



Massachusetts
Board of Registration of
Cosmetology & Barbering

PSI Services LLC
September 13, 2022

psionline.com



Webinar Etiquette

- **Please place your phones on mute**
- **If you have a question, you may raise your 'hand' or place your question into the chat section**
- **Any questions after would be during the Q&A section**



Agenda

- **PSI Overview**
- **Application Process**
- **Candidate Experience**
- **Testing Overview including modality**
- **Test Development**
- **Questions and Answers**



PSI Today



Over
**30 million
assessments**

delivered annually
with 4M via live
online proctoring

**Test
Centre Network**

Spanning **five**
continents &
120+ countries

**225 staff
focused on**

R&D, Product
Development
& Innovation

150+

Psychologists &
Psychometricians

Delivering
Assessment
& Development
Solutions for over
75 years

Programs in
160 countries
2,400+
employees

2,000+
Proprietary Exams
& Talent
Assessments

Assessments in
50+
languages

Credentialing



Over
4 million
candidates
tested in 2020



Over
1.5 million
candidates
Tested in our test
centers in 2020



Our Support Center
handles nearly
2 million
calls from candidates.
Compared to only 1.3 million in 2019.



Nearly
2.5 million
Tests via
Remote Proctoring
*incl Record and Review

Application Process



Please be aware that an application must be received by PSI for approval PRIOR to sitting for the examination. Process is as follows:

- Application can be found in the CIB (Candidate Informational Booklet)
- Applications must be sent to MACOSprocessing@psionline.com
- Application fees are listed below (does not include examination fee):

Application Type	Exam	Fee Collected by PSI
Cosmetologist (In-state graduate)	Cosmetology theory & practical	\$68
Aesthetician (In-state graduate)	Aesthetics theory & practical	\$68
Manicurist (In-state graduate)	Manicuring theory & practical	\$68
Barber (In-state graduate)	Barbering theory & practical	\$20

Application Process



- Expect a 10 business days for complete review and approval
 - Notification of approval will be sent via email
- Deficiency Process
 - Notification will be sent via email
 - Must Resubmit complete package (timelines may be extended based on action)
- Required Documentation:
 - School completion record
 - Completed application and associate fee(s)
- Support:
 - MACOSprocessing@psionline.com
 - Toll free: 855-340-0093



Scheduling for an Exam (Tech requirements)

The Technology: PSI Bridge



The PSI Bridge™ platform will provide clients and their candidates with a superior remote proctoring experience. This dynamic platform allows for various methods of proctoring to be enabled, customizable test security, lock-down browser capabilities, candidate identity authentication, reporting, and analytics.



Authenticate. Proctor. Protect.

Landing Page (URL)



https://test-takers.psiexams.com/macros

[PSI Home](#) | [PSI Store](#)

[Sign In / Create Account](#) [English](#) ▾

[CONTACT US](#) [HELP](#)

Massachusetts Cosmetology

[Program Info](#) [Tests](#)

[Overview](#) | [FAQs](#) | [Test Instructions](#)

[VIEW AVAILABLE TESTS](#) [CHECK FOR AVAILABLE DATES](#)

Barber & Cosmetology exams offered for Massachusetts Cosmetology

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Landing Page (URL)



https://test-takers.psiexams.com/macros

PSI Home | PSI Store English



Demonstrate your expertise. Define Your Success.

PSI's technology and resources empower every kind of test taker in every kind of career. We're here to help people meet their potential.

[FIND YOUR TEST](#)

Visit our [test center opening page](#) for information related to the reopening of PSI Test Centers.
For the COVID-19 related information, please visit our [COVID-19 update page](#).

Find Test Preparation and Get Support



Online Practice Tests
For practice tests and other prep resources visit the PSI Online Store.
[VISIT NOW](#)



Test Taker Information
For handbooks, testing locations, fees and scheduling information, start by finding your test.
[FIND YOUR TEST](#)



Connect with Support
Get program-specific test taker support to help with all your testing needs.
[GET SUPPORT](#)

Technical Requirements



PSI Bridge is compatible with any modern Windows or Mac OS X computers with a working webcam, microphone, and internet connection. The compatibility check tool will ensure the candidate's system meets the following technical requirements (hardware and software) for their recorded exam session:

