style hair after set dries
- Style hair using thermal irons and/or marcel irons
- Style hair using hot rollers
- Style hair using electric hot combs
- Style hair using hair dryers (blow drying/diffuser)
- Style hair using pressing combs
- Style hair using freehand techniques (braiding, plating, roping, chignon, etc.)
- Style hair using heat lamps

**SAMPLE QUESTIONS** (The letter for the correct answer is in bold and underlined.)

1. All should be done when giving a cold wave **EXCEPT**
  - A. brushing the scalp.
  - B. draping the client.
  - C. shampooing.
  - D. wrapping the hair with wave lotion.
  
2. When a cosmetologist is pressing a client's hair with an electrical hot comb, the cosmetologist should avoid
  - A. bringing the ends of the hair through the teeth of the comb.
  - B. pressing twice on the top of the hair strand.
  - C. shampooing the hair before treatment.
  - D. using excessive heat or pressure on the hair and scalp.
  
3. A client comes into the salon for a scalp treatment. She has some obvious abrasions on her scalp. Which treatment would be acceptable?
  - A. apply an antiseptic scalp treatment with minimum massage
  - A. apply an oil treatment with a heat cap
  - C. advise the client of her scalp condition and reschedule her appointment
  - D. give a first aid treatment and proceed with manipulations
  
4. A client with coarse, thick hair requested a permanent wave. Her shoulder length hair was shaped in a low-elevated haircut. When she left the salon, the curl seemed tight enough; however, two weeks later, the curl fell out completely. She had always taken care of her own hair, but this was her first time for a chemical service. What advice about follow-up hair care should the cosmetologist give the client?
  - A. use highly alkaline shampoos
  - B. use acid-balanced shampoos, followed by an acid rinse
  - C. use acid-balanced shampoos, followed by an extremely strong setting lotion
  - D. use only dandruff shampoos

5. If a client complains of too much heat in the nape area during a heat wave with clamps, the cosmetologist should
- A. fan the client's head.
  - B.** place cotton under the clamps.
  - C. remove the clamps until they cool.
  - D. use water to cool the ends of the rods.
6. In preparing the client for all services, the cosmetologist should
- A. comb out the previous style.
  - B. cut the hair to the desired shape.
  - C.** drape the client with a protective covering.
  - D. mix the solutions to be used.
7. A client received a permanent wave four weeks ago. She complains that her hair is straight. It is not frizzy. She asks you to re-perm her hair. What should be done first before re-perming the client's hair?
- A. brush the hair thoroughly and shampoo
  - B.** check the record card
  - C. recondition the hair
  - D. select a solution
8. A client suffers a heart attack during a visit to a salon; the cosmetologist should **NOT**
- A. call emergency.
  - B. check the client's breathing.
  - C. consider doing CPR on the client.
  - D.** place a client on her stomach.
9. Hair on a facial mole should be
- A.** cut with scissors.
  - B. removed with tweezers.
  - C. treated with depilatory cream.
  - D. treated with wax.
10. What is used to remove thick skin on the soles of the feet?
- A. cuticle nippers
  - B. an orangewood stick
  - C.** a pumice stone
  - D. a styptic pencil
11. The purpose of thinning or texturizing hair is to
- A. add length to the hair.
  - B. condition the hair before the cut.
  - C.** remove excess bulk from the hair.
  - D. serve as a guide for the haircut.

12. Brushing the hair following a roller set will **NOT**
- A. eliminate dandruff.
  - B. make hair appear fuller.
  - C. make hair shine.
  - D. relax the curl.
13. A new client wants to have her hair a little lighter. Her natural blonde color has darkened over the years. She has not had any previous color service. When should color be applied to the ends of this client's hair?
- A. at the beginning of the treatment
  - B. at the end of the treatment
  - C. immediately after applying color to the hair shaft
  - D. half way through the treatment

## PILOT TESTING

The examination may contain a small number of experimental or “pilot” test questions. The purpose of including pilot test questions within the examination is to expand and improve the bank of questions from which future examinations will be drawn. This is a common practice used by many national and state examination programs and is a critical step in ensuring the continued reliability and validity of these examinations. In the event that pilot test questions are included within the examination, these questions will **NOT** be counted when computing your scores. Additional time will be given for answering the pilot test questions. The time allowed for testing has been evaluated to ensure there is adequate time for completing test questions and pilot questions.

