

Section 11 – Attachments

Attachment A - Board's administrative manual.

Attachment B

- 1) Current organizational chart showing relationship of committees to the board and membership of each committee (cf., Section 1, Question 1).
- 2) Attendance

Attachment C - Major studies (cf., Section 1, Question 4).

- 1) 2019 Occupational Analysis of the Barbering Profession
- 2) 2020 Occupational Analysis of the Electrologist Profession
- 3) 2021 Occupational Analysis of the Esthetics Profession
- 4) 2021 Occupational Analysis of the Manicurist Profession
- 5) 2022 Occupational Analysis of the Hairstylist Profession

Attachment D - Year-end organization charts for last four fiscal years.

Attachment E – Report on the Status of the Apprentice Program

Attachment A

Board Member

GUIDELINES AND PROCEDURE MANUAL

(2025)



Table of Contents

Section 1: Background Information	1
Introduction	1
The Board	3
The Board President.....	7
The Executive Officer	8
Board Committees	9
Security Procedures	144
Resources.....	144
Section 2: Training	155
Board Member Orientation Training.....	155
Online Training	155
Section 3: Travel and Per Diem	166
General Travel Information.....	166
Per Diem	177
Travel Arrangements.....	188



Section 1: Background Information

Introduction

OVERVIEW

Both the Board of Barbering Examiners and the Board of Cosmetology were established in 1927. In 1990, legislation was enacted that merged the two boards, creating the Board of Barbering and Cosmetology. The Board was sunset in 1996 and became a Bureau within the Department of Consumer Affairs (DCA). In 2003, legislation re-established the Board of Barbering and Cosmetology (Board). The Board is one of many within the DCA, part of the State and Consumer Services Agency under the aegis of the Governor. The Department is responsible for consumer protection through the regulation of licensed professionals and the provision of consumer services. While the DCA provides administrative oversight and support services, the Board has policy autonomy and sets its own procedures, and regulations.

This manual serves as a reference of important laws, regulations, and policies to guide the actions of the Board members and ensure Board effectiveness and efficiency.

DEFINITIONS

Agencies:

AGO	Attorney General's Office
BPPE	Bureau for Private Postsecondary Education
DCA	Department of Consumer Affairs
OAH	Office of Administrative Hearings
OAL	Office of Administrative Law

Codes:

B&P/BPC	Business and Professions Code
CAC	California Administrative Code
CCR	California Code of Regulations
CGC	California Government Code

Organizations:

AACS	American Association of Cosmetology Schools
ACT	Associated Cosmetology Teachers
AEA	American Electrology Association
CAPPS	California Association of Private Postsecondary Schools
CCA	California Cosmetology Association
CCC	California Community Colleges
CEA	Cosmetology Educators of America
NABBA	National Association of Barber Boards of America
NACCAS	National Accrediting Commission of Cosmetology Arts and Sciences
NCA	National Cosmetology Association
NIC	National Interstate Council of State Boards and Cosmetology
PBFC	Professional Beauty Federation of California

Titles:

AG	Attorney General
ALJ	Administrative Law Judge
DA	District Attorney
DAG	Deputy Attorney General
EO	Executive Officer
AEO	Assistant Executive Officer (also referred to as the Deputy Executive Officer)

LICENSE TYPES AND SCOPES

Barbers are licensed to shave and trim the beard, cut hair, give facial and scalp massages, shampoo hair, chemically wave or relax hair, dye hair, style hair, and apply cosmetic preparations to the scalp, face, or neck.

Cosmetologists are licensed to provide hair, skin, and nail care. They can provide the same services as hairstylists, estheticians, and manicurists, in addition to chemical hair services such as permanent waving, relaxing, bleaching, dyeing, coloring or hair.

Hairstylists are licensed to arrange, blow dry, shampoo, cut, style, curl, or nonchemically straighten hair. They cannot use chemicals which alter the hair structure (such as bleach, dye, perm solutions, etc.). This new license type was added by statute in 2022.

Estheticians are licensed to provide skin care. This includes providing facials, massaging and cleansing the face, scalp, neck, hands, arms, feet, legs, or upper part of the human body. Estheticians may also tint and perm eyelashes/brows, provide eyelash extensions, and remove hair by tweezers, waxing, or other depilatory products. They cannot provide medical services.

