

# Candidate Study Guide for the Computer-Administered Illinois Cosmetology Examination

The following information is intended to help you prepare for the computer-administered Illinois Cosmetology Examination. Part I of this study guide contains general information about the profession and testing procedures. Part II provides a content outline, lists the competencies covered in the examination, and suggests reference materials that are commonly used in Illinois cosmetology schools. Part III describes procedures on the day of the test. Part IV provides sample questions to help you prepare for this test.

## Part I General Information

### **PURPOSE OF THE EXAMINATION**

This examination is required for professional licensure by Illinois law to certify that each cosmetologist is familiar with practices, rules and regulations that will protect the health, safety and welfare of the public. Copies of the Act are available from the Illinois Department of Financial and Professional Regulation (IDFPR) on their website at [www.idfpr.com](http://www.idfpr.com).

### **TEST VALIDITY**

This examination has been developed in consultation with a committee of cosmetology teachers. Test questions reflect standards and practices documented in a survey of licensed cosmetology teachers. Each question is supported by commonly used cosmetology textbooks (see page 10).

### **APPLY ONLINE**

Complete the application online at [www.continentaltesting.net](http://www.continentaltesting.net) and submit all required transcripts and related documents. An application is not complete until it includes a valid email address and all fees have been paid. Credit card payment is available as part of the online application. Each approved candidate receives an email from PSI that provides instructions to schedule a testing appointment.

### **SPANISH FORM**

The test is available in both English and Spanish. The application requires that each candidate select either the English or the Spanish form of the test.

### **TIME LIMIT**

Each candidate schedules a PSI appointment to allow time to verify IDs and complete other check-in procedures. The time limit for the examination is two (2) hours.

### **SPECIAL ACCOMMODATION REQUESTS**

An application for special accommodations with appropriate documentation is required before any special arrangements can be completed. If approved, the candidate will receive an email from PSI with instructions to schedule a test date in a test center that has appropriate facilities. Candidates who are approved for special accommodations must schedule using the PSI Call Center. Testing appointments with special accommodations must be made at least two weeks prior to the desired test date.

## SCHEDULING

After CTS approves your application, you can schedule a test date at one of the approved PSI Test Centers by using PSI's online system at [www.psiexams.com](http://www.psiexams.com) or by calling PSI at 1-800-733-9267. All regular testing appointments must be scheduled at least two business days prior to the desired test date. **You must complete your test within 60 days after CTS approves your application.**

# Locations of Approved PSI Centers

The map displays the following locations:

- Millennium Center, Rockford
- Blackhawk College, Moline
- Sandburg College, Galesburg
- Wood CC, Quincy
- PSI Test Center, Springfield
- New Horizons, O'Fallen
- SIU, Carbondale
- Brilliance Academy, 5940 W. Touhy, Niles.
- Harper Professional Center, Schaumburg
- New Horizons, 8550 Bryn Mawr, Chicago
- Amer Soc Svcs of Uptown, 4554 N. Broadway, Chicago
- College of DuPage:
  - 1. Bloomingdale
  - 2. Glen Ellyn
  - 3. Naperville
  - 4. Westmont
- PSI Test Center, 332 S. Michigan Ave.
- Prairie State College, Chicago Heights

Testing locations are subject to change.

PSI Test Centers in Chicago and Springfield, ASSU in Uptown, College of DuPage-Westmont Center, Sandburg College in Galesburg and SIU-Carbondale are proctored onsite. The remaining locations (as shown in ***bold italics*** on the map) use remotely proctored testing stations that monitor candidates with three digital cameras and an on-screen chat window. Proctors in these locations communicate with candidates on-screen during the test and pause the exam whenever unauthorized persons or activity appear on any of the three video recordings.

Remotely proctored testing locations do not permit breaks during the exam. All candidates in these locations are advised to take a bathroom break before starting a test. The proctor will pause the exam whenever a candidate leaves the testing station. If the reason for the interruption is not confirmed as an emergency, the test will end. All other rules are the same for examinations in on-site proctored and remotely proctored locations.

## Instructions for scheduling a test using PSI's 800 number

PSI provides an automated system to schedule your test via the telephone without having to speak with a Customer Service Registrar.

1. Call 800-733-9267, then Press 5
2. Stay on the line until the you hear the system begin (about 30 seconds)
3. You will be asked what you want to do: schedule, confirm, or retake a test
4. You will be asked if you know your ID# (this is your social security number)
5. The system will find your record and confirm the first few letters of your last name
6. The system will confirm the test
7. You will be asked what you want to do: schedule or request a bulletin
8. The system will use your zip code to find the closest test center
9. You will be given the closest test center
10. You will be given the available dates and times when you could take the test
11. You will select the date and time and the system will schedule you
12. You will be emailed a confirmation including the date and time of your testing appointment; the email includes directions to the PSI Test Center

If you prefer to speak to a Customer Service Registrar, they are available Monday through Friday, between 6:30 am and 7:00 pm and Saturday, between 10:00 am and 4:00 pm, Central Time.

- Call 800-733-9267, Select 5, then select \* (star).