Pilot questions are **NOT** identified. If the pilot questions were identified, many of the candidates would skip them, and the results would not be valid. The development of a good examination requires accurate candidate response information for the pilot questions.

## TEST TAKING ADVICE

The advice offered here is presented primarily to help you demonstrate knowledge and maximize your chances of passing the examination.

- Read all instructions carefully.
- For best results, pace yourself by periodically checking your progress. This will allow you to make any necessary adjustments.
- Be sure to record an answer for each question, even the items about which you are not completely sure. You can note the questions you wish to reconsider on the computer testing system and return to them later.
- Alert a Proctor or Test Center Manager to any problems that may occur during the examination. Do not wait until the examination is over to inform someone about a problem.

## SUPPLIES

It is expressly understood by each candidate that the State of Florida, and/or the Department of Business and Professional Regulation, and the Department's staff hereby assume absolutely no liability of any nature whatsoever for any items of the candidate's personal property which may have been brought to, left at, or left outside the examination site. It is further understood that the candidate's admission to the examination shall hereby constitute the candidate's full, knowing, and complete waiver of any and all such claims against the State of Florida, and/or the Department of Business and Professional Regulation, and the Department's staff.

### What to Bring:

- Any personal items or supplies needed during the examination must be encased in a **clear plastic bag**, no larger than **8" X 11"** in size.
- Calculators that are necessary for any examination must be silent, handheld, non-printing and non-programmable.
- To better serve our "English as a second language" candidates, the Bureau of Education and Testing is permitting the use of foreign language translation dictionaries during the examination. Translation dictionaries shall contain word-for-word or phrase translations **ONLY**. Dictionaries that contain definitions of words, explanations of words, or handwritten notes may not be used. Testing center staff will inspect and approve each dictionary before it can be used during the examination. In order to maintain security and to ensure fairness to all candidates, candidates are limited to the use of a single dictionary.
- If you have any questions concerning acceptable translation dictionaries, please contact the Bureau of Education and Testing, Examination Administration Unit at 850.488.5952, or you may fax your question to 850.487.9757.

### What Not to Bring:

Unauthorized supplies, those not listed in this Candidate Information Booklet, will be subject to removal by a Pearson Vue representative at the examination site.

The following items are **NOT** allowed in the examination room:

- Cameras, tape recorders, or computers;
- Pagers, electronic transmitting devices, or telephones (watches with alarms or beepers should be set so that they will **NOT** sound or go off during the examination administration);
- Any bound or loose-leaf reference materials and notes;
- Dictionary, thesaurus, or other spelling aids;
- Canisters of mace, pepper spray, or other personal defense items; and
- Purses, briefcases, portfolios, fanny packs, or backpacks.

## REFERENCES

The following reference list is an example of textbooks that may be of use to candidates preparing for the State of Florida Cosmetology Licensure Examinations. Individuals may wish to review texts such as these, along with those used by their instructor in their school training. Our Subject Matter Experts (SMEs) have reviewed the information in these books and find the content areas covered by each textbook to be very appropriate for measuring **minimum competency** on the Cosmetology Licensure Examinations. Candidates should not attempt to study all of the materials on this list in depth. The content outline contained in the Candidate Information Booklet (CIB) has been provided as a guide for the areas in which you will be tested.