- **Operating System Supported:** Windows 7 and later; 32bit (x86) and 64bit (x64)
- **Browsers Supported:** PSI Secure Lock-down Browser
- **Browser Settings:** Browser must accept third-party cookies for the duration of the exam ONLY
- **Webcam/Microphone:** Minimum VGA 640 x 480 resolution, enabled built in or external microphone
- **Bandwidth:** Minimum 400 kb/s download and upload
- **Hardware Requirements:** 2GB RAM Memory; 1 GB Free Disk Space, minimum 1368x768 screen resolution

Live Proctor Monitoring



- During the administration of the exam, communication between the proctor and candidate is limited to type chat.
- The proctor can view and hear the candidate, but the candidate cannot view or hear the proctor.
- PSI proctors can use built-in automation features when they encounter suspicious behaviors
- Proctors have the ability to pause the exam, revoke access to the exam, or end the exam.

Live Proctor Monitoring



To ease any concern about the remote proctored testing experience, PSI has developed a video that demonstrates the check-in and security procedures candidates will encounter. A sample of the Remote Proctored Candidate Testing Experience video is available to view here:

<https://www.youtube.com/watch?v=FvqONzwF2nM>.

Scheduling

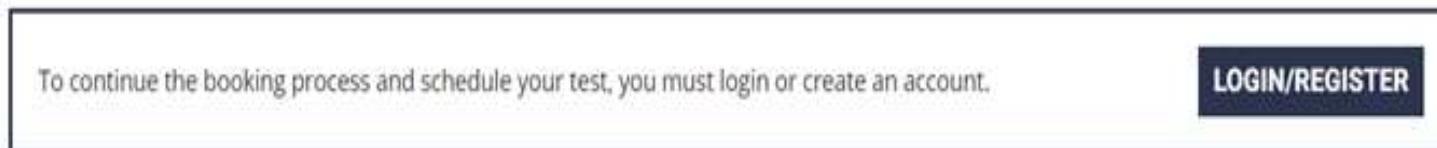


<https://test-takers.psiexams.com/macOS>

Select TESTS to create an account.



Select the examination and you are ready to create an account. Select LOGIN/REGISTER.



Scheduling





<https://test-takers.psiexams.com/macros>

You will be prompted to **CREATE AN ACCOUNT** with PSI.

The first and last name must match exactly with your current, valid, government-issued ID. Please enter your OKRE_ID_Number.

ID *	
First Name *	Last Name *
Middle Name	Generation
Email *	
Password *	Your password must contain: <ul style="list-style-type: none">• At least one capital letter A-Z• At least one lower case letter a-z• At least one number 0-9• At least one special character !@#V\$%V^&V*• At least 8 and up to 32 characters
Confirm Password *	

Select your test format: (Test Center) or (Remote Proctored).

Modality	
 Site Proctored SELECTED	 Atlas Remote Proctored SELECT



Scheduling



<https://test-takers.psiexams.com/macros>

Scheduling at a Test Center

Enter the "City or Postal Code" and select **FIND**.

Search Test Center Location

City, province, or postal code

Radius



Select a date and time to book an appointment.

Choose a Date and Time

October 2021

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Available Selected

Time slots available for October 08, 2021

Scheduling



<https://test-takers.psiexams.com/macros>

You are now ready to pay.

Payment	
Billing Address:	
Address 1 *	
Address 2	
Address 3	
City *	
	Order Summary
	Commercial Contractor Practice Test
	Mechanical Bus and Lane \$100.00 USD
	Total Price
	CONTINUE

Once payment has been made you will receive a message confirming the test center, booked date, and booked time.

Booking Confirmed!! Print Confirmation		
Email Address:	Home Phone:	Office Phone:
asingla81@psionline.com	111224444	2221112345

Scheduling



<https://test-takers.psiexams.com/macros>

Scheduling via Remote Proctor

Select a date and time to book an appointment.

Choose a Date and Time

October 2021

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Available Selected

Time slots available for October 08, 2021

08:00 AM

01:30 PM

You are now ready to pay.

Payment

Billing Address

Address 1 *

Address 2

Address 3

City *

Order Summary

Commercial Contractor Practice Test
Mechanical Bus and Law \$100.00 USD

Total Price

CONTINUE

Scheduling



<https://test-takers.psiexams.com/macros>

Once payment has been made you will receive a message confirming the booked date and booked time. Please review the booking before selecting CONFIRM.