## Instructions for scheduling a test online at [www.psiexams.com](http://www.psiexams.com)

1. Go to [www.psiexams.com](http://www.psiexams.com).

If you are a new user at PSI, click on "*Create an Account*".

If you have already created an account in the PSI system, type in your email address and password.

**VERY IMPORTANT STEP** You must enter your email address, your password and the spelling of your name in these screens EXACTLY as you have submitted them on your application to CTS because that is what CTS sent to PSI.

- A PSI staff member will answer to help you schedule your CTS exam.

2. If you already have an account in the PSI system, check the box “Check here to attempt to locate existing records for you in the system”.

Fields indicated with an asterisk (\*) are mandatory.

**Step 1**

**Your Details**

Email Address:\*

First Name:\*  Last Name:\*

Middle Name:  Generation(Jr.,Sr.,etc.)

If you have previously contacted a PSI Customer Support representative and paid for an examination, or you believe that your licensing or certification agency has provided PSI with eligibility information for you, Please check the box below:

Check here to attempt to locate existing records for you in the system.

**Step 2**

Enter a password for your account and select your security question and answer.

Create a password:\*  (The password must contain at least five characters. It is case sensitive and can contain letters and numbers only. Spaces are not allowed.)

Retype your password :\*  Retype to confirm your password.

Choose a Security Question :\*

Security Answer :\*

3. Complete the following steps as shown below.

**Select Organization**

**Select Jurisdiction**

**Select Account**

**Enter your SSN**  
 -  -

Select Government/State Licensing Agencies under *Select Organization*.

Select Illinois in *Select Jurisdiction*.

Select IL Cosmetology in the box marked *Select Account*.

Enter your Social Security Number.

Click on Submit.

4. You are now ready to schedule. Click on *Schedule for a test.*

**Account Activity**

If you see no activities on this page, it may be because we have not matched your account to a record in the system. This could be because you have not yet been pre-approved for a particular exam or you have not entered your Candidate ID or Social Security Number.

Please [Click Here](#) to find your records.

**Registered records**

Test Name	Portion Name(s)	Sponsor	Eligibility Expires	Tasks Due
IL Cosmetology Examination - English	IL Cosmetology Examination - English	ILLINOIS COSMETOLOGY	01/01/2012	<a href="#">Schedule for a test</a>

**Scheduled records**

Test Name	Sponsor	Portion Name(s)	Schedule Date / Time	Confirmation No.	Status
NO ACTIVITIES FOUND					

**Past activity (last 10 records)**

Test Name	Sponsor	Tested Date	Portion (Result)	Status
NO ACTIVITIES FOUND				

[Back to welcome page](#)

5. Enter your zip code or the city where you live. Click on the Search button.

**Test Center Selection**

Country: USA      Zip or City: 62701, Springfield, IL      Search ?

Distance	Testcenter Name	Address
<input type="checkbox"/> 4.3 miles	SPRINGFIELD, ILLINOIS	3223 South Meadowbrook Road, Suite B, Springfield, Illinois, 62711
<input type="checkbox"/> 178.5 miles	CHICAGO (ROOM A)	332 S. Michigan Avenue, Suite 410, Chicago, Illinois, 60604
<input type="checkbox"/> 88.5 miles	Galesburg - Carl Sandburg College*	2400 Tom L Wilson Blvd, Galesburg, Illinois, 61401
<input type="checkbox"/> 145.6 miles	Carbondale - Southern Illinois University*	900 S Normal Ave, Woody Hall, Rm B228, Carbondale, Illinois, 62901
<input type="checkbox"/> 163.5 miles	Westmont - College of DuPage*	650 Pasquinelli Drive, Westmont, Illinois, 60559

1 2 Next 1 - 5 of 6 1 Go

Continue Cancel

You will see a list of the testing sites, starting with the one that is closest to you. Select the *Test center* you prefer from the list, then click on *Continue*.

- You will now see a list of available test dates and times based on your eligibility expiration date. Click on the date and time of your choice and select *Schedule*.

Please choose the date and month (or date range) to check the available sessions.

From:   To:

Test Center	Available Date	Available Session
<input type="radio"/> SPRINGFIELD, ILLINOIS, Illinois	10/15/2011	10:00 AM - 12:00 PM
<input type="radio"/> SPRINGFIELD, ILLINOIS, Illinois	10/15/2011	12:30 PM - 2:30 PM
<input type="radio"/> SPRINGFIELD, ILLINOIS, Illinois	10/17/2011	10:00 AM - 12:00 PM
<input type="radio"/> SPRINGFIELD, ILLINOIS, Illinois	10/17/2011	12:30 PM - 2:30 PM


- A confirmation will appear that you can print by clicking on the *Print Details* button. This message also includes directions to the test center.

