

BOARD OF BARBERING AND COSMETOLOGY

OCCUPATIONAL ANALYSIS OF THE COSMETOLOGIST PROFESSION



OFFICE OF PROFESSIONAL EXAMINATION SERVICES



BOARD OF BARBERING AND COSMETOLOGY

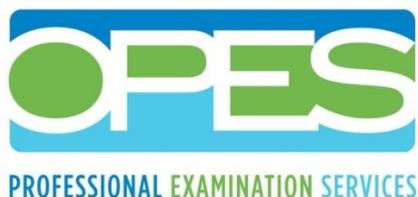
OCCUPATIONAL ANALYSIS OF THE COSMETOLOGIST PROFESSION

This report was prepared and written by the
Office of Professional Examination Services
California Department of Consumer Affairs

October 2017

Heidi Lincer, Ph.D., Chief

Irene L. Wong-Chi, M.A., Research Program Specialist II



EXECUTIVE SUMMARY

The Board of Barbering and Cosmetology (Board) requested that the Department of Consumer Affairs' Office of Professional Examination Services (OPES) conduct an occupational analysis (OA) of cosmetology practice in California. The purpose of the OA is to define practice for California cosmetologists in terms of actual job tasks that new licensees must be able to perform safely and competently at the time of licensure. The results of this OA provide a thorough description of practice for the cosmetologist profession that can subsequently be used to review the National Cosmetology Theory Examination and the National Cosmetology Practical Examination, which are developed by the National-Interstate Council of State Boards of Cosmetology (NIC).

OPES test specialists began by conducting a literature review for the profession and researching profession-related sources (e.g., previous OA reports, articles, publications). Telephone interviews and one job-site interview were also conducted with cosmetologists working in various locations throughout California. The purpose of these interviews was to identify the tasks performed in cosmetology practice and to specify the knowledge required to perform those tasks in a safe and competent manner. Using the information gathered from the literature review and the interviews, OPES test specialists developed a preliminary list of tasks performed in cosmetology practice along with statements representing the knowledge needed to perform those tasks.

Subsequently in February 2017, a workshop was convened to review and refine the preliminary lists of task and knowledge statements. The workshop was comprised of licensees, or subject matter experts (SMEs), with diverse backgrounds in the profession (e.g., location of practice, years licensed, specialty area). These SMEs were also responsible for identifying changes and trends in cosmetology practice, determining demographic variables for the OA questionnaire, and performing a preliminary linkage of the task and knowledge statements to ensure that all tasks had a related knowledge and all knowledge statements had a related task. Additional task and knowledge statements were created as needed to complete the scope of the content areas of the description of practice.

Upon completion of the workshop, OPES developed a three-part questionnaire to be completed by cosmetologists statewide. Development of the questionnaire included a pilot study which was conducted using a group of licensees who had participated in interviews and/or the February 2017 workshop. Feedback from the pilot study participants was used to refine the questionnaire. The final questionnaire was prepared by OPES for administration in April 2017.

In the first part of the questionnaire, licensees were asked to provide demographic information related to their work settings and practice. In the second part of the questionnaire, the licensees were asked to rate specific job tasks in terms of frequency (e.g., how often they perform the task in their current job) and importance (e.g., how important the task is to performance of their current job). In the third part of the

questionnaire, licensees were asked to rate specific knowledge statements in terms of how important that knowledge is to performance of their current job.

In April 2017, OPES distributed the final questionnaire on behalf of the Board to a stratified random sample of licensed cosmetologists throughout California, requesting that they complete the OA questionnaire online.

Approximately 16.4% of the population of sampled cosmetologists (1,533 respondents) accessed the Web-based questionnaire. The final sample size included in the data analysis was 397 respondents. This final response rate reflects two adjustments. First, data from respondents who indicated that they were not currently licensed as a cosmetologist in California were removed from the sample. Second, incomplete and unresponsive questionnaires were removed from the sample. The demographic composition of the final respondent sample is representative of the cosmetologist population.

OPES test specialists then performed data analyses on the task and knowledge ratings obtained from the questionnaire respondents. The task frequency and importance ratings were combined to derive an overall criticality index for each task statement. The mean importance rating was used as the criticality index for each knowledge statement.

After the data was analyzed, one additional workshop with a diverse sample of SMEs was conducted to evaluate the criticality indices and determine whether any task or knowledge statements should be eliminated. The SMEs in this workshop also established the linkage between job tasks and knowledge statements, organized the task and knowledge statements into content areas and subareas, and defined those content areas.

The examination content outline is structured into six content areas weighted by criticality relative to the other content areas. This outline provides a description of the scope of practice for cosmetologists, and it also identifies the job tasks and knowledge critical to safe and effective cosmetology practice in California at the time of licensure. Additionally, this examination content outline provides a basis for evaluating the degree to which the content of any examination under consideration measures content critical to cosmetology practice in California.

At this time, California licensure for cosmetologists is granted by meeting the requisite education and training requirements and passing the National Cosmetology Theory Examination and the National Cosmetology Practical Examination developed by NIC. The content outline developed as a result of this OA will serve as a basis for the review of NIC's written and practical cosmetologist licensing examinations.

OVERVIEW OF THE CALIFORNIA COSMETOLOGIST
EXAMINATION CONTENT OUTLINE

Content Area	Content Area Description	Percent Weight
I. Consultation	This area assesses the candidate's ability to analyze client's history and hair and scalp condition to determine products and services to be provided.	23
II. Preparation	This area assesses the candidate's ability to prepare the client for cosmetology services according to Board of Barbering and Cosmetology procedures.	13
III. Hair Services	This area assesses the candidate's ability to perform hair services and select products to achieve client expectations.	22
IV. Safety and Sanitation	This area assesses the candidate's ability to follow Board of Barbering and Cosmetology regulations on safety and sanitation to prevent injury and the spread of bacterial and fungal infections associated with cosmetology services.	36
V. Esthetics	This area assesses the candidate's ability to select and apply products and facial treatment services that are compatible with the client's skin type and condition.	4
VI. Manicuring	This area assesses the candidate's ability to evaluate client's nails, select products, and perform nail services.	2
Total		100

TABLE OF CONTENTS

<u>EXECUTIVE SUMMARY</u>	i
LIST OF TABLES	v
LIST OF FIGURES	vii
LIST OF APPENDICES	viii
<u>CHAPTER 1. INTRODUCTION</u>	1
PURPOSE OF THE OCCUPATIONAL ANALYSIS	1
CONTENT VALIDATION STRATEGY	1
UTILIZATION OF SUBJECT MATTER EXPERTS	1
ADHERENCE TO LEGAL STANDARDS AND GUIDELINES	2
DESCRIPTION OF OCCUPATION	3
<u>CHAPTER 2. OCCUPATIONAL ANALYSIS QUESTIONNAIRE</u>	5
SUBJECT MATTER EXPERT INTERVIEWS	5
TASK AND KNOWLEDGE STATEMENTS	5
QUESTIONNAIRE DEVELOPMENT	6
PILOT STUDY	6
<u>CHAPTER 3. RESPONSE RATE AND DEMOGRAPHICS</u>	7
SAMPLING STRATEGY AND RESPONSE RATE	7
DEMOGRAPHIC SUMMARY	7
<u>CHAPTER 4. DATA ANALYSIS AND RESULTS</u>	29
RELIABILITY OF RATINGS	29
TASK CRITICALITY INDICES	30
KNOWLEDGE IMPORTANCE RATINGS	31
<u>CHAPTER 5. EXAMINATION PLAN</u>	32
TASK – KNOWLEDGE LINKAGE	32
CONTENT AREAS AND WEIGHTS	32
<u>CHAPTER 6. CONCLUSION</u>	51

LIST OF TABLES

TABLE 1	– NUMBER OF YEARS LICENSED AS A COSMETOLOGIST IN CALIFORNIA.....	9
TABLE 2	– NUMBER OF HOURS WORKED PER WEEK AS A COSMETOLOGIST	10
TABLE 3	– NUMBER OF CLIENTS SEEN PER WEEK AS A COSMETOLOGIST....	11
TABLE 4	– PRIMARY WORK SETTING	12
TABLE 5	– NUMBER OF OTHER LICENSED COSMETOLOGISTS WITHIN PRIMARY WORK SETTING	13
TABLE 6	– LOCATION OF PRIMARY WORK SETTING	14
TABLE 7	– USE OF SOCIAL MEDIA SITES FOR CLIENT CONSULTATIONS.....	15
TABLE 8	– USE OF ONLINE BOOKING SERVICES FOR CLIENT APPOINTMENTS	16
TABLE 9	– USE OF YOUTUBE OR GOOGLE TO LEARN ABOUT NEW TECHNIQUES, STYLES, AND TRENDS.....	17
TABLE 10	– HIGHEST LEVEL OF EDUCATION	18
TABLE 11	– OTHER CALIFORNIA STATE-ISSUED LICENSES OR CERTIFICATIONS HELD	19
TABLE 12	– SERVICES PERFORMED: ARTIFICIAL EYELASH EXTENSIONS.....	19
TABLE 13	– SERVICES PERFORMED: ARTIFICIAL NAILS	19
TABLE 14	– SERVICES PERFORMED: BRAIDING	20
TABLE 15	– SERVICES PERFORMED: CHEMICAL STRAIGHTENING OR RELAXING	20
TABLE 16	– SERVICES PERFORMED: EYEBROW ARCHING.....	20
TABLE 17	– SERVICES PERFORMED: FACIALS.....	21
TABLE 18	– SERVICES PERFORMED: GODDESS FAUX LOCS	21
TABLE 19	– SERVICES PERFORMED: GROOMING LOCS	21
TABLE 20	– SERVICES PERFORMED: HAIR COLORING, TINTING, BLEACHING, COLOR CORRECTION	22
TABLE 21	– SERVICES PERFORMED: HAIRCUTTING	22

TABLE 22 – SERVICES PERFORMED: MAKEUP SERVICE	22
TABLE 23 – SERVICES PERFORMED: MANICURES	23
TABLE 24 – SERVICES PERFORMED: PEDICURES.....	23
TABLE 25 – SERVICES PERFORMED: SCALP AND HAIR TREATMENT	23
TABLE 26 – SERVICES PERFORMED: SHAMPOOING.....	24
TABLE 27 – SERVICES PERFORMED: THERMAL PRESS AND CURL	24
TABLE 28 – SERVICES PERFORMED: WAXING.....	24
TABLE 29 – SERVICES PERFORMED: WEAVING HAIR EXTENSIONS	25
TABLE 30 – SERVICES PERFORMED: WET HAIR STYLING.....	25
TABLE 31 – MEAN FREQUENCY OF SERVICES PERFORMED.....	26
TABLE 32 – PERCENTAGE OF TIME SPENT ON COSMETOLOGY FOCUS CATEGORY.....	27
TABLE 33 – RESPONDENTS BY REGION.....	28
TABLE 34 – TASK SCALE RELIABILITY	29
TABLE 35 – KNOWLEDGE SCALE RELIABILITY.....	30
TABLE 36 – CONTENT AREA AND SUBAREA WEIGHTS.....	33
TABLE 37 – EXAMINATION CONTENT OUTLINE: COSMETOLOGIST	34

LIST OF FIGURES

FIGURE 1 – NUMBER OF YEARS LICENSED AS A COSMETOLOGIST IN CALIFORNIA.....	9
FIGURE 2 – NUMBER OF HOURS WORKED PER WEEK AS A COSMETOLOGIST	10
FIGURE 3 – NUMBER OF CLIENTS SEEN PER WEEK AS A COSMETOLOGIST	11
FIGURE 4 – PRIMARY WORK SETTING	12
FIGURE 5 – NUMBER OF OTHER LICENSED COSMETOLOGISTS WITHIN PRIMARY WORK SETTING	13
FIGURE 6 – LOCATION OF PRIMARY WORK SETTING	14
FIGURE 7 – USE OF SOCIAL MEDIA SITES FOR CLIENT CONSULTATIONS	15
FIGURE 8 – USE OF ONLINE BOOKING SERVICES FOR CLIENT APPOINTMENTS	16
FIGURE 9 – USE OF YOUTUBE OR GOOGLE TO LEARN ABOUT NEW TECHNIQUES, STYLES, AND TRENDS	17
FIGURE 10 – HIGHEST LEVEL OF EDUCATION	18
FIGURE 11 – SERVICES PERFORMED – RANKED IN DESCENDING ORDER	27

LIST OF APPENDICES

APPENDIX A.	RESPONDENTS BY REGION	52
APPENDIX B.	CRITICALITY INDICES FOR ALL TASKS	56
APPENDIX C.	KNOWLEDGE IMPORTANCE RATINGS	63
APPENDIX D.	QUESTIONNAIRE INVITATION E-MAIL.....	73
APPENDIX E.	QUESTIONNAIRE.....	75

CHAPTER 1. INTRODUCTION

PURPOSE OF THE OCCUPATIONAL ANALYSIS

The California Board of Barbering and Cosmetology (Board) requested that the Department of Consumer Affairs' Office of Professional Examination Services (OPES) conduct an occupational analysis (OA) as part of the Board's comprehensive review of cosmetology practice in California. The purpose of the OA is to identify critical job activities performed by California-licensed cosmetologists. The results of this OA provide a description of practice for the cosmetologist profession that can then be used to review the National Cosmetology Theory Examination and the National Cosmetology Practical Examination, which are developed by the National-Interstate Council of State Boards of Cosmetology (NIC).

CONTENT VALIDATION STRATEGY

OPES used a content validation strategy to ensure that the OA reflected the actual tasks performed by cosmetologists in independent practice. The technical expertise of California-licensed cosmetologists was used throughout the OA process to ensure the identified task and knowledge statements directly reflect requirements for performance in current practice.

UTILIZATION OF SUBJECT MATTER EXPERTS

The Board selected California-licensed cosmetologists to participate as subject matter experts (SMEs) during various phases of the OA. These SMEs were selected from a broad range of practice settings, geographic locations, and experience backgrounds. The SMEs provided information regarding the different aspects of current cosmetology practice during the development phase of the OA. The SMEs also provided technical expertise during a workshop that was convened to evaluate and refine the content of task and knowledge statements prior to the OA questionnaire's administration. Following the questionnaire's administration, another group of SMEs was convened at OPES to review the results and finalize the description of practice, which ultimately provides the basis of the examination content outline.

ADHERENCE TO LEGAL STANDARDS AND GUIDELINES

Licensing, certification, and registration programs in the State of California adhere strictly to federal and state laws and regulations, professional guidelines, and technical standards. For the purpose of the occupational analysis, the following laws and guidelines are authoritative:

- California Business and Professions Code section 139.
- Uniform Guidelines on Employee Selection Procedures (1978), Code of Federal Regulations, Title 29, Section 1607.
- California Fair Employment and Housing Act, Government Code section 12944.
- *Principles for the Validation and Use of Personnel Selection Procedures* (2003), Society for Industrial and Organizational Psychology (SIOP).
- *Standards for Educational and Psychological Testing* (2014), American Educational Research Association, American Psychological Association, and National Council on Measurement in Education.

For a licensure program to meet these standards, it must be solidly based upon the job activities required for practice.

DESCRIPTION OF OCCUPATION

The cosmetology occupation is described as follows in section 7316 of the California Business and Professions Code:

(b) The practice of cosmetology is all or any combination of the following practices:

(1) Arranging, dressing, curling, waving, machineless permanent waving, permanent waving, cleansing, cutting, shampooing, relaxing, singeing, bleaching, tinting, coloring, straightening, dyeing, applying hair tonics to, beautifying, or otherwise treating by any means, the hair of any person.

(2) Massaging, cleaning, or stimulating the scalp, face, neck, arms, or upper part of the human body, by means of the hands, devices, apparatus or appliances, with or without the use of cosmetic preparations, antiseptics, tonics, lotions, or creams.

(3) Beautifying the face, neck, arms, or upper part of the human body, by use of cosmetic preparations, antiseptics, tonics, lotions, or creams.

(4) Removing superfluous hair from the body of any person by the use of depilatories or by the use of tweezers, chemicals, or preparations or by the use of devices or appliances of any kind or description, except by the use of light waves, commonly known as rays.

(5) Cutting, trimming, polishing, tinting, coloring, cleansing, or manicuring the nails of any person.

(6) Massaging, cleansing, treating, or beautifying the hands or feet of any person.

(c) Within the practice of cosmetology there exist the specialty branches of skin care and nail care.

(1) Skin care is any one or more of the following practices:

(A) Giving facials, applying makeup, giving skin care, removing superfluous hair from the body of any person by the use of depilatories, tweezers or waxing, or applying eyelashes to any person.

(B) Beautifying the face, neck, arms, or upper part of the human body, by use of cosmetic preparations, antiseptics, tonics, lotions, or creams.

(C) Massaging, cleaning, or stimulating the face, neck, arms, or upper part of the human body, by means of the hands, devices, apparatus, or appliances, with the use of cosmetic preparations, antiseptics, tonics, lotions, or creams.

(2) Nail care is the practice of cutting, trimming, polishing, coloring, tinting, cleansing, manicuring, or pedicuring the nails of any person or massaging, cleansing, or beautifying from the elbow to the fingertips or the knee to the toes of any person.

(d) The practice of barbering and the practice of cosmetology do not include any of the following:

(1) The mere sale, fitting, or styling of wigs or hairpieces.

(2) Natural hair braiding. Natural hair braiding is a service that results in tension on hair strands or roots by twisting, wrapping, weaving, extending, locking, or braiding by hand or mechanical device, provided that the service does not include haircutting or the application of dyes, reactive chemicals, or other preparations to alter the color of the hair or to straighten, curl, or alter the structure of the hair.

(3) Threading. Threading is a technique that results in removing hair by twisting thread around unwanted hair and pulling it from the skin and the incidental trimming of eyebrow hair.

(e) Notwithstanding paragraph (2) of subdivision (d), a person who engages in natural hairstyling, which is defined as the provision of natural hair braiding services together with any of the services or procedures defined within the regulated practices of barbering or cosmetology, is subject to regulation pursuant to this chapter and shall obtain and maintain a barbering or cosmetology license as applicable to the services respectively offered or performed.

(f) Electrolysis is the practice of removing hair from, or destroying hair on, the human body by the use of an electric needle only.

“Electrolysis” as used in this chapter includes electrolysis or thermolysis.

CHAPTER 2. OCCUPATIONAL ANALYSIS QUESTIONNAIRE

SUBJECT MATTER EXPERT INTERVIEWS

The Board provided OPES with a list of eight California-licensed cosmetologists to contact for telephone and/or job-site interviews. During the semi-structured interviews, the cosmetologists were asked to identify all the activities performed specific to the cosmetology profession. The licensees outlined major content areas of their practice and confirmed the job tasks performed in each content area. The cosmetologists were also asked to identify the knowledge necessary to perform each job task safely and competently.

TASK AND KNOWLEDGE STATEMENTS

OPES staff integrated information gathered from literature reviews of the profession-related sources (e.g., previous OA reports, articles, publications) and from interviews with California-licensed cosmetologists to develop a preliminary list of task and knowledge statements. The statements were then organized into major content areas of practice.

In February 2017, OPES facilitated a workshop with seven California-licensed cosmetologists serving as SMEs from diverse backgrounds (e.g., years licensed, specialty, location of practice) to evaluate the task and knowledge statements for technical accuracy and comprehensiveness. The SMEs also assigned each statement to the appropriate content area and verified that the content areas were independent and non-overlapping. In addition, these SMEs performed a preliminary linkage of the task and knowledge statements to ensure that every task had a related knowledge and every knowledge statement had a related task. Additional task and knowledge statements were created as needed to complete the scope of the content areas.

Proposed demographic variables for the OA questionnaire, including questions regarding the use of technology and social media in practice, were also verified by the SMEs.

Once the lists of task and knowledge statements and the demographic-based variables were verified, the information was used to develop an online questionnaire that was sent to a sample of California-licensed cosmetologists for completion and evaluation.

QUESTIONNAIRE DEVELOPMENT

OPES test specialists developed an online OA questionnaire soliciting California-licensed cosmetologists' ratings of the job task and knowledge statements for analysis. The surveyed sample of cosmetologists were instructed to rate each job task in terms of how often they perform the task (Frequency) and in terms of how important the task is to the performance of their current job (Importance). In addition, they were instructed to rate each knowledge statement in terms of how important the specific knowledge is to the performance of their current job (Importance). The questionnaire also included a demographic section for purposes of developing an accurate profile of the respondents and to allow for further analyses of the respondents' ratings. The questionnaire can be found in Appendix E.

PILOT STUDY

Prior to developing the final questionnaire, OPES prepared and administered an online pilot questionnaire. The pilot questionnaire was distributed for review to a group of eleven SMEs who had participated in the interviews and/or the February 2017 workshop. Seven out of the eleven SMEs reviewed the pilot questionnaire and offered their feedback regarding the technical accuracy of the task and knowledge statements, the estimated time for completion, online navigation, and ease of use of the questionnaire. OPES used this feedback to develop the final questionnaire.

CHAPTER 3. RESPONSE RATE AND DEMOGRAPHICS

SAMPLING STRATEGY AND RESPONSE RATE

OPES test specialists developed a stratified random sample of 9,910 California-licensed cosmetologists (out of the total population of 91,214 licensees) to participate in the occupational analysis in April 2017. The sample was stratified by years licensed and county of practice. Of the 9,910 selected licensees, 590 e-mails were invalid. Therefore, a final target sample of 9,320 licensed cosmetologists were e-mailed invitations by the Board inviting them to receive and complete the online questionnaire. The OA questionnaire invitation e-mail can be found in Appendix D.

A total of 1,533 California-licensed cosmetologists, or 16.4% of the target sample of cosmetologists, responded by accessing the Web-based questionnaire. The final sample size included in the data analysis was 397 respondents, or 4.3% of the total cosmetologist target sample population. This response rate reflects two adjustments. First, data from respondents who indicated they were not currently licensed and practicing as cosmetologists in California were excluded from analysis. Second, incomplete and partially completed questionnaires were removed from the sample. Based on a review of the demographic composition, the respondent sample is representative of the population of cosmetologists.