Review Booking:

Email Address: asingla81@psionline.com	Home Phone: 111224444	Office Phone: 2221112345
---	--------------------------	-----------------------------

📅 Wednesday, October 06, 2021

🕒 5:30 PM Pacific Time

Before taking your remote online proctored exam, please check system compatibility - click [HERE](#)

By continuing, you agree to The Company's [Conditions of Use And Privacy Notice](#)

CONFIRM

Your booking will now display in your account. You will be able to LAUNCH your test within 30 minutes of your booked test time.

IMPORTANT: BE SURE TO CHECK THE COMPATIBILITY OF YOUR COMPUTER to include Audio/Video Check, Webcam Check and System Check. Prior to testing, **CLICK HERE**.

Bookings: ⓘ

1 test 0 active 22 minutes until test

📅 Wednesday, October 06, 2021 [Add to Calendar](#)

🕒 5:30 PM Pacific Time

[Print Receipt](#)

[More Information](#)

Before taking your remote online proctored exam, please check system compatibility - click [HERE](#)

👤 **Online Proctored (Live)**
Click the Launch button at your scheduled test time.

LAUNCH

By not starting your test within 15 minutes after your booked time, you forfeit your test fee or test eligibility. Fees and test eligibilities are non-refundable. If you have any questions regarding your compatibility check, or if you experience issues launching your test, you may contact PSI's technical support team at (844) 267-1017. You may also initiate a chat after you close the Secure Browser Software by clicking [here](#).

Test Center Locations



<https://test-takers.psiexams.com/macros>

- Auburn
- Charlestown
- Bridgewater
- Fall River
- Lawrence
- Malden
- Milford
- Norwood
- West Springfield
- West Boylston
- Woburn



Exam Check In Procedures

Compatibility Check for Remote Testing



Remote Proctored Modality



DAOULAT ELKOTN

Compatibility Check

PSI Secure Browser required to take exam

The PSI Secure Browser is a web browser created to guarantee a securely proctored exam over a virtual connection. This online exam is taken using the PSI Secure Browser.

If you have already installed the Secure Browser, you may proceed to Option 2.

Option 1: Install the PSI Secure Browser

1. Download the Secure Browser
2. Run the PSI Secure Browser Setup File

[Install Secure Browser](#)

Option 2: Launch the Exam

Launch your exam using the link below.
You can relaunch the exam with the PSI Secure Browser desktop icon

[Launch the Exam](#)

Troubleshooting

If at any point during the check-in process or the exam the application becomes unresponsive:

1. Chat with your proctor for additional instructions
2. If chat is unavailable, close the application via File > Exit or the Task Manager
3. Relaunch the exam via PSI Secure Browser desktop icon

System Requirements



Remote Proctored Modality

REQUIREMENTS	STATUS	YOUR SYSTEM
Webcam	✓	Integrated Camera (04f2:b5ab)
Microphone	✓	Default - Microphone Array (Realtek High Definition Audio)
PSI Communication Protocol	✓	Connected
Testing System Access	✓	Allowed
PSI System Storage	✓	Allowed
PSI Video Streaming	✓	Allowed

System Check

REQUIREMENTS	STATUS	YOUR SYSTEM
Browser and Version - Chrome 58.0 and above.	✓	Chrome 75.0
Platform - Windows 7, Windows 8, Windows 8.1, Windows 10 or later and Mac OS X 10.10 or later	✓	Windows 10
Javascript - Enabled.	✓	Enabled
Cookies - Enabled.	✓	Enabled
Upload and Download Minimum Bandwidth - At least 250 kbps.	✓	1448282

Testing Policy



Remote Proctored Modality

Exam Policy & Rules

Welcome to the exam. Please read the rules and notices below regarding your remote online proctored exam.

- You may not speak with anyone during the exam.
- You may not have any paper or study materials in the testing area.
- You may not discuss, reproduce or attempt to reproduce exam questions or items after the exam with other candidates or on social media.
- You may not use a cell phone during the exam.
- You may not take photos during the exam.
- You may not wear headphones, earbuds or smart enabled devices.
- You are not allowed to have food or drink at any time during your exam.

Violation of any of the rules may result in termination of your exam. Your fees will not be refunded if your exam is terminated.

Disconnection from Secure Browser – if you are disconnected from the secure browser, you should relaunch secure browser from the desktop icon or the executable file in your download folder. You will be asked to re-identify yourself.

Once you have read and agree to these terms, to continue please click "agree".

Decline

Agree

ID Verification

Remote Proctored Modality



ID Verification



Take ID Photo

Take ID Photo

Please take a photo of your ID for verification.