**Your Schedule Details**

Exam: IL Cosmetology Examination - English  
Sponsor: ILLINOIS COSMETOLOGY  
Confirmation Number: C4390499  
Test Center: SPRINGFIELD, ILLINOIS  
Address: 3223 South Meadowbrook Road Suite B, Springfield, Illinois  
Test Schedule Date: 10/15/2011  
Test Schedule Time: 10:00 AM

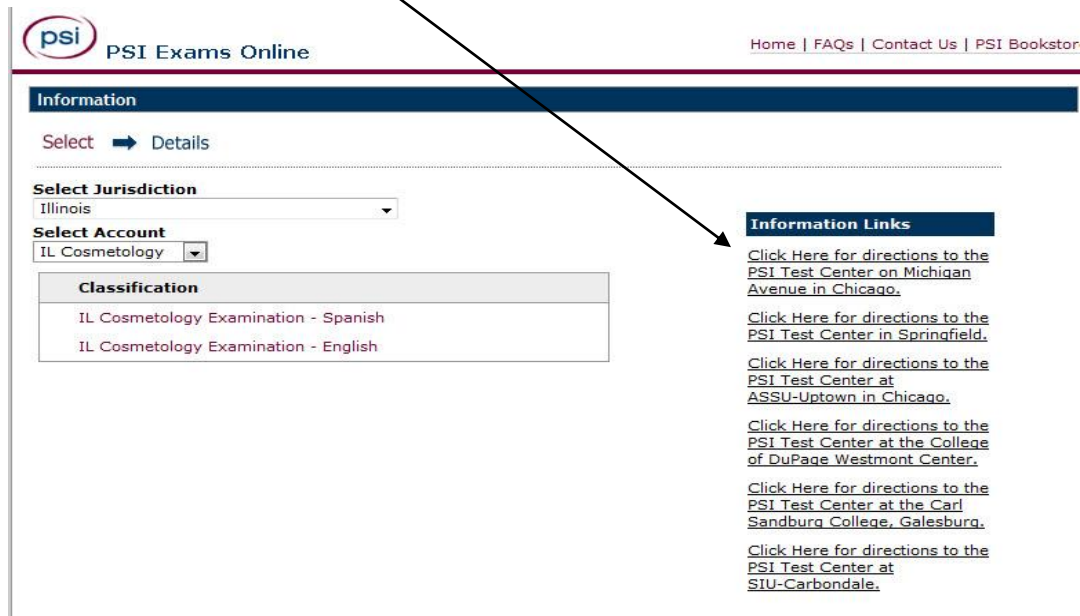
You must arrive at the test center 30 minutes before the start of your schedule time or you forfeit your examination fees and will not be allowed to take your scheduled examination.

Directions to Test Center: Follow I-55 south to I-72 toward Jacksonville, exit at IL 4 (Veteran's Parkway) and go north to Wabash and turn Left on Wabash and then Left again on S. Meadowbrook Rd. Follow I-55 south to I-72 toward Jacksonville, and exit at Wabash exit, and turn right on Wabash then turn right again on to S. Meadowbrook Rd.

 **Print Details**

- You also will receive an email from PSI to confirm the test center, date and time you have selected to take your test.

9. A map to help you locate the test center also is available on the PSI website under **Information Links**.



**PSI CONFIRMS BY EMAIL**

PSI sends each candidate an email to confirm the date and time of his/her testing appointment; the email includes directions to the PSI Test Center.

**RESCHEDULING**

A testing appointment may be rescheduled up to two business days before the scheduled test date. Candidates who fail this examination must reapply after complying with the requirements for retesting based on the number of their prior attempts.

**MISSING AN APPOINTMENT**

Candidates who miss a testing appointment forfeit all fees and must reapply before they are eligible to schedule a new test date.

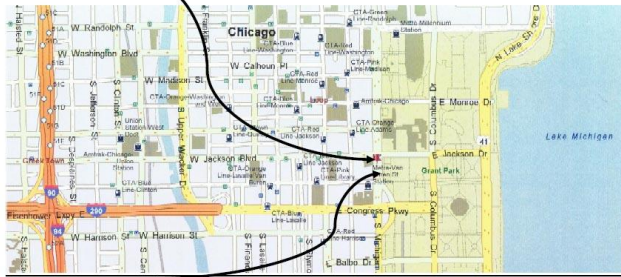
**TEST SCORES**

Candidates will receive an unofficial score report before they leave the PSI Test Center. *All candidates will receive their official score reports from CTS one to two weeks after their test date.* Candidates who pass will receive an application to apply for licensure with their CTS score report. Candidates who fail will receive a diagnostic report in their CTS score report indicating content areas in which they need to improve their scores.

# MAPS TO PSI TEST CENTERS WITH ON-SITE PROCTORING

A larger version each map is available on the PSI website under **Information Links**

**PSI Test Center**  
332 South Michigan Avenue, Suite 410, Chicago



**Parking** Enter Grant Park South Parking Garage by driving north on Michigan Avenue from Congress Parkway or by driving south on Michigan Avenue from Jackson.