- 1. Chapter 477, The Florida Cosmetology Act, and Part I, Chapter 455, Florida Statutes, Regulation of Professions and Occupations: General Provisions, Department of Business and Professional Regulation.** Website: <http://www.MyFloridaLicense.com>, via "Directory: LEGISLATURE" for "On-Line Sunshine" website, or directly to <http://www.leg.state.fl.us/>. A copy of this information is available on the board website via <http://www.MyFloridaLicense.com/dbpr>
- 2. Chapter 61G5, Florida Administrative Code, Rules and Regulations of the Florida Cosmetology Board, and sections of Chapter 61, Florida Administrative Code, Rules and Regulations of the Department of Business and Professional Regulation.** Website: <http://www.MyFloridaLicense.com>, via "Directory: State, Elections" for the "Florida Administrative Code" website. A copy of this information is available on the board website via <http://www.MyFloridaLicense.com/dbpr> . [The Department of State's F.A.C. documents are displayed in "PDF" format. Installation of the Acrobat Reader is required, but it must be installed after installing Netscape 4.7 or MS Internet Explorer 5.0. (If you already have Acrobat Reader, it will need to be reinstalled.) Netscape 6.0 is currently not supported.] [The excerpts of Chapter 61, F.A.C., that directly affect the practice of licensees regulated by the Cosmetology law and regulations are Sections 61-6.009, 61-6.010, and 61-6.021, F.A.C. However, the remaining sections of Chapter 61, F.A.C. cannot be construed to mean they do not affect your license, directly or indirectly.]
- 3. Milady's Standard: Cosmetology, (English and Spanish versions), copyright 2008, ISBN #: 1-41804-935-2 (Hardcopy).** Milady Publishing Company, an imprint of Delmar, a division of Thomson Learning, Inc., Executive Woods, 5 Maxwell Dr., Clifton Park, New York 12065-2919. Website: <http://www.delmarlearning.com> and Phone: 1-800-347-7707.
- 4. Salon Fundamentals: A Resource for Your Cosmetology Career, 2010 Edition, ISBN #: 978-1-934636-66-4.** Pivot Point International, Inc., 1560 Sherman Avenue, Suite 700, Evanston, IL 60201. Toll-Free # is 1-800-886-4247, E-mail Address: [infor@pivot-point.com](mailto:infor@pivot-point.com), and Website: <http://www.pivot-point.com>.
- 5. Playing It Safe: Milady's Guide to Decontamination, Sterilization, and Personal Protection, by Sheldon R. Chesky, Isabel Cristina, and Richard B. Rosenberg, 1994 Edition, ISBN #: 1-56253-179-4.** Milady Publishing Company. Website: <http://www.delmarlearning.com> and Phone: 1-800-347-7707.
- 6. HIV/AIDS & HEPATITIS: Everything You Need to Know to Protect Yourself and Others, by Douglas D. Schoon, 1994 Edition, ISBN #: 1-56253-175-1.** Milady Publishing Company. Website: <http://www.delmarlearning.com> and Phone: 1-800-347-7707.

## IV. ADMINISTRATIVE POLICIES

### CHANGE AND CANCELLATION POLICIES

To **CHANGE** or **CANCEL** your examination without monetary penalty, you must notify Pearson Vue **at least 48 hours** prior to your examination time. Note, this is different than two days, e.g. your exam time is 10:00 a.m. on February 16. You must cancel no later than 10:00 a.m. on February 14 in order to be eligible for a full refund. If you **DO NOT** call Pearson Vue to change or cancel your appointment 48 hours prior to your examination time, you will owe Pearson Vue the full examination fee.

### ABSENCE POLICY

If you are unable to attend the examination for which you were scheduled, you may be excused for the following reasons:

- Your illness or that of an immediate family member;
- Death in the immediate family;
- Disabling traffic accident;
- Court appearance or jury duty; or
- Military duty.

All candidates seeking excused absences must submit written verification and supporting documentation of the situation to Pearson Vue no later than fourteen (14) days after the original examination date. Documentation of medical absences must have the original signature of the medical practitioner. Stamped signatures will **NOT** be accepted.

### ADMISSION TO THE EXAMINATION

When registering at the test center, you will be required to have the following items:

- Two (2) forms of identification, one of which bears your picture and signature: driver's license, state identification card, passport, or notarized photograph bearing your signature. **YOU MUST BE PREPARED TO SHOW PROPER I.D. TO GAIN ADMISSION TO THE TEST SITE.** Student and employment I.D. cards are not acceptable.
- The confirmation number you were given when you made your examination reservations.

### ADMISSION PROCEDURES

- Please report to the test center thirty (30) minutes prior to your scheduled examination. The Test Center Manager will assign you a seat and assist you with the computer. You may take up to fifteen (15) minutes to complete the tutorial and the Test Center Manager will answer any questions you may have about the computer testing unit at this time.
- The time you spend on the tutorial will **NOT** reduce the time allotted for taking your examination. When you feel comfortable with the computer testing unit, you may begin your examination. The time of the examination begins the moment you look at the first question on your examination.

- Your specific reporting time will be given to you when you make your examination reservation. Please allow yourself sufficient time to find the test center. Make sure you have all necessary documentation before you report for registration.
- At the completion of the examination, your score report will provide instructions on the next step of the licensure process.