⚠ Warning! Please do not provide a military ID as federal law prohibits the copying of such IDs.

STEP 1 of 2: Position the front of your ID in the center of the frame, then click 'Take photo'.

Your Camera:

[HELP ?](#)

Camera not listed? [Refresh Device List](#)



Take Photo

Testing Policy



Remote Proctored Modality

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Once you have read and agree to these terms, to continue please click "agree".

Decline

Agree

Computer Camera and Screen Share



Remote Proctored Modality

psi DAOULAT ELKOTN

ID Verification Take ID Photo Take Your Photo Share My Camera & Screen


Share Your Camera and Screen

The PSI Proctor Extension would like to access your camera and your screen, and begin recording your session for monitoring purposes.

Please click 'Share My Camera & Screen' to continue.

Your Camera:

Camera not listed? [Refresh Device List](#)



Room Scan



Remote Proctored Modality



Record Room Scan

Please demonstrate that there are no unauthorised materials on your desk/table, under your desk/table, or in the room.

Step 1 of 2: Click 'Start Room Scan' and slowly pan the camera on and under desk/table, and around the room. The room scan will stop automatically after 20 seconds.

Your Camera: A4 TECH HD PC Camera (0ac8:35c



Start Room Scan

Check In Confirmation

Remote Proctored Modality



ADNAN SAAD

Confirm Check-in

You have finished all check-in steps. To complete the check-in process, click 'Confirm Check-in'

Your Photo



Your ID



Room Scan



Cancel Check-in

Confirm Check-in



Licensure, Test Development and Psychometrics Overview



Content Science Department

PSI is an industry leader in science-based assessment providing expertise and best practices to ensure that our exams are valid, reliable, fair, secure, and defensible.



Continuous Updates and Maintenance



Monitoring exam pass rates, item performance, item exposure, and candidate comments on a regular basis



Updating exams as needed by turning off or pretesting new items



Updating Candidate Information Bulletins annually; Providing ad hoc reports





Massachusetts Implementation

Cosmetology Exams

- Effective October 5, 2022, MA will implement PSI national cosmetology exams; including both general theory and written practical portions for **Cosmetologist, Aesthetician, Manicurist**.
- Effective January 22, 2023, the **Electrologist** general theory and written practical will be available.
- **Instructor** exams for all titles will include general theory only.
- Exams will be available in **English, Spanish, Vietnamese, Simplified Chinese, and Portuguese***.
- The passing score is 75%.

Barber Exams

- Effective December 12, 2022, MA will implement PSI national **Barber** exams; including both general theory and written practical portions.
- Barber **Instructor** exams will include general theory only.
- Exams will be available in **English, Spanish, Vietnamese, Simplified Chinese, and Portuguese***.
- The passing score is 70% for theory and written practical and 75% for Instructor.

**Portuguese translated exams will be available 4-6 weeks after initial launch.*

MA Examinations



Exam Name	# of scored items	# of pretest items	Duration	Cut %
Barber Theory	85	10	120 min	70%
Barber Written Practical	50	5	90 min	70%
Barber Instructor	50	5	90 min	75%
Electrologist Theory	50	10	90 min	75%
Electrologist Written Practical	40	5	90 min	75%
Electrologist Instructor	50	5	90 min	75%
Cosmetology Theory*	100	10	120 min	75%
Cosmetology Written Practical	60	5	120 min	75%
Cosmetology Instructor	50	5	90 min	75%
Manicurist Theory	60	10	90 min	75%
Manicurist Written Practical	45	5	90 min	75%
Manicurist Instructor	50	5	90 min	75%
Aesthetician Theory	75	10	90 min	75%
Aesthetician Written Practical	50	5	90 min	75%
Aesthetician Instructor	50	5	90 min	75%

Written Practical exams



In a written practical examination, a work situation is replicated *in writing* to test a candidate's ability and skill in performing critical and frequently performed job duties.

This type of multiple-choice examination assesses skills and abilities that are most important in a *practical setting*. The examination focuses on typical situations encountered on the job and is application based in nature. The examination items may use scenarios or graphic images where possible.

Sample Item

The licensee has just completed a full leg wax on a client. The client is displaying irritated skin with redness and swelling. What should the licensee do to soothe the skin?

- a. Apply moisturizing lotion
- b. Use rubbing alcohol on the area
- c. Use an astringent to reduce swelling
- d. Apply aloe gel to the area ***



Questions?