

Date: September 14, 2010

## Colorado Office of Barber and Cosmetology Licensure Educational Provider Meeting

Name: Ofelia Duran  
Title: *Program Director, Office of Barber &  
Cosmetology Licensure*

Name: Jo Anne Wingate  
Title: *Senior Program Manager, Pearson VUE*

Name: Tracy Caddy  
Title: *Evaluator Supervisor, Pearson VUE*

Name: Sarah Drewniak  
Title: *Senior Content Developer, Pearson  
VUE*

# Agenda

- Introductions
- Update from the Office of Barber and Cosmetology Licensure
- Pearson VUE
  - Discussion regarding the Skills effective January 1, 2011
  - Top reasons for disqualifications and/or failures
- Questions & Answers

# Office of Barber and Cosmetology Licensure Introductions

- Ofelia Duran, Program Director

# Pearson VUE Introductions

- Jo Anne Wingate, Senior Program Manager ([joanne.wingate@pearson.com](mailto:joanne.wingate@pearson.com))
  - Contract manager for the Office of Barber and Cosmetology Licensure
  - Manager of the Colorado Regional Office of Pearson VUE
- Tracy Caddy, Supervisor, Barber/Cosmetology Evaluators ([tracy.caddy@pearson.com](mailto:tracy.caddy@pearson.com))
  - Hires, trains and evaluates all Barber/Cosmetology Evaluators
  - Responds to inquiries from educators (not candidates)
- Timothy Lambert, Operations Manager
  - Manages the day-to-day operations of the Colorado Regional Office of Pearson VUE
  - Responsible for two supervisors and one procedure writer
- Monte Troutman, Supervisor, Barber/Cosmetology Program
  - Supervises the application screening processes
  - Responds to issues raised by candidates
- Sarah Drewniak, Senior Content Developer
  - Manages all of the content for all cosmetology clients of Pearson VUE

# Pearson VUE and the Office of Barber and Cosmetology Licensure

- Pearson VUE has worked with the Office of Barber and Cosmetology Licensure since September 2003.
- Services provided include:
  - Application screening and processing
  - Candidate examination registration
  - Examination development and delivery
  - Licensing
  - Export of Licensing Data
  - Candidate Handbook
- The testing processes represents a cooperative relationship between the state and Pearson VUE to guarantee that those licensed to practice are competent.
- Pearson VUE continues to be the market leader in the regulatory and certification markets

# Regulatory Market Clients

Industry Segment	Regulatory Clients
Insurance	26
Real Estate & Real Estate Appraisers	15 & 22
Mortgage Brokers & Lenders	55
Nurse Aides	24
Cosmetology	5
Home Inspectors/Contractors	6
Fingerprinting Services	15

# Test Center Locations

## • PRACTICAL SITES

- Aurora
- Craig
- Colorado Springs
- Durango/Ignacio
- Grand Junction
- Greeley
- Sterling

## WRITTEN SITES

- Bayfield
- Colorado Springs
- Denver/Greenwood Village
- Grand Junction
- Greeley
- Pueblo
- Wheat Ridge

# Candidate Satisfaction Survey

Candidate Survey Question	7/1/08-6/30/09	7/1/09-6/30/10
The examination reservation process was easy to use	94%	95%
The test center for the <b>practical</b> was easy to locate	94%	95%
My testing environment for the <b>practical</b> was clean, quiet, and comfortable	97%	97%
The <b>practical</b> examiners were courteous and knowledgeable	96%	97%
<b>Practical</b> exam registration/check-in process was handled in an efficient manner	99%	98%
I was able to schedule an acceptable test date and test center location for my <b>practical</b> exam	96%	96%
The test center for the <b>computerized</b> exam was easy to locate.	97%	97%
My testing environment for the <b>computerized</b> exam was clean, quiet and comfortable	100%	99%
The test center staff for the <b>computerized</b> exam were courteous and knowledgeable	99%	99%
The <b>computerized</b> testing system was easy to use	99%	99%
The <b>computerized</b> registration/check-in process was handled in an efficient manner	99%	99%
The <b>computerized</b> testing system worked well	99%	99%
I was able to schedule an acceptable test date and test center location for my <b>computerized</b> exam	97%	97%
<b>OVERALL</b> , I was satisfied with my testing experience	98%	98%

# Practical Examination

- As part of the contract with OBCL was that examination review of the practical examination would occur in January 2010.
- Subject Matter Experts from:
  - Colorado
  - Massachusetts
  - Indiana
  - Minnesota
- The performance of the practical examination was reviewed and recommendations for changes were made.



