



# State of Montana Board of Barbers and Cosmetologists Candidate Information Bulletin

## FREQUENTLY ASKED QUESTIONS

1. **HOW DO I REGISTER TO TEST?** To register and schedule for testing, go to:  
<https://www.provexam.com/register>.

You may also call/text us at (801) 733-4455.

2. **HOW DO I SCHEDULE MY TEST?** Once you receive an email confirming you are approved, you may schedule at: [www.provexam.com](http://www.provexam.com)

More information about exam scheduling is provided on pages 3 of this bulletin.

3. **WHERE CAN I TEST?** All practical exams are taken remotely. Theory exams may be taken remotely or at any one of Prov's testing centers. Theory test site locations may be found on page 10 of this bulletin. More information about remote testing is provided on pages 3, 7 and the attached remote practical exam instructions.

The remote system works on a MAC, PC, or Chromebook (Please verify your Chromebook will work with our system in advance of test day.) **THE SYSTEM WILL NOT PERMIT YOU TO USE AN I-PAD OR TABLET.** If you are **not** prepared to test with proper equipment using the remote proctoring system you will be required to reschedule and repay the exam fee.

Please refer to the section titled "Test Day Rules and procedures" for an outline of the testing environment requirements.

4. **HOW MUCH DOES IT COST?** The written examinations cost **\$80** each and the practical examinations cost **\$179** each.
5. **WHEN DO I GET MY TEST RESULTS?** Your official exam results will be sent via email within 3 days following the test.
6. **WHAT IS ON THE TEST?** Exam information is provided on pages 5 of this bulletin.

## MORE QUESTIONS

Please read through this bulletin completely for answers to your questions. If you still have unanswered questions, you may contact us at the following:

For Licensing Questions –  
**Montana Department of  
Labor & Industry  
Board of Barbers and  
Cosmetologists**  
301 S Park Avenue Helena,  
Montana 59601  
Ph: (406) 444-6880  
[Montana Board Website](http://Montana Board Website)  
[dlibsdhelp@mt.gov](mailto:dlibsdhelp@mt.gov)

For Testing Questions -  
**Prov, Inc.**  
150 W Civic Center Blvd,  
Suite 601  
Sandy, Utah 84070  
Call or Text: (801) 733-4455  
(Messaging rates may apply)  
Toll Free: (877) 228-3926  
[www.provexam.com](http://www.provexam.com)  
[support@provexam.com](mailto:support@provexam.com)  
6:00 am to 10:00 pm MT  
Monday - Friday

## GENERAL TESTING INFORMATION

The Board has contracted with Prov, Inc. to administer the following NIC Cosmetology/Barbering written and practical examinations:

- Barber 1 - No Chemical
- Barber (NIC Barber Styling)
- Cosmetologist
- Electrologist
- Esthetician
- Manicurist (NIC Nail Technology)
- Instructor

The purpose of this bulletin is to provide you with information about taking your licensing examinations for the State of Montana. For all license categories you will be required to pass BOTH a theory and practical exam in order to become licensed.

Prov is not authorized to make the determination of which examination(s) candidates must take. If a candidate is unsure which exam is needed for the license being sought, resolve this question before scheduling. If candidates have questions regarding which exam(s) to take, please check with your school, or contact the Board at (406) 444-6880.

## EXAMINATION CATEGORIES &amp; COST

Candidates seeking to be licensed in the State of Montana must successfully complete the written examination and a practical examination.

The written examinations cost **\$80** each and the practical examinations cost **\$179** each. The fee is the same whether you are testing for the first time or if you are retaking the examination.

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## TESTING WITH PROV

Your written exam will be administered by computer at one of Prov's testing centers. Prov's testing system is easy to use and requires no specific computer experience to take the test.

Written exams may also be taken remotely from home. More information about remote testing is provided in the section titled "Remote Testing".

The following link will take you to a short video that demonstrates Prov's testing system:

<https://youtu.be/h3T9svnldLY>.

## WHERE TO TAKE YOUR EXAM IN MONTANA

Prov has established **four (4)** computer-based testing centers in Montana where you may take your theory test. Locations may be found on page 9 of this bulletin.

Prov will administer your practical exam remotely. Select Examroom to schedule your remote exam.