Manicurists are licensed to provide nail care. This includes trimming, polishing, manicuring, pedicuring the nails, and massaging/cleansing from the elbow to the fingertips or from the knees to the toes of any person. They cannot cut/shave calluses or treat ingrown toenails.

Electrologists provide electrolysis, which is the practice of removing/destroying hair on the human body by the use of an electric needle. Only electrologists may provide electrolysis.

Establishments are the locations in which board services are provided (e.g., barbershops, beauty salons, nail salons, spas).

Apprentices are barbering, cosmetology, or electrology trainees that earn a wage while working under the supervision of a trainer in an establishment.

Mobile Units are establishments on wheels (e.g., trailer, bus, motorhome) which travel to consumers to provide barbering or cosmetology services inside the mobile unit.

A **Personal Service Permit** allows a barber, cosmetologist, manicurist, or esthetician to provide limited services outside of an establishment (such as at a hotel or a consumer's home) if they meet certain requirements.

The Board

COMPOSITION

(B&P section 7303(b))

The Board is comprised of thirteen members. Seven members shall be public members and six members shall represent the industry professions. The Governor shall appoint five of the public members and six industry professions members. The Senate Committee on Rules and the Speaker of the Assembly shall each appoint one public member. Members shall be appointed for a term of four years, except for the members appointed by the governor, (two public members and two professions members) these members shall be appointed for an initial term of two years. Members may not serve longer than two consecutive terms.

OFFICERS

(Board Policy-Adopted July 24, 2006)

The Board shall annually elect from its members a President and a Vice President each of whom shall hold office for a term of one year. An officer shall not serve in a particular officer position for more than two consecutive terms.

Elections shall take place at the first scheduled board meeting of each year. All officers may be elected on one motion or ballot as a slate of officers unless objected to by a Board member.

If the office of the President becomes vacant, the Vice President shall assume the office of the President. If the office of the Vice President becomes vacant, an election shall be held at the next scheduled Board meeting. Elected officers shall then serve the remainder of the term.

MEETINGS

(Board Policy-Adopted July 24, 2006)

The entire Board will convene four times a year and may meet more often if it is determined necessary. Only the Board President may authorize special meetings, setting the date, time and place.

The Board will endeavor when possible, to hold meetings in different geographical areas throughout the state as a convenience to the public and licensees.

BOARD MEMBER ATTENDANCE AT BOARD MEETINGS

(Board Policy Adopted July 24, 2006)

Board members shall attend each meeting of the Board. If a member is unable to attend, they are requested to contact the Board President or the Executive Officer.

BOARD MEMBER PARTICIPATION

(Board Policy Adopted July 24, 2006)

The Board President may ascertain from members whose level of participation is below standard and whether the member is no longer able to continue serving as an active member of the Board. In such a case, the President may suggest that the member resign. If such resignation is not forthcoming within a reasonable time, the Board, by resolution, may request the appointing authority to have the member replaced. However, the member shall be given the opportunity to present to the Board their arguments against the resolution prior to such a resolution being adopted by the Board. A 50% or greater absence rate shall constitute below-standard participation.

QUORUM

Seven members of the Board constitutes a quorum of the Board. When a quorum of the Board is not present, Board members may discuss noticed agenda items of business but may not take any action. A majority of the quorum shall constitute a majority of the entire Board.

AGENDA ITEMS

(Board Policy-Adopted July 24, 2006)

Any Board member may submit items for a Board meeting agenda to the Executive Officer 20 days prior to the meeting. The Board meeting agenda will be provided to all Board members 10 days prior to the meeting and the agenda packet will be provided no later than 7 days prior to the meeting.

The Board President, Board members, or Executive Officer may not alter or prevent agenda items from being added to the agenda by another Board member.

RECORD OF MEETINGS

(Board Policy-Adopted July 24, 2006)

Board meeting minutes are a summary and not a transcript. Minutes are prepared for every Board meeting. The minutes and assignments of Board directives shall be prepared under the direction of Board staff. Board minutes shall be approved at the next scheduled Board meeting and serve as the official record of the meeting. Approved minutes of the open session are available for distribution to the public and shall be posted on the Board's website within 30 days following Board approval.