## LATE ARRIVALS

Test Center Managers will review the daily schedule for that day to determine if the candidate can be accommodated due to tardiness. If the tardiness is due to an emergency (i.e., car trouble, traffic accident, etc.), the candidate must provide documentation of the event. If the candidate **cannot** be accommodated due to unexcused tardiness, they will be liable for the test fee for that day in addition to the new test fee and classified as a “No Show.”

## RULES FOR THE EXAMINATION

- The examination materials, documents, or memoranda of any kind are not to be taken from the examination room.
- Listen carefully to the instructions given by the Test Center Manager and read all directions thoroughly. Test Center Managers are NOT qualified or authorized to answer questions concerning examination content. However, if you have any procedural questions, they will do their best to assist you.
- If you have a concern about the content of an examination question, please request a “Candidate Comment Form.”
- You must have the Test Center Manager’s permission to leave the examination room. You will **NOT** be allowed additional time to make up for time lost.
- Smoking will not be permitted in an examination room or in the restrooms, based on the October 1985 Florida Clean Indoor Air Act.
- Do not bring food into an examination room. If applicable, a lunch break will be provided. Drinks are allowed in spill proof containers. Children and visitors are **NOT** allowed in the test center.
- You are **NOT** permitted to take personal belongings such as briefcases, large bags, study materials, extra books, or papers into the testing room. Any such materials brought into the testing room will be collected and returned to you when you have completed the test. Pearson Vue and the Department are **NOT** responsible for lost or misplaced items.
- Under **NO** circumstances will you be permitted to work beyond the time allotted for the examination. Time limits are generous; you should have ample time to answer all questions and check all work.

## APPAREL

Please dress comfortably but appropriately for the examination. The examination room is usually climate controlled. However, it is not always possible to maintain a temperature suitable to each candidate, and from time to time there are maintenance problems beyond the

Department's or Pearson Vue's control. It is suggested that you bring a sweater or jacket in case the temperature is cooler than your individual preference.

## **CHANGE OF ADDRESS**

If an address change occurs after your examination administration, please make corrections at <http://www.MyFloridaLicense.com/dbpr> or by completing the change of address form provided at the end of this booklet.

## **CHANGE OR CORRECTION OF NAME**

If you have a name change or correction, please send a copy of notarized legal documentation to the Central Intake Unit-License Maintenance immediately.

## **SPECIAL TESTING ACCOMMODATIONS**

*The Department of Business and Professional Regulation certifies that it will comply with the provisions of the Americans with Disabilities Act (42 USC Section 12101, et seq.) and Title VII of the Civil Rights Act, as amended (42 U.S.C.2000e, et seq.), in accommodating candidates who, because of a disability, need special arrangements to enable them to take an examination.*

All applicants for an examination or a reexamination who desire special testing accommodations due to a **disability** must submit a written request to the Special Testing Coordinator prior to each examination. **Do not** submit your accommodation request with your examination application; it must be sent directly to:

Department of Business and Professional Regulation  
Bureau of Education and Testing  
Special Testing Coordinator  
1940 North Monroe Street  
Tallahassee, Florida 32399-0791

For more information regarding special testing accommodations, please call 850.487.9755

## V. SCORING INFORMATION AND GRADE NOTIFICATION

### SCORING PROCEDURES

All questions are equally weighted. The grading process includes a statistical analysis of each question on the examinations. Questions found to be statistically deficient are subject to further review. In the event that this review leads to a change in the answer key that affects your score, you will be sent an amended grade report two to three weeks after the examination.

Examination scores are reported as a scaled score. The minimum score needed to pass has been scaled to seventy-five.

### NOTIFICATION OF RESULTS

All candidates will receive an official photo-bearing score report immediately following completion of their examination.

### EXAMINATION REVIEW & CHALLENGE PROCESS

Candidates who fail an examination are entitled to review the questions answered incorrectly, under such terms and conditions as may be prescribed by the Department of Business and Professional Regulation. The request to review must be made within twenty-one (21) days from the date of the examination and can be scheduled by going online to: <http://www.pearsonvue.com> or by calling 1.888.204.6230.

The same security requirements observed at the examination will be followed during the review session. Reviews will be held at a Pearson VUE/Promissor testing center. Candidates will review only the questions they missed on computer. Per Bureau Rule, 61-11.017 (3) (c), a failing candidate who has reviewed examination must wait **twenty-one (21) days** before sitting for his/her next examination.