**PSI Test Center**  
3223 South Meadowbrook Road, Suite B, Springfield



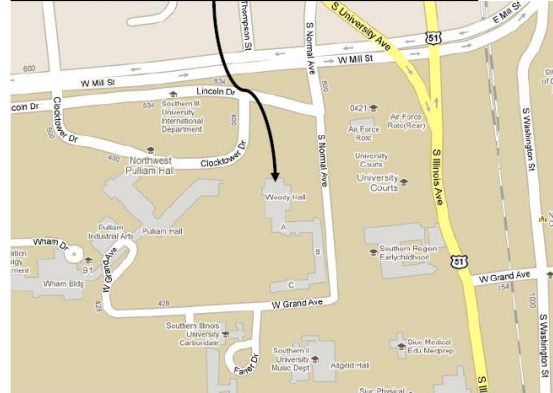
**Directions** From Veterans Parkway, take Wabash (IL-4) west. Turn S onto Meadowbrook Road just beyond Green Toyota (3801 S. Wabash)

**American Social Services of Uptown**  
4554 North Broadway, Suites 319-320, Chicago



**Closest CTA Station:** Red Line Wilson Avenue  
Metered parking available on Broadway

**Southern Illinois University—Carbondale**  
900 South Normal Avenue  
Woody Hall, Testing Services, B-228 or B-230



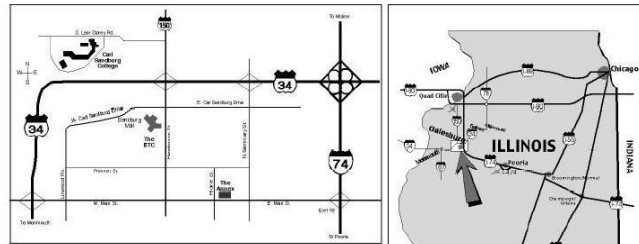
**College of DuPage Westmont Center**



**C.O.D. Westmont Center**  
650 Pasquelli Drive  
Westmont, IL 60559  
(630) 942-4800

C.O.D. Westmont Center is located on the west side of Pasquelli Drive. Pasquelli Drive is accessed by turning north from Ogden Avenue one block west of Route 83. The center entrance is immediately north of the bank.

**Carl Sandburg College, Galesburg**



**Carl Sandburg College**  
2400 Ton L. Wilson Blvd  
Galesburg, IL 61401  
Ph. (309) 344-2519

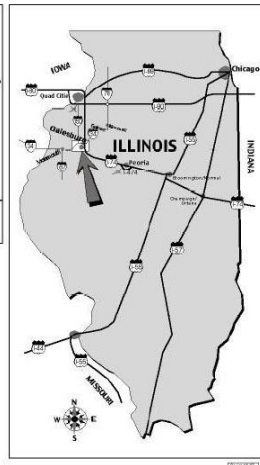
**The Educational Technology Center**  
1150 W Carl Sandburg Drive  
Galesburg, IL 61401  
Ph. (309) 344-1651

**The Annex**  
209 East Main  
Galesburg, IL 61401  
Ph. (309) 344-2295  
houses Dental Hygiene  
Cosmetology & Nail Technology

**Directions to Main Campus from I-74:**  
- I-74 West to Hwy 34  
- Hwy 34 West toward Monmouth to Hwy 150  
- Hwy 150 West (CSC Exit toward Alpha)  
- Left at stoplight onto S. Lake Storey Road  
- 1 mile to CSC Entrance on Left

**Directions to Main Campus from the West:**  
- Hwy 34 East to Hwy 150  
- Hwy 150 West (CSC Exit towards Alpha)  
- Left at stoplight onto S. Lake Storey Road  
- 1 mile to CSC Entrance on Left

[www.sandburg.edu](http://www.sandburg.edu)





## DIRECTIONS TO REMOTELY PROCTORED TEST LOCATIONS

These test center locations are subject to change. Check the PSI website for current details.

LOCATION	DIRECTIONS
<b>Blackhawk Community College</b> Illinois WorkNet Center 4703 16 <sup>th</sup> Street, Suite G Moline, IL	Blackhawk's Illinois WorkNet Center is located west of South Park Mall at 16 <sup>th</sup> Street and 46 <sup>th</sup> Avenue. Coming from John Deere Road, turn south on 16 <sup>th</sup> Street. The WorkNet Center is on the right.
<b>Brilliance Academy</b> 5940 West Touhy Avenue, Suite 200 Niles, IL	Brilliance Academy is on the second floor of a building at Lehigh and Touhy Avenues. The parking lot is accessible from either Lehigh or Touhy. The receptionist will direct you to the testing station.
<b>College of DuPage – Bloomingdale Center</b> Town Square of Bloomingdale 162 S. Bloomingdale Road Bloomingdale, IL	The College of DuPage Bloomingdale Center is in Town Square Shopping Center south of Lake Street at Schick and Bloomingdale Roads.
<b>College of DuPage – Glen Ellyn</b> Main Campus, Building BIC 425 Fawell Blvd Glen Ellyn, IL	Enter the College of DuPage main campus on Fawell Blvd. Enter the Student Resource Center (SRC) Building. Go to the second floor and head left past the library to the Administration lobby. The receptionist will direct you to the testing center.
<b>College of DuPage – Naperville Regional Center</b> 1233 Richert Drive Naperville, IL	The College of DuPage Naperville Regional Center is on Rickert Drive. Turn north onto Rickert Drive from 75 <sup>th</sup> Street two miles west of Washington Street. From Route 59, drive east on 75 <sup>th</sup> Street to Richert.
<b>Harper College Professional Center</b> 650 East Higgins Road, Suite 9S Schaumburg, IL	Harper Professional Center is located just west of Plum Grove Road on Higgins Road. Woodfield Mall is about two miles northeast of the Harper Professional Center at Golf and Meacham Roads.
<b>Millennium Center</b> 220 South Madison, Room 210 Rockford, IL	Millennium Center is located just east of the Rock River at Madison and Walnut Streets. Check in with the receptionist on the first floor.
<b>New Horizons – Chicago</b> 8550 Bryn Mawr Avenue, Suite 400 Chicago, IL	Located just south of Kennedy Expressway near Cumberland exit on Bryn Mawr Avenue between Cumberland and East River Road. Park in adjacent garage and proceed to fourth floor. Nearest CTA stop: Cumberland on Blue Line to O'Hare Airport.
<b>New Horizons – O'Fallon</b> 1476 N. Green Mount Road, Suite 300 O'Fallon, IL	Take exit 16 off Interstate 64 at Green Mount Road heading north. Test center is located in office park 0.4 miles north of I-64.

