

FAQs for Cosmetology Continuing Education Project
Customer Contact Center

1. Q. When did the board start requiring continuing education? Is this something new?
 - A. No, the continuing education requirement is not new. The education requirement has been in place since 1999. The law requiring 100 percent compliance monitoring was enacted in November 2001.

2. Q. How much time do I have to complete continuing education courses and how much do I have to take?
 - A. Continuing education courses must be completed prior to the end of each renewal cycle and before the licensee can renew their license. Cosmetologists, nail technicians, facial specialists and full specialists are required to complete 16 hours of board approved continuing education prior to the end of each renewal cycle.

3. Q. What will happen if I do not take my continuing education before I pay my renewal fees?
 - A. The department will accept your renewal fees but your license will not be renewed until you complete your continuing education for the renewal cycle.

4. Q. Will I be assessed a delinquent fee if I pay my renewal fees before the end of the renewal period but I have not completed my continuing education requirements?
 - A. No, you will not be assessed a delinquent fee but you will not be permitted to renew your license without completing the required continuing education hours.

5. Q. Can I use this notice to keep working until I complete my continuing education since I have already paid my renewal fees?
 - A. No, licensees will not be permitted to work without holding a current, active license. You must complete your continuing education and pay the renewal fee prior to the renewal deadline in order to maintain the active status of your license.

6. Q. What should I do when I complete my continuing education course(s)?

- A. The provider of the course(s) is required to electronically submit proof of your course completion information to the department. You may want to ensure they will do this as required by law (within 30 days or prior to the end of the renewal cycle, whichever happens first) by visiting our web site at <http://www.myflorida.com/dbpr/index.html>.
7. Q. I have paid my renewal fees. When will I receive my license after I complete my continuing education course(s)?
- A. Once the department receives notification of you having completed your continuing education course(s), you should receive your license within 30 days.
8. Q. How can I check to see how many continuing education hours I have completed for the current renewal cycle?
- A. You may view your continuing education credit history via the department's website at <http://www.myflorida.com/dbpr/index.html>. If you are unable to access your account, the Customer Contact Center's representative can assist you with activation/reactivation of your account.
9. Q. I am positive I took my continuing education course(s) for this renewal Cycle. What should I do?
- A. You should contact the course provider(s) to verify that they properly reported your continuing education credits. Please ensure that you have your correct license number(s) to furnish to the continuing education provider for verification purposes. If the provider is unable to report, please mail a copy of your course completion certificate(s) to the department's Bureau of Education and Testing at 1940 North Monroe Street, Tallahassee, Florida, 32399-1046.
10. Q. How can I obtain a list of approved continuing education providers?
- A. You may obtain a list of approved continuing education providers on the department's website at <http://www.myflorida.com/dbpr/index.html>, select *Professions and Professional Board > Cosmetology* and then scroll down to the bottom of the page. Another search by course is available via <http://www.myflorida.com/dbpr/index.html>. In addition, the Customer Contact Center can mail you a list of approved continuing education providers.
11. Q. On your website, I only see some of the courses that I have completed for the current renewal cycle. I am unable to renew my license because of this erroneous information. What should I do?

- A. You should contact the course(s) provider to verify the proper reporting of your course(s). If the provider indicates they have properly reported your continuing education credit(s) and our records are still deficient, you or the provider may mail a copy of the course completion certificate(s) to the department's Bureau of Education and Testing at 1940 North Monroe Street, Tallahassee, Florida, 32399-1046.
12. Q. I took my continuing education on the last day of the renewal cycle and the provider has not yet reported my continuing education credits. What should I do?
- A. You can make your renewal payment to avoid assessment of any delinquent fees. The providers have a responsibility to report your continuing education credits prior within 30 days or prior to the end of the renewal cycle, whichever happens first. If you have a copy of your course completion certificate, you may mail a copy to the department's Bureau of Education and Testing at 1940 North Monroe Street, Tallahassee, Florida, 32399-1046.
13. Q. I took my continuing education hours in early 2003 (for the 2001-2003 renewal cycle), and I need those credits moved over to the current renewal cycle. How can I get this done?
- A. Any continuing education courses completed prior to November 1, 2003, cannot be utilized for credit the current renewal cycle (2003-2005).
14. Q. I just received my initial cosmetology/nail technician/facial specialist/full specialist license in 2004 and my renewal is due on October 31, 2005. Am I exempt from continuing education?
- A. No, there is no proration of continuing education for this profession. You are required to take 16 hours of board approved continuing education each renewal period.
15. Q. I took some courses that are not approved by the Board of Cosmetology but are relevant to cosmetology. How can I get credit for these courses?
- A. The Board of Cosmetology laws and rules require that you complete board approved continuing education courses for credit toward renewal of your license. We, therefore, encourage you to make sure that the courses you take are board approved continuing education courses.
16. Q. I have taken an HIV/AIDS course approved by the Florida Barbers' Board. Can I get credit toward my cosmetology license?

A. Cosmetologists, Nail Technicians, Facial Specialists, Full Specialists, Hair Braiders, Hair Wrappers and Body Wrappers can only receive credit for Board of Cosmetology approved courses.

17. Q. I have taken an HIV/AIDS course through the Department of Health. Can I get credit for this course?

A. Cosmetologists, Nail Technicians, Facial Specialists and Full Specialists can only receive credit for Board of Cosmetology approved courses.

18. Q. My license is currently delinquent (was due to renew on October 31, 2003). How much continuing education is required for me to renew in an active status?

A. Our records must reflect that you have completed 16 hours of board approved continuing education for the current renewal cycle (October 31, 2005).

19. Q. I am not using my license now but it is active. Do I need to take continuing education?

A. Yes, as a condition of renewal of an active license, you must complete 16 hours of board approved continuing education each renewal cycle. You may, however, opt to place your license in an inactive status. You will not be required to take any continuing education until you decide to reactivate your license.

20. Q. My license is inactive. Do I need to take continuing education to renew?

A. No, but upon reactivation of your license, you must complete 16 hours of board approved continuing education for each renewal period your license was inactive.

21. **This FAQ is effective September 1, 2005:**

Q. I received a letter (shortfall letter) indicating all continuing education has not been completed. What should I do?

A. If you have not completed all your continuing education course(s) for the current renewal cycle, you should contact an approved continuing education provider and complete your required course(s). Once your course(s) are completed, the course provider should electronically submit proof of your course(s) completion information to the department within 30 days or you may send a copy of your course completion certificate(s) to the department's Bureau of Education and Testing at 1940 North Monroe Street, Tallahassee, Florida, 32399-1046.