## REMOTE TESTING

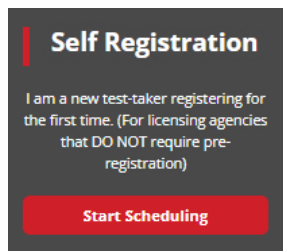
Prov will administer your practical exam remotely. This means exams are taken at home (or any other quiet site with adequate internet speed and free from distractions) This space must be private and is not available to anyone other than the testing candidate during testing.

You will use the [Examroom.ai](#) remote proctoring tool.

More information about remote testing is provided throughout this bulletin and in the Remote Practical Exam Instructions included with this bulletin.

## HOW TO REGISTER ONLINE

1. To register for your examinations, go to: <https://provexam.com/> or call the Prov Call Center to complete the registration process if preferred.
2. Click “Schedule a Test”
3. Click “Start Scheduling” under ‘Self Registration’



4. Use the Dropdown menu under “Select Certifying Body”, and select:

**MT – Barber & Cosmetology**

Then press

NEXT

5. Under “Select a License/certificate”, choose the license (and language) you are seeking: **(choose one of the following)**:

- Barber 1
- Barber Stylist
- Cosmetologist
- Electrologist
- Esthetician
- Instructor
- Nail Technician

Then press

NEXT

6. Select the school you attended, or “out of state” if you trained in another state or “reinstate” if you are reinstating a lapsed license or Instructor work experience. Once selected, scroll to the bottom of the page & click “Submit”.
7. Enter your information **exactly** as it appears on your government issued ID.
  - Name (First, Middle and Last)
  - Street address
  - City, State, Postal Code

Additionally, please provide the following:

- Social Security number
- Email Address
- Telephone Number

Then select the button labeled:

SAVE CHANGES

8. Log out, you will be notified once you are approved via an emailed “voucher” letter. Log back into your registration as a returning user to schedule your exam(s).

## HOW TO SCHEDULE YOUR EXAM ONLINE

1. To schedule your exam, go to: <https://provexam.com/> or call the Prov Call Center to complete the registration process if preferred.
2. Click “Returning User” and enter your known Candidate ID and your last name. Click “Retrieve Details”
3. Select a Date & Time for your exam by selecting the link labeled.
 

Find suitable time and venue
4. Select a convenient test site by scrolling down to see all available test sites.
5. Select a test **date** and **time** from the calendar. Confirm your selected date and time and select: **Add to Cart.**
6. If you want to schedule a **second exam** (e.g. practical or written), select the **Schedule Another Test** button; otherwise move to step 7.

SCHEDULE ANOTHER TEST

7. Proceed to payment. Please enter your form of electronic payment (e.g. MasterCard, Visa, AMEX) or coupon code if provided by your school.

The invoice for your exam payment will be automatically emailed to you. This invoice will include information regarding your scheduled date/time.

If you have any problems with online scheduling, you may call or text Prov at (801) 733-4455.

**SCHEDULING BY PHONE**

To schedule an examination by phone, you may call or text Prov at (801) 733-4455 or send an email to support@provexam.com.

Prov scheduling staff is available 7:00 a.m. through 11:00 p.m. CT, Monday through Friday.

Candidates should be prepared to provide the Prov scheduling staff with their name, social security number and their address. Once registered in the database, Prov staff will search for the next available testing date and time. Once candidates are scheduled, Prov staff will email them information regarding their testing schedule.

**CANCEL/RESCHEDULING POLICY**

If you need to change or cancel your testing appointment, you must contact Prov at least **three (3) business days** prior to your scheduled test date. Rescheduling is free if Prov is notified by the deadline.

If you fail to appear for their test or fail to cancel or reschedule your testing session by the close of business three days prior to their scheduled test date, you will forfeit your exam fee.

**EMERGENCY SITUATION POLICY**

If you are unable to attend your scheduled examination due to an emergency, you must provide written documentation to Prov for review.

You may call or text Prov at (801) 733-4455 or send an email to support@provexam.com. If approved, you will be notified and provided with authorization to reschedule your examination.

**PREPARING FOR YOUR EXAMS**

The exams utilized in Montana are designed to test what you should know as you begin your career in your specific Cosmetology/Barbering & related fields industries.

**KIT AND SUPPLY INFORMATION**

Candidates must bring all needed supplies and cannot borrow anything during the examination. Suggested supplies are included in the NIC Candidate Information Bulletin (CIB).

Barbers & Cosmetologists: Mannequin heads **MUST** be a full-size head, “minikin” or “junior” mannequin heads are **NOT** permitted. Additionally, the NIC requirements for mannequins are indicated on page 3 of the NIC CIB.