<p><b>Prairie State College</b> 202 S. Halsted Street Adult Training and Outreach Center (ATOC), Room 146 Chicago Heights, IL</p>	<p>Prairie State College is located at South Halsted Street and Vollmer Road in Chicago Heights, Ill. The campus is about three miles south of Interstate 80 on Halsted. Testing is in the Adult Training and Resource Center Room 146. The ATOC is on Vollmer Road west of Halsted.</p>
<p><b>John Wood Community College</b> Learning Resource Center Quincy, IL</p>	<p>Exit Interstate 72 onto Interstate-172 North. Exit I-172 at exit 10 onto IL-96 north. John Wood Community College is at 48th Street and IL-96. Testing is in Learning Center on JWCC campus.</p>

## Part II Test Content and Recommended Study Materials

This examination is based on recommendations from licensed cosmetology teachers throughout Illinois. Content areas on the test are outlined below.

<b>1.</b>	<b><i>Salon Safety and Sanitation</i></b>	<b><i>32% of Test</i></b>
	Infections	Draping for Services
	Sanitation Procedures	Diseases & Disorders
	Tools, Gloves & Chemicals	Health & Safety Regulations
	Medical Emergencies & Blood	Hygiene
<b>2.</b>	<b><i>Analyze &amp; Treat Scalp, Hair, Skin &amp; Nails</i></b>	<b><i>11% of Test</i></b>
<b>3.</b>	<b><i>Cut &amp; Style Hair</i></b>	<b><i>13% of Test</i></b>
	Advising Clients	Styling Hair
	Cutting Hair	Thermal Styling & Drying
	Reducing Bulk	Wigs & Extensions
<b>4.</b>	<b><i>Waving &amp; Relaxing</i></b>	<b><i>13% of Test</i></b>
	Client Characteristics	Perming & Relaxing
	Product Effects	Safety & Sanitation
	Selecting & Using Products	
<b>5.</b>	<b><i>Hair Coloring &amp; Lightening</i></b>	<b><i>13% of Test</i></b>
	Client Characteristics	Coloring & Lightening
	Product Effects	Safety & Sanitation
	Selecting & Using Products	
<b>6.</b>	<b><i>Nail Services</i></b>	<b><i>9% of Test</i></b>
	Implements	Artificial Nails
	Manicures & Pedicures	Safety & Sanitation
<b>7.</b>	<b><i>Skin Services</i></b>	<b><i>9% of Test</i></b>
	Makeup	Selecting & Using Products
	Removing Unwanted Hair	Safety & Sanitation

### Recommended Study Materials

All questions in this examination are supported by the following references.

*Milady's Standard Cosmetology* (English or Spanish editions, 2008 or 2012)

Publisher: Milady Publishing Company

Website: [www.milady.com](http://www.milady.com)

*Salon Fundamentals, or Salon Fundamentals: Un recurso para tu carrera de cosmetología*,  
Second Edition (2010)

Publisher: Pivot Point International, Inc

Website: [www.pivot-point.com](http://www.pivot-point.com)

## Part III Testing Procedures

***YOU WILL NOT BE ALLOWED TO TAKE THE EXAM IF YOU DO NOT HAVE ONE OF THESE FORMS OF ID. ALL CANDIDATE IDS ARE SUBJECT TO SECURITY SCREENING TO VERIFY THEIR AUTHENTICITY.***

- *A valid US Driver's License or State ID issued by one of the 50 states or US Territories.*
- *A valid US Passport or Military Active Duty ID.*
- *A valid consular ID*

All candidates must agree to abide by PSI Test Center Rules:

- Video monitoring of each candidate occurs throughout the test.
- Video tapes may be reviewed if suspicious behavior occurs during a test.
- Name and address on the candidate ID must match the CTS application and PSI candidate registration records.
- ***ALL NAME OR ADDRESS CHANGES MUST BE SUBMITTED TO CTS IN WRITING AT LEAST 10 DAYS BEFORE THE TESTING APPOINTMENT.***

No candidate may take this test if he/she:

- Does not present required photo ID when asked
- Refuses to sign the PSI Examinee Agreement
- Does not follow all PSI Test Center rules
- Tries to use prohibited items, including but not limited to books, notes, cell phones, cameras, pagers or other electronic devices during a test
- Gives or receives help during a test or test breaks
- Tries to record or copy any test questions
- Fails to follow PSI Test Center staff instructions
- Disrupts testing for other candidates

Test Center check-in procedures include:

- Cell phones, pagers or other electronic devices are ***NOT PERMITTED*** in the testing room.
- Personal items (purses, coats, etc.) ***MUST*** be secured outside the testing room.
- A digital photograph and a digital fingerprint will be taken during check-in.
- Candidates must sign in and out of the test center for all personal breaks during testing.
- The test timer continues during any candidate's personal breaks.

