



2009 Candidate Information Bulletin State of Hawaii Electrologist Examinations

The State of Hawaii Department of Commerce and Consumer Affairs, Electrologist Program (DCCA) has contracted with Prometric to conduct its examination program.

At a glance

This bulletin is your guide to the process of obtaining a Hawaii Electrologist license. The steps below summarize the process. For information about a step, go to the page listed.



To obtain your license

- 1 Obtain an application from the DCCA. Mail your completed application and fee to the Department at the address below.
Once the Department approves your application, you will be sent a letter of approval with an exam registration form.
- 2 Submit your exam registration form and the (\$70) exam fee to Prometric by the deadline date.
In return, you will receive an admission letter and exam appointment—Page 3.
- 3 Prepare for your exam, using this bulletin and other materials—Page 6.
- 4 Present your admission letter and required identification; then take the exam—Page 3.



To get answers not provided in this bulletin

For questions about exams:

Prometric
Attn: HI Electrologist
354 Uluniu Street, Suite 308
Kailua, HI 96734
Phone: 808.261.8182
www.prometric.com/hawaii

For questions about eligibility requirements and licensing:

State of Hawaii
Department of Commerce and Consumer Affairs,
Electrologist Program
King Kalakaua Building
335 Merchant Street, Room 301
Honolulu, HI 96813
Phone: 808.586.3000
www.hawaii.gov/dcca/areas/pvl

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Submitting your license application



You are not allowed to register for your exam until the Department approves your application and sends you a letter of approval and an examination registration form.

Important If an applicant takes an exam without Department approval, that applicant's test scores will be invalidated and the applicant will be subject to possible disciplinary sanctions.

Registering and scheduling exams

Exams are offered on specific dates at five different locations. Exam appointments are assigned according to availability and preference you indicate on the registration form. An exam schedule with testing locations, exam dates and registration deadline dates is available at www.prometric.com/hawaii.

Registering for your exam

When completing the registration form, you must provide your contact information, Social Security number, exam scheduling preferences and payment. Prometric will treat your Social Security number as **confidential**. It will be used only as an identification number in maintaining your record and reporting your score to the Department.

Complete the registration form carefully. Missing or incorrect information can cause your registration to be rejected and returned. Mail the form and fee to Prometric at the address shown on the form.



Note Prometric must receive your registration form and fee on or before the deadline date. No exceptions will be made to this policy. Seating is limited, so submit your registration form early.

After receiving and processing your registration, Prometric will send you an admission letter (see Page 3) confirming the time and place of your exam.

If you are unable to take the exam on the scheduled testing dates offered because of religious restrictions, submit a letter of explanation with your exam registration form.

Fees. The exam fee is \$70. Payment can be made by Visa or MasterCard, check, or money order. Prometric will charge a **\$20 fee** for any returned check.



Important Once you have paid the exam fees, you may not reschedule the exam. Exam registration fees are not refundable or transferable.

Special consideration

ADA accommodation. If you require testing accommodations under the Americans with Disabilities Act (ADA), please call Prometric at 808.261.8182 to obtain an accommodation request form. Reasonable testing accommodations are provided to allow candidates with documented disabilities recognized under the ADA opportunity to demonstrate their skills and knowledge.

Submit professional documentation of your disability with your application to help us determine the necessary testing arrangements. Thirty days' advance notice is required for all special testing arrangements. There is no additional charge for these accommodations.

ESL note. If English is your second language, please note that a language barrier is not considered a disability.

Admission letters

If your registration form and payment are received by the registration deadline, Prometric will send you an admission letter. This letter provides information regarding the specific date, time and location of your exam. You **must** present this letter at the testing center or you will not be allowed to test.

You should receive your admission letter approximately five days before the exam. If you lose your admission letter or have not received it three days before the exam, call Prometric immediately at 808.261.8182.

Be sure to notify Prometric and the Department of any change of address.



Important If you do not appear for your exam on the date and at the time shown on your admission letter, you forfeit all fees.

Emergency closings

Severe weather or an emergency could require canceling scheduled exams. If this occurs, Prometric will attempt to contact you by phone or e-mail. However, you may check for testing site closures by calling Prometric. If the site is closed, your exam will be rescheduled without a rescheduling fee.

If a testing center is open for testing and you choose not to appear for your appointment, you will forfeit your fee. You must then reschedule your exam and pay another full exam fee.

Preparing for your exam

Preparing can help you pass your exam and possibly save time and money needed to take it again. You can use the content outline in this bulletin (beginning on Page 6) to prepare for your exam. The exam is based on this content outline.

Taking your exam

Knowing what to expect when taking your exam may help you prepare for it. This section:

- Lists what to bring with you on exam day.
- Indicates regulations that will be enforced at the testing center.

What to bring on exam day

Bring all the following items with you to your exam appointment:

- Your admission letter from Prometric.
- A current, photo identification card with signature, such as a driver's license, passport, or school photo identification with signature. The photo and signature must be clearly recognizable. If your photo does not have a signature, you must bring a second form of signature identification. If you do not have an official photo identification, you must bring a picture of yourself to a notary public and have the picture notarized.
- Two sharpened No. 2 pencils.



Important Failure to provide appropriate identification and your admission letter at the time of the exam is considered a missed appointment. If you miss an appointment or arrive late, you forfeit your fees.

If you cannot provide the identification as listed, contact Prometric before scheduling your exam date to arrange for an alternative way to meet this requirement.