Cosmetologists: Thermal curling is demonstrated with a cold thermal curling iron. It is suggested that the mannequin’s hair be curled prior to the exam for the purpose of simulating thermal curling with a cold thermal curling iron.

Kits must be no larger than 30” x 30”. Kits, bags etc. must fit completely under the candidate’s work area.

Tripods may be used but must be within the candidate’s immediate work area (close to or up against workstation).

Disinfectants must be disinfecting wipes; sanitizers and all other products must be non-aerosol.

**EXAM DESCRIPTIONS**

The National Examinations are provided by the National Interstate Council of State Boards of Cosmetology (NIC). To learn more about your specific exam, please select the following hyperlinks to access the NIC Candidate Information Bulletins (CIBs).

**IMPORTANT:** For important information on how to prepare and set up your workspace for your remote practical exam **BEFORE** testing please refer to the Remote Practical Exam Instructions included with this bulletin.

**Barber 1 (no chemical)****WRITTEN EXAM:**

- ✓ [Barber 1 Written CIB](#)

**PRACTICAL EXAM:**

- ✓ [Barber 1 Practical CIB](#)

**Barber Stylist****WRITTEN EXAM:**

- ✓ [Barber Styling Written CIB](#)

**PRACTICAL EXAM:**

- ✓ [Barber Styling Practical CIB](#)

**Cosmetologist****WRITTEN EXAM:**

- ✓ [Cosmetology Written CIB](#)

Cosmetologists are examined on the Core Practical Sections, Hair Removal of the Eyebrows and Manicure. The NIC CIBs for these exam areas are available at the following links:

**PRACTICAL EXAM:**

- ✓ [Cosmetology Practical CIB](#)
- ✓ [Cosmetology Hair Removal Eyebrows CIB](#)
- ✓ [Cosmetology Manicure CIB](#)

**Electrologist****WRITTEN EXAM:**

- ✓ [Electrology Written CIB](#)

**PRACTICAL EXAM:**

- ✓ [Electrology Practical CIB](#)

**Esthetician****WRITTEN EXAM:**

- ✓ [Esthetics Written CIB](#)

**PRACTICAL EXAM:**

- ✓ [Esthetics Practical CIB](#)

## Instructor

### WRITTEN EXAM:

- ✓ [Instructor Written CIB](#)

### PRACTICAL EXAM:

- ✓ [Instructor Practical CIB](#)

**Note:** You will select the type of instructor (i.e. Cosmetologist, Esthetician, etc) at the time of registration.

To receive your Instructor lesson assignment topic, please send an email to the following: [CosmoSupport@ProvExam.com](mailto:CosmoSupport@ProvExam.com). Please email your request a minimum of 3 business days prior to your scheduled exam date.

### IMPORTANT:

Remote practical Instructors **MUST** email their lesson plans to [CosmoSupport@ProvExam.com](mailto:CosmoSupport@ProvExam.com) **no later than 1 day PRIOR** to their testing date. If lesson plans are not provided in advance it will affect their score.

## Manicurist

### WRITTEN EXAM:

- ✓ [Nail Technology Written CIB](#)

### PRACTICAL EXAM:

- ✓ [Nail Technology Practical CIB](#)

## Foreign Language CIBs

If you wish to access an NIC CIB in one of the available foreign languages, please click this link and select from the drop-down box:

- ✓ [NIC CIB Dropdown Selections](#)

## NIC References

For information about exam references, please click the following hyperlink:

- ✓ [NIC References](#)

### TEST DAY RULES AND PROCEDURES

#### Theory Test Site Testing - Check-in Deadline

The doors to each testing center will open at least 15 minutes before all scheduled testing appointments in order to check candidates into the testing center. You should plan to arrive early to make sure you are seated by the time the testing begins. If you arrive late, AND the testing session has already begun, YOU WILL BE TURNED AWAY, will forfeit your exam fees, and will be required to reschedule for a future testing date.

Test site testing candidates proceed to "Proof of Identity" section of this bulletin.

#### What is Examroom?

Examroom is a remote test monitoring service that allows you to take your test on your own computer at your home. On test day, you log in to the Examroom website and request to start your exam. A test proctor will greet you over your computer, will verify your identity, take your picture, and observe you throughout the testing process.