Before you start the test, you will be asked to enter your social security number. It must be identical to the social security number you submitted in your application to take this examination.

The screenshot shows a test interface with a light orange header containing instructions:

- Please enter your SSN and press the Green 'Enter' key on the keyboard or click on the 'Enter' button.
- To clear the SSN and re-enter, press the Yellow 'Erase' key on the keyboard or click the 'Erase' button.

Below the header is a white input area with a red header bar. The label "SSN" is followed by three input boxes separated by dashes. Below the input boxes are two buttons: "Enter" and "Erase".

You will be required to read and agree to the security agreement before the test will begin.

**PSI SECURITY AGREEMENT FOR EXAMINATIONS**

**Test Center Location:** \_\_\_\_\_ **State:** \_\_\_\_\_

**SECURITY AGREEMENT:**


I HAVE READ THE FOLLOWING PSI SECURITY AGREEMENT AND CONSENT TO TAKE THE LICENSING EXAMINATION UNDER THE CONDITIONS STATED HEREIN:

- \* I will not give or receive assistance while taking the test, including the use of unauthorized study material or unauthorized notes. I acknowledge that I have not taken any unauthorized study material or unauthorized notes into the testing area.
- \* I will maintain the confidentiality of the test.
- \* I will not have in my possession a cell phone, pager, or other unauthorized materials.
- \* I will inform the proctor when needing to use the rest room, but I understand that leaving the building at any time before completing the exam is prohibited.
- \* I understand that violating the confidential nature of the licensing test can result in severe civil or criminal penalties, invalidation of test scores, reports to the authorized agency.

**Note:** If a candidate refuses to consent to the conditions of this PSI Security Agreement, the proctor will notify the candidate that he/she will not be authorized to take the examination. PSI Headquarters will be so informed. This form is retained as a permanent part of the candidate file.

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You will be asked to confirm your name, social security number and the examination for which you are registered before you can begin.

 • To begin, press the Green **'Enter'** key on the keyboard or click the **'Enter'** button provided.  
• To cancel the operation, press the Green **'Back'** key on the keyboard or click the **'Back'** button.

**Welcome to the Test of Essential Academic Skills V (TEAS) C !**

**We have the following information about you:**

**Name** : PSI DEMO  
**Candidate ID.** : 211524005  
**Test** : Test of Essential Academic Skills V (TEAS) C

**If ANY of this information is not correct, please contact the Proctor immediately!**

If all the information is correct you may proceed by pressing the Enter key or Click on the Enter button.

**Before you start your examination, an introductory tutorial to the computer and keyboard will be provided on the computer screen. The time you spend on this tutorial, up to 15 minutes, DOES NOT count as part of your examination time.**

Taking this examination by computer does not require any computer experience or typing skills. You will use fewer keys than you use on a touch-tone telephone. All response keys are colored and have prominent characters. An illustration of the special keyboard is shown here. **You may also use the mouse.**

**The Keyboard:**

The keyboard used for PSI's examinations is a standard keyboard, however only a few keys are actually used for the exam. You may also use the mouse.



The candidate will use only the following colored keys to answer the test items. Select the key and select ENTER.

- Yellow key marked 1 for response 1.
- Yellow key marked 2 for response 2.
- Yellow key marked 3 for response 3.
- Yellow key marked 4 for response 4.
- Yellow key marked 5 for response 5.

**NOTE: Use only Answer Keys 1-4 in this test.**



**The green ENTER (or NEXT) key enters your responses and moves you through the test.**

**You MUST press ENTER (or NEXT) to “record” your response.**

**IMPORTANT**

**PRESS THE ENTER KEY OR THE NEXT KEY ONCE AND RELEASE IT IMMEDIATELY. HOLDING THE ENTER KEY OR NEXT KEY DOWN MAY CAUSE YOU TO SKIP PAST ONE OR MORE QUESTIONS.**



### Green BACK Key

The green BACK key moves you to the previous question. Each time you press BACK, you will move backwards by one screen.



### Blue MARK Key

The blue MARK Key allows you to mark questions for later review. Press the MARK key again to remove the MARK. Changing an answer does not remove the MARK on a question.



### Blue COMMENT Key

The blue COMMENT Key allows you to enter comments about a question.



### Yellow ERASE Key

The yellow ERASE Key clears (erases) any response you have entered for a question.



### Red HELP Key

The red HELP Key provides a brief summary of each key's functions. You can press HELP at any time.



### Green GOTO Key

The green GOTO Key gives you four options for viewing your test.