The OA questionnaire online format allowed for several enhancements to the questionnaire and the data collection process. As part of the development, configuration, and analysis of the questionnaire, various criteria were established to ensure the integrity of the data. For example, respondents were included in the analysis if they rated at least 90% of the task statements (i.e., respondents left 10% of the task statements blank).

DEMOGRAPHIC SUMMARY

As shown in Table 1, 48.4% of the respondents included in the analysis had been practicing as a cosmetologist for 5 years or less, 17.1% had been practicing between 6 and 10 years, 16.1% had been practicing between 11 and 20 years, and 18.4% had been practicing for more than 20 years.

Table 2 shows that 33.2% of the respondents work between 0 to 10 hours per week, and Table 3 shows that 46.1% see between 0 to 10 clients per week. As shown in Table 4, 36.3% of the respondents work primarily in an independently-owned salon, and Table 5 shows that 31.7% of the respondents are the only licensed cosmetologists in their primary work setting.

When asked to indicate their primary work setting, 70.8% of respondents reported working in an urban area (see Table 6). When asked to indicate other California state-

issued licenses or certifications held, 72.8% reported that they did not hold any other license or certification (see Table 11).

The candidates were asked several questions pertaining to their use of social media sites and online booking services. As shown in Table 7, 52.4% of respondents reported that they did not use social media sites and/or e-mail for client consultations (i.e., using videoconferencing or sending digital pictures as part of consultation prior to services). Table 8 shows that 66.0% of respondents indicated not using online booking services for scheduling client appointments.

The candidates were also asked to rate how often they perform several cosmetology services. Table 31 and Figure 11 show that the top three services performed were haircutting (Mean Frequency = 2.98), shampooing (Mean Frequency = 2.89), and wet hair styling (Mean Frequency = 2.73). In addition, as shown in Table 32, respondents reported spending the highest percentage of time on cosmetology (hair) (87.57%), followed by esthetics (11.84%), and then manicuring (9.25%).

More detailed demographic information from respondents can be found in Tables 1 through 33.

TABLE 1 – NUMBER OF YEARS LICENSED AS A COSMETOLOGIST IN CALIFORNIA

YEARS	NUMBER (N)	PERCENT
0 to 5 years	192	48.4
6 to 10 years	68	17.1
11 to 20 years	64	16.1
More than 20 years	73	18.4
Total	397	100

FIGURE 1 – NUMBER OF YEARS LICENSED AS A COSMETOLOGIST IN CALIFORNIA

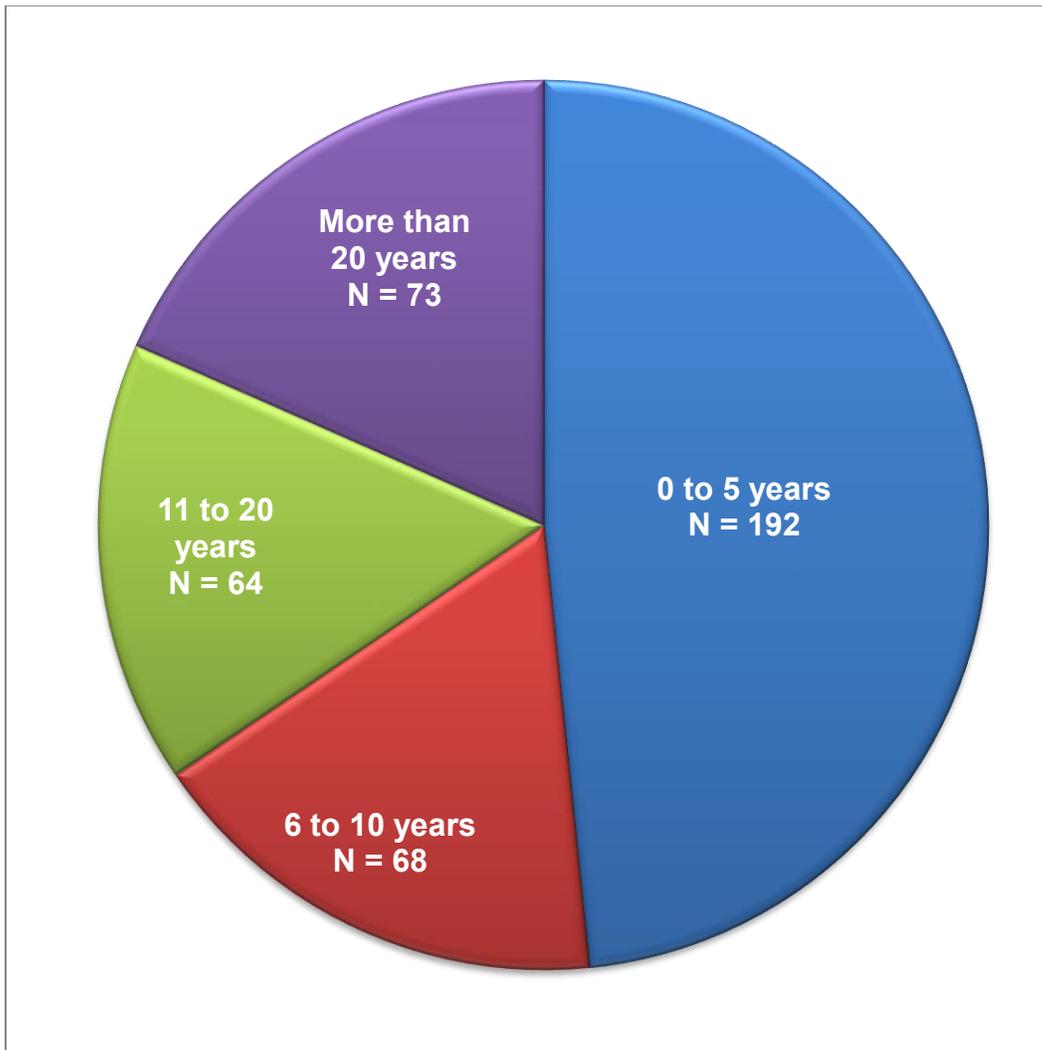


TABLE 2 – NUMBER OF HOURS WORKED PER WEEK AS A COSMETOLOGIST

HOURS	NUMBER (N)	PERCENT
0 to 10 hours	132	33.2
11 to 20 hours	48	12.1
21 to 30 hours	75	18.9
31 to 40 hours	86	21.7
More than 40 hours	50	12.6
Missing	6	1.5
Total	397	100

FIGURE 2 – NUMBER OF HOURS WORKED PER WEEK AS A COSMETOLOGIST

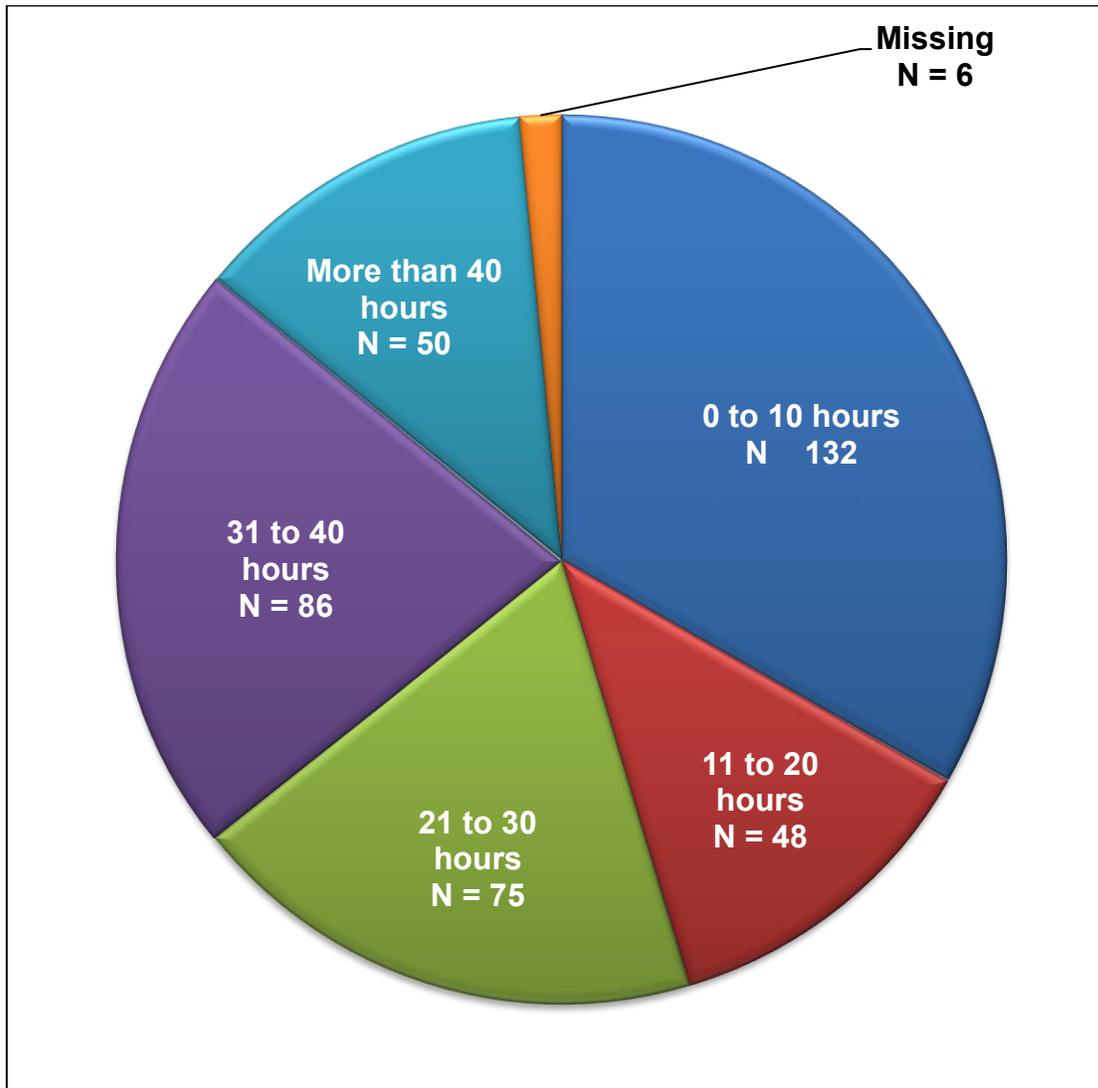


TABLE 3 – NUMBER OF CLIENTS SEEN PER WEEK AS A COSMETOLOGIST

CLIENTS	NUMBER (N)	PERCENT
0 to 10 clients	183	46.1
11 to 20 clients	82	20.7
21 to 30 clients	48	12.1
31 to 40 clients	39	9.8
More than 40 clients	40	10.1
Missing	5	1.3
Total	397	100*

*NOTE: Percentages do not add to 100 due to rounding.

FIGURE 3 – NUMBER OF CLIENTS SEEN PER WEEK AS A COSMETOLOGIST

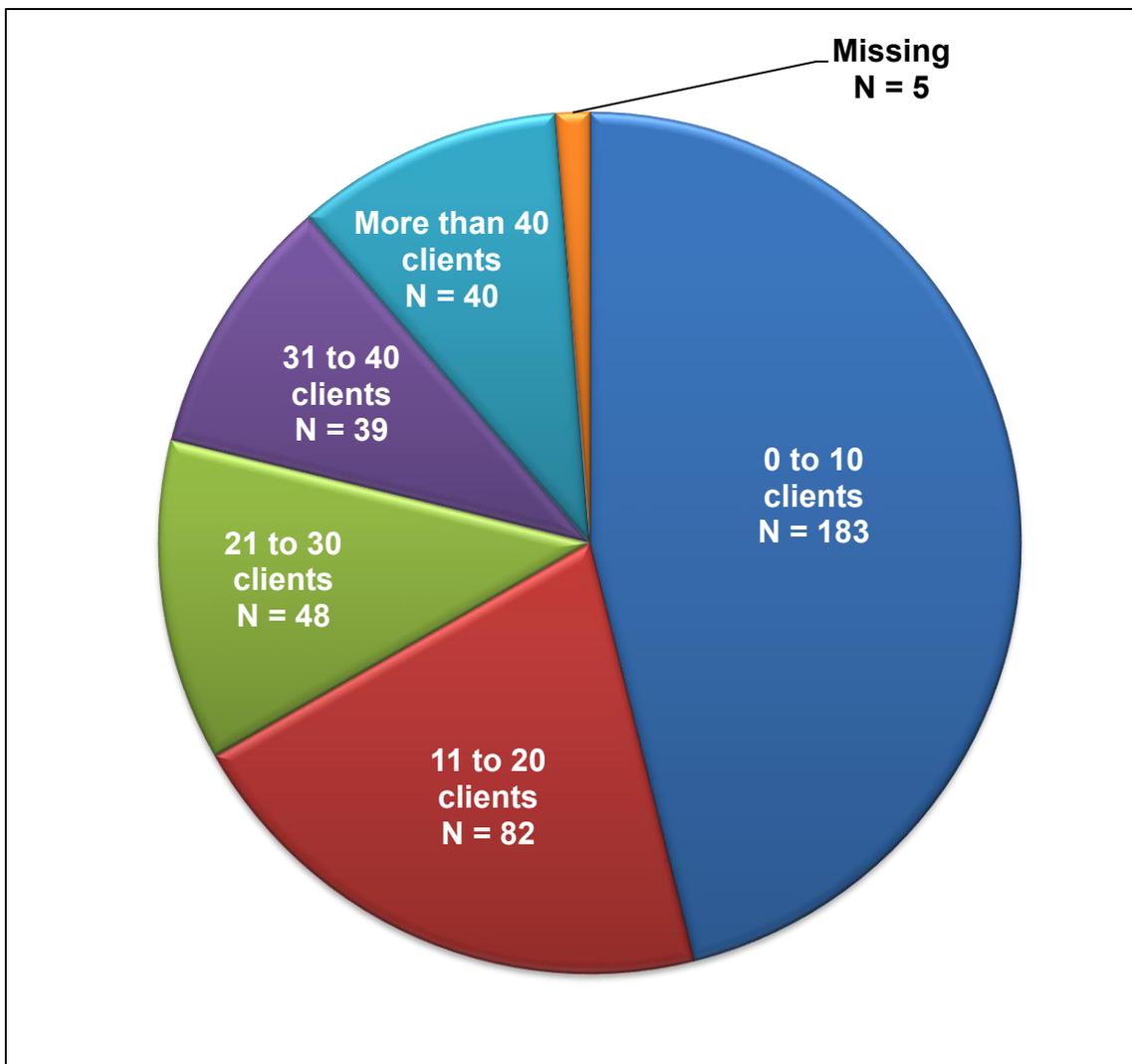


TABLE 4 – PRIMARY WORK SETTING

WORK SETTING	NUMBER (N)	PERCENT
Franchise salon	41	10.3
Full-service salon	69	17.4
Hotel/resort	2	0.5
Institution (e.g., prison, health facility, school)	8	2.0
Independently-owned salon	144	36.3
Salon day spa	21	5.3
Other	110	27.7
Missing	2	0.5
Total	397	100

FIGURE 4 – PRIMARY WORK SETTING

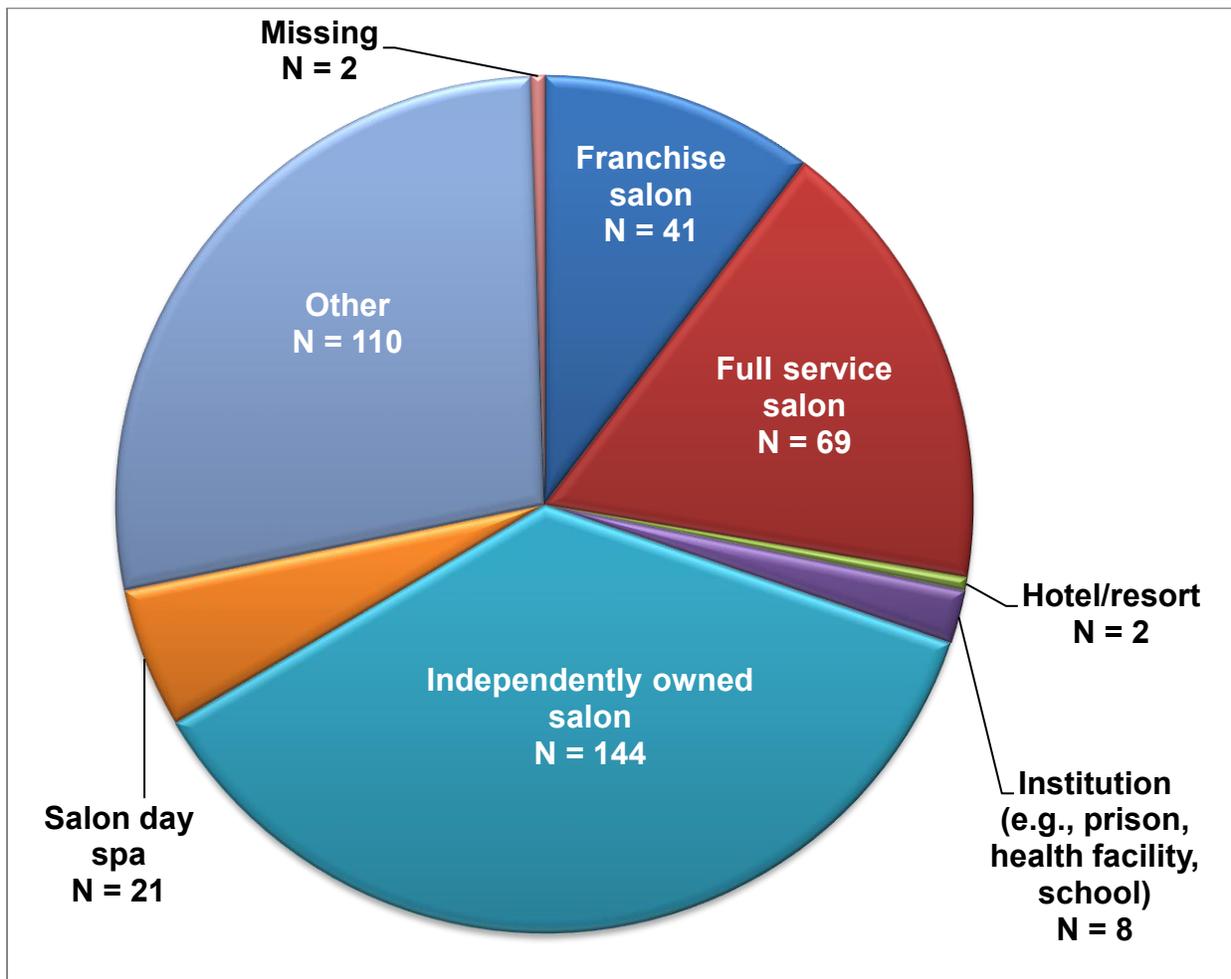


TABLE 5 – NUMBER OF OTHER LICENSED COSMETOLOGISTS WITHIN PRIMARY WORK SETTING

OTHER COSMETOLOGISTS	NUMBER (N)	PERCENT
None, I am the only licensed cosmetologist	126	31.7
1 to 5 other licensed cosmetologists	119	30.0
6 to 10 other licensed cosmetologists	80	20.2
More than 10 other licensed cosmetologists	69	17.4
Missing	3	0.8
Total	397	100*

*NOTE: Percentages do not add to 100 due to rounding.

FIGURE 5 – NUMBER OF OTHER LICENSED COSMETOLOGISTS WITHIN PRIMARY WORK SETTING

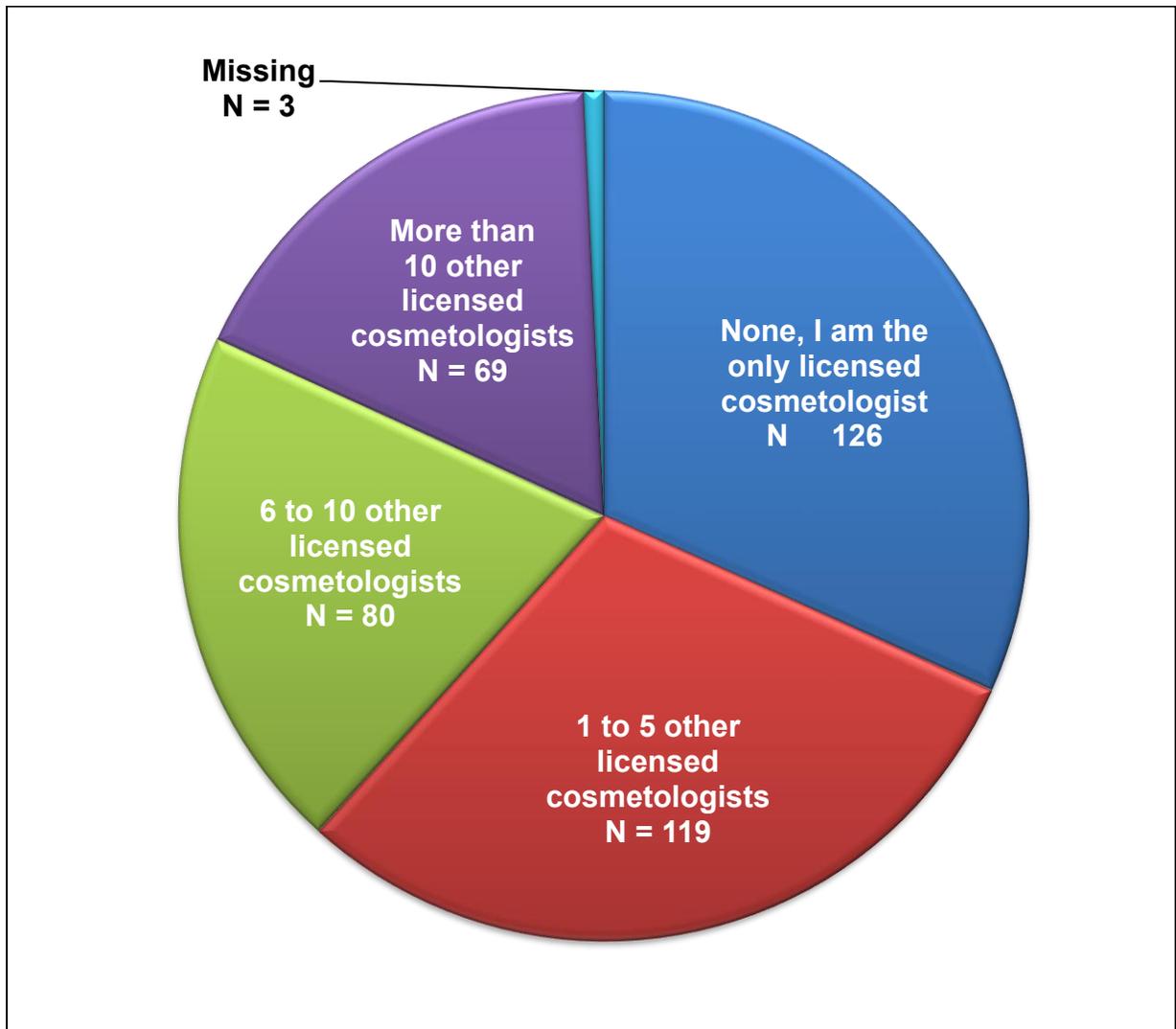


TABLE 6 – LOCATION OF PRIMARY WORK SETTING

LOCATION	NUMBER (N)	PERCENT
Urban (more than 50,000 people)	281	70.8
Rural (less than 50,000 people)	111	28.0
Missing	5	1.3
Total	397	100*

*NOTE: Percentages do not add to 100 due to rounding.