**Not every computer system is capable of taking a test on Examroom.** The following are the **MINIMUM** requirements that your computer system would need to meet to qualify to take your test using the Examroom service:

- The operating system on computer needs to be recent (less than 3-4 years old)
- The remote system works on a MAC, PC, or Chromebook (Please verify your Chromebook will work with our system in advance of test day.) **THE SYSTEM WILL NOT PERMIT YOU TO USE AN I-PAD OR TABLET.** If you are **not** prepared to test with proper equipment using the remote proctoring system you will be required to reschedule and repay the exam fee.
- Need either a Chrome or Firefox browser (Chrome works best)
- Need a functioning computer web-camera and

microphone

- Need a good consistent Internet connection capable of uploading files in excess of 3 Mbps

Please use the following links to do a system check before you schedule your exam to make sure your computer system will allow you to take a test using this system.

<https://examroom.ai/systemtest/>

When prompted “Permission to access camera and microphone”, you must click “Allow.”

If you do not have access to equipment that meets the minimum requirements, Prov has laptops available for use during your exam. To request access to a Prov laptop you may call (866) 720-7768 and ask a call center representative for assistance. You will be responsible for the cost of shipping and handling. Please call for more information.

### **Remote Testing Information**

Remote testing is offered as a convenience to you to help you take your test without having to travel. However, by choosing to test remotely, you are agreeing to abide by the following conditions:

1. You will need to be in a quiet, distraction free environment.
2. You need to be sitting at a table, desk, or counter.
3. Your table or desk needs to be completely clear of anything you are not permitted to use during testing; no papers, notes, non-testing books, practice exams, drinks, food, etc. You may have a bottle of drinking water with a cap.
4. All non-testing electronic equipment needs to be removed from the room; calculators, additional cell phones, etc. If there is a TV or second monitor in the room that cannot be removed, you will be asked to show the proctor that it is unplugged.
5. Your area under your table, desk, or chair needs to be clear of everything; blankets, pillows, papers, backpacks, boxes, etc.

6. Your work area needs to be obstruction free so that we can see you, your arms and hands, throughout the entire testing process.
7. You are not permitted to have anyone in the room with you, nor can you receive any aid from anyone during the test.
8. You are not permitted to access any other website during testing unless directed by the system to do so.
9. If requested to download a special extension on your computer, you will not tamper with the extension or try to disable it while testing.

If you are unable to have a testing environment that meets these conditions, we may deny you the ability to test remotely, and we will reschedule you at one of our in-person testing center.

### **Exam Day Procedures**

On the day of your exam:

1. Head to <https://provexam.com>
2. Click “Start My Test” from the home page menu
3. Review the instructions on the page and click “Start My Test” to be directed <https://examroom.ai/login/>
4. Enter the email address you used to register for your test
5. Enter your candidate ID as your password
6. You will be greeted by an onboarding agent to help you check-in and start your test

For technical support, or if you have difficulty logging into your exam, please use the chat box on the bottom right corner of <https://examroom.ai>.

The following link will take you to a short video that demonstrates Prov’s testing system:

<https://youtu.be/h3T9svnldLY>.



## **Proof of Identity**

You will be required to show government-issued, photo-bearing identification that includes your signature. Your first and last name on your ID **MUST** match the name on your admission documents. The photo-bearing ID must be current and valid. Forms of valid photo-bearing ID are a driver's license, passport, or military ID. Temporary IDs must have a photo to be accepted. Expired IDs will **NOT** be accepted if they expired more than 30 days prior to your test date. Please contact Prov in advance of your test date if you have any questions regarding your photo ID. You will also be required to sign a test center log and will be photographed by the test center staff. If you cannot produce a valid government-issued photo ID, refuse to participate in signing as instructed or refuse to be photographed, you will be dismissed from the testing center and forfeit all testing fees for that testing session.

## **Prohibited Items**

No cameras, recorders, cell phones, computers, (other than those in use for administration of your examination remotely, if applicable), pagers, tablet computers, music players, smart watches, radios, electronic games, or any other electronic devices are allowed in the testing room. Talking and smoking are not allowed in the testing room.

Additionally, other personal items such as purses, notebooks, references or study materials, briefcases, backpacks, wallets, pens, pencils, other writing devices, food or any other items are not permitted in the testing room.

For exam security you may also be **asked to remove** articles of clothing that may pose a security risk such as the following:

- Bulky clothing, scarves, hoodies, shawls, vests, jackets, coats, and so forth.
- Hats or headgear not associated with religious reasons.
- Any other clothing or device that may be interpreted as having the potential to compromise the testing process.