#### **GOTO Option 1: VIEW ALL**

VIEW ALL allows you to see all of the items on the test, starting with Question 1, one at a time. This is the default setting for the test.

#### **GOTO Option 2: VIEW MARKED**

VIEW MARKED allows you to see only those questions you have marked for review starting with the first MARKED question. You **MUST** press the MARK key again to remove the MARK. Changing an answer to a question does not remove the MARK.

#### **GOTO Option 3: VIEW UNANSWERED**

VIEW UNANSWERED allows you to see only those questions you have left blank, starting with the first unanswered question.

#### **GOTO Option 4: VIEW SPECIFIC**

VIEW SPECIFIC allows you to see any question you want to see by entering the question number.

Question: 3 of 40    Answered: 2    Unanswered: 1    Marked: 0    View: All    Time Left(Min): 35

## Status Bar

The "status bar" at the top of the examination screen gives the status of the current test.

- "Question: 3 of 40" indicates you are on **QUESTION** number 3 out of a total of 40 items.
- "Answered" and "Unanswered" indicate you have **ANSWERED** 2 items, and there are 1 **UNANSWERED** items.
- "Marked" means you have **MARKED** 0 items that you may come back to review later.
- "View" indicates all items on the test are available to you for **VIEWING**. (see **GOTO** button.)
- "Time Left" indicates how many minutes you have remaining to take this test.

## PRACTICE QUESTIONS

Each candidate begins with a Test Tutorial to practice answering questions and review the computer testing process.

The screenshot shows a window titled "Test: SAMPLE TEST ( Total Portions : 1 )". At the top, there is a "Function Bar" with icons for Mark (m), Comments (!), Goto (G), Help (?), and End (X). Below this is a status bar with the text: "Question: 3 of 40    Answered: 2    Unanswered: 1    Marked: 0    View: All    Time Left(Min): 359". The main content area displays question 3: "What do the stars on the United States of America's flag represent?". Below the question is a text input field. Underneath the input field, it says "(Choose from the following options)" and lists four options with checkboxes: "1. Presidents", "2. Colonies", "3. States", and "4. Wars". At the bottom of the window, there are two buttons: "<< Back" and "Next >>".

## FUNCTION BUTTONS

The "Function Bar" at the top of the screen provides mouse-click access to the features available on the current test. These also are available by using the labeled keys on the keyboard.



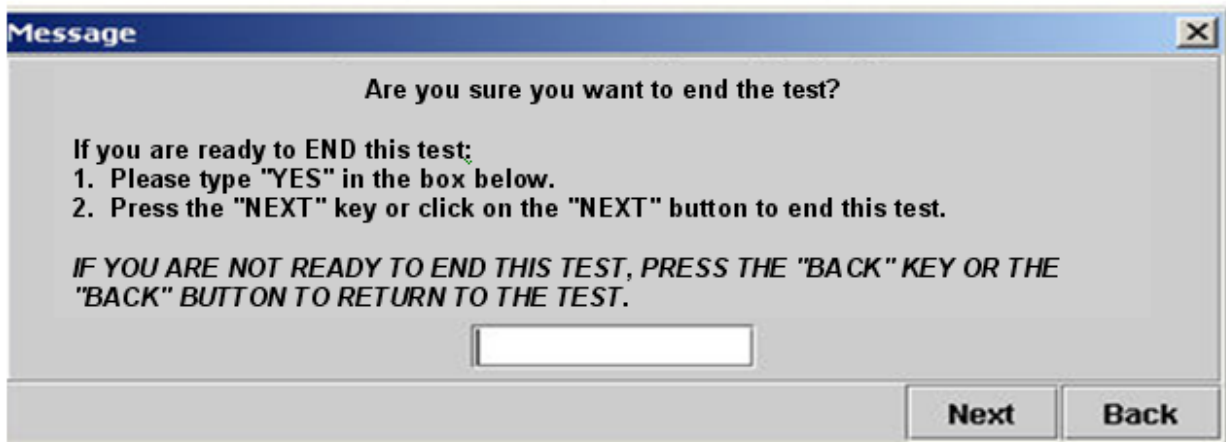
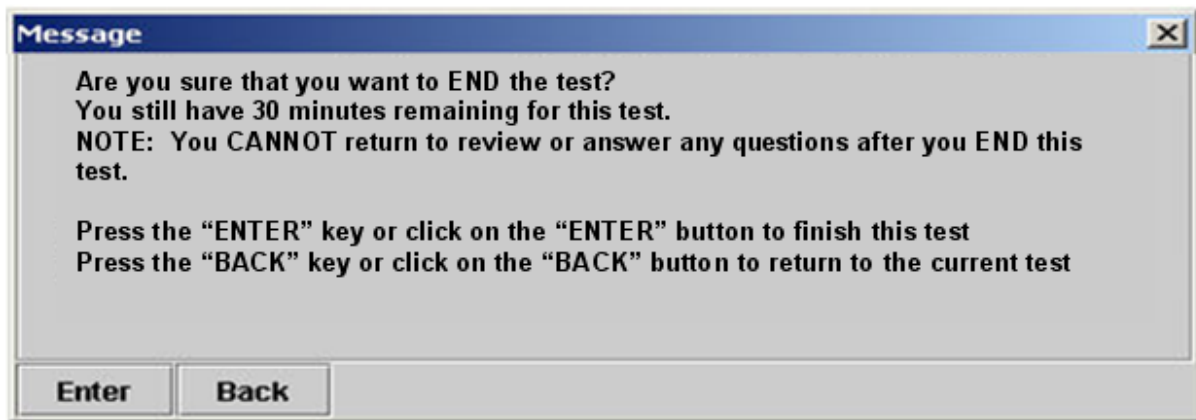
## ENDING THE TEST