# Standards for Educational & Psychological Testing

- Developed by American Psychological Association, American Educational Research Association, and National Council on Measurement in Research
- Nationally recognized standards for assessment
- Standards concerned with:
  - Validity
  - Reliability
  - Test development methodology
  - Administration, scoring, equating, and reporting of scores

# Standards for Educational & Psychological Testing

- **Validity** -
  - Are you measuring what you intend to measure?
- **Reliability** -
  - How accurate is your measurement – i.e., “ruler”
- **Fairness** -
  - Are you testing for the actual knowledge / duties of the job?
- **Legal Defensibility** -
  - Meeting the tests for Validity, Reliability, and Fairness, positions an examination to be legal defensibility

# Job Analysis → Content Outline

- Periodic Job Task Analysis: What does a Cosmetologist do? Has the job changed? How is this determined? Conduct a national survey of:
  - Multiple job settings: Salons, Schools, Spas
  - Directors
  - Training program instructors
  - Experienced Cosmetologists
  - Owners and Operators
- Survey results analyzed for frequency ratings, priority ratings, experience ratings, and relative importance of each task
- Systematically identify knowledge, skills and activities (KSAA) required for competent performance
  - Required knowledge, skills, and abilities (KSAs) linked with tasks
- Weights developed for each KSA, then classified for content
- Content Outline developed consistent with Job Task

# Practical Examination Skills

- Major changes:
  - There will be only **one** Infection Control and Safety Component for all levels.

Old Exam	New Exam
Arrives with sanitized implements in sealed container	Arrives with disinfected implements in sealed containers and clean supplies
Sanitize hands	Sanitizes hands. (This is to be done only one time before ALL skills unless the hands become unsanitary)
Clean and disinfect work area before beginning task	Sanitizes work area. (This is to be done one time before ALL skills unless the work areas becomes unsanitary)
Uses Universal safety precautions throughout entire procedure	Universal precautions shall be utilized to clean blood and body fluids
Proper setup of implements and supplies	Not evaluated as part of Infection Control and Safety
Avoid re-using implements dropped on the floor	Implements dropped on the floor shall not be used until demonstrating mock disinfection
Disposes of used material	Places disposable materials in trash after use
Close containers when not in use	Not evaluated as part of Infection Control and Safety
Replaces multi-use implements to sealed container	Places used implements in container separate from disinfected implements
Cleans and disinfect work area after completing task	Sanitizes work area after completing task. (This only has to be done one time at the end of ALL skills).

# High Level Changes

## • Time Changes

- Thermal Styling Curling Iron –22 minutes/20 minutes
- Thermal Styling Flat Iron or Pressing Comb – 22 minutes/20 minutes
- Chemical Relaxer Retouch – 13 minutes/15 minutes
- Chemical Relaxer Virgin – 15 minutes/17 minutes
- Eyebrow Tweezing – 10 minutes/5 minutes (single brow)
- Basic Facial – 18 minutes/15 minutes
- Hair Coloring – Highlighting -- 13 minutes/15 minutes
- Basic Layered Haircut (Razor) – 15 minutes/25 minutes
- Basic Layered Haircut (Shears) – 15 minutes/25 minutes
- Hair Removal – Wax Eyebrow (single brow) -- 7 minutes/5minutes
- Hair Removal – Wax Upper Lip – 7 minutes/5minutes
- Hair Removal – Wax Chin – 7 minutes/5minutes
- Masque – 15 minutes/25 minutes
- Makeup Application 12 minutes/15minutes

## • Skills that will no longer be tested

- Bleaching – Highlighting, Retouch and Virgin
- Barber Cuts #1-#7
- Basic Layered Haircut (Clippers)
- Wrap on Natural Nail and Wrap with Tip
- Gels Overlay on Natural Nail and Gel Overlay with Tip

# High Level Changes (cont.)

## • New Skills

- Male Facial
- Tapered Haircut Back of Head (clipper)
- Tapered Haircut Back of Head (scissors over comb)
- Polish Application
- Shaving

# Practical Examination

- Other Items of Note:

- Currently, if a candidate runs out of time, they automatically fail because they do not clean and disinfect their work area.
  - Running out of time will no longer be an automatic fail – examiners will only mark those items that were not completed in the time allotted
- If a candidate fails to bring all the supplies, they have been disqualified and receive no score report to advise how they had performed to the point of disqualification
  - Failing to bring all supplies or properly label supplies will no longer result in a disqualification. Those items that the supplies were needed will be marked no that they were not performed.
  - This may result in a failure, but the candidate will be provided a score report showing what areas they failed

# Top 10 Reasons for Failing

- Candidates are still leaving off the lids of their disinfected sealed soiled container.
- Candidates are running out of time on their skill.
- Candidates do not have the proper supplies.
- Candidates do not have their items labeled properly.
- Candidates are putting their soiled, reusable items back into their disinfected bags.
- Candidates are not picking up the items they drop on the floor and re-sanitizing their hands and the item that was dropped.
- Candidates are still using alcohol on their hands as an antiseptic. Alcohol is considered a disinfectant. Please just label the bottle disinfectant.
- Gloves must be used if there is a chance of any blood or body fluids, i.e, waxing or tweezing.
- All candidates must come with a first aid kit. In that first aid kit should be wipes, adhesive strips, gloves, and double bags.
- Candidates are not understanding the difference between disposables and reusable items.

# Finally

- New skills will be published to the web the week of September 13, 2010
- New supply list will be published to the web no later than November 1, 2010
- New candidate handbook will be published no later than November 1, 2010
- [www.pearsonvue.com](http://www.pearsonvue.com)



# Questions and Discussion

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