#### Fees

[Computer Based Testing Examination Review Fee Matrix](#)

#### Review Session

The review session is considered to be an extension of the examination administration. Only the candidate may attend the review session. Proper identification is required to obtain entry. No talking or note taking of any kind is allowed. Review sessions are usually one-half of the exam administration time. For example, for an exam lasting 2 hours and 30 minute, the candidate will be allowed 1 hour and 15 minutes to review.

#### Challenge Process

Written challenges are accepted for DBPR developed examinations. Candidates are given an opportunity during the review session to note in writing, on the computer, any objections they have to questions answered incorrectly. The challenges are forwarded to the Bureau of Education and Testing for review by a Psychometrician and subject matter experts to determine if there is any merit to the candidate's objection.

The response time to challenges, on average, is approximately 4 weeks. Due to the confidential nature of the examinations, the only response you will receive is “**credit**” or “**no credit**” for each challenged question. Credit will only apply to the candidate who reviewed and challenged.

For informal review and formal hearing procedures visit [www.pearsonvue.com](http://www.pearsonvue.com) .

## **REEXAMINATION INFORMATION**

A candidate who fails to achieve the required passing score on the examination may be reexamined upon submission of a reexamination application. Pertinent reexamination information is provided to all affected candidates along with the original grade report.

## POINTS OF CONTACT

**PLEASE CONTACT THE APPROPRIATE OFFICE FOR QUESTIONS REGARDING THE FOLLOWING:**

### **Application Policies and Fees**

Customer Contact Center  
1940 North Monroe Street  
Tallahassee, Florida 32399-0783  
850.487.1395

### **Scheduling, Grade Notification, and Reviews**

Pearson Vue, Inc.  
Customer Care at 1.888.204.6230  
Web site <http://www.PearsonVue.com/>  
Fax-Back System at 1.800.274.8920

### **Formal Hearings**

Department of Business and Professional Regulation  
Bureau of Education and Testing – Review Office  
1940 North Monroe Street  
Tallahassee, Florida 32399-0791  
850.488.5952

### **Requests For Special Testing Accommodations**

Examination Administration Unit - Special Testing  
Department of Business and Professional Regulation  
Bureau of Education and Testing  
1940 North Monroe Street  
Tallahassee, Florida 32399-0791  
850.487.9755

**FOR INFORMATION REGARDING HOTELS OR DIRECTIONS TO THE EXAMINATION SITE, CONTACT THE CHAMBER OF COMMERCE IN THE CITY WHERE YOUR EXAMINATION HAS BEEN SCHEDULED.**

Visit our website at:  
<http://www.MyFloridaLicense.com/dbpr>

Please fill out the change of address form below and return to:

**Florida Department of Business and Professional Regulation  
Central Intake Unit – License Maintenance  
1940 North Monroe Street  
Tallahassee, Florida 32399-0783**

**Fax: 850.487.9529**

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### ADDRESS CHANGE FORM

Please type or print in the appropriate spaces below if you have a change of address correction.

**NAME:** \_\_\_\_\_

**\*SOCIAL SECURITY #:** \_\_\_\_\_

**EXAMINATION DATE:** \_\_\_\_\_

**CANDIDATE NUMBER:** \_\_\_\_\_

**PHONE NUMBERS:** \_\_\_\_\_

**OLD ADDRESS:** \_\_\_\_\_  
\_\_\_\_\_

Area Code/Home Number

Area Code/Work Number

**NEW ADDRESS:** \_\_\_\_\_  
\_\_\_\_\_

**SIGNATURE:** \_\_\_\_\_

**NOTE:** If your name has changed, please use your prior name on this form and contact the Board Office for name change information.

\*Under the Federal Privacy Act, disclosure of Social Security Numbers is voluntary, unless specifically required by Federal Statutes. In this instance, Social Security Numbers are mandatory pursuant to Title 42, United States Code, Sections 653 and 654; and Sections 455.203(9), 409.2577, and 409.2598, Florida Statutes. Social Security Numbers are used to allow efficient screening of applicants and licensees by a Title IV-D child support agency to assure compliance with child support obligations. Social Security Numbers must also be recorded on all professional and occupational license applications, and will be used for licensee identification pursuant to the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (Welfare Reform Act), 104 Pub.L. 193, Sec. 317.