Testing regulations

To ensure that all candidates are tested under equally favorable conditions, the following regulations and procedures will be observed at each testing center. Failure to follow any of these security procedures may result in disqualification of your examination. Prometric reserves the right to audiotape and videotape any examination session.

References

- No reference materials, papers or study materials are allowed at the test center. If you are found with these or any other aids, you will not be allowed to continue the exam and your answers will not be scored.

Personal items

We recommend that you avoid bringing personal items to the testing center. Note the following:

- Electronic equipment—cameras, tape recorders, cell phones, PDAs, pagers, etc.—is not permitted in the testing area.
- Pocket items—keys, wallet, etc.—must remain in your pocket during testing.
- Other personal items—briefcases, backpacks, etc.—are not permitted in the testing area. **Note:** It is recommended that purses not be brought to the testing center as access to purses will not be allowed during testing.

Breaks

- If you leave the testing room while an exam is in progress, you must sign out/in on the roster and you will lose exam time.
- You are not allowed to use any electronic devices or phones during breaks.

Visitors

- No guests, visitors or family members are allowed in the testing area.

Misconduct or disruptive behavior

- Candidates who engage in any kind of misconduct or disruptive or offensive behavior may be dismissed from the examination. Examples are: giving or receiving help, taking part in an act of impersonation, removing test materials or notes from the testing room, using rude or offensive language and behavior that delays or interrupts testing.

Weapons

- Weapons are not allowed at the testing center.



Important Before an exam begins, the test center administrator will inspect briefcases, purses, and so on to ensure that candidates are not in violation of any of these rules. The administrator will collect any materials that violate the rules.

Copyrighted questions. All test questions are the copyrighted property of Prometric Inc. It is forbidden under federal copyright law to copy, reproduce, record, distribute or display these test questions by any means, in whole or in part, without our written permission. Doing so may subject you to severe civil and criminal penalties, including up to five years in prison and/or a \$250,000 fine for criminal violations.

If questions arise. Test center administrators are not allowed to answer any questions pertaining to the exam content. If you do not understand a question on the examination, you should answer the question to the best of your ability.

Your exam results

A score report will be mailed to you approximately 10 business days after your exam date. Your score report will provide you with information regarding your next step in the licensure process. To ensure confidentiality, scores will **not** be disclosed over the phone.

Passing score. A score of 75 percent or above is required to pass each exam. Scores are based on the number of questions answered correctly. You will not be given credit for any question answered incorrectly, marked with more than one answer or left blank. There is no penalty for guessing, so be sure to mark an answer for each question.

Retake information. If you do not pass the exam, you will receive a retake exam registration form with your score report.

Certificate of achievement

Candidates passing their exams deserve recognition for their accomplishment. Prometric has prepared a beautifully designed 8.5"×11" certificate of achievement. This certificate is suitable for framing and contains your name and the name of the exam you successfully completed in a calligraphy typeface. All passing candidates receive an order form.

Appeals process

Our goal is to provide a quality exam and a pleasant testing experience for every candidate. If you are dissatisfied with either and believe we can correct the problem, we would like to hear from you. We provide an opportunity for general comments at the end of your exam. Your comments will be reviewed by our personnel, but you will not receive a direct response.

If you are requesting a response about exam content, registration, scheduling or test administration (testing site procedures, equipment, personnel, etc.), please submit an appeal in writing. Your appeal letter must provide your name and Social Security number, the exam title, the date you tested and the details of your concern, including all relevant facts. Be sure to include your signature and return address. Mail your appeal letter to:

Prometric
ATTN: Appeals Committee
1260 Energy Lane
St. Paul, MN 55108

The Appeals Committee will review your concern and send you a written response within 10 business days of receipt. Faxed appeals are not accepted because an original signature is required.

Exam content outline

The **Hawaii Electrology Examination** is a closed-book exam that consists of 100 industry-related questions and 10 laws, rules and regulations questions. All questions are multiple-choice. You will have 2-1/2 hours to complete the exam. The outline lists the content areas covered in the exam and the number of questions asked from each subject area.

Exam references. The outline lists recommended study references. These materials may not contain all the general knowledge necessary. Some information found in the references does not apply to the exam.

Hawaii Electrology Exam Content Outline

- I. Client Protection - 20 Items**
 - A. Sanitation
 - B. Personal Hygiene
 - C. Safety
- II. Physiology - 15 Items**
 - A. Skin
 - B. Hair
- III. Electricity- 5 Items**
- IV. Basic Dermatology - 20 Items**
- V. Physiology - 25 Items**
 - A. Endocrinology
- VI. Machines and Equipment - 7 Items**
- VII. Conduct and Office Management - 8 Items**
- VIII. Laws, Rules, and Regulations - 10 Items**

References

References not allowed in the exam room.

1. *Electrolysis, Thermoysis, and the Blend: The Principles of and Practices of Permanent Hair Removal*, A.R. Hinkel Company, 8751 White Oak Avenue, Northridge, CA 91325, 800.982.1600, www.arhinkel.com.
2. *Modern Electrology: Excess Hair, Its Causes and Treatments*, Delmar Publishers, 800.347.7707.
3. *Chapter 448F, Hawaii Revised Statute (Law), Chapter 16-113, Hawaii Administrative Rules, Hawaii Laws, Rules, and Regulations*, Current Edition.

To obtain the Hawaii regulations, you may contact the board or go to www.state.hi.us/dcca/pvl.