### **WHEN YOU ARE READY TO END THE TEST:**

- *Press the green END key when you are ready to end your test.*
- *The time you have left to take this test will be shown.*
- *You will be asked TWICE to confirm that you wish to end the exam.*
- *You CANNOT change any answers on this test after you confirm that you are ready to end this test.*




**Green END Key**



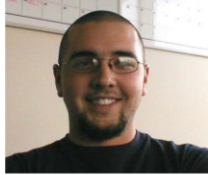
# SCORE REPORTS

Candidates who achieve a score of at least 75 will receive a preliminary report such as this at the test center. An official CTS letter will confirm their test results and provide further instructions on obtaining your license.



CONTINENTAL TESTING SERVICES

Score Report



JOHN MILLER  
729 MAIN STREET  
CHICAGO, IL 60611  
SOCIAL SECURITY #: XXX-XX-4444

EXAMINATION:  
EXAMINATION DATE:

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OVERALL EXAMINATION RESULT: PASSEXAMINATION SCORE: XX

The required passing score is an Examination Score of at least 75.  
Congratulations on passing the Cosmetology written examination.  
You must wait until you receive your OFFICIAL CTS results letter. It will contain further instructions on obtaining your license.

Candidates who achieve a score below 75 will receive a preliminary report such as this at the test center. An official CTS letter will confirm their test results and provide further instructions about scheduling future attempts.



CONTINENTAL TESTING SERVICES

Score Report



JOHN MILLER  
729 MAIN STREET  
CHICAGO, IL 60611  
SOCIAL SECURITY #: XXX-XX-4444

EXAMINATION:  
EXAMINATION DATE:

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OVERALL EXAMINATION RESULT: FAILEXAMINATION SCORE: XX

The required passing score is an Examination Score of at least 75.  
You must wait until you receive your OFFICIAL CTS results letter. It will contain further instructions on re-applying for the Cosmetology Written Examination.

## Part IV Sample Questions

All questions on the Illinois Cosmetology Test are multiple-choice, with one correct answer. The answer key for this sample test appears after these questions. These are provided for information purposes only to illustrate the types of questions that will appear on each test.

**Question 1** A general infection

- 1. is found in most of the general population.
- 2. attacks both clients and staff at the same time.
- 3. spreads throughout the body in the bloodstream.
- 4. combines virus, bacteria and fungus germs at once.

**Question 2** The purpose of sanitizing implements and equipment is to

- 1. remove all offensive odors.
- 2. destroy or prevent the growth of terms.
- 3. eliminate scratches and blemishes.
- 4. resist staining and fading.

**Question 3** When giving a client with dry hair a scalp treatment, you should select preparations that contain

- 1. mineral oil or sulfonated oil base.
- 2. a high alcohol content.
- 3. guar gum or carnuba wax.
- 4. moisturizing or emollient materials.

**Question 4** When using a thermal iron, what should you do to protect the client's scalp from being burned?

- 1. Make sure the client's hair is very wet.
- 2. Place a comb between the scalp and the iron.
- 3. Apply a protective cream to the scalp.
- 4. Keep the thermal iron setting on low at all times.

**Question 5** Which of these is the *LEAST* common cause of over-processing hair?

- 1. Leaving lotion on too long
- 2. Improperly analyzing the hair
- 3. Wrapping the hair too loosely
- 4. Testing curls too infrequently

**Question 6** What are the three basic steps used in chemical hair relaxing?

- 1. Processing, neutralizing and conditioning
- 2. Shampooing, neutralizing and heating
- 3. Processing, conditioning and wrapping
- 4. Waving, conditioning and neutralizing

**Question 7** The allergic reaction of some clients to depilatory waxes is due mainly to

- 1. the temperature of the cold wax.
- 2. the temperature of the hot wax.
- 3. pulling out hairs.
- 4. beeswax.

**Question 8** The use of a mechanical vibrator during a massage

- 1. is used mainly on a woman's face.
- 2. can be applied for a long time in one spot.
- 3. will produce muscular contractions.
- 4. should never be used.

**Question 9** Cleanup of the manicure table should be done

- 1. after the completion of each client.
- 2. as frequently as possible.
- 3. once at the end of each day.
- 4. once at midday and again at the end of the day.

**Question 10** In a nail wrap, the wrapping material is applied with

- 1. 70% alcohol.
- 2. warm soapy water.
- 3. a disinfectant.
- 4. a mending adhesive.

### Answers to Sample Questions

Question 1	3	Question 6	1
Question 2	2	Question 7	4
Question 3	4	Question 8	3
Question 4	2	Question 9	1
Question 5	3	Question 10	4