DIVERSITY, EQUITY, AND INCLUSION

(Board Policy-Adopted April 17, 2023)

The Board supports the efforts of the Diversity, Equity, and Inclusion Steering Committee at the Department of Consumer Affairs and commits to fostering inclusive engagement in its policy decisions, and promoting diversity, equity, and inclusion in the Board's publications and procedures.

RECORDING

(Board Policy-Adopted July 24, 2006)

Public Board meetings are to be recorded. Recordings shall be retained until final meeting minutes have been approved. Closed session proceedings shall be recorded at the discretion of the Board.

MEETING RULES

(Board Policy-Adopted July 24, 2006)

Board meetings will be conducted under an informal simplified version of Robert's Rules of Order (Rosenberg's Rules of Order: https://www.calcities.org/docs/default-source/get-involved/rosenberg's-rules-of-order-simple-parliamentary-procedures-for-the-21st-century.pdf?sfvrsn=d3f73e91_3) to the extent that it does not conflict with the Bagley-Keene Open Meeting Act.

COMMUNICATION

(Board Policy-Adopted July 24, 2006)

The Board President or the Executive Officer shall serve as the media spokesperson on Board actions or policies. Any written or oral communications concerning Board matters of a sensitive nature shall be made only by the Board President or the Executive Officer.

All written communications of the Board President on behalf of the Board shall be copied to the Executive Officer and the Executive Officer shall forward the communication to all Board members.

The Board President may not represent the entire Board in any communication unless given expressed authority by the majority of the Board to do so. The Board President may speak for the Board if requested to testify to the Legislature or Administration on behalf of the Board without advance approval.

CORRESPONDENCE

(Board Policy-Adopted July 24, 2006)

Original documents of all correspondence received shall be maintained in the Board's office files. Only copies of such correspondence shall be given to the Executive Officer and/or Board members as requested.

ETHICS TRAINING

(CGC section 11146 et seq.)

(Board Policy-Adopted July 24, 2006)

Ethics training for continuing and new Board members will be accomplished in accordance with the law and DCA procedures.

BOARD MEMBER ORIENTATION

(B&P section 453)

Every Board member shall complete a training and orientation program offered by the DCA within one year of assuming office.

SEXUAL HARASSMENT POLICY TRAINING

(DCA-SHP EEO 09-02)

(Board Policy-Adopted April 8, 2013)

In accordance with the Department of Consumer Affairs (DCA) Sexual Harassment Prevention (SHP) Policy (EEO 09-02), and to ensure compliance with Assembly Bill (AB) 1825 (Reyes, Chapter 933, Statutes of 2004), all DCA employees are required to receive biennial Sexual Harassment Prevention training. The Supervisory Sexual Harassment Prevention Training is mandatory for Board members.

BOARD MEMBER REMOVAL

(B&P section 106)

The appropriate appointing authority (Governor, Senate Rules Committee or Speaker of the Assembly) has the power to remove from office at any time, any member of the Board, appointed by him for continued neglect of duties required by law, for incompetence or unprofessional or dishonorable conduct.

RESIGNATION OF BOARD MEMBERS

(GC section 1750)

If a Board member resigns, the resigning member shall send a letter to the appropriate appointing authority (Governor, Senate Rules Committee, or Speaker of the Assembly) with the effective date of the resignation. State law requires written notification. A copy of this letter shall also be sent to the director of DCA, the Board President, and the Executive Officer.

CONFLICT OF INTEREST

(GC section 87100)

No Board member may make, participate in making or in any way attempt to use their official position to influence a governmental decision in which they have a direct financial interest. Any Board member who has a direct financial interest shall disqualify themselves from making or attempting to use their official position to influence the decision. Any Board member who feels they are entering a situation where there is a potential for a conflict of interest should immediately consult the Executive Officer or the Board's legal counsel.

The Board President

SUPERVISION OF THE EXECUTIVE OFFICER

(Board Policy-Adopted July 24, 2006)

The Board President is the immediate supervisor of the Executive Officer. Specific instructions for work on Board policy matters by the Executive Officer from Board members shall be coordinated through the Board President.

The incoming Board President shall assume all delegated duties at the close of the annual election meeting, including supervision of the Executive Officer.

PERFORMANCE APPRAISAL OF EXECUTIVE OFFICER

(Board Policy-Adopted July 24, 2006)

The Board President shall request from each Board member input to the performance appraisal and salary administration of the Executive Officer prior to their draft preparations.