If you are caught using unauthorized materials during testing, these materials will be confiscated, your testing will be terminated with fees forfeited, and the Board will be notified of your dismissal from the exam.

## **Visitor Policy**

No one other than the candidate will be allowed in the testing room. Any candidate caught giving or receiving assistance during or after the examination or caught using unauthorized materials during the examination will be reported directly to the Division of Professional Regulation. Those caught in the act of cheating will be dismissed from the examination and their testing results will be frozen. Furthermore, the candidate will forfeit the examination fees paid. Finally, anyone caught with test questions in their possession, either during or following the examination will be prosecuted by Prov for theft of copyrighted testing materials.

## **Candidate Civility Expectations**

We understand that taking a test can be stressful. Sometimes this stress may cause someone to visibly show their frustration during or after the testing event. While we understand the sources of stress, we find any action that threatens our proctors or examiners to be unacceptable. If a candidate verbally or physically threatens or assaults any of our proctors or examiners, that candidate may be banned from testing for a time. The candidate's actions will be reported to the licensing board or agency. If any physical harm occurs, civil action may also be taken against the candidate.

## **SCORE INFORMATION**

Candidates must achieve an overall passing scaled score of 75.00 on the practical and written exams.

## **RESULTS REPORTING**

Official exam results for the written and practical exam will be emailed to you within three (3) business days after your test.



## RETESTING POLICY

Failed examinations can be retaken as often as is necessary. However, if a candidate fails the test three

(3) times, they will be required to **wait** sixty (60) days until they will be permitted to retest; this same delay will apply to all subsequent retests.

Candidates cannot retake an exam once they have passed that exam unless required by the State of Montana.

## PROV'S NON-DISCRIMINATION STATEMENT

Prov provides equal access to its exams and testing programs for all eligible persons. Although individual jurisdictions that Prov represents are wholly responsible for determining eligibility of candidates, it is the policy of Prov to maintain an environment free of discrimination and to prohibit discrimination and harassment against any person on the basis of race, color, national origin, gender, religion, age, disability, political beliefs, sexual orientation, and veteran, marital or family status.

Harassment of Prov program participants, proctors, staff or candidates will not be tolerated. If candidates wish to express concerns about discrimination, they should contact Prov at (801) 733-4455 or write to:

Prov, Inc., 150 W Civic Center Drive, Suite 601, Sandy, UT 84092.

## AMERICANS WITH DISABILITIES ACT ACCOMMODATIONS

Prov complies with the Americans with Disabilities Act (ADA) in providing accommodations. To request accommodations during testing, candidates should complete and submit these ADA forms: [ADA Forms](#)

Prov will require written documentation from a licensed physician or psychologist documenting the disability and the recommended accommodations to be provided. Prov will then work directly with the candidates to arrange the approved accommodations.

**Note:** Accommodations will not be provided based solely on a candidate's inability to read and comprehend English. This is due to the possible impact on the security and integrity of the examinations, any accommodation provided shall be made in accordance with test administration guidelines and applicable law.

## TESTING SITE AVAILABILITY

The following are the testing sites where you may schedule to take your **written** examination.

Note that sites may change as needed. Please refer to the current online scheduling system to find available testing times for each location.

Test sites in bordering states are not included in this list but will populate when scheduling examinations.

## MONTANA TEST SITE LOCATIONS – WRITTEN EXAMS

1. **Montana State University**  
19 Renee Library, Room 18  
Bozeman, MT 59217
2. **Great Falls College MSU**  
Testing Center - Room R274  
2100 16<sup>th</sup> Avenue  
Great Falls, MT 59405
3. **Flathead Valley Community College**  
Testing Center – LRC Bldg. Room 123-A  
777 Grandview Drive  
Kalispell, MT 59901
4. **University of Montana Testing Services**  
Mansfield Library Room 115  
32 Campus Drive  
Missoula, MT 59812

**REMOTE TESTING - [Examroom.ai](#)**

## WRITTEN TEST SITE INSTRUCTIONS

Written test site instructions are attached to this bulletin that outline testing rules and computer testing navigation information that is very important. Please thoroughly review prior to your scheduled test date.

## REMOTE PRACTICAL EXAM INSTRUCTIONS

Remote practical instructions are attached to this bulletin to assist candidates when preparing to take the practical exam remotely.