FIGURE 6 – LOCATION OF PRIMARY WORK SETTING

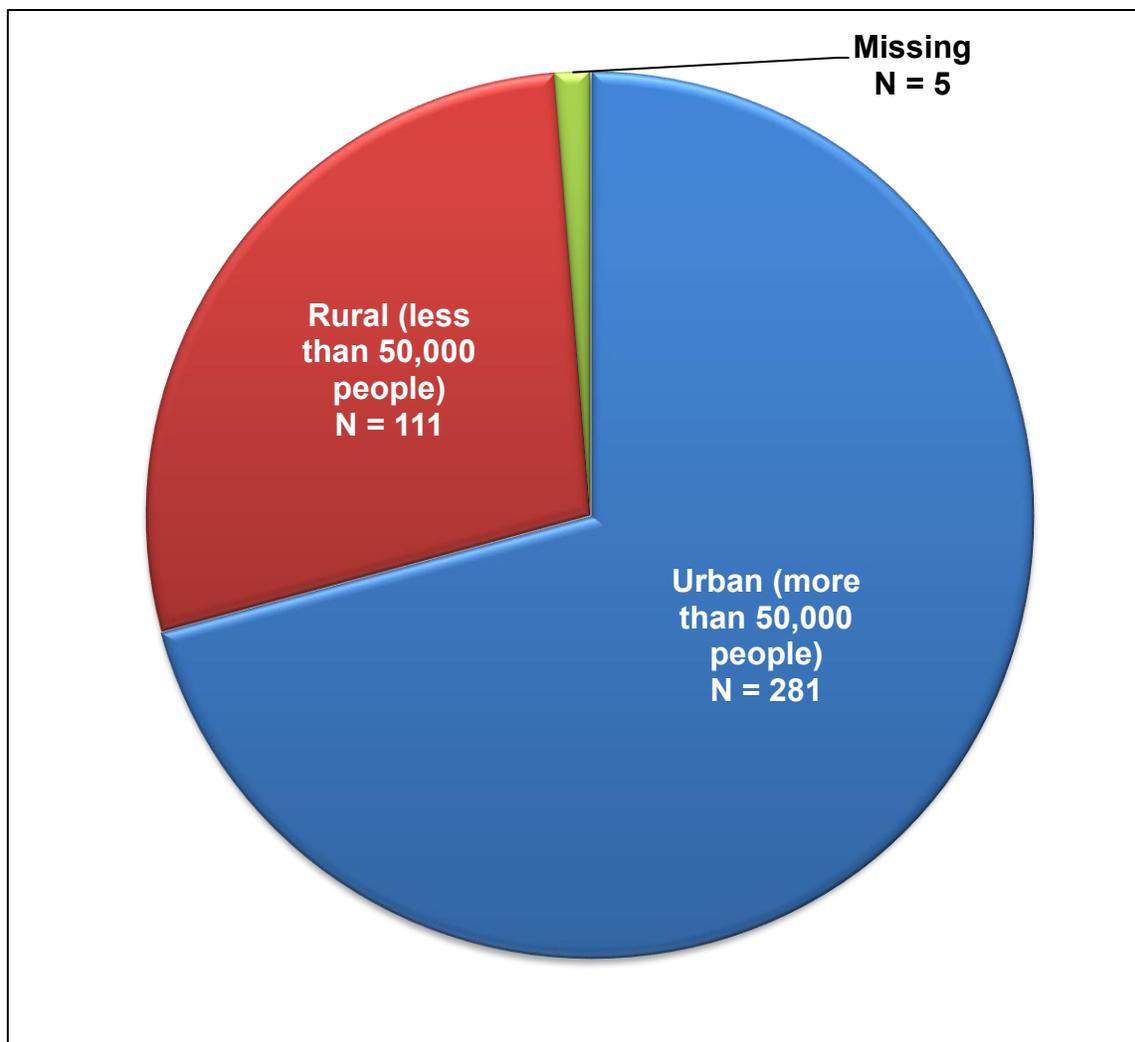


TABLE 7 – USE OF SOCIAL MEDIA SITES FOR CLIENT CONSULTATIONS

SOCIAL MEDIA SITES	NUMBER (N)	PERCENT
Yes	186	46.9
No	208	52.4
Missing	3	0.8
Total	397	100*

*NOTE: Percentages do not add to 100 due to rounding.

FIGURE 7 – USE OF SOCIAL MEDIA SITES FOR CLIENT CONSULTATIONS

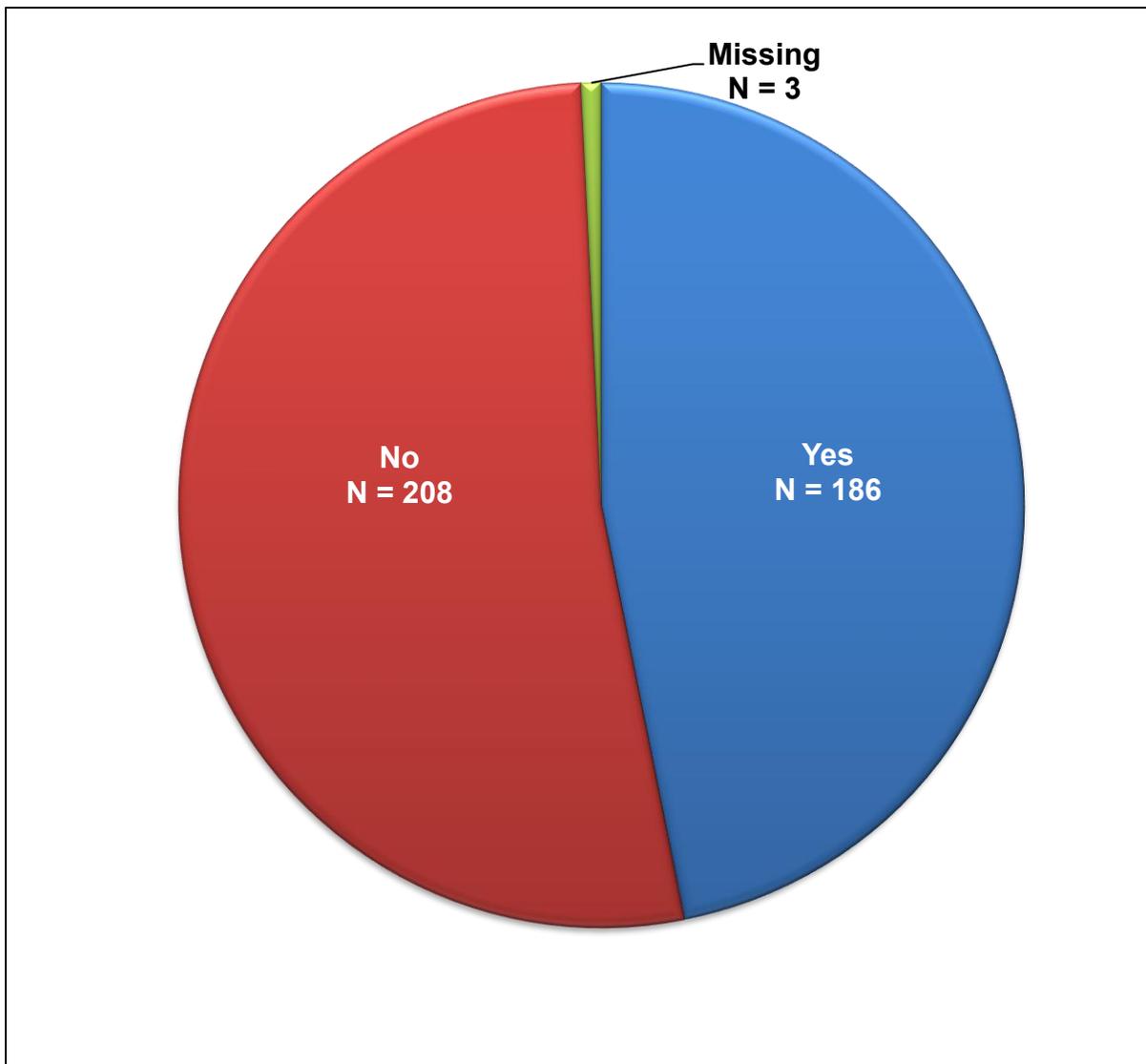


TABLE 8 – USE OF ONLINE BOOKING SERVICES FOR CLIENT APPOINTMENTS

ONLINE BOOKING SERVICES	NUMBER (N)	PERCENT
Yes	131	33.0
No	262	66.0
Missing	4	1.0
Total	397	100

FIGURE 8 – USE OF ONLINE BOOKING SERVICES FOR CLIENT APPOINTMENTS

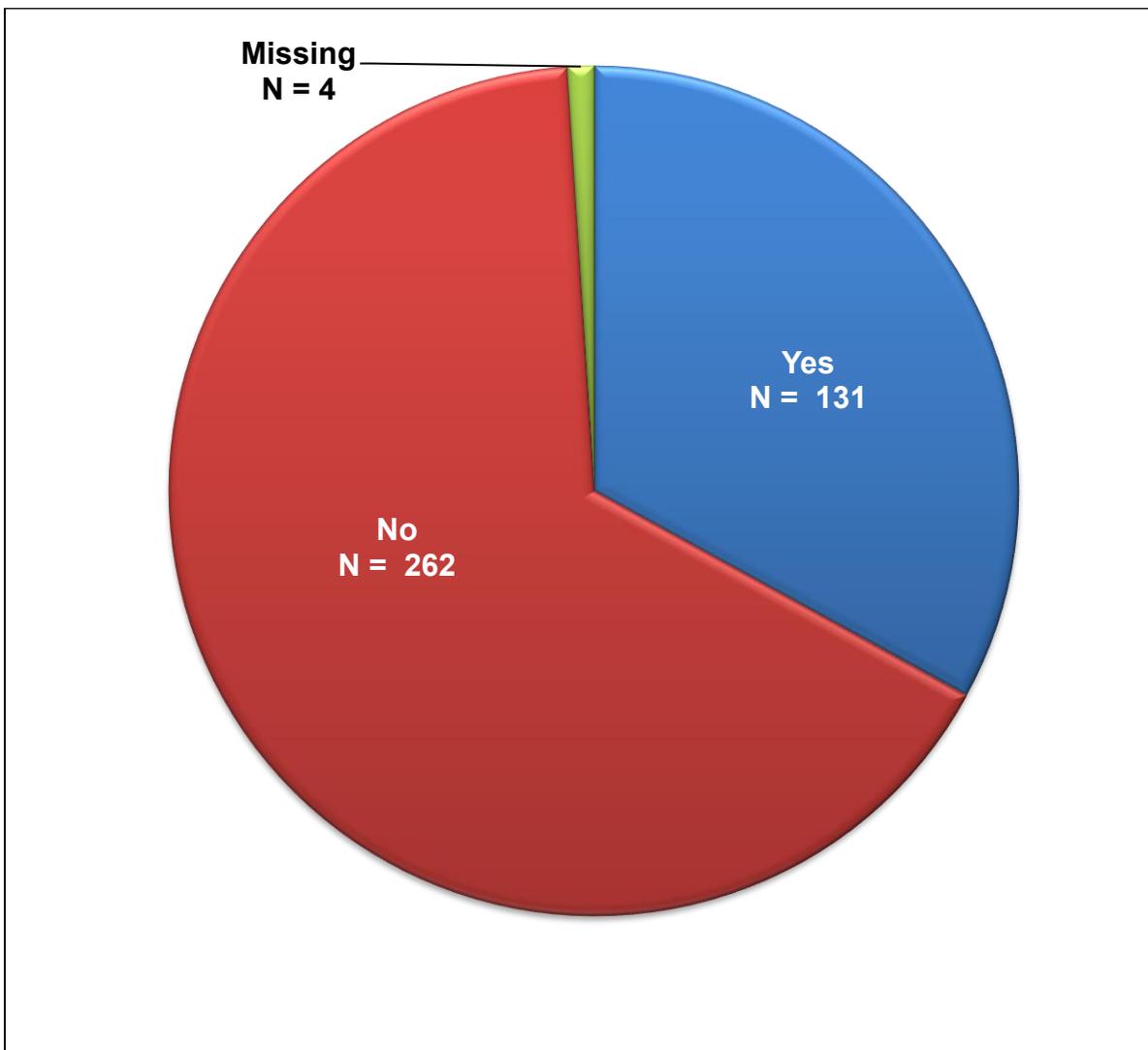


TABLE 9 – USE OF YOUTUBE OR GOOGLE TO LEARN ABOUT NEW TECHNIQUES, STYLES, AND TRENDS

YOUTUBE OR GOOGLE	NUMBER (N)	PERCENT
Never	36	9.1
Rarely	91	22.9
Daily	81	20.4
Weekly	114	28.7
Monthly	73	18.4
Missing	2	0.5
Total	397	100

FIGURE 9 – USE OF YOUTUBE OR GOOGLE TO LEARN ABOUT NEW TECHNIQUES, STYLES, AND TRENDS

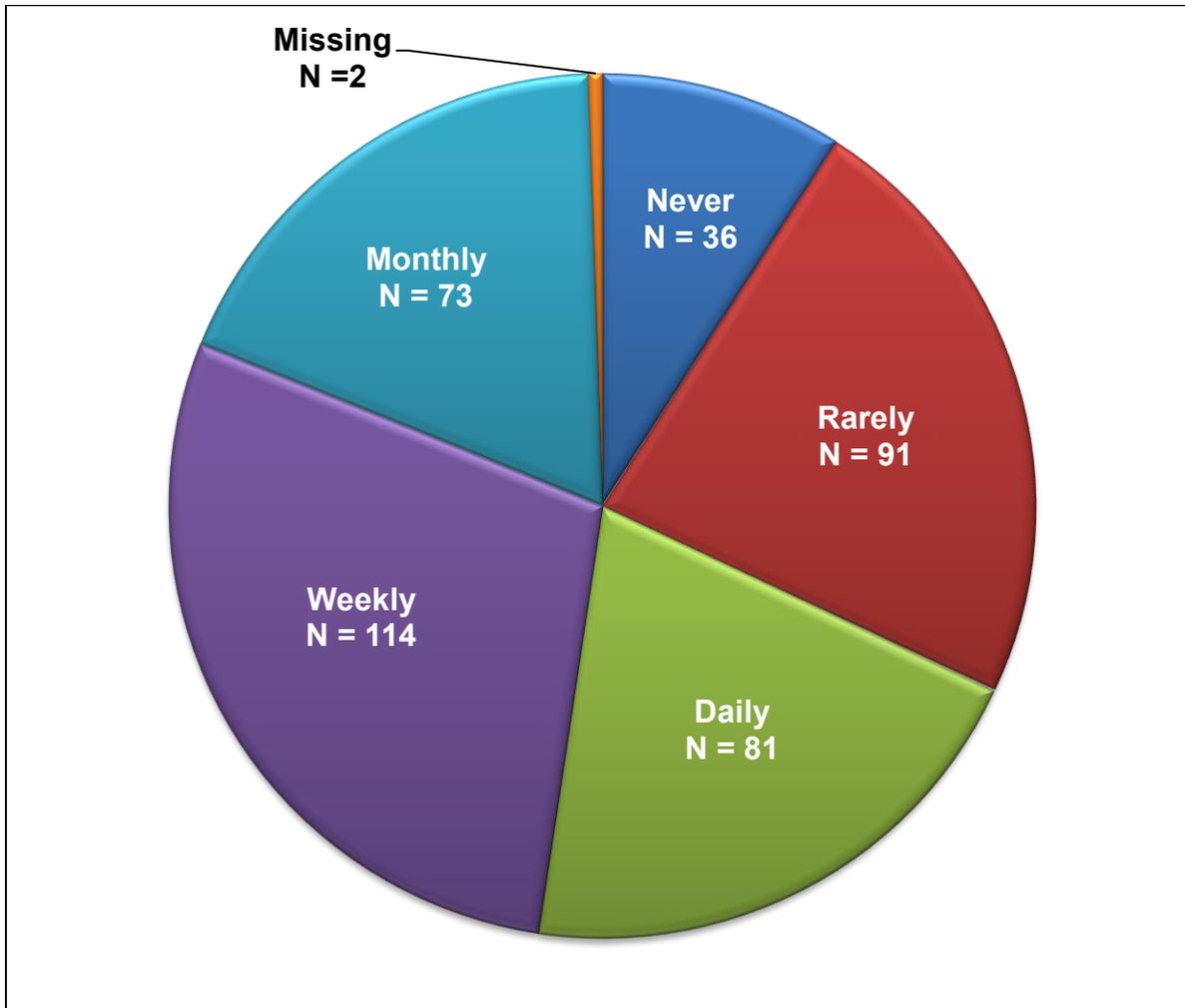


TABLE 10 – HIGHEST LEVEL OF EDUCATION

EDUCATION	NUMBER (N)	PERCENT
On-the-job training	6	1.5
Beauty college/school	252	63.5
Associate degree	66	16.6
Bachelor's degree	44	11.1
Master's degree	7	1.8
Doctoral degree	1	0.3
Other formal education	20	5.0
Missing	1	0.3
Total	397	100*

*NOTE: Percentages do not add to 100 due to rounding.

FIGURE 10 – HIGHEST LEVEL OF EDUCATION

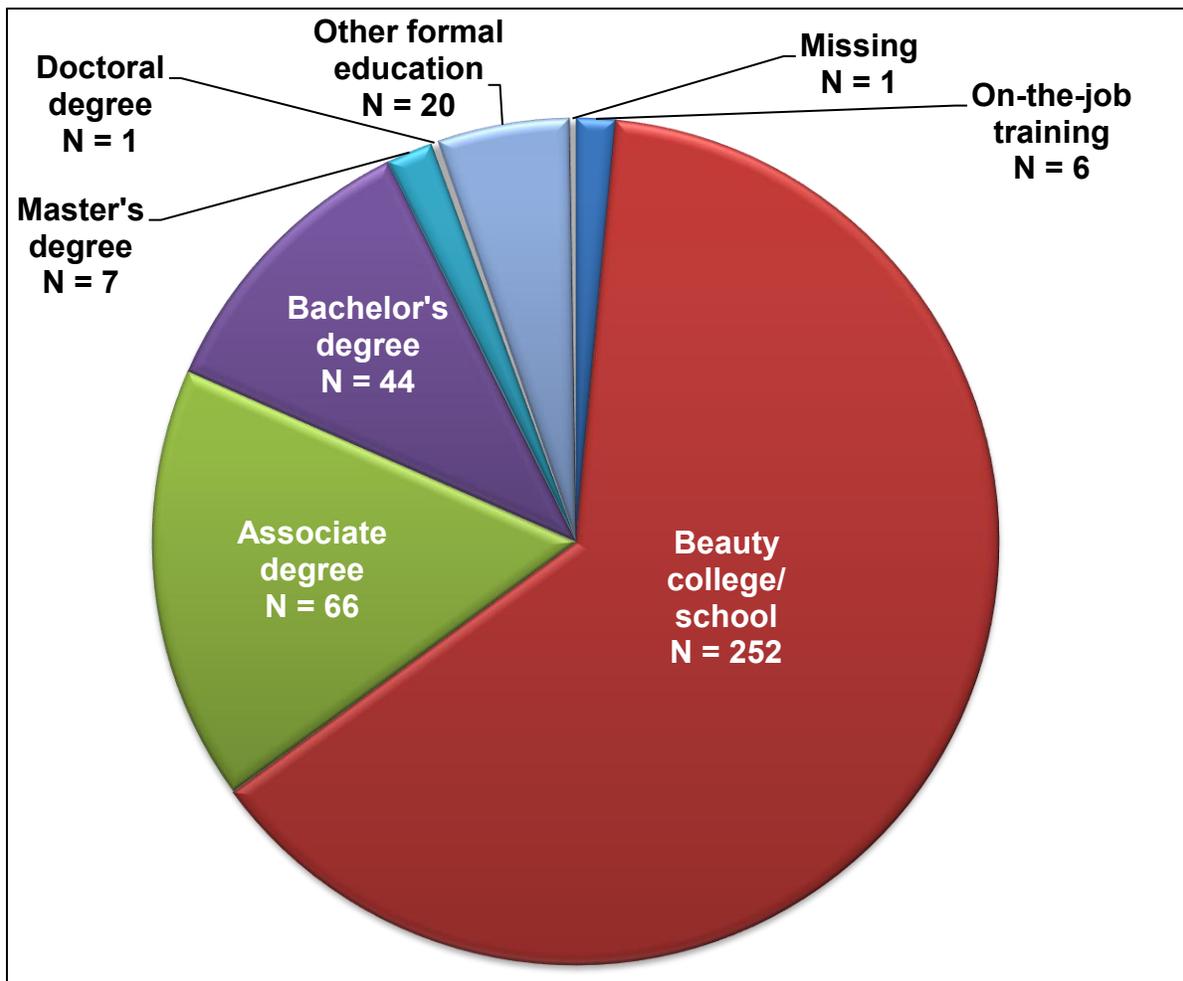


TABLE 11 – OTHER CALIFORNIA STATE-ISSUED LICENSES OR CERTIFICATIONS HELD*

OTHER LICENSES OR CERTIFICATIONS	NUMBER (N)	PERCENT
None	289	72.8
Barber	11	2.8
Cosmetology Instructor	13	3.3
Esthetician	13	3.3
Manicurist	13	3.3
Other	38	9.6

*NOTE: Respondents (N = 397) were asked to select all that apply.

TABLE 12 – SERVICES PERFORMED: ARTIFICIAL EYELASH EXTENSIONS

ARTIFICIAL EYELASH EXTENSIONS	NUMBER (N)	PERCENT
Service not performed	342	86.1
Rarely	28	7.1
Daily	6	1.5
Weekly	8	2.0
Monthly	9	2.3
Missing	4	1.0
Total	397	100

TABLE 13 – SERVICES PERFORMED: ARTIFICIAL NAILS

ARTIFICIAL NAILS	NUMBER (N)	PERCENT
Service not performed	341	85.9
Rarely	30	7.6
Daily	10	2.5
Weekly	5	1.3
Monthly	6	1.5
Missing	5	1.3
Total	397	100*

*NOTE: Percentages do not add to 100 due to rounding.

TABLE 14 – SERVICES PERFORMED: BRAIDING

BRAIDING	NUMBER (N)	PERCENT
Service not performed	173	43.6
Rarely	130	32.7
Daily	22	5.5
Weekly	35	8.8
Monthly	33	8.3
Missing	4	1.0
Total	397	100*

*NOTE: Percentages do not add to 100 due to rounding.

TABLE 15 – SERVICES PERFORMED: CHEMICAL STRAIGHTENING OR RELAXING

CHEMICAL STRAIGHTENING OR RELAXING	NUMBER (N)	PERCENT
Service not performed	222	55.9
Rarely	106	26.7
Daily	11	2.8
Weekly	16	4.0
Monthly	39	9.8
Missing	3	0.8
Total	397	100

TABLE 16 – SERVICES PERFORMED: EYEBROW ARCHING

EYEBROW ARCHING	NUMBER (N)	PERCENT
Service not performed	230	57.9
Rarely	64	16.1
Daily	25	6.3
Weekly	49	12.3
Monthly	28	7.1
Missing	1	0.3
Total	397	100

TABLE 17 – SERVICES PERFORMED: FACIALS

FACIALS	NUMBER (N)	PERCENT
Service not performed	299	75.3
Rarely	53	13.4
Daily	11	2.8
Weekly	12	3.0
Monthly	17	4.3
Missing	5	1.3
Total	397	100*

*NOTE: Percentages do not add to 100 due to rounding.

TABLE 18 – SERVICES PERFORMED: GODDESS FAUX LOCS

GODDESS FAUX LOCS	NUMBER (N)	PERCENT
Service not performed	365	91.9
Rarely	14	3.5
Daily	4	1.0
Weekly	4	1.0
Monthly	4	1.0
Missing	6	1.5
Total	397	100*

*NOTE: Percentages do not add to 100 due to rounding.

TABLE 19 – SERVICES PERFORMED: GROOMING LOCS

GROOMING LOCS	NUMBER (N)	PERCENT
Service not performed	334	84.1
Rarely	27	6.8
Daily	10	2.5
Weekly	10	2.5
Monthly	8	2.0
Missing	8	2.0
Total	397	100*

*NOTE: Percentages do not add to 100 due to rounding.

TABLE 20 – SERVICES PERFORMED: HAIR COLORING, TINTING, BLEACHING, COLOR CORRECTION

HAIR COLORING, TINTING, BLEACHING, COLOR CORRECTION	NUMBER (N)	PERCENT
Service not performed	52	13.1
Rarely	47	11.8
Daily	154	38.8
Weekly	74	18.6
Monthly	67	16.9
Missing	3	0.8
Total	397	100

TABLE 21 – SERVICES PERFORMED: HAIRCUTTING

HAIRCUTTING	NUMBER (N)	PERCENT
Service not performed	30	7.6
Rarely	34	8.6
Daily	211	53.1
Weekly	59	14.9
Monthly	59	14.9
Missing	4	1.0
Total	397	100*

*NOTE: Percentages do not add to 100 due to rounding.

TABLE 22 – SERVICES PERFORMED: MAKEUP SERVICE

MAKEUP SERVICE	NUMBER (N)	PERCENT
Service not performed	204	51.4
Rarely	77	19.4
Daily	29	7.3
Weekly	35	8.8
Monthly	48	12.1
Missing	4	1.0
Total	397	100

TABLE 23 – SERVICES PERFORMED: MANICURES

MANICURES	NUMBER (N)	PERCENT
Service not performed	304	76.6
Rarely	39	9.8
Daily	14	3.5
Weekly	18	4.5
Monthly	18	4.5
Missing	4	1.0
Total	397	100*

*NOTE: Percentages do not add to 100 due to rounding.

TABLE 24 – SERVICES PERFORMED: PEDICURES

PEDICURES	NUMBER (N)	PERCENT
Service not performed	317	79.8
Rarely	33	8.3
Daily	16	4.0
Weekly	14	3.5
Monthly	12	3.0
Missing	5	1.3
Total	397	100*

*NOTE: Percentages do not add to 100 due to rounding.

TABLE 25 – SERVICES PERFORMED: SCALP AND HAIR TREATMENT

SCALP AND HAIR TREATMENT	NUMBER (N)	PERCENT
Service not performed	122	30.7
Rarely	86	21.7
Daily	71	17.9
Weekly	51	12.8
Monthly	65	16.4
Missing	2	0.5
Total	397	100

TABLE 26 – SERVICES PERFORMED: SHAMPOOING

SHAMPOOING	NUMBER (N)	PERCENT
Service not performed	57	14.4
Rarely	25	6.3
Daily	216	54.4
Weekly	56	14.1
Monthly	38	9.6
Missing	5	1.3
Total	397	100*

*NOTE: Percentages do not add to 100 due to rounding.

TABLE 27 – SERVICES PERFORMED: THERMAL PRESS AND CURL

THERMAL PRESS AND CURL	NUMBER (N)	PERCENT
Service not performed	226	56.9
Rarely	50	12.6
Daily	55	13.9
Weekly	35	8.8
Monthly	27	6.8
Missing	4	1.0
Total	397	100

TABLE 28 – SERVICES PERFORMED: WAXING

WAXING	NUMBER (N)	PERCENT
Service not performed	220	55.4
Rarely	68	17.1
Daily	34	8.6
Weekly	46	11.6
Monthly	24	6.0
Missing	5	1.3
Total	397	100

TABLE 29 – SERVICES PERFORMED: WEAVING HAIR EXTENSIONS

WEAVING HAIR EXTENSIONS	NUMBER (N)	PERCENT
Service not performed	274	69.0
Rarely	60	15.1
Daily	8	2.0
Weekly	24	6.0
Monthly	27	6.8
Missing	4	1.0
Total	397	100*

**NOTE: Percentages do not add to 100 due to rounding.*

TABLE 30 – SERVICES PERFORMED: WET HAIR STYLING

WET HAIR STYLING	NUMBER (N)	PERCENT
Service not performed	63	15.9
Rarely	34	8.6
Daily	194	48.9
Weekly	62	15.6
Monthly	43	10.8
Missing	1	0.3
Total	397	100*

**NOTE: Percentages do not add to 100 due to rounding.*

TABLE 31 – MEAN FREQUENCY OF SERVICES PERFORMED

SERVICES PERFORMED	MEAN FREQUENCY*
Artificial eyelash extensions	0.24
Artificial nails	0.25
Braiding	0.99
Chemical straightening or relaxing	0.70
Eyebrow arching	0.93
Facials	0.43
Goddess faux locs	0.13
Grooming locs	0.29
Hair coloring, tinting, bleaching, color correction	2.59
Haircutting	2.98
Makeup service	1.00
Manicures	0.47
Pedicures	0.42
Scalp and hair treatment	1.65
Shampooing	2.89
Thermal press and curl	1.09
Waxing	0.99
Weaving hair extensions	0.55
Wet hair styling (e.g., blow drying and curling iron)	2.73

**Mean Frequency: 0-Does not perform service, 1-Rarely, 2-Monthly, 3-Weekly, 4-Daily*

FIGURE 11 – SERVICES PERFORMED – RANKED IN DESCENDING ORDER

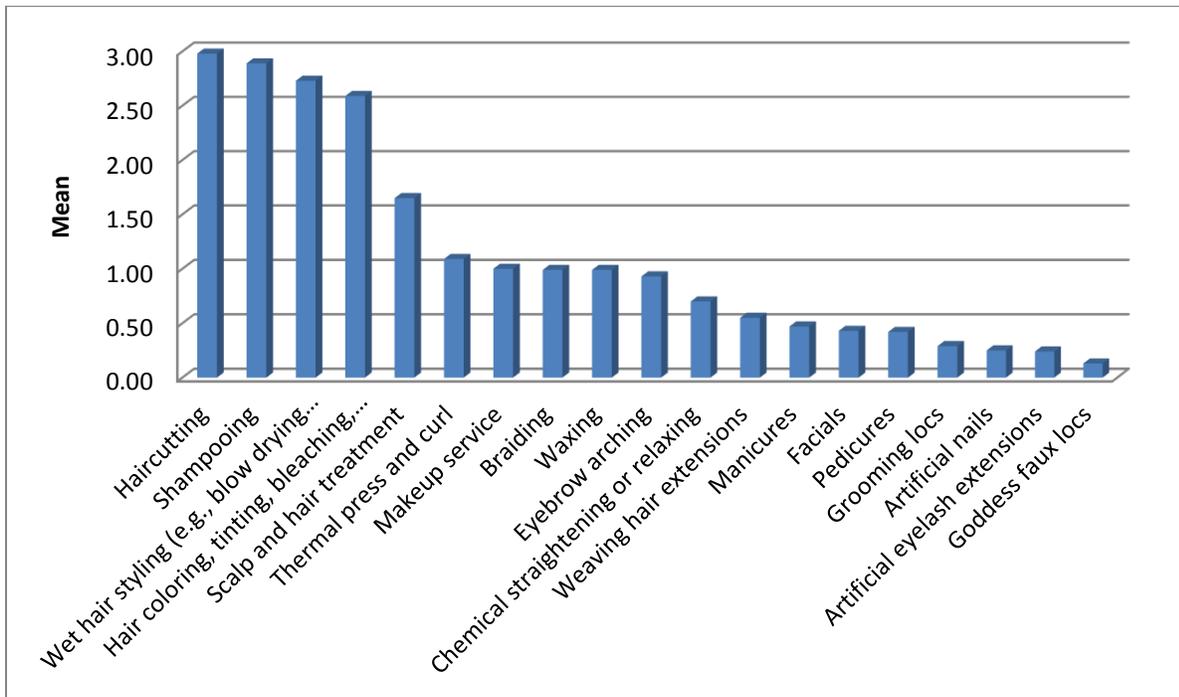


TABLE 32 – PERCENTAGE OF TIME SPENT ON COSMETOLOGY FOCUS CATEGORY

COSMETOLOGY FOCUS CATEGORY	MEAN PERCENT
Cosmetology (hair)	87.57%
Esthetics	11.84%
Manicuring	9.25%

TABLE 33 – RESPONDENTS BY REGION*

REGION NAME	NUMBER (N)	PERCENT
Los Angeles County and Vicinity	130	32.7
San Francisco Bay Area	83	20.9
San Diego County and Vicinity	43	10.8
Riverside and Vicinity	38	9.6
San Joaquin Valley	29	7.3
Sacramento Valley	25	6.3
Sierra Mountain Valley	23	5.8
South/Central Coast	11	2.8
Shasta/Cascade	7	1.8
North Coast	7	1.8
Missing	1	0.3
Total	397	100**

*NOTE: Appendix A shows a more detailed breakdown of the frequencies by region.

**NOTE: Percentages do not add to 100 due to rounding.

CHAPTER 4. DATA ANALYSIS AND RESULTS

RELIABILITY OF RATINGS

The job task and knowledge ratings obtained through the questionnaire were evaluated with a standard index of reliability called coefficient alpha (α) that ranges from 0 to 1. Coefficient alpha is an estimate of the internal consistency of the respondents' ratings of the job task and knowledge statements. A higher coefficient value indicates more consistency between respondent ratings. Coefficients were calculated for all respondent ratings.

Table 34 displays the reliability coefficients for the task statement rating scales in each content area. The overall ratings of task frequency and task importance across content areas were highly reliable with α frequency at .971 and α importance at .974. Table 35 displays the reliability coefficients for the knowledge statement rating scale in each content area. The overall ratings of knowledge importance across content areas were highly reliable ($\alpha = .995$). These results indicate that the responding cosmetologists rated the task and knowledge statements consistently throughout the questionnaire.

TABLE 34 – TASK SCALE RELIABILITY

CONTENT AREA	Number of Tasks	α Frequency	α Importance
I. Consultation	13	.928	.927
II. Preparation	5	.885	.877
III. Hair Services	15	.931	.931
IV. Safety and Sanitation	12	.950	.948
V. Esthetics	9	.943	.953
VI. Manicuring	15	.991	.993
Total	69	.971	.974

TABLE 35 – KNOWLEDGE SCALE RELIABILITY

CONTENT AREA	Number of Knowledge Statements	α Importance
I. Consultation	20	.964
II. Preparation	7	.949
III. Hair Services	31	.982
IV. Safety and Sanitation	20	.961
V. Esthetics	34	.995
VI. Manicuring	43	.999
Total	155	.995

TASK CRITICALITY INDICES

One workshop, comprised of a diverse sample of six California-licensed cosmetologists, was convened at OPES in August 2017 to review the mean frequency and importance ratings for the tasks and their criticality indices and to evaluate the mean importance ratings for all knowledge statements. The desired outcome of this workshop was to identify the essential tasks and knowledge required for safe and effective cosmetology practice at the time of licensure.

In order to determine the criticality indices of the task statements, the mean frequency rating (F_i) and the mean importance rating (I_i) across respondents for each task were multiplied.

$$\text{Task criticality index} = \text{mean } (F_i) \times \text{mean } (I_i)$$

The task statements were then sorted in descending order of their criticality indices and by content area. The task statements, their mean frequency and importance ratings, and their criticality indices are presented in Appendix B.

OPES test specialists instructed the SMEs to identify a cutoff value in order to determine if any of the tasks did not have a high enough criticality index to be retained. Based on the SMEs' opinion of the relative importance of all tasks to cosmetology practice, the SMEs determined that no cutoff value should be established and all task statements would remain in the examination content outline. Therefore, no task statements were eliminated from further analysis.

Although some task statements were rated relatively low (e.g., tasks pertaining to esthetics and manicuring, and one task pertaining to performing high frequency current to client's scalp), the SMEs agreed that these tasks should be retained in the examination outline. As mentioned previously in Table 32, respondents reported

spending the highest percentage of time on cosmetology (hair) (87.57%) over esthetics (11.84%) and manicuring (9.25%). Thus, even though the task criticality indices for esthetics and manicuring were relatively low, the SMEs agreed that they are critical tasks that all cosmetologists must be able to perform, even if they do not perform them frequently in their daily practice.

KNOWLEDGE IMPORTANCE RATINGS

In order to determine the importance of each knowledge, the mean importance rating for each knowledge statement was calculated. The knowledge statements were then sorted in descending order of their mean importance ratings and by content area. The knowledge statements and their importance ratings are presented in Appendix C.

The SMEs in the August 2017 workshop also reviewed the knowledge statement importance ratings. After reviewing the mean importance ratings and considering their relative importance to cosmetology practice, the SMEs determined that no cutoff value should be established and all knowledge statements would remain in the examination content outline. Therefore, no knowledge statements were eliminated from further analysis.

CHAPTER 5. EXAMINATION PLAN

TASK – KNOWLEDGE LINKAGE

The SMEs who participated in the August 2017 workshop also reviewed the preliminary assignments of the task and knowledge statements to content areas and determined the appropriate linkage of specific knowledge statements to task statements. The content areas were developed so that they were non-overlapping and described major areas of practice. The SMEs then divided each content area into subareas in order to provide more detailed areas of practice within a content area.

CONTENT AREAS AND WEIGHTS

The examination weights were calculated by dividing the sum of the task criticality indices for each content area by the overall sum of the task criticality indices for all tasks, as shown below.

$$\frac{\textit{Sum of Criticality Indices for Tasks in Content Area}}{\textit{Sum of Criticality Indices for All Tasks}} = \textit{Percent Weight of Content Area}$$

The examination subarea weights were calculated by dividing the sum of the task criticality indices for each subarea by the overall sum of the criticality indices for all tasks, as shown below.

$$\frac{\textit{Sum of Criticality Indices for Tasks in Subarea}}{\textit{Sum of Criticality Indices for All Tasks}} = \textit{Percent Weight of Subarea}$$

A summary of the content area and subarea weights are presented in Table 36. The examination content outline for the cosmetologist profession is presented in Table 37.

TABLE 36 – CONTENT AREA AND SUBAREA WEIGHTS

CONTENT AREA	Content Area Weights	Subarea Weights
I. Consultation	23%	
A. Analysis of Hair/Scalp		12%
B. Review of History		11%
II. Preparation	13%	
A. Product and Workstation Preparation		5%
B. Hair Service Preparation		8%
III. Hair Services	22%	
A. Perform Color Services		9%
B. Perform Basic Hair Services		11%
C. Perform Permanent Wave/Hair Relaxing Services		2%
IV. Safety and Sanitation	36%	
A. Disinfection and Sanitation		19%
B. Safety Precautions		8%
C. Storage and Disposal		9%
V. Esthetics	4%	
A. Hair Removal		1%
B. Preparation for Esthetic Services		2%
C. Application of Esthetic Services		1%
VI. Manicuring	2%	
A. Basic Nail Services		1%
B. Artificial Nail Services		1%
Total	100	100

TABLE 37 – EXAMINATION CONTENT OUTLINE: COSMETOLOGIST

I. **Consultation (23%)** – This area assesses the candidate’s ability to analyze client’s history and hair and scalp condition to determine products and services to be provided.

SUBAREA	TASK STATEMENT	KNOWLEDGE STATEMENT
<p>A. Analysis of Hair/Scalp (12%)</p>	<p>T4. Analyze condition of client’s hair and scalp to determine whether permanent wave service can be performed on client.</p> <p>T5. Analyze condition of client’s hair and scalp to determine whether color service can be performed on client.</p>	<p>K1. Knowledge of types of medications used by client that prevent cosmetology services from being performed.</p> <p>K2. Knowledge of medical conditions that prevent cosmetology services from being performed.</p> <p>K3. Knowledge of diseases or disorders that prevent cosmetology services.</p> <p>K5. Knowledge of conditions (e.g., skin, scalp, hands) that indicate a medical referral.</p> <p>K8. Knowledge of products used in client’s previous hair services that could affect current service.</p> <p>K9. Knowledge of procedures used to analyze client’s hair condition to determine if permanent wave service can be performed.</p> <p>K13. Knowledge of methods used to determine whether client’s expectations are realistic and can be performed.</p> <p>K16. Knowledge of relationship between hair condition and products used during permanent wave service.</p> <p>K18. Knowledge of relationship between hair condition and products used during all hair services.</p> <p>K1. Knowledge of types of medications used by client that prevent cosmetology services from being performed.</p> <p>K2. Knowledge of medical conditions that prevent cosmetology services from being performed.</p> <p>K3. Knowledge of diseases or disorders that prevent cosmetology services.</p> <p>K5. Knowledge of conditions (e.g., skin, scalp, hands) that indicate a medical referral.</p> <p>K7. Knowledge of methods used to elicit information from client about past hair services.</p>

I. Consultation (23%) continued – This area assesses the candidate’s ability to analyze client’s history and hair and scalp condition to determine products and services to be provided.

SUBAREA	TASK STATEMENT	KNOWLEDGE STATEMENT
<p>A. Analysis of Hair/Scalp (12%) (cont.)</p>	<p>T5. Analyze condition of client’s hair and scalp to determine whether color service can be performed on client. (cont.)</p>	<p>K8. Knowledge of products used in client’s previous hair services that could affect current service.</p> <p>K11. Knowledge of procedures used to analyze client’s hair condition to determine whether color treatment can be performed.</p> <p>K18. Knowledge of relationship between hair condition and products used during all hair services.</p> <p>K20. Knowledge of methods used to test skin for reactions to products.</p>
	<p>T6. Analyze condition of client’s hair and scalp to determine product(s) to be used during basic hair service.</p>	<p>K1. Knowledge of types of medications used by client that prevent cosmetology services from being performed.</p> <p>K2. Knowledge of medical conditions that prevent cosmetology services from being performed.</p> <p>K3. Knowledge of diseases or disorders that prevent cosmetology services.</p> <p>K4. Knowledge of cosmetology services within the scope of practice.</p> <p>K5. Knowledge of conditions (e.g., skin, scalp, hands) that indicate a medical referral.</p> <p>K8. Knowledge of products used in client’s previous hair services that could affect current service.</p> <p>K12. Knowledge of methods used to assess client’s service needs.</p> <p>K13. Knowledge of methods used to determine whether client’s expectations are realistic and can be performed.</p> <p>K18. Knowledge of relationship between hair condition and products used during all hair services.</p>
	<p>T7. Analyze integrity of client’s hair and scalp to determine if client’s hair can support the weight of extensions (e.g., texture, density, curl pattern).</p>	<p>K5. Knowledge of conditions (e.g., skin, scalp, hands) that indicate a medical referral.</p> <p>K8. Knowledge of products used in client’s previous hair services that could affect current service.</p> <p>K12. Knowledge of methods used to assess client’s service needs.</p> <p>K13. Knowledge of methods used to determine whether client’s expectations are realistic and can be performed.</p> <p>K18. Knowledge of relationship between hair condition and products used during all hair services.</p>

I. **Consultation (23%) continued** – This area assesses the candidate’s ability to analyze client’s history and hair and scalp condition to determine products and services to be provided.

SUBAREA	TASK STATEMENT	KNOWLEDGE STATEMENT
A. Analysis of Hair/Scalp (12%) (cont.)	T8. Analyze client’s hair (e.g., type, condition) to select volume of developer (e.g., peroxide) to use during hair coloring process.	<p>K8. Knowledge of products used in client’s previous hair services that could affect current service.</p> <p>K15. Knowledge of methods used to select volume of developer.</p> <p>K19. Knowledge of relationship between hair condition and developer used during hair coloring process.</p>
	T9. Analyze client’s hair condition to determine strength of product to use during permanent wave.	<p>K7. Knowledge of methods used to elicit information from client about past hair services.</p> <p>K8. Knowledge of products used in client’s previous hair services that could affect current service.</p> <p>K9. Knowledge of procedures used to analyze client’s hair condition to determine if permanent wave service can be performed.</p> <p>K16. Knowledge of relationship between hair condition and products used during permanent wave service.</p>
	T10. Analyze client’s hair condition to determine strength of product to use during hair relaxing process.	<p>K8. Knowledge of products used in client’s previous hair services that could affect current service.</p> <p>K10. Knowledge of procedures used to analyze client’s hair condition to determine whether hair relaxing service can be performed.</p> <p>K17. Knowledge of relationship between hair condition and products used during hair relaxing processes.</p>
	T12. Administer patch test to determine whether product(s) can be used on client.	<p>K13. Knowledge of methods used to determine whether client’s expectations are realistic and can be performed.</p> <p>K20. Knowledge of methods used to test skin for reactions to products.</p>

I. **Consultation (23%) continued** – This area assesses the candidate’s ability to analyze client’s history and hair and scalp condition to determine products and services to be provided.

SUBAREA	TASK STATEMENT	KNOWLEDGE STATEMENT
<p>B. Review of History (11%)</p>	<p>T1. Assess client’s expectations to determine whether cosmetology service goals can be met (e.g., cost of services, time, realistic expectations, at-home care).</p> <p>T2. Consult with client to obtain a history (e.g., lifestyle, past services, medication) to determine whether cosmetology services can be performed on client.</p>	<p>K4. Knowledge of cosmetology services within the scope of practice.</p> <p>K6. Knowledge of types of lifestyles (e.g., sunbathing, swimming) that may prevent cosmetology services from being performed.</p> <p>K12. Knowledge of methods used to assess client’s service needs.</p> <p>K13. Knowledge of methods used to determine whether client’s expectations are realistic and can be performed.</p> <p>K1. Knowledge of types of medications used by client that prevent cosmetology services from being performed.</p> <p>K2. Knowledge of medical conditions that prevent cosmetology services from being performed.</p> <p>K3. Knowledge of diseases or disorders that prevent cosmetology services.</p> <p>K6. Knowledge of types of lifestyles (e.g., sunbathing, swimming) that may prevent cosmetology services from being performed.</p> <p>K7. Knowledge of methods used to elicit information from client about past hair services.</p> <p>K8. Knowledge of products used in client’s previous hair services that could affect current service.</p>
<p>T3. Take and review photos of client to determine hair services to be provided with client’s consent.</p> <p>T11. Provide alternative options to client when original services to be provided cannot be performed.</p>	<p>K14. Knowledge of methods used to record client services, including consent for digital media.</p> <p>K2. Knowledge of medical conditions that prevent cosmetology services from being performed.</p> <p>K3. Knowledge of diseases or disorders that prevent cosmetology services.</p> <p>K5. Knowledge of conditions (e.g., skin, scalp, hands) that indicate a medical referral.</p> <p>K6. Knowledge of types of lifestyles (e.g., sunbathing, swimming) that may prevent cosmetology services from being performed.</p> <p>K12. Knowledge of methods used to assess client’s service needs.</p> <p>K13. Knowledge of methods used to determine whether client’s expectations are realistic and can be performed.</p>	

I. **Consultation (23%) continued** – This area assesses the candidate’s ability to analyze client’s history and hair and scalp condition to determine products and services to be provided.

SUBAREA	TASK STATEMENT	KNOWLEDGE STATEMENT
<p>B. Review of History (11%) (cont.)</p>	<p>T13. Maintain records of client services by specifying details (e.g., products, processing time) of services performed.</p>	<p>K1. Knowledge of types of medications used by client that prevent cosmetology services from being performed.</p> <p>K2. Knowledge of medical conditions that prevent cosmetology services from being performed.</p> <p>K6. Knowledge of types of lifestyles (e.g., sunbathing, swimming) that may prevent cosmetology services from being performed.</p> <p>K7. Knowledge of methods used to elicit information from client about past hair services.</p> <p>K14. Knowledge of methods used to record client services, including consent for digital media.</p>

II. Preparation (13%) – This area assesses the candidate’s ability to prepare the client for cosmetology services according to Board of Barbering and Cosmetology procedures.

SUBAREA	TASK STATEMENT	KNOWLEDGE STATEMENT
A. Product and Workstation Preparation (5%)	T14. Prepare workstation according to type of cosmetology service to be performed on client.	K27. Knowledge of types of products/equipment to be used and that are available during each type of cosmetology service.
	T18. Prepare hair products by using Board of Barbering and Cosmetology approved methods when mixing chemicals.	K24. Knowledge of Board of Barbering and Cosmetology approved methods used to mix hair chemical products.
B. Hair Service Preparation (8%)	T15. Prepare client for cosmetology service by draping client prior to service to protect from product(s).	K25. Knowledge of methods used to protect client during cosmetology services.
	T16. Perform cleansing of client’s hair by removing residue (e.g., natural oil, product) from hair to facilitate service process.	K21. Knowledge of methods used to cleanse client’s hair prior to performing services. K22. Knowledge of products used to cleanse client’s hair. K26. Knowledge of products used to protect client during cosmetology services.
	T17. Prepare client’s hair prior to service by sectioning hair for control during procedure(s).	K23. Knowledge of methods used to section client’s hair before service.

III. Hair Services (22%) - This area assesses the candidate's ability to perform hair services and select products to achieve client expectations.

SUBAREA	TASK STATEMENT	KNOWLEDGE STATEMENT
<p>A. Perform Color Services (9%)</p>	<p>T26. Perform tinting service on client by using Board of Barbering and Cosmetology approved techniques.</p> <p>T27. Perform bleach/toner service on client by using Board of Barbering and Cosmetology approved techniques.</p>	<p>K28. Knowledge of types of products used in color services. K40. Knowledge of volume levels used to lift hair color. K41. Knowledge of volume levels used to deposit color into hair. K42. Knowledge of methods used to prepare client's hair prior to service. K48. Knowledge of techniques used to perform tinting service on client's hair.</p> <p>K40. Knowledge of volume levels used to lift hair color. K41. Knowledge of volume levels used to deposit color into hair. K42. Knowledge of methods used to prepare client's hair prior to service. K47. Knowledge of methods used to verify whether chemicals have completed processing hair. K51. Knowledge of techniques used to perform bleach/toner service on client's hair. K52. Knowledge of methods used to remove chemicals from hair.</p>
	<p>T28. Perform highlight service on client to achieve a multidimensional color effect on hair.</p>	<p>K40. Knowledge of volume levels used to lift hair color. K41. Knowledge of volume levels used to deposit color into hair. K42. Knowledge of methods used to prepare client's hair prior to service. K47. Knowledge of methods used to verify whether chemicals have completed processing hair. K49. Knowledge of techniques used to perform highlighting service on client's hair.</p>
	<p>T29. Perform lowlight service on client to achieve a multidimensional color effect on hair.</p>	<p>K41. Knowledge of volume levels used to deposit color into hair. K42. Knowledge of methods used to prepare client's hair prior to service. K47. Knowledge of methods used to verify whether chemicals have completed processing hair. K50. Knowledge of techniques used to perform lowlight service on client's hair.</p>
	<p>T30. Perform corrective hair service(s) on client's hair that has been damaged (e.g., chemical, apple cider vinegar soak) to enhance condition of hair.</p>	<p>K31. Knowledge of methods used to apply treatment products to assist in restoring the condition of the hair. K42. Knowledge of methods used to prepare client's hair prior to service. K53. Knowledge of procedures used to aid in correcting damaged hair.</p>

III. Hair Services (22%) continued - This area assesses the candidate's ability to perform hair services and select products to achieve client expectations.

SUBAREA	TASK STATEMENT	KNOWLEDGE STATEMENT
<p>B. Perform Basic Hair Services (11%)</p>	<p>T19. Apply treatment products (e.g., conditioner, reconstructor) to client's hair to assist in restoring the natural condition of the hair.</p>	<p>K31. Knowledge of methods used to apply treatment products to assist in restoring the condition of the hair. K32. Knowledge of types of products used to condition hair. K53. Knowledge of procedures used to aid in correcting damaged hair.</p>
	<p>T20. Perform haircutting techniques by using implements (e.g., scissors, razors, clippers) to cut hair according to client's needs.</p>	<p>K35. Knowledge of techniques used to cut client's hair. K36. Knowledge of types of implements used to cut client's hair.</p>
	<p>T21. Perform styling techniques by using equipment (e.g., curling iron) to style hair according to client's needs.</p>	<p>K37. Knowledge of techniques used to style client's hair. K39. Knowledge of types of equipment used to style hair.</p>
	<p>T22. Perform styling techniques by using products (e.g., hair spray) to style hair according to client's needs.</p>	<p>K37. Knowledge of techniques used to style client's hair. K38. Knowledge of types of products used to style client's hair. K39. Knowledge of types of equipment used to style hair.</p>
	<p>T31. Attach hair extensions to client's hair to provide a style (e.g., texture, length, color) according to client's needs.</p>	<p>K42. Knowledge of methods used to prepare client's hair prior to service. K54. Knowledge of methods used to attach (e.g., glue, braid, sew) hair extensions into client's hair. K55. Knowledge of methods used to maintain hair extensions. K56. Knowledge of types of hair extensions (e.g., track, weave) used during hair service(s).</p>
	<p>T32. Perform high frequency electric current to client's scalp to promote cellular turnover and to provide foundation for healthy hair.</p>	<p>K31. Knowledge of methods used to apply treatment products to assist in restoring the condition of the hair. K58. Knowledge of hair and scalp disorders as they relate to trichology.</p>
<p>T33. Perform co-wash/cleansing conditioner on client's natural hair prior to shampooing to detangle hair to avoid matting.</p>	<p>K33. Knowledge of types of products used to detangle natural hair. K34. Knowledge of techniques used to detangle natural hair.</p>	

III. Hair Services (22%) continued - This area assesses the candidate's ability to perform hair services and select products to achieve client expectations.

SUBAREA	TASK STATEMENT	KNOWLEDGE STATEMENT
<p>C. Permanent Wave/Hair Relaxing Services (2%)</p>	<p>T23. Perform permanent wave service on client by using Board of Barbering and Cosmetology approved techniques.</p>	<p>K29. Knowledge of types of products used in permanent wave services. K42. Knowledge of methods used to prepare client's hair prior to service. K43. Knowledge of types of permanent wave rods used to wave hair. K44. Knowledge of criteria used to select permanent wave rods for service. K45. Knowledge of techniques used to wrap client's hair on rods during permanent wave service. K46. Knowledge of methods used to apply permanent wave chemicals to hair. K47. Knowledge of methods used to verify whether chemicals have completed processing hair.</p>
	<p>T24. Perform hair relaxing service on client by using Board of Barbering and Cosmetology approved techniques.</p>	<p>K30. Knowledge of types of products used in hair relaxing services. K31. Knowledge of methods used to apply treatment products to assist in restoring the condition of the hair. K42. Knowledge of methods used to prepare client's hair prior to service. K47. Knowledge of methods used to verify whether chemicals have completed processing hair. K52. Knowledge of methods used to remove chemicals from hair.</p>
	<p>T25. Perform smoothing/keratin service on client by using Board of Barbering and Cosmetology approved techniques.</p>	<p>K42. Knowledge of methods used to prepare client's hair prior to service. K47. Knowledge of methods used to verify whether chemicals have completed processing hair. K57. Knowledge of types of products used in smoothing/keratin services.</p>

IV. Safety and Sanitation (36%) - This area assesses the candidate's ability to follow Board of Barbering and Cosmetology regulations on safety and sanitation to prevent injury and the spread of bacterial and fungal infections associated with cosmetology services.

SUBAREA	TASK STATEMENT	KNOWLEDGE STATEMENT
<p>A. Disinfection and Sanitation (19%)</p>	<p>T34. Sanitize hands in preparation for cosmetology service(s) by washing with soap and warm water and/or hand sanitizer.</p>	<p>K59. Knowledge of methods used to prevent the spread of bacterial and fungal infections associated with cosmetology services. K60. Knowledge of Board of Barbering and Cosmetology regulations regarding sanitizing hands. K76. Knowledge of types of antibacterial soaps and/or hand sanitizers used to sanitize hands.</p>
	<p>T35. Disinfect implements in preparation for cosmetology service.</p>	<p>K59. Knowledge of methods used to prevent the spread of bacterial and fungal infections associated with cosmetology services. K61. Knowledge of Board of Barbering and Cosmetology regulations regarding disinfecting implements. K75. Knowledge of types of EPA-registered disinfectant products.</p>
	<p>T36. Sanitize supplies (e.g., drape, towels, sheets) in preparation for cosmetology service.</p>	<p>K62. Knowledge of methods used to sanitize supplies according to Board of Barbering and Cosmetology regulations. K71. Knowledge of Board of Barbering and Cosmetology regulations regarding containment of linens. K72. Knowledge of methods used to contain used linens. K73. Knowledge of methods used to store cosmetology products and supplies. K74. Knowledge of Board of Barbering and Cosmetology regulations regarding storage of products and supplies.</p>
	<p>T37. Sanitize equipment in preparation for cosmetology service.</p>	<p>K63. Knowledge of methods used to sanitize equipment according to Board of Barbering and Cosmetology regulations. K75. Knowledge of types of EPA-registered disinfectant products.</p>
	<p>T38. Sanitize surfaces of work area in preparation for cosmetology service.</p>	<p>K59. Knowledge of methods used to prevent the spread of bacterial and fungal infections associated with cosmetology services. K64. Knowledge of Board of Barbering and Cosmetology regulations regarding sanitary maintenance area (SMA) procedures.</p>
	<p>T39. Create sanitary maintenance area (SMA) in preparation for cosmetology service.</p>	<p>K64. Knowledge of Board of Barbering and Cosmetology regulations regarding sanitary maintenance area (SMA) procedures.</p>

IV. Safety and Sanitation (36%) continued - This area assesses the candidate's ability to follow Board of Barbering and Cosmetology regulations on safety and sanitation to prevent injury and the spread of bacterial and fungal infections associated with cosmetology services.

SUBAREA	TASK STATEMENT	KNOWLEDGE STATEMENT
B. Safety Precautions (8%)	T40. Protect client's skin/eyes to prevent reaction to chemical substances.	K65. Knowledge of methods used to protect client's skin/eyes from chemicals used during cosmetology services.
	T41. Identify potential chemical hazards in products used for cosmetology service to protect client and cosmetologist.	K66. Knowledge of chemical hazards related to cosmetology services. K67. Knowledge of basic chemistry related to cosmetology services. K68. Knowledge of indicators of a reaction to cosmetology products and services. K70. Knowledge of methods used to obtain cosmetology product ingredients.
	T42. Identify chemical contents of products used for cosmetology service to determine compatibility with other products and potential safety hazards.	K68. Knowledge of indicators of a reaction to cosmetology products and services. K70. Knowledge of methods used to obtain cosmetology product ingredients. K75. Knowledge of types of EPA-registered disinfectant products.
C. Storage and Disposal (9%)	T43. Store cosmetology products and supplies according to Board of Barbering and Cosmetology requirements.	K73. Knowledge of methods used to store cosmetology products and supplies. K74. Knowledge of Board of Barbering and Cosmetology regulations regarding storage of products and supplies. K75. Knowledge of types of EPA-registered disinfectant products. K77. Knowledge of methods used to label nail products for storage. K78. Knowledge of manufacturer's recommended procedures for nail product storage.
	T44. Discard products and disposable supplies after service by following Board of Barbering and Cosmetology regulations and procedures.	K69. Knowledge of Board of Barbering and Cosmetology regulations related to discarding used products and disposable implements/supplies.
	T45. Contain used linens in covered, marked containers after each cosmetology service to prevent contamination.	K71. Knowledge of Board of Barbering and Cosmetology regulations regarding containment of linens. K72. Knowledge of methods used to contain used linens.

V. Esthetics (4%) - This area assesses the candidate's ability to select and apply products and facial treatment services that are compatible with the client's skin type and condition.

SUBAREA	TASK STATEMENT	KNOWLEDGE STATEMENT
<p>A. Hair Removal (1%)</p>	<p>T50. Test wax temperature prior to application to client's skin to prevent harming the client.</p> <p>T53. Perform facial hair removal on client by using Board of Barbering and Cosmetology approved techniques (e.g., waxing, tweezing).</p>	<p>K91. Knowledge of techniques used to test wax temperature.</p> <p>K92. Knowledge of wax consistency needed prior to client application.</p> <p>K91. Knowledge of techniques used to test wax temperature.</p> <p>K92. Knowledge of wax consistency needed prior to client application.</p> <p>K103. Knowledge of types of wax procedures used for hair removal.</p> <p>K104. Knowledge of methods used to apply wax to skin area.</p> <p>K105. Knowledge of methods used to remove wax from skin area.</p> <p>K106. Knowledge of methods used to tweeze hair.</p> <p>K107. Knowledge of types of implements used to tweeze hair.</p>
<p>B. Preparation for Esthetic Services (2%)</p>	<p>T46. Assess client's skin to determine whether esthetic treatment can be performed.</p> <p>T47. Prepare client's skin prior to performing skin treatment by removing debris from the skin.</p> <p>T48. Select facial product(s) according to client's skin analysis to be used during treatment.</p> <p>T49. Maintain sanitary condition of facial products (e.g., makeup, creams) and application tools to prevent contamination.</p>	<p>K79. Knowledge of methods used to assess skin type.</p> <p>K80. Knowledge of skin physiology as related to esthetic services.</p> <p>K81. Knowledge of skin anatomy as related to esthetic services.</p> <p>K82. Knowledge of skin treatments that are within scope of practice.</p> <p>K86. Knowledge of methods used to determine types of skin care products to use prior to facial treatment.</p> <p>K87. Knowledge of types of esthetic services that can be performed.</p> <p>K84. Knowledge of methods used to cleanse client's skin prior to treatment.</p> <p>K85. Knowledge of skin care products used for cleansing.</p> <p>K89. Knowledge of skin care products used to remove dead skin cells.</p> <p>K98. Knowledge of methods used to remove dead skin cells from face.</p> <p>K85. Knowledge of skin care products used for cleansing.</p> <p>K86. Knowledge of methods used to determine types of skin care products to use prior to facial treatment.</p> <p>K93. Knowledge of types of skin care products applied during facial treatment.</p> <p>K94. Knowledge of types of skin care products (e.g., moisturizer, toner) applied following facial treatment.</p> <p>K90. Knowledge of methods used to maintain sanitary facial products (e.g., makeup, creams) and tools.</p>

V. Esthetics (4%) continued - This area assesses the candidate's ability to select and apply products and facial treatment services that are compatible with the client's skin type and condition.

SUBAREA	TASK STATEMENT	KNOWLEDGE STATEMENT
C. Application of Esthetic Services (1%)	<p>T51. Perform facial treatments (e.g., facial mask) by using Board of Barbering and Cosmetology approved procedures.</p>	<p>K96. Knowledge of methods used to apply facial masks. K97. Knowledge of implements used to apply facial masks. K99. Knowledge of techniques used to perform facial massage. K100. Knowledge of muscles affected by facial massage. K101. Knowledge of methods used to soothe skin following a facial treatment. K102. Knowledge of methods used to remove facial masks. K112. Knowledge of sensory nerves affected by facial massage (e.g., heat/cold, pressure).</p>
	<p>T52. Apply final skin care product(s) (e.g., moisturizer, toner) according to type of esthetic treatment performed.</p>	<p>K94. Knowledge of types of skin care products (e.g., moisturizer, toner) applied following facial treatment. K95. Knowledge of methods used to determine when final skin care products should be applied to client (e.g., skin reaction). K101. Knowledge of methods used to soothe skin following a facial treatment. K111. Knowledge of purposes of final skin care products used following facial treatment.</p>
	<p>T54. Apply makeup product(s) to enhance and/or conceal client's facial features.</p>	<p>K83. Knowledge of facial/bone structure related to application of makeup. K88. Knowledge of indicators of a reaction to skin care product. K90. Knowledge of methods used to maintain sanitary facial products (e.g., makeup, creams) and tools. K108. Knowledge of application tools used to apply makeup. K109. Knowledge of techniques used to apply makeup to enhance and/or conceal facial features. K110. Knowledge of makeup products used to enhance and/or conceal facial features.</p>

VI. Manicuring (2%) - This area assesses the candidate's ability to evaluate client's nails, select products, and perform nail services.

SUBAREA	TASK STATEMENT	KNOWLEDGE STATEMENT
A. Basic Nail Services (1%)	T55. Examine client's nails and surrounding skin to determine whether nail service can be performed.	K113. Knowledge of basic nail anatomy (e.g., nail plate, cuticle) related to nail services. K114. Knowledge of common disorders and diseases that affect natural nails and surrounding areas. K115. Knowledge of basic skin anatomy (e.g., cuticle, mantle, eponychium, perionychium) related to nail services.
	T56. Prepare client's nails for nail service(s) by cleansing the nail surface.	K116. Knowledge of nail disorders that prevent nail services. K117. Knowledge of procedures used for different types of nail services. K121. Knowledge of procedures for different types of manicures.
	T57. Remove excess oil/lotion from nail surface to prepare nail(s) for application of polish.	K118. Knowledge of types of polish removers. K119. Knowledge of methods used to cleanse nails. K121. Knowledge of procedures for different types of manicures. K127. Knowledge of nail antiseptics used during nail service.
	T58. Soften client's cuticle prior to pushing back the cuticle to loosen from the nail plate.	K118. Knowledge of types of polish removers. K119. Knowledge of methods used to cleanse nails. K126. Knowledge of methods used to remove oil/lotion from nail surfaces prior to nail polishing.
	T59. Shape client's nails to achieve a desired form by using Board of Barbering and Cosmetology approved techniques (e.g., trimming, filing, buffing).	K120. Knowledge of implements and equipment used in performing a manicure. K122. Knowledge of types of cuticle softeners and removers.
	T65. Apply polish/enamel to client's nails according to manufacturer's directions.	K120. Knowledge of implements and equipment used in performing a manicure. K127. Knowledge of nail antiseptics used during nail service. K131. Knowledge of methods used to shape nails (e.g., trimming, filing, buffing).
		K123. Knowledge of types of top and base coats. K124. Knowledge of types of nail hardeners and strengtheners. K129. Knowledge of techniques to apply nail polishes, enamels, and lacquers. K130. Knowledge of types of nail polishes, enamels, and lacquers.

VI. Manicuring (2%) continued - This area assesses the candidate's ability to evaluate client's nails, select products, and perform nail services.

SUBAREA	TASK STATEMENT	KNOWLEDGE STATEMENT
<p>A. Basic Nail Services (1%) (cont.)</p>	<p>T66. Perform hand/foot massage by applying Board of Barbering and Cosmetology approved techniques.</p>	<p>K135. Knowledge of Board of Barbering and Cosmetology regulations regarding procedures used during hand and foot massages. K136. Knowledge of effects on the nervous system in performing hand or foot massage. K137. Knowledge of techniques for performing hand or foot massage. K138. Knowledge of muscles affected by hand or foot massage.</p>
	<p>T67. Soak feet in footbath to facilitate the pedicure process.</p>	<p>K132. Knowledge of implements and equipment used in performing a pedicure. K133. Knowledge of methods used to perform a pedicure. K134. Knowledge of techniques for smoothing dry skin and calluses on foot surfaces.</p>
	<p>T68. Trim toenails to a desired length by clipping straight across using toenail clippers.</p>	<p>K131. Knowledge of methods used to shape nails (e.g., trimming, filing, buffing). K132. Knowledge of implements and equipment used in performing a pedicure. K133. Knowledge of methods used to perform a pedicure.</p>
	<p>T69. Use foot file on client to smooth dry skin and calluses.</p>	<p>K132. Knowledge of implements and equipment used in performing a pedicure. K134. Knowledge of techniques for smoothing dry skin and calluses on foot surfaces.</p>

VI. Manicuring (2%) continued - This area assesses the candidate's ability to evaluate client's nails, select products, and perform nail services.

SUBAREA	TASK STATEMENT	KNOWLEDGE STATEMENT
B. Artificial Nail Services (1%)	T60. Remove artificial nails from client by following manufacturer's directions.	<p>K125. Knowledge of methods to prevent overexposure (e.g., ventilation, contamination) of artificial nail product(s) to client and cosmetologist.</p> <p>K141. Knowledge of implements and equipment used for artificial nail service.</p> <p>K142. Knowledge of acrylic nail products.</p> <p>K144. Knowledge of techniques and procedures used to remove acrylic nails.</p> <p>K148. Knowledge of techniques and procedures used to remove nail tips.</p>
	T61. Apply nail tip during artificial nail application to extend length of natural nail.	<p>K139. Knowledge of methods used to apply artificial nails.</p> <p>K140. Knowledge of types of nail adhesives.</p> <p>K141. Knowledge of implements and equipment used for artificial nail service.</p> <p>K145. Knowledge of types of nail tips for nail enhancement service.</p> <p>K146. Knowledge of materials and procedures used to apply nail tips.</p>
	T62. Blend artificial nail surface to natural nail by smoothing out visible line.	<p>K140. Knowledge of types of nail adhesives.</p> <p>K141. Knowledge of implements and equipment used for artificial nail service.</p> <p>K147. Knowledge of methods used to blend artificial and natural nail surfaces together.</p>
	T63. Apply acrylic/gel product(s) to nail by following manufacturer's directions.	<p>K128. Knowledge of indicators of a reaction to artificial nail products.</p> <p>K142. Knowledge of acrylic nail products.</p> <p>K143. Knowledge of techniques and procedures used to maintain and repair acrylic nails.</p> <p>K152. Knowledge of gel nail products.</p> <p>K153. Knowledge of techniques and procedures used to maintain and repair gel nails.</p> <p>K154. Knowledge of techniques and procedures used to apply gel nail products over nail tips.</p> <p>K155. Knowledge of techniques and procedures used to remove gel nails.</p>

VI. Manicuring (2%) continued - This area assesses the candidate's ability to evaluate client's nails, select products, and perform nail services.

SUBAREA	TASK STATEMENT	KNOWLEDGE STATEMENT
<p>B. Artificial Nail Services (1%) (cont.)</p>	<p>T64. Apply wraps (e.g., silk, gel, paper) to nail by following manufacturer's directions.</p>	<p>K149. Knowledge of silk, linen, paper, or liquid products for nail wrap service. K150. Knowledge of techniques and procedures used to apply nail wraps. K151. Knowledge of techniques and procedures used to remove nail wraps. K152. Knowledge of gel nail products. K153. Knowledge of techniques and procedures used to maintain and repair gel nails. K154. Knowledge of techniques and procedures used to apply gel nail products over nail tips. K155. Knowledge of techniques and procedures used to remove gel nails.</p>

CHAPTER 6. CONCLUSION

The occupational analysis of the cosmetologist profession described in this report provides a comprehensive description of current practice in California. The procedures employed to perform the occupational analysis were based upon a content validation strategy to ensure that the results accurately represent cosmetology practice. Results of this occupational analysis provide information regarding current practice that can be used to review the National Cosmetology Theory Examination and the National Cosmetology Practical Examination in order to make job-related decisions regarding professional licensure.

By adopting the cosmetologist examination content outline contained in this report, the Board ensures that its examination program reflects current practice.

This report provides all documentation necessary to verify that the analysis has been completed in accordance with legal, professional, and technical standards.

APPENDIX A. RESPONDENTS BY REGION

LOS ANGELES COUNTY AND VICINITY

County of Practice	Frequency
Los Angeles	98
Orange	32
TOTAL	130

SAN FRANCISCO BAY AREA

County of Practice	Frequency
Alameda	17
Contra Costa	9
Marin	4
Napa	5
San Francisco	17
San Mateo	2
Santa Clara	20
Santa Cruz	1
Solano	8
TOTAL	83

SAN DIEGO COUNTY AND VICINITY

County of Practice	Frequency
Imperial	1
San Diego	42
TOTAL	43

RIVERSIDE AND VICINITY

County of Practice	Frequency
Riverside	24
San Bernardino	14
TOTAL	38

SAN JOAQUIN VALLEY

County of Practice	Frequency
Fresno	9
Kings	4
Madera	1
Merced	2
San Joaquin	7
Stanislaus	3
Tulare	3
TOTAL	29

SACRAMENTO VALLEY

County of Practice	Frequency
Butte	4
Colusa	1
Sacramento	13
Sutter	2
Yolo	2
Yuba	3
TOTAL	25

SIERRA MOUNTAIN VALLEY

County of Practice	Frequency
Alpine	2
Amador	1
El Dorado	2
Inyo	2
Mono	1
Nevada	2
Placer	9
Sierra	1
Tuolumne	3
TOTAL	23

SOUTH/CENTRAL COAST

County of Practice	Frequency
Monterey	2
San Luis Obispo	2
Santa Barbara	3
Ventura	4
TOTAL	11

SHASTA/CASCADE

County of Practice	Frequency
Shasta	5
Siskiyou	1
Trinity	1
TOTAL	7

NORTH COAST

County of Practice	Frequency
Del Norte	2
Humboldt	1
Mendocino	2
Sonoma	2
TOTAL	7

MISSING

	Frequency
TOTAL	1

APPENDIX B. CRITICALITY INDICES FOR ALL TASKS

I. Consultation (23%)

TASK #	TASK STATEMENT	MEAN TASK		TASK CRITICALITY INDEX
		FREQ (F)	IMP (I)	
1	Assess client's expectations to determine whether cosmetology service goals can be met (e.g., cost of services, time, realistic expectations, at-home care).	4.15	4.19	17.37
2	Consult with client to obtain a history (e.g., lifestyle, past services, medication) to determine whether cosmetology services can be performed on client.	4.02	4.14	16.64
13	Maintain records of client services by specifying details (e.g., products, processing time) of services performed.	3.95	4.01	15.85
6	Analyze condition of client's hair and scalp to determine product(s) to be used during basic hair service.	3.94	3.92	15.45
5	Analyze condition of client's hair and scalp to determine whether color service can be performed on client.	3.76	3.98	14.98
8	Analyze client's hair (e.g., type, condition) to select volume of developer (e.g., peroxide) to use during hair coloring process.	3.76	3.95	14.83
11	Provide alternative options to client when original services to be provided cannot be performed.	3.34	3.73	12.46
12	Administer patch test to determine whether product(s) can be used on client.	2.87	3.42	9.79
3	Take and review photos of client to determine hair services to be provided with client's consent.	2.92	2.89	8.45
4	Analyze condition of client's hair and scalp to determine whether permanent wave service can be performed on client.	2.71	3.10	8.42
9	Analyze client's hair condition to determine strength of product to use during permanent wave.	2.40	2.88	6.91
7	Analyze integrity of client's hair and scalp to determine if client's hair can support the weight of extensions (e.g., texture, density, curl pattern).	2.13	2.48	5.27
10	Analyze client's hair condition to determine strength of product to use during hair relaxing process.	1.84	2.33	4.28

II. Preparation (13%)

TASK #	TASK STATEMENT	MEAN TASK		TASK CRITICALITY INDEX
		FREQ (F)	IMP (I)	
15	Prepare client for cosmetology service by draping client prior to service to protect from product(s).	4.45	4.38	19.48
14	Prepare workstation according to type of cosmetology service to be performed on client.	4.39	4.19	18.38
17	Prepare client's hair prior to service by sectioning hair for control during procedure(s).	4.11	3.90	16.02
18	Prepare hair products by using Board of Barbering and Cosmetology approved methods when mixing chemicals.	3.90	3.99	15.55
16	Perform cleansing of client's hair by removing residue (e.g., natural oil, product) from hair to facilitate service process.	3.72	3.70	13.78

III. Hair Services (22%)

TASK #	TASK STATEMENT	MEAN TASK		TASK CRITICALITY INDEX
		FREQ (F)	IMP (I)	
20	Perform haircutting techniques by using implements (e.g., scissors, razors, clippers) to cut hair according to client's needs.	4.19	4.19	17.54
21	Perform styling techniques by using equipment (e.g., curling iron) to style hair according to client's needs.	4.06	3.92	15.89
22	Perform styling techniques by using products (e.g., hair spray) to style hair according to client's needs.	4.11	3.87	15.87
26	Perform tinting service on client by using Board of Barbering and Cosmetology approved techniques.	3.60	3.78	13.63
19	Apply treatment products (e.g., conditioner, reconstructor) to client's hair to assist in restoring the natural condition of the hair.	3.62	3.65	13.21
27	Perform bleach/toner service on client by using Board of Barbering and Cosmetology approved techniques.	3.43	3.80	13.01
28	Perform highlight service on client to achieve a multidimensional color effect on hair.	3.44	3.63	12.51
29	Perform lowlight service on client to achieve a multidimensional color effect on hair.	3.24	3.47	11.27
30	Perform corrective hair service(s) on client's hair that has been damaged (e.g., chemical, apple cider vinegar soak) to enhance condition of hair.	2.39	2.92	6.96
33	Perform co-wash/cleansing conditioner on client's natural hair prior to shampooing to detangle hair to avoid matting.	2.45	2.63	6.44
23	Perform permanent wave service on client by using Board of Barbering and Cosmetology approved techniques.	2.02	2.60	5.24
25	Perform smoothing/keratin service on client by using Board of Barbering and Cosmetology approved techniques.	1.97	2.55	5.03
24	Perform hair relaxing service on client by using Board of Barbering and Cosmetology approved techniques.	1.48	2.06	3.05
31	Attach hair extensions to client's hair to provide a style (e.g., texture, length, color) according to client's needs.	1.57	1.88	2.96
32	Perform high frequency electric current to client's scalp to promote cellular turnover and to provide foundation for healthy hair.	0.64	0.89	0.57

IV. Safety and Sanitation (36%)

TASK #	TASK STATEMENT	MEAN TASK		TASK CRITICALITY INDEX
		FREQ (F)	IMP (I)	
35	Disinfect implements in preparation for cosmetology service.	4.66	4.68	21.84
37	Sanitize equipment in preparation for cosmetology service.	4.64	4.67	21.66
34	Sanitize hands in preparation for cosmetology service(s) by washing with soap and warm water and/or hand sanitizer.	4.62	4.60	21.24
36	Sanitize supplies (e.g., drape, towels, sheets) in preparation for cosmetology service.	4.58	4.59	21.00
38	Sanitize surfaces of work area in preparation for cosmetology service.	4.54	4.54	20.59
44	Discard products and disposable supplies after service by following Board of Barbering and Cosmetology regulations and procedures.	4.50	4.50	20.26
43	Store cosmetology products and supplies according to Board of Barbering and Cosmetology requirements.	4.47	4.40	19.68
39	Create sanitary maintenance area (SMA) in preparation for cosmetology service.	4.40	4.40	19.40
45	Contain used linens in covered, marked containers after each cosmetology service to prevent contamination.	4.43	4.36	19.35
40	Protect client's skin/eyes to prevent reaction to chemical substances.	4.10	4.28	17.53
41	Identify potential chemical hazards in products used for cosmetology service to protect client and cosmetologist.	4.02	4.32	17.37
42	Identify chemical contents of products used for cosmetology service to determine compatibility with other products and potential safety hazards.	3.87	4.18	16.18

V. Esthetics (4%)

TASK #	TASK STATEMENT	MEAN TASK		TASK CRITICALITY INDEX
		FREQ (F)	IMP (I)	
50	Test wax temperature prior to application to client's skin to prevent harming the client.	1.89	2.25	4.26
53	Perform facial hair removal on client by using Board of Barbering and Cosmetology approved techniques (e.g., waxing, tweezing).	1.89	2.20	4.18
49	Maintain sanitary condition of facial products (e.g., makeup, creams) and application tools to prevent contamination.	1.76	2.07	3.65
54	Apply makeup product(s) to enhance and/or conceal client's facial features.	1.55	1.79	2.77
46	Assess client's skin to determine whether esthetic treatment can be performed.	1.36	1.74	2.37
47	Prepare client's skin prior to performing skin treatment by removing debris from the skin.	1.32	1.66	2.19
48	Select facial product(s) according to client's skin analysis to be used during treatment.	1.25	1.57	1.96
52	Apply final skin care product(s) (e.g., moisturizer, toner) according to type of esthetic treatment performed.	1.27	1.54	1.95
51	Perform facial treatments (e.g., facial mask) by using Board of Barbering and Cosmetology approved procedures.	1.04	1.39	1.45

VI. Manicuring (2%)

TASK #	TASK STATEMENT	MEAN TASK		TASK CRITICALITY INDEX
		FREQ (F)	IMP (I)	
59	Shape client's nails to achieve a desired form by using Board of Barbering and Cosmetology approved techniques (e.g., trimming, filing, buffing).	1.00	1.33	1.33
55	Examine client's nails and surrounding skin to determine whether nail service can be performed.	0.99	1.33	1.32
58	Soften client's cuticle prior to pushing back the cuticle to loosen from the nail plate.	0.98	1.32	1.30
56	Prepare client's nails for nail service(s) by cleansing the nail surface.	0.98	1.31	1.29
57	Remove excess oil/lotion from nail surface to prepare nail(s) for application of polish.	0.96	1.31	1.26
65	Apply polish/enamel to client's nails according to manufacturer's directions.	0.97	1.28	1.25
66	Perform hand/foot massage by applying Board of Barbering and Cosmetology approved techniques.	0.95	1.26	1.20
68	Trim toenails to a desired length by clipping straight across using toenail clippers.	0.86	1.22	1.05
67	Soak feet in footbath to facilitate the pedicure process.	0.86	1.20	1.03
69	Use foot file on client to smooth dry skin and calluses.	0.82	1.14	0.93
63	Apply acrylic/gel product(s) to nail by following manufacturer's directions.	0.80	1.16	0.93
60	Remove artificial nails from client by following manufacturer's directions.	0.73	1.10	0.80
62	Blend artificial nail surface to natural nail by smoothing out visible line.	0.72	1.07	0.77
64	Apply wraps (e.g., silk, gel, paper) to nail by following manufacturer's directions.	0.69	1.05	0.72
61	Apply nail tip during artificial nail application to extend length of natural nail.	0.69	0.98	0.67

APPENDIX C. KNOWLEDGE IMPORTANCE RATINGS

I. Consultation (23%)

KNOWLEDGE #	KNOWLEDGE STATEMENT	MEAN IMPORTANCE
13	Knowledge of methods used to determine whether client's expectations are realistic and can be performed.	4.30
4	Knowledge of cosmetology services within the scope of practice.	4.30
3	Knowledge of diseases or disorders that prevent cosmetology services.	4.23
5	Knowledge of conditions (e.g., skin, scalp, hands) that indicate a medical referral.	4.21
12	Knowledge of methods used to assess client's service needs.	4.12
18	Knowledge of relationship between hair condition and products used during all hair services.	4.08
8	Knowledge of products used in client's previous hair services that could affect current service.	4.01
19	Knowledge of relationship between hair condition and developer used during hair coloring process.	4.01
15	Knowledge of methods used to select volume of developer.	3.99
2	Knowledge of medical conditions that prevent cosmetology services from being performed.	3.98
11	Knowledge of procedures used to analyze client's hair condition to determine whether color treatment can be performed.	3.98
20	Knowledge of methods used to test skin for reactions to products.	3.94
1	Knowledge of types of medications used by client that prevent cosmetology services from being performed.	3.77
14	Knowledge of methods used to record client services, including consent for digital media.	3.76
7	Knowledge of methods used to elicit information from client about past hair services.	3.70
6	Knowledge of types of lifestyles (e.g., sunbathing, swimming) that may prevent cosmetology services from being performed.	3.68
9	Knowledge of procedures used to analyze client's hair condition to determine if permanent wave service can be performed.	3.30
16	Knowledge of relationship between hair condition and products used during permanent wave service.	3.26
17	Knowledge of relationship between hair condition and products used during hair relaxing processes.	3.11
10	Knowledge of procedures used to analyze client's hair condition to determine whether hair relaxing service can be performed.	3.05

II. Preparation (13%)

KNOWLEDGE #	KNOWLEDGE STATEMENT	MEAN IMPORTANCE
25	Knowledge of methods used to protect client during cosmetology services.	4.30
27	Knowledge of types of products/equipment to be used and that are available during each type of cosmetology service.	4.24
26	Knowledge of products used to protect client during cosmetology services.	4.22
24	Knowledge of Board of Barbering and Cosmetology approved methods used to mix hair chemical products.	3.93
22	Knowledge of products used to cleanse client's hair.	3.76
21	Knowledge of methods used to cleanse client's hair prior to performing services.	3.74
23	Knowledge of methods used to section client's hair before service.	3.62

III. Hair Services (22%)

KNOWLEDGE #	KNOWLEDGE STATEMENT	MEAN IMPORTANCE
35	Knowledge of techniques used to cut client's hair.	4.13
40	Knowledge of volume levels used to lift hair color.	4.06
36	Knowledge of types of implements used to cut client's hair.	4.05
41	Knowledge of volume levels used to deposit color into hair.	4.04
51	Knowledge of techniques used to perform bleach/toner service on client's hair.	4.03
53	Knowledge of procedures used to aid in correcting damaged hair.	4.01
28	Knowledge of types of products used in color services.	4.00
37	Knowledge of techniques used to style client's hair.	3.99
39	Knowledge of types of equipment used to style hair.	3.98
42	Knowledge of methods used to prepare client's hair prior to service.	3.93
52	Knowledge of methods used to remove chemicals from hair.	3.93
49	Knowledge of techniques used to perform highlighting service on client's hair.	3.93
38	Knowledge of types of products used to style client's hair.	3.93
48	Knowledge of techniques used to perform tinting service on client's hair.	3.91
58	Knowledge of hair and scalp disorders as they relate to trichology.	3.87
31	Knowledge of methods used to apply treatment products to assist in restoring the condition of the hair.	3.85
50	Knowledge of techniques used to perform lowlight service on client's hair.	3.84
32	Knowledge of types of products used to condition hair.	3.83
47	Knowledge of methods used to verify whether chemicals have completed processing hair.	3.71
34	Knowledge of techniques used to detangle natural hair.	3.69
33	Knowledge of types of products used to detangle natural hair.	3.67
46	Knowledge of methods used to apply permanent wave chemicals to hair.	3.28
29	Knowledge of types of products used in permanent wave services.	3.25
57	Knowledge of types of products used in smoothing/keratin services.	3.22
43	Knowledge of types of permanent wave rods used to wave hair.	3.17
45	Knowledge of techniques used to wrap client's hair on rods during permanent wave service.	3.16

III. Hair Services (22%) continued

KNOWLEDGE #	KNOWLEDGE STATEMENT	MEAN IMPORTANCE
44	Knowledge of criteria used to select permanent wave rods for service.	3.15
30	Knowledge of types of products used in hair relaxing services.	3.07
55	Knowledge of methods used to maintain hair extensions.	2.94
56	Knowledge of types of hair extensions (e.g., track, weave) used during hair service(s).	2.93
54	Knowledge of methods used to attach (e.g., glue, braid, sew) hair extensions into client's hair.	2.88

IV. Safety and Sanitation (36%)

KNOWLEDGE #	KNOWLEDGE STATEMENT	MEAN IMPORTANCE
59	Knowledge of methods used to prevent the spread of bacterial and fungal infections associated with cosmetology services.	4.68
61	Knowledge of Board of Barbering and Cosmetology regulations regarding disinfecting implements.	4.67
62	Knowledge of methods used to sanitize supplies according to Board of Barbering and Cosmetology regulations.	4.63
63	Knowledge of methods used to sanitize equipment according to Board of Barbering and Cosmetology regulations.	4.63
60	Knowledge of Board of Barbering and Cosmetology regulations regarding sanitizing hands.	4.61
64	Knowledge of Board of Barbering and Cosmetology regulations regarding sanitary maintenance area (SMA) procedures.	4.58
66	Knowledge of chemical hazards related to cosmetology services.	4.47
68	Knowledge of indicators of a reaction to cosmetology products and services.	4.46
75	Knowledge of types of EPA-registered disinfectant products.	4.45
65	Knowledge of methods used to protect client's skin/eyes from chemicals used during cosmetology services.	4.45
69	Knowledge of Board of Barbering and Cosmetology regulations related to discarding used products and disposable implements/supplies.	4.42
67	Knowledge of basic chemistry related to cosmetology services.	4.34
76	Knowledge of types of antibacterial soaps and/or hand sanitizers used to sanitize hands.	4.34
73	Knowledge of methods used to store cosmetology products and supplies.	4.29
74	Knowledge of Board of Barbering and Cosmetology regulations regarding storage of products and supplies.	4.28
71	Knowledge of Board of Barbering and Cosmetology regulations regarding containment of linens.	4.24
72	Knowledge of methods used to contain used linens.	4.19
70	Knowledge of methods used to obtain cosmetology product ingredients.	4.13
77	Knowledge of methods used to label nail products for storage.	2.93
78	Knowledge of manufacturer's recommended procedures for nail product storage.	2.87

V. Esthetics (4%)

KNOWLEDGE #	KNOWLEDGE STATEMENT	MEAN IMPORTANCE
90	Knowledge of methods used to maintain sanitary facial products (e.g., makeup, creams) and tools.	2.95
91	Knowledge of techniques used to test wax temperature.	2.91
88	Knowledge of indicators of a reaction to skin care product.	2.91
105	Knowledge of methods used to remove wax from skin area.	2.89
106	Knowledge of methods used to tweeze hair.	2.89
107	Knowledge of types of implements used to tweeze hair.	2.87
104	Knowledge of methods used to apply wax to skin area.	2.85
92	Knowledge of wax consistency needed prior to client application.	2.83
85	Knowledge of skin care products used for cleansing.	2.78
84	Knowledge of methods used to cleanse client's skin prior to treatment.	2.77
103	Knowledge of types of wax procedures used for hair removal.	2.77
79	Knowledge of methods used to assess skin type.	2.76
82	Knowledge of skin treatments that are within scope of practice.	2.71
95	Knowledge of methods used to determine when final skin care products should be applied to client (e.g., skin reaction).	2.71
109	Knowledge of techniques used to apply makeup to enhance and/or conceal facial features.	2.70
83	Knowledge of facial/bone structure related to application of makeup.	2.69
108	Knowledge of application tools used to apply makeup.	2.68
110	Knowledge of makeup products used to enhance and/or conceal facial features.	2.67
87	Knowledge of types of esthetic services that can be performed.	2.67
81	Knowledge of skin anatomy as related to esthetic services.	2.66
86	Knowledge of methods used to determine types of skin care products to use prior to facial treatment.	2.66
93	Knowledge of types of skin care products applied during facial treatment.	2.63
80	Knowledge of skin physiology as related to esthetic services.	2.62
89	Knowledge of skin care products used to remove dead skin cells.	2.60
94	Knowledge of types of skin care products (e.g., moisturizer, toner) applied following facial treatment.	2.58
112	Knowledge of sensory nerves affected by facial massage (e.g., heat/cold, pressure).	2.50
98	Knowledge of methods used to remove dead skin cells from face.	2.48
101	Knowledge of methods used to soothe skin following a facial treatment.	2.47
111	Knowledge of purposes of final skin care products used following facial treatment.	2.47
99	Knowledge of techniques used to perform facial massage.	2.44
100	Knowledge of muscles affected by facial massage.	2.44

V. Esthetics (4%) continued

KNOWLEDGE #	KNOWLEDGE STATEMENT	MEAN IMPORTANCE
97	Knowledge of implements used to apply facial masks.	2.43
96	Knowledge of methods used to apply facial masks.	2.43
102	Knowledge of methods used to remove facial masks.	2.43

VI. Manicuring (2%)

KNOWLEDGE #	KNOWLEDGE STATEMENT	MEAN IMPORTANCE
114	Knowledge of common disorders and diseases that affect natural nails and surrounding areas.	2.51
116	Knowledge of nail disorders that prevent nail services.	2.48
136	Knowledge of effects on the nervous system in performing hand or foot massage.	2.44
135	Knowledge of Board of Barbering and Cosmetology regulations regarding procedures used during hand and foot massages.	2.43
125	Knowledge of methods to prevent overexposure (e.g., ventilation, contamination) of artificial nail product(s) to client and cosmetologist.	2.43
113	Knowledge of basic nail anatomy (e.g., nail plate, cuticle) related to nail services.	2.42
128	Knowledge of indicators of a reaction to artificial nail products.	2.41
115	Knowledge of basic skin anatomy (e.g., cuticle, mantle, eponychium, perionychium) related to nail services.	2.41
127	Knowledge of nail antiseptics used during nail service.	2.37
117	Knowledge of procedures used for different types of nail services.	2.36
120	Knowledge of implements and equipment used in performing a manicure.	2.34
138	Knowledge of muscles affected by hand or foot massage.	2.32
132	Knowledge of implements and equipment used in performing a pedicure.	2.31
137	Knowledge of techniques for performing hand or foot massage.	2.30
126	Knowledge of methods used to remove oil/lotion from nail surfaces prior to nail polishing.	2.29
119	Knowledge of methods used to cleanse nails.	2.28
133	Knowledge of methods used to perform a pedicure.	2.28
121	Knowledge of procedures for different types of manicures.	2.28
131	Knowledge of methods used to shape nails (e.g., trimming, filing, buffing).	2.25
134	Knowledge of techniques for smoothing dry skin and calluses on foot surfaces.	2.25
129	Knowledge of techniques to apply nail polishes, enamels, and lacquers.	2.25
155	Knowledge of techniques and procedures used to remove gel nails.	2.25
122	Knowledge of types of cuticle softeners and removers.	2.25
144	Knowledge of techniques and procedures used to remove acrylic nails.	2.23
118	Knowledge of types of polish removers.	2.22
141	Knowledge of implements and equipment used for artificial nail service.	2.22
154	Knowledge of techniques and procedures used to apply gel nail products over nail tips.	2.20

VI. Manicuring (2%) continued

KNOWLEDGE #	KNOWLEDGE STATEMENT	MEAN IMPORTANCE
147	Knowledge of methods used to blend artificial and natural nail surfaces together.	2.20
148	Knowledge of techniques and procedures used to remove nail tips.	2.20
124	Knowledge of types of nail hardeners and strengtheners.	2.20
153	Knowledge of techniques and procedures used to maintain and repair gel nails.	2.19
140	Knowledge of types of nail adhesives.	2.19
130	Knowledge of types of nail polishes, enamels, and lacquers.	2.19
143	Knowledge of techniques and procedures used to maintain and repair acrylic nails.	2.18
152	Knowledge of gel nail products.	2.18
139	Knowledge of methods used to apply artificial nails.	2.17
123	Knowledge of types of top and base coats.	2.15
142	Knowledge of acrylic nail products.	2.14
146	Knowledge of materials and procedures used to apply nail tips.	2.13
149	Knowledge of silk, linen, paper, or liquid products for nail wrap service.	2.12
145	Knowledge of types of nail tips for nail enhancement service.	2.11
151	Knowledge of techniques and procedures used to remove nail wraps.	2.09
150	Knowledge of techniques and procedures used to apply nail wraps.	2.08

APPENDIX D. QUESTIONNAIRE INVITATION E-MAIL

Cosmetologist Occupational Analysis Questionnaire

Congratulations! You have been selected by the Board of Barbering and Cosmetology to participate in the 2017 Cosmetologist Occupational Analysis Questionnaire. The purpose of the questionnaire is to gather data on the job tasks performed by California-licensed Cosmetologists as well as to specify the knowledge required to perform those tasks. Your participation is essential to the success of this project.

The questionnaire should take approximately 30-60 minutes to complete, but you do not need to complete it all at one sitting. You may return to it multiple times as long as you are using the same computer. Your individual responses will be kept confidential.

Please complete the entire questionnaire by **May 31, 2017**. Click the button below to start the questionnaire. Thank you for your participation!

[Begin Survey](#)

Please do not forward this email as its survey link is unique to you.
[Unsubscribe](#) from this list

Powered by  SurveyMonkey

APPENDIX E. QUESTIONNAIRE



Cosmetologist Occupational Analysis Questionnaire

1. Cosmetologist Occupational Analysis

Dear Cosmetologist:

In order to progress through this questionnaire, please use the following navigation buttons:

- **Click the Next button to continue to the next page.**
- **Click the Prev button to return to the previous page.**
- **Click the Exit this survey button if you need to exit the questionnaire and return to it at a later time.**
- **Click the Done/Submit button to submit your questionnaire when fully completed.**

Any questions marked with an asterisk (*) require an answer in order to progress through the questionnaire.

This questionnaire has three parts:

PART I asks you for background information about yourself and your current job.

PART II asks you to rate job tasks in terms of:

- HOW OFTEN you perform each task in your current job; and**
- HOW IMPORTANT the performance of each task is to your current job.**

PART III asks you to rate knowledge in terms of HOW IMPORTANT each type of knowledge is to the performance of tasks in your current job.

Please Note:

Once you have started the questionnaire, you can exit at any time and return to it later as long as you are using the same computer. The questionnaire automatically saves fully completed pages, but it will not save partially completed pages. Therefore, if you exit the questionnaire on a page with only a few questions completed, you will return to that same page but will need to answer those few questions again. The Web link is available 24 hours a day, 7 days a week, for your convenience.

If you have any questions about completing this questionnaire, please contact Tami Guess at tandra.guess@dca.ca.gov. The Board of Barbering and Cosmetology welcomes your participation in this project and thanks you for your time.

Please submit the completed questionnaire no later than May 31, 2017.



Cosmetologist Occupational Analysis Questionnaire

2. Cosmetologist Occupational Analysis

The Board of Barbering and Cosmetology recognizes that every Cosmetologist may not perform all of the tasks or use all of the knowledge contained in this questionnaire. However, your contributions will help establish standards for safe and effective work in the Cosmetology profession in the State of California. Your responses will be combined with those of other California-licensed Cosmetologists.

Complete this questionnaire only if you are currently licensed as a Cosmetologist in California.



Cosmetologist Occupational Analysis Questionnaire

3. Part I - Personal Data

The information you provide in this section is voluntary and confidential. It will be treated as personal information subject to the Information Practices Act (Civil Code section 1798 et seq.) and used only for the purpose of analyzing the ratings from this questionnaire.

* 1. Are you currently licensed as a Cosmetologist in California?

Yes

No



Cosmetologist Occupational Analysis Questionnaire

4. Part I - Personal Data (Continued)

2. How many years have you been licensed as a Cosmetologist in California?

- 0-5 years
- 6-10 years
- 11-20 years
- More than 20 years

3. How many hours per week do you work as a Cosmetologist?

- 1-10 hours
- 11-20 hours
- 21-30 hours
- 31-40 hours
- More than 40 hours

4. How many clients do you see per week as a Cosmetologist?

- 0-10 clients
- 11-20 clients
- 21-30 clients
- 31-40 clients
- More than 40 clients

5. How would you describe your primary work setting?

- Franchise salon
- Full-service salon
- Hotel/resort
- Institution (e.g., prison, health facility, school)
- Independently owned salon
- Salon day spa
- Other (please specify)

6. How many other licensed Cosmetologists work within your primary work setting?

- None, I am the only licensed Cosmetologist
- 1-5 other licensed Cosmetologists
- 6-10 other licensed Cosmetologists
- More than 10 other licensed Cosmetologists



Cosmetologist Occupational Analysis Questionnaire

5. Part I - Personal Data (Continued)

7. What describes the location of your primary work setting?

- Urban (more than 50,000 people)
- Rural (less than 50,000 people)

8. Do you utilize social media sites such as Pinterest, Skype, and Facetime and/or e-mail for client consultations?

- Yes
- No

9. Do you utilize online booking services for client appointments?

- Yes
- No

10. How often do you utilize sites such as YouTube or Google to learn about new techniques, styles, and trends in the industry?

- Never
- Rarely
- Daily
- Weekly
- Monthly

11. What is the highest level of education you have achieved?

- On-the-job training
- Beauty college/school
- Associate degree
- Bachelor's degree
- Master's degree
- Doctorate degree
- Other formal education (please specify)

12. What other California state-issued licenses or certifications do you hold?(**Check all that apply.**)

- None
- Barber
- Barber Instructor
- Cosmetology Instructor
- Electrologist
- Esthetician
- Manicurist
- Other (please specify)



Cosmetologist Occupational Analysis Questionnaire

6. Part I - Personal Data (Continued)

13. How often do you perform each of the following services?

	0 - I do not perform this service.	1 - I rarely perform this service.	2 - I perform this service daily .	3 - I perform this service weekly .	4 - I perform this service monthly .
Artificial eyelash extensions				<input type="radio"/>	<input type="radio"/>
Artificial nails	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Braiding				<input type="radio"/>	<input type="radio"/>
Chemical straightening or relaxing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Eyebrow arching				<input type="radio"/>	<input type="radio"/>
Facials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Goddess faux locs				<input type="radio"/>	<input type="radio"/>
Grooming locs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair coloring, tinting, bleaching, color correction				<input type="radio"/>	<input type="radio"/>
Haircutting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Makeup service				<input type="radio"/>	<input type="radio"/>
Manicures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pedicures				<input type="radio"/>	<input type="radio"/>
Scalp and hair treatment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shampooing				<input type="radio"/>	<input type="radio"/>
Thermal press and curl	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Waxing				<input type="radio"/>	<input type="radio"/>
Weaving hair extensions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wet hair styling (e.g., blow drying and curling iron)					<input type="radio"/>

14. What percentage of time do you spend performing the following tasks? (Your percentages should add up to 100. You do not need to include the "%" symbol in your answer.)

Cosmetology (hair)

Esthetics

Manicuring

15. In what California county do you perform the majority of your work?

- | | | |
|------------------------------------|---------------------------------------|-------------------------------------|
| <input type="radio"/> Alameda | <input type="radio"/> Marin | <input type="radio"/> San Mateo |
| <input type="radio"/> Alpine | <input type="radio"/> Mariposa | <input type="radio"/> Santa Barbara |
| <input type="radio"/> Amador | <input type="radio"/> Mendocino | <input type="radio"/> Santa Clara |
| <input type="radio"/> Butte | <input type="radio"/> Merced | <input type="radio"/> Santa Cruz |
| <input type="radio"/> Calaveras | <input type="radio"/> Modoc | <input type="radio"/> Shasta |
| <input type="radio"/> Colusa | <input type="radio"/> Mono | <input type="radio"/> Sierra |
| <input type="radio"/> Contra Costa | <input type="radio"/> Monterey | <input type="radio"/> Siskiyou |
| <input type="radio"/> Del Norte | <input type="radio"/> Napa | <input type="radio"/> Solano |
| <input type="radio"/> El Dorado | <input type="radio"/> Nevada | <input type="radio"/> Sonoma |
| <input type="radio"/> Fresno | <input type="radio"/> Orange | <input type="radio"/> Stanislaus |
| <input type="radio"/> Glenn | <input type="radio"/> Placer | <input type="radio"/> Sutter |
| <input type="radio"/> Humboldt | <input type="radio"/> Plumas | <input type="radio"/> Tehama |
| <input type="radio"/> Imperial | <input type="radio"/> Riverside | <input type="radio"/> Trinity |
| <input type="radio"/> Inyo | <input type="radio"/> Sacramento | <input type="radio"/> Tulare |
| <input type="radio"/> Kern | <input type="radio"/> San Benito | <input type="radio"/> Tuolumne |
| <input type="radio"/> Kings | <input type="radio"/> San Bernardino | <input type="radio"/> Ventura |
| <input type="radio"/> Lake | <input type="radio"/> San Diego | <input type="radio"/> Yolo |
| <input type="radio"/> Lassen | <input type="radio"/> San Francisco | <input type="radio"/> Yuba |
| <input type="radio"/> Los Angeles | <input type="radio"/> San Joaquin | |
| <input type="radio"/> Madera | <input type="radio"/> San Luis Obispo | |



Cosmetologist Occupational Analysis Questionnaire

7. Part II - Task Rating Instructions

In this part of the questionnaire, you will be presented with 69 tasks reflecting the nature of Cosmetology work in California. First, using the Frequency Scale below, you will be asked to rate each task in terms of frequency (how frequently you perform the task). Then, using the Importance Scale below, you will rate the same task in terms of importance (how important the task is in the performance of your current job).

Rate each task as it relates to your current job as a licensed Cosmetologist. Do not respond based on what you believe all Cosmetologists should be expected to know or be able to do.

Your frequency and importance ratings should be separate and independent ratings. Therefore, the ratings that you assign using one rating scale should not influence the ratings that you assign using another rating scale. For example, you may perform a task frequently, but the task may not be important.

Data inconsistent with these instructions will be omitted from analysis.

The boxes for rating the frequency and importance of each task have drop-down lists. Click on the "down" arrow for each list to see the ratings and then select the option based on your current work. If the task is NOT a part of your current job, rate the task as "0 - DOES NOT APPLY TO MY JOB" for frequency and "0 - NOT IMPORTANT/DOES NOT APPLY" for importance.

FREQUENCY SCALE

HOW OFTEN do you perform this task in your current job? Consider all of the job tasks you have performed over the past year and make your judgment relative to all other tasks you perform.

0 - DOES NOT APPLY TO MY JOB. I never perform this task in my job.

1 - RARELY. This is one of the least frequently performed tasks in my job.

2 - SELDOM. This task is performed infrequently relative to other tasks that I perform in my job.

3 - OCCASIONALLY. This task is performed somewhat frequently and is about average relative to all other tasks that I perform in my job.

4 - OFTEN. This task is performed more frequently than most other tasks in my job.

5 - VERY OFTEN. I perform this task almost constantly and it is one of the most frequently performed tasks in my job.

IMPORTANCE SCALE

HOW IMPORTANT is performance of this task in your current job? Consider all of the job tasks you have performed over the past year and make your judgment relative to all other tasks you perform.

0 - NOT IMPORTANT; DOES NOT APPLY TO MY JOB This task is not important and/or I do not perform this task in my job.

1 - OF MINOR IMPORTANCE. This task has the lowest priority of all the tasks that I perform in my job.

2 - FAIRLY IMPORTANT. This task is fairly important relative to other tasks; however, it does not have the priority of most other tasks that I perform in my job.

3 - MODERATELY IMPORTANT. This task has about average priority among all tasks that I perform in my job.

4 - VERY IMPORTANT. This task is very important for my job; it has a higher degree of importance or priority than most other tasks that I perform in my job.

5 - CRITICALLY IMPORTANT. This task is among the most critical tasks that I perform in my job.



Cosmetologist Occupational Analysis Questionnaire

8. Part II - Task Ratings

16. Consultation

	Frequency	Importance
T1. Assess client's expectations to determine whether cosmetology service goals can be met (e.g., cost of services, time, realistic expectations, at-home care).	<input type="text"/>	<input type="text"/>
T2. Consult with client to obtain a history (e.g., lifestyle, past services, medication) to determine whether cosmetology services can be performed on client.	<input type="text"/>	<input type="text"/>
T3. Take and review photos of client to determine hair services to be provided with client's consent.	<input type="text"/>	<input type="text"/>
T4. Analyze condition of client's hair and scalp to determine whether permanent wave service can be performed on client.	<input type="text"/>	<input type="text"/>
T5. Analyze condition of client's hair and scalp to determine whether color service can be performed on client.	<input type="text"/>	<input type="text"/>
T6. Analyze condition of client's hair and scalp to determine product(s) to be used during basic hair service.	<input type="text"/>	<input type="text"/>
T7. Analyze integrity of client's hair and scalp to determine if client's hair can support the weight of extensions (e.g., texture, density, curl pattern).	<input type="text"/>	<input type="text"/>
T8. Analyze client's hair (e.g., type, condition) to select volume of developer (e.g., peroxide) to use during hair coloring process.	<input type="text"/>	<input type="text"/>
T9. Analyze client's hair condition to determine strength of product to use during permanent wave.	<input type="text"/>	<input type="text"/>
T10. Analyze client's hair condition to determine strength of product to use during hair relaxing process.	<input type="text"/>	<input type="text"/>
T11. Provide alternative options to client when original services to be provided cannot be performed.	<input type="text"/>	<input type="text"/>
T12. Administer patch test to determine whether product(s) can be used on client.	<input type="text"/>	<input type="text"/>
T13. Maintain records of client services by specifying details (e.g., products, processing time) of services performed.	<input type="text"/>	<input type="text"/>



Cosmetologist Occupational Analysis Questionnaire

9. Part II - Task Ratings (Continued)

17. Preparation

	Frequency	Importance
T14. Prepare workstation according to type of cosmetology service to be performed on client.	<input type="text"/>	<input type="text"/>
T15. Prepare client for cosmetology service by draping client prior to service to protect from product(s).	<input type="text"/>	<input type="text"/>
T16. Perform cleansing of client's hair by removing residue (e.g., natural oil, product) from hair to facilitate service process.	<input type="text"/>	<input type="text"/>
T17. Prepare client's hair prior to service by sectioning hair for control during procedure(s).	<input type="text"/>	<input type="text"/>
T18. Prepare hair products by using Board of Barbering and Cosmetology approved methods when mixing chemicals.	<input type="text"/>	<input type="text"/>



Cosmetologist Occupational Analysis Questionnaire

10. Part II - Task Ratings (Continued)

18. Hair Services

	Frequency	Importance
T19. Apply treatment products (e.g., conditioner, reconstructor) to client's hair to assist in restoring the natural condition of the hair.	<input type="text"/>	<input type="text"/>
T20. Perform haircutting techniques by using implements (e.g., scissors, razors, clippers) to cut hair according to client's needs.	<input type="text"/>	<input type="text"/>
T21. Perform styling techniques by using equipment (e.g., curling iron) to style hair according to client's needs.	<input type="text"/>	<input type="text"/>
T22. Perform styling techniques by using products (e.g., hair spray) to style hair according to client's needs.	<input type="text"/>	<input type="text"/>
T23. Perform permanent wave service on client by using Board of Barbering and Cosmetology approved techniques.	<input type="text"/>	<input type="text"/>
T24. Perform hair relaxing service on client by using Board of Barbering and Cosmetology approved techniques.	<input type="text"/>	<input type="text"/>
T25. Perform smoothing/keratin service on client by using Board of Barbering and Cosmetology approved techniques.	<input type="text"/>	<input type="text"/>
T26. Perform tinting service on client by using Board of Barbering and Cosmetology approved techniques.	<input type="text"/>	<input type="text"/>
T27. Perform bleach/toner service on client by using Board of Barbering and Cosmetology approved techniques.	<input type="text"/>	<input type="text"/>
T28. Perform highlight service on client to achieve a multidimensional color effect on hair.	<input type="text"/>	<input type="text"/>
T29. Perform lowlight service on client to achieve a multidimensional color effect on hair.	<input type="text"/>	<input type="text"/>
T30. Perform corrective hair service(s) on client's hair that has been damaged (e.g., chemical, apple cider vinegar soak) to enhance condition of hair.	<input type="text"/>	<input type="text"/>
T31. Attach hair extensions to client's hair to provide a style (e.g., texture, length, color) according to client's needs.	<input type="text"/>	<input type="text"/>
T32. Perform high frequency electric current to client's scalp to promote cellular turnover and to provide foundation for healthy hair.	<input type="text"/>	<input type="text"/>
T33. Perform co-wash/cleansing conditioner on client's natural hair prior to shampooing to detangle hair to avoid matting.	<input type="text"/>	<input type="text"/>



Cosmetologist Occupational Analysis Questionnaire

11. Part II - Task Ratings (Continued)

19. Safety and Sanitation

	Frequency	Importance
T34. Sanitize hands in preparation for cosmetology service(s) by washing with soap and warm water and/or hand sanitizer.	<input type="text"/>	<input type="text"/>
T35. Disinfect implements in preparation for cosmetology service.	<input type="text"/>	<input type="text"/>
T36. Sanitize supplies (e.g., drape, towels, sheets) in preparation for cosmetology service.	<input type="text"/>	<input type="text"/>
T37. Sanitize equipment in preparation for cosmetology service.	<input type="text"/>	<input type="text"/>
T38. Sanitize surfaces of work area in preparation for cosmetology service.	<input type="text"/>	<input type="text"/>
T39. Create sanitary maintenance area (SMA) in preparation for cosmetology service.	<input type="text"/>	<input type="text"/>
T40. Protect client's skin/eyes to prevent reaction to chemical substances.	<input type="text"/>	<input type="text"/>
T41. Identify potential chemical hazards in products used for cosmetology service to protect client and cosmetologist.	<input type="text"/>	<input type="text"/>
T42. Identify chemical contents of products used for cosmetology service to determine compatibility with other products and potential safety hazards.	<input type="text"/>	<input type="text"/>
T43. Store cosmetology products and supplies according to Board of Barbering and Cosmetology requirements.	<input type="text"/>	<input type="text"/>
T44. Discard products and disposable supplies after service by following Board of Barbering and Cosmetology regulations and procedures.	<input type="text"/>	<input type="text"/>
T45. Contain used linens in covered, marked containers after each cosmetology service to prevent contamination.	<input type="text"/>	<input type="text"/>



Cosmetologist Occupational Analysis Questionnaire

12. Part II - Task Ratings (Continued)

20. Esthetics

	Frequency	Importance
T46. Assess client's skin to determine whether esthetic treatment can be performed.	<input type="text"/>	<input type="text"/>
T47. Prepare client's skin prior to performing skin treatment by removing debris from the skin.	<input type="text"/>	<input type="text"/>
T48. Select facial product(s) according to client's skin analysis to be used during treatment.	<input type="text"/>	<input type="text"/>
T49. Maintain sanitary condition of facial products (e.g., makeup, creams) and application tools to prevent contamination.	<input type="text"/>	<input type="text"/>
T50. Test wax temperature prior to application to client's skin to prevent harming the client.	<input type="text"/>	<input type="text"/>
T51. Perform facial treatments (e.g., facial mask) by using Board of Barbering and Cosmetology approved procedures.	<input type="text"/>	<input type="text"/>
T52. Apply final skin care product(s) (e.g., moisturizer, toner) according to type of esthetic treatment performed.	<input type="text"/>	<input type="text"/>
T53. Perform facial hair removal on client by using Board of Barbering and Cosmetology approved techniques (e.g., waxing, tweezing).	<input type="text"/>	<input type="text"/>
T54. Apply makeup product(s) to enhance and/or conceal client's facial features.	<input type="text"/>	<input type="text"/>



Cosmetologist Occupational Analysis Questionnaire

13. Part II - Task Ratings (Continued)

21. Manicuring

	Frequency	Importance
T55. Examine client's nails and surrounding skin to determine whether nail service can be performed.	<input type="text"/>	<input type="text"/>
T56. Prepare client's nails for nail service(s) by cleansing the nail surface.	<input type="text"/>	<input type="text"/>
T57. Remove excess oil/lotion from nail surface to prepare nail(s) for application of polish.	<input type="text"/>	<input type="text"/>
T58. Soften client's cuticle prior to pushing back the cuticle to loosen from the nail plate.	<input type="text"/>	<input type="text"/>
T59. Shape client's nails to achieve a desired form by using Board of Barbering and Cosmetology approved techniques (e.g., trimming, filing, buffing).	<input type="text"/>	<input type="text"/>
T60. Remove artificial nails from client by following manufacturer's directions.	<input type="text"/>	<input type="text"/>
T61. Apply nail tip during artificial nail application to extend length of natural nail.	<input type="text"/>	<input type="text"/>
T62. Blend artificial nail surface to natural nail by smoothing out visible line.	<input type="text"/>	<input type="text"/>
T63. Apply acrylic/gel product(s) to nail by following manufacturer's directions.	<input type="text"/>	<input type="text"/>
T64. Apply wraps (e.g., silk, gel, paper) to nail by following manufacturer's directions.	<input type="text"/>	<input type="text"/>
T65. Apply polish/enamel to client's nails according to manufacturer's directions.	<input type="text"/>	<input type="text"/>
T66. Perform hand/foot massage by applying Board of Barbering and Cosmetology approved techniques.	<input type="text"/>	<input type="text"/>
T67. Soak feet in footbath to facilitate the pedicure process.	<input type="text"/>	<input type="text"/>
T68. Trim toenails to a desired length by clipping straight across using toenail clippers.	<input type="text"/>	<input type="text"/>
T69. Use foot file on client to smooth dry skin and calluses.	<input type="text"/>	<input type="text"/>



Cosmetologist Occupational Analysis Questionnaire

14. Part III - Knowledge Rating Instructions

In this part of the questionnaire, you will be presented with 155 knowledge statements. Rate each knowledge statement based on how important you believe that knowledge is to the performance of tasks in your job.

If a knowledge is NOT a part of your job, rate the statement "not important; not required" and go on to the next item.

Use the following Importance Scale to rate the knowledge statements.

IMPORTANCE SCALE

HOW IMPORTANT is this knowledge to performance of tasks in your current job?

0 - NOT IMPORTANT; NOT REQUIRED. This job knowledge does not apply to my job; it is not required for job performance.

1 - OF MINOR IMPORTANCE. This job knowledge is of minor importance for job performance; it is useful for some minor part of my job.

2 - FAIRLY IMPORTANT. This job knowledge is fairly important for job performance in some relatively major part of my job.

3 - MODERATELY IMPORTANT. This job knowledge is moderately important for job performance in some relatively major part of my job.

4 - VERY IMPORTANT. This job knowledge is very important for job performance in a significant part of my job.

5 - CRITICALLY IMPORTANT. This job knowledge is critically important for job performance.



Cosmetologist Occupational Analysis Questionnaire

15. Part III - Knowledge Ratings

22. Consultation

Importance

K1. Knowledge of types of medications used by client that prevent cosmetology services from being performed.

K2. Knowledge of medical conditions that prevent cosmetology services from being performed.

K3. Knowledge of diseases or disorders that prevent cosmetology services.

K4. Knowledge of cosmetology services within the scope of practice.

K5. Knowledge of conditions (e.g., skin, scalp, hands) that indicate a medical referral.

K6. Knowledge of types of lifestyles (e.g., sun bathing, swimming) that may prevent cosmetology services from being performed.

K7. Knowledge of methods used to elicit information from client about past hair services.

K8. Knowledge of products used in client's previous hair services that could affect current service.

K9. Knowledge of procedures used to analyze client's hair condition to determine if permanent wave service can be performed.

K10. Knowledge of procedures used to analyze client's hair condition to determine whether hair relaxing service can be performed.

K11. Knowledge of procedures used to analyze client's hair condition to determine whether color treatment can be performed.

K12. Knowledge of methods used to assess client's service needs.

K13. Knowledge of methods used to determine whether client's expectations are realistic and can be performed.

K14. Knowledge of methods used to record client services, including consent for digital media.

K15. Knowledge of methods used to select volume of developer.

K16. Knowledge of relationship between hair condition and products used during permanent wave service.

K17. Knowledge of relationship between hair condition and products used during hair relaxing processes.

K18. Knowledge of relationship between hair condition and products used during all hair services.

K19. Knowledge of relationship between hair condition and developer used during hair coloring process.

K20. Knowledge of methods used to test skin for reactions to products.



Cosmetologist Occupational Analysis Questionnaire

16. Part III - Knowledge Ratings (Continued)

23. Preparation

Importance

K21. Knowledge of methods used to cleanse client's hair prior to performing services.

K22. Knowledge of products used to cleanse client's hair.

K23. Knowledge of methods used to section client's hair before service.

K24. Knowledge of Board of Barbering and Cosmetology approved methods used to mix hair chemical products.

K25. Knowledge of methods used to protect client during cosmetology services.

K26. Knowledge of products used to protect client during cosmetology services.

K27. Knowledge of types of products/equipment to be used and that are available during each type of cosmetology service.



Cosmetologist Occupational Analysis Questionnaire

17. Part III - Knowledge Ratings (Continued)

24. Hair Service

	Importance
K28. Knowledge of types of products used in color services.	<input type="text"/>
K29. Knowledge of types of products used in permanent wave services.	<input type="text"/>
K30. Knowledge of types of products used in hair relaxing services.	<input type="text"/>
K31. Knowledge of methods used to apply treatment products to assist in restoring the condition of the hair.	<input type="text"/>
K32. Knowledge of types of products used to condition hair.	<input type="text"/>
K33. Knowledge of types of products used to detangle natural hair.	<input type="text"/>
K34. Knowledge of techniques used to detangle natural hair.	<input type="text"/>
K35. Knowledge of techniques used to cut client's hair.	<input type="text"/>
K36. Knowledge of types of implements used to cut client's hair.	<input type="text"/>
K37. Knowledge of techniques used to style client's hair.	<input type="text"/>
K38. Knowledge of types of products used to style client's hair.	<input type="text"/>
K39. Knowledge of types of equipment used to style hair.	<input type="text"/>
K40. Knowledge of volume levels used to lift hair color.	<input type="text"/>
K41. Knowledge of volume levels used to deposit color into hair.	<input type="text"/>
K42. Knowledge of methods used to prepare client's hair prior to service.	<input type="text"/>
K43. Knowledge of types of permanent wave rods used to wave hair.	<input type="text"/>
K44. Knowledge of criteria used to select permanent wave rods for service.	<input type="text"/>
K45. Knowledge of techniques used to wrap client's hair on rods during permanent wave service.	<input type="text"/>

Importance

K46. Knowledge of methods used to apply permanent wave chemicals to hair.

K47. Knowledge of methods used to verify whether chemicals have completed processing hair.

K48. Knowledge of techniques used to perform tinting service on client's hair.

K49. Knowledge of techniques used to perform highlighting service on client's hair.

K50. Knowledge of techniques used to perform lowlight service on client's hair.

K51. Knowledge of techniques used to perform bleach/toner service on client's hair.

K52. Knowledge of methods used to remove chemicals from hair.

K53. Knowledge of procedures used to aid in correcting damaged hair.

K54. Knowledge of methods used to attach (e.g., glue, braid, sew) hair extensions into client's hair.

K55. Knowledge of methods used to maintain hair extensions.

K56. Knowledge of types of hair extensions (e.g., track, weave) used during hair service(s).

K57. Knowledge of types of products used in smoothing/keratin services.

K58. Knowledge of hair and scalp disorders as they relate to trichology.



Cosmetologist Occupational Analysis Questionnaire

18. Part III - Knowledge Ratings (Continued)

25. Safety and Sanitation

Importance

K59. Knowledge of methods used to prevent the spread of bacterial and fungal infections associated with cosmetology services.

K60. Knowledge of Board of Barbering and Cosmetology regulations regarding sanitizing hands.

K61. Knowledge of Board of Barbering and Cosmetology regulations regarding disinfecting implements.

K62. Knowledge of methods used to sanitize supplies according to Board of Barbering and Cosmetology regulations.

K63. Knowledge of methods used to sanitize equipment according to Board of Barbering and Cosmetology regulations.

K64. Knowledge of Board of Barbering and Cosmetology regulations regarding sanitary maintenance area (SMA) procedures.

K65. Knowledge of methods used to protect client's skin/eyes from chemicals used during cosmetology services.

K66. Knowledge of chemical hazards related to cosmetology services.

K67. Knowledge of basic chemistry related to cosmetology services.

K68. Knowledge of indicators of a reaction to cosmetology products and services.

K69. Knowledge of Board of Barbering and Cosmetology regulations related to discarding used products and disposable implements/supplies.

K70. Knowledge of methods used to obtain cosmetology product ingredients.

K71. Knowledge of Board of Barbering and Cosmetology regulations regarding containment of linens.

K72. Knowledge of methods used to contain used linens.

K73. Knowledge of methods used to store cosmetology products and supplies.

K74. Knowledge of Board of Barbering and Cosmetology regulations regarding storage of products and supplies.

K75. Knowledge of types of EPA-registered disinfectant products.

K76. Knowledge of types of antibacterial soaps and/or hand sanitizers used to sanitize hands.

K77. Knowledge of methods used to label nail products for storage.

K78. Knowledge of manufacturer's recommended procedures for nail product storage.



Cosmetologist Occupational Analysis Questionnaire

19. Part III - Knowledge Ratings (Continued)

26. Esthetics

Importance

K79. Knowledge of methods used to assess skin type.

K80. Knowledge of skin physiology as related to esthetic services.

K81. Knowledge of skin anatomy as related to esthetic services.

K82. Knowledge of skin treatments that are within scope of practice.

K83. Knowledge of facial/bone structure related to application of makeup.

K84. Knowledge of methods used to cleanse client's skin prior to treatment.

K85. Knowledge of skin care products used for cleansing.

K86. Knowledge of methods used to determine types of skin care products to use prior to facial treatment.

K87. Knowledge of types of esthetic services that can be performed.

K88. Knowledge of indicators of a reaction to skin care product.

K89. Knowledge of skin care products used to remove dead skin cells.

K90. Knowledge of methods used to maintain sanitary facial products (e.g., makeup, creams) and tools.

K91. Knowledge of techniques used to test wax temperature.

K92. Knowledge of wax consistency needed prior to client application.

K93. Knowledge of types of skin care products applied during facial treatment.

K94. Knowledge of types of skin care products (e.g., moisturizer, toner) applied following facial treatment.

K95. Knowledge of methods used to determine when final skin care products should be applied to client (e.g., skin reaction).

K96. Knowledge of methods used to apply facial masks.

Importance

K97. Knowledge of implements used to apply facial masks.

K98. Knowledge of methods used to remove dead skin cells from face.

K99. Knowledge of techniques used to perform facial massage.

K100. Knowledge of muscles affected by facial massage.

K101. Knowledge of methods used to soothe skin following a facial treatment.

K102. Knowledge of methods used to remove facial masks.

K103. Knowledge of types of wax procedures used for hair removal.

K104. Knowledge of methods used to apply wax to skin area.

K105. Knowledge of methods used to remove wax from skin area.

K106. Knowledge of methods used to tweeze hair.

K107. Knowledge of types of implements used to tweeze hair.

K108. Knowledge of application tools used to apply makeup.

K109. Knowledge of techniques used to apply makeup to enhance and/or conceal facial features.

K110. Knowledge of makeup products used to enhance and/or conceal facial features.

K111. Knowledge of purposes of final skin care products used following facial treatment.

K112. Knowledge of sensory nerves affected by facial massage (e.g., heat/cold, pressure).



Cosmetologist Occupational Analysis Questionnaire

20. Part III - Knowledge Ratings (Continued)

27. Manicuring

Importance

K113. Knowledge of basic nail anatomy (e.g., nail plate, cuticle) related to nail services.

K114. Knowledge of common disorders and diseases that affect natural nails and surrounding areas.

K115. Knowledge of basic skin anatomy (e.g., cuticle, mantle, eponychium, perionychium) related to nail services.

K116. Knowledge of nail disorders that prevent nail services.

K117. Knowledge of procedures used for different types of nail services.

K118. Knowledge of types of polish removers.

K119. Knowledge of methods used to cleanse nails.

K120. Knowledge of implements and equipment used in performing a manicure.

K121. Knowledge of procedures for different types of manicures.

K122. Knowledge of types of cuticle softeners and removers.

K123. Knowledge of types of top and base coats.

K124. Knowledge of types of nail hardeners and strengtheners.

K125. Knowledge of methods to prevent overexposure (e.g., ventilation, contamination) of artificial nail product(s) to client and cosmetologist.

K126. Knowledge of methods used to remove oil/lotion from nail surfaces prior to nail polishing.

K127. Knowledge of nail antiseptics used during nail service.

K128. Knowledge of indicators of a reaction to artificial nail products.

K129. Knowledge of techniques to apply nail polishes, enamels, and lacquers.

Importance

K130. Knowledge of types of nail polishes, enamels, and lacquers.

K131. Knowledge of methods used to shape nails (e.g., trimming, filing, buffing).

K132. Knowledge of implements and equipment used in performing a pedicure.

K133. Knowledge of methods used to perform a pedicure.

K134. Knowledge of techniques for smoothing dry skin and calluses on foot surfaces.

K135. Knowledge of Board of Barbering and Cosmetology regulations regarding procedures used during hand and foot massages.

K136. Knowledge of effects on the nervous system in performing hand or foot massage.

K137. Knowledge of techniques for performing hand or foot massage.

K138. Knowledge of muscles affected by hand or foot massage.

K139. Knowledge of methods used to apply artificial nails.

K140. Knowledge of types of nail adhesives.

K141. Knowledge of implements and equipment used for artificial nail service.

K142. Knowledge of acrylic nail products.

K143. Knowledge of techniques and procedures used to maintain and repair acrylic nails.

K144. Knowledge of techniques and procedures used to remove acrylic nails.

K145. Knowledge of types of nail tips for nail enhancement service.

K146. Knowledge of materials and procedures used to apply nail tips.

K147. Knowledge of methods used to blend artificial and natural nail surfaces together.

K148. Knowledge of techniques and procedures used to remove nail tips.

K149. Knowledge of silk, linen, paper, or liquid products for nail wrap service.

K150. Knowledge of techniques and procedures used to apply nail wraps.

K151. Knowledge of techniques and procedures used to remove nail wraps.

K152. Knowledge of gel nail products.

Importance

K153. Knowledge of techniques and procedures used to maintain and repair gel nails.

K154. Knowledge of techniques and procedures used to apply gel nail products over nail tips.

K155. Knowledge of techniques and procedures used to remove gel nails.



21. FINISHED

Thank you for completing this questionnaire. Your feedback is extremely valuable.

(This page intentionally left blank.)