The performance appraisal of the Executive Officer shall be presented in draft form to the Board, by the Board President, at the annual election meeting and shall be noticed on the meeting agenda.

Matters relating to the performance of the Executive Officer shall be discussed in closed session unless they request that it be discussed in open session.

SECTION 100 DELEGATED AUTHORITY

(Board Policy-Adopted February 10, 2025)

The Board delegates to the Executive Officer the authority to adopt regulation changes that are deemed to be “without regulatory effect” in accordance with Section 100 of Title 1 of the California Code of Regulations. Further, the Executive Officer shall report to the Board at its next regularly scheduled Board Meeting any regulations that were adopted under this authority since the last regularly scheduled Board Meeting.

The Executive Officer

APPOINTMENT

(B&P section 7303 (c))

The Board shall appoint an Executive Officer who is exempt from civil service and who shall serve at the pleasure of the Board. The Executive Officer shall exercise the powers and perform the duties delegated by the Board. The appointment of the Executive Officer is subject to approval of the Director of the Department of Consumer Affairs.

ROLE

(Board Policy-Adopted July 24, 2006)

The Executive Officer is the Board's chief administrative officer who implements the policies developed by the Board.

RECRUITMENT OF AN EXECUTIVE OFFICER

(Board Policy-Adopted July 24, 2006)

The Board shall institute an open recruitment plan to obtain a pool of qualified candidates. The Board shall also work with the DCA's Human Resources Office for recruitment procedures.

SELECTION

(Board Policy-Adopted July 24, 2006)

The selection of an Executive Officer shall be included as an item of business, which must be included in a publicly noticed agenda and transacted at a public Board meeting.

BOARD STAFF

(Board Policy-Adopted July 24, 2006)

Employees of the Board, with the exception of the Executive Officer, are civil service employees. Their employment, pay, benefits, discipline, terminations, and conditions of employment are governed by a myriad of civil service laws and regulations and often by collective bargaining labor agreements. Because of this complexity, it is appropriate that the Board delegate all authority and responsibility of the civil service staff to the Executive Officer. No Board member may provide direction to civil service staff, unless consent of the majority of the Board is obtained during a public meeting of the Board. When consent of the majority of the Board is obtained, direction must go through the Executive Officer. Board members shall not intervene or become involved in specific day-to-day personnel transactions or activities.

Board Committees

CAPACITY

(Board Policy-Adopted July 24, 2006)

Committees are advisory and recommend actions to the Board. Recommendations and reports shall be submitted to the Board for consideration and approval.

STANDING COMMITTEE APPOINTMENTS

(Board Policy-Adopted July 24, 2006)

The Board President shall appoint, subject to approval of a majority of the Board, the members to fill positions of each standing committee. Members may volunteer to serve on a specific committee. Terms for all standing committees shall be 1 year and shall begin with the election of a new Board President. Committee member assignments shall take place immediately following the election of the Board President. The assignment of committee members may take place immediately following the election of the Board President, if duly noted on the Board meeting agenda, or may take place at the next scheduled Board meeting.

The establishment of all committees shall be included as an item of business, which must be included in a written agenda and transacted at a public meeting. The Board President, or any member of the Board, may not appoint or remove any committee members unless so acted upon at an open meeting and voted on by the majority of the Board.

STANDING COMMITTEES

(Board Policy-Adopted April 17, 2023)

The Board has **eight** standing committees:

- Disciplinary Review Committee
- Education and Outreach Committee
- Enforcement and Inspections Committee
- Health and Safety Advisory Committee
- Legislative and Budget Committee
- Licensing and Examination Committee
- Diversity, Equity, and Inclusion Committee
- Apprenticeship Program Sponsor Appeal Committee

Internal organization of each committee is at its discretion except as specified in this manual.

DISCIPLINARY REVIEW COMMITTEE

(CCR section 974.1)

The purpose of the Disciplinary Review Committee is to conduct informal administrative citation review hearings and renders decisions regarding disputed citations. The committee has authority to affirm, modify or dismiss the citations including any fine amounts. The Board President shall annually appoint members of the committee; the appointments will be made concurrently with the annual election of officers. The Board President shall select the dates and locations of the informal citation review hearings held before the disciplinary review committee. The Board may find a need to have an alternate member for the convenience of those members who cannot attend.

EDUCATION AND OUTREACH COMMITTEE

(Board Policy-Adopted July 24, 2006)

The purpose of the Education and Outreach Committee is to provide recommendations to the Board on the development of informational brochures and other publications, planning of outreach events for consumers and licensees, preparing articles for submission in trade magazines and attending trade shows.

ENFORCEMENT AND INSPECTIONS COMMITTEE

(Board Policy-Adopted July 24, 2006)

The purpose of the Enforcement and Inspections Committee is to advise the Board on policy matters that relate to protecting the health and safety of consumers. This includes recommendations on how inspections are conducted, the types of violations issued, maintenance of disciplinary guidelines, and other recommendations on the enforcement of the Board's statutes and regulations.

HEALTH AND SAFETY ADVISORY COMMITTEE

(B&P 7314.3)

The purpose of the Health and Safety Advisory Committee is to provide the Board with advice and recommendations on health and safety issues, as well as ensuring licensees are aware of basic labor laws.

LEGISLATIVE AND BUDGET COMMITTEE

(Board Policy-Adopted April 17, 2023)

The purpose of the Legislative and Budget Committee is to review and track pending legislation that affects the Board. The committee shall make recommendations on what position the Board should take on pending legislation that could potentially affect the operation of the Board, the health and safety of consumers and the Board's licensees. In addition, the committee provides information and recommendations to the Board on potential policy matters relating to the budget.

LICENSING AND EXAMINATION COMMITTEE

(Board Policy-Adopted July 24, 2006)

The purpose of the Licensing and Examination Committee is to advise the Board on policy matters relating to the examining and licensing of individuals who want to practice barbering and cosmetology in California. The committee may also provide information and recommendations to the Board on issues relating to curriculum and school approval, exam appeals, laws and regulations.

DIVERSITY, EQUITY, AND INCLUSION

(Board Policy-Adopted April 17, 2023)

The purpose of the Diversity, Equity, and Inclusion Committee is to provide the Board with recommendations on ways to strengthen policies, enhance training, and provide opportunities for employee engagement.

APPRENTICESHIP PROGRAM SPONSOR APPEAL COMMITTEE

(Board Policy-Adopted May 6, 2024)

The Board may serve an apprenticeship program sponsor with a notice to show cause if the sponsor is not conducting its apprenticeship program in compliance with the Board's laws and regulations. The purpose of the Apprenticeship Program Sponsor Appeal Committee is to hear appeals from apprenticeship program sponsors contesting a notice to show cause.

AD HOC COMMITTEES

(Board Policy-Adopted July 24, 2006)

The Board may establish ad hoc committees as needed. The establishment of an ad hoc committee must be included in a written agenda and transacted at a public meeting in which a quorum of the board is present and consent is obtained by the majority of the Board.

TASK FORCES AND WORKING GROUPS

(Board Policy-Adopted July 24, 2006)

Any Board member may request, subject to approval of the full Board, that a task force/working group be established. The task force/working group will be charged with an in-depth review of a specific issue and a final recommendation to the full Board.

In an urgent situation (i.e. examination appeal) the Board President may make a recommendation on members of a two-person committee without approval of the full Board.

COMMITTEE AGENDAS

(Board Policy-Adopted July 24, 2006)

Agendas shall focus on the specific tasks assigned by the Board and include:

- Public Comment
- Time for committee members to recommend new areas of study to be brought to the Board's attention for possible assignment.
- Only those information items dealing with subjects assigned to the respective committee.

Committee chairs shall confer with the Board President prior to including any agenda item that is not clearly within that committee's assigned purview.

If more than two Board members will be in attendance at a Committee meeting, the agenda shall contain the statement: "Notice of Board meeting indicates that three or more members of the Board are present. While the law requires the Board to notice this also as a Board meeting, it is not the intent to take action as a Board at this meeting."

ATTENDANCE AT COMMITTEE MEETINGS

(Board Policy-Adopted July 24, 2006)

If a Board member wished to attend a meeting of a committee of which they are not a member, that Board member shall notify the Board President and Executive Officer.

Board members who attend a meeting of a committee of which they are not a member shall sit in the audience and not participate in the meeting discussion.

DUAL MEMBERSHIP

(Board Policy-Adopted July 24, 2006)

A Board member may serve on multiple committees but may not chair more than one committee.

COMMITTEE MEETING RULES

(Board Policy-Adopted July 24, 2006)

Meetings will be conducted under the Robert's Rules of Order to the extent that it does not conflict with the Bagley-Keene Open Meeting Act.

RECORD OF COMMITTEE MEETINGS

(Board Policy-Adopted July 24, 2006)

The minutes are a summary, not a transcript of each committee meeting. Committee minutes shall be prepared by Board staff and submitted for review by the committee members within 30 working days after the committee meeting. Committee minutes shall be approved at the next scheduled committee meeting and serve as the official record of the meeting. Approved minutes of the open session are available for distribution to the public and shall be posted on the Board's website.

STAFF ASSISTANCE

(Board Policy-Adopted July 24, 2006)

Board staff provides advice, consultation, and support to the committees. Committee members shall contact the Executive Officer to request staff assistance.

RECORD KEEPING

(Board Policy-Adopted July 24, 2006)

Public meetings are recorded. Recordings shall be retained until final meeting minutes have been approved. Closed session proceedings shall be recorded at the committee's discretion.

Security Procedures

REQUEST FOR RECORDS ACCESS

(Board Policy-Adopted July 24, 2006)

No Board member may access a licensee's or candidate's file without the Executive Officer's knowledge and approval of the conditions of access. A notation of the Board member's access shall be entered in the file. Records or copies shall not be removed from the Board's office.

CONTACT WITH CANDIDATES, LICENSEES, COMPLAINTANTS, RESPONDENTS

(Board Policy-Adopted July 24, 2006)

Board members shall not intervene on behalf of a licensee for any reason. They should forward all contacts or inquiries to the Executive Officer.

Board members shall not directly participate in complaint handling and resolution or investigations, unless authorized by a majority vote of the Board at a duly called public meeting. If a Board member is contacted by a respondent, or their attorney, they shall refer the individual to the Executive Officer.

GIFTS FROM CANDIDATES

(Board Policy-Adopted July 24, 2006)

Gifts of any kind to Board members or staff from candidates for licensure with the Board shall not be permitted.

Resources

DCA BOARD MEMBER RESOURCE CENTER

The Department of Consumer Affairs has dedicated a website to resources available to Board Members. To access information on member information, appointment information, training or publications, please visit:

https://www.dca.ca.gov/about_us/board_members/index.shtml.

Section 2: Training

Board Member Orientation Training

Board Members are required to complete Board Member Orientation Training **within one year** of appointment **and** upon re-appointment to the Board. This is a live, virtual full-day training which details the functions and responsibilities of board members. To complete this training, please choose from the dates available and complete the online registration form at: <https://dca.csod.com/>

Online Training

- ***Ethics Training:*** Board Members are required to complete the State Officials ethics training within six months of being appointed at <http://oag.ca.gov/ethics>.
- ***Sexual Harassment Prevention Training:*** Board Members are required to complete this interactive training every two years. It takes approximately 2 hours to complete and is available at: <https://dca.csod.com/>.
- ***Workplace Violence Prevention Training:*** Board Members are required to complete this training annually. It takes approximately 30 minutes and is available at: <https://dca.csod.com/>.
- ***Defensive Driver Training:*** Board Members are required to complete this interactive training once every four years. The Defensive Driver training is takes approximately 1 hour to complete and is available at: <https://www.dgs.ca.gov/Services/Page-Content/Service-List/Enroll-in-Defensive-Driver-Training>.
- ***Form 700 – Statement of Economic Interest & Conflict of Interest Filing:*** Board Members are required to file the Form 700. DCA utilizes NetFile to electronically file Form 700s directly with the Fair Political Practices Commission. For NetFile account questions, please email OHR.Requests@dca.ca.gov.

Upon completion of any training, please provide copies of completion certificates to DCA at MemberRelations@dca.ca.gov and to Kristy Underwood at:

BBC
Attn: Kristy Underwood
P.O. Box 944226
Sacramento, CA 94244-2260

If you have any questions, please contact Kristy Underwood or Board Analyst Monica Burris.

Kristy Underwood, Executive Officer
Phone: (916) 471-0722
Email: Kristy.Underwood@dca.ca.gov

Monica Burris, Board Analyst
Phone: (279) 280-8517
Email: Monica.Burris@dca.ca.gov

Section 3: Travel and Per Diem

General Travel Information

TRAVEL

(Board Policy-Adopted July 24, 2006)

Board members notify the Board President and Executive Officer of all travel except for regularly scheduled Board, Committee and Task Force/Work Group meetings to which the Board member is assigned. The Board President shall relay any travel approvals to the Executive Officer. The Executive Officer shall report to the full Board on any additional travel conducted by Board members.

No member of the Board shall attend any function in which the member is representing the Board without approval from the Board President and the notification of the Executive Officer. This includes speaking engagements, trade shows, etc.

TRAVEL ARRANGEMENTS

(Board Policy Adopted January 12, 2015)

Board members are responsible for making their own travel arrangements with the assistance of the Cal Travel Store.

TRAVEL CLAIMS

(Board Policy Adopted January 12, 2015)

Board staff will compile (in consultation with member) and submit all travel claims to the Travel Unit. Board members must submit travel information and receipts to Board staff for the compilation of the travel claim. If a travel claim requires amending, Board staff will consult with the Board Member before making amendments and submitting corrected claims to the DCA's Travel Unit and provide the Board member with a corrected copy.

Travel reimbursement processing times range from 4-6 weeks.

Per Diem

BOARD MEMBER PAY

(Board Policy-Adopted April 8, 2013)

Board members receive \$100 for each day worked on Board related matters. Board Analyst Shelby Edmiston completes the Time and Attendance Report (STD 672) on behalf of Board members.

If you have any questions, please contact Kristy Underwood or Board Analyst Shelby Edmiston.

Kristy Underwood, Executive Officer
Office: (916) 471-0722
Email: Kristy.Underwood@dca.ca.gov

Shelby Edmiston, Board Analyst
Office: (279) 278-5082
Email: Shelby.Edmiston@dca.ca.gov

Travel Arrangements

For in-depth information of current travel rules, please review the Consumer Affairs Travel Guide at https://www.dca.ca.gov/about_us/board_members/resources.shtml.

The State provides reimbursement of actual and necessary out of pocket expenses when traveling on State business. The mode of transportation for which the State incurs expenses should be that which is in the best interest of the State. So, when determining the most economical mode of transportation, the following costs should be considered: employee's time, expenses for transportation (airline, car, train, taxi, parking, shuttle, tolls, etc.), expenses for meals, incidentals, lodging and any other State business expense, the urgency of the situation, if the employee must carry specialized equipment, the number of stops, the number of persons to be transported, driving time one-way (is it over 2 hours?), availability of transportation to and from the destination, and overtime wages.

To view the Statewide Travel Program, visit <https://www.dgs.ca.gov/OFAM/Travel>.

Booking Travel

All travel arrangements (hotel, airfare reservations and car rental) must be made through the Concur website: <https://us2.concursolutions.com/>.

The "username: will be your personal email address. You can reset your password by clicking on "Forgot your password" link.

After Hours Travel Emergencies (additional fees apply) (877) 454-8785 – Press 1

All Travel Expense Claim Transmittals that require receipts to be attached must be signed by DCA's Deputy Director of the Office of Board and Board Relations. The original signature is required.

DCA's airfare contract is with Southwest Airlines. When booking a flight, only select "Want to Get Away." You will be able to enter your Southwest Rapid Rewards account. In addition, when booking a hotel reservation, you will be able to enter your hotel reward programs.

CAR RENTAL

The State's rule of thumb is if the trip is over 50 miles round trip, you should rent a car. Do not use your personal vehicle as the travel unit will not reimburse you for the full amount.

DCA's car rental contract is with Enterprise Rent-A-Car. Loss Damage waiver is included in the State's daily rate. Additional charges for insurance will not be reimbursed by DCA. You are not required to drop off your rental car at the location you rented it from. You may drop the car off at the airport or other Enterprise location.

You are not required to refuel the rental car vehicle prior to returning. When refueling the rental car, the employee must submit a detailed gasoline receipt for reimbursement. Gasoline receipts must show the date of purchase, method of payment, and an expense breakdown: number of gallons, price per gallon, and extended total purchased amount. Prepaid fuel receipts are not acceptable for reimbursement.

Submit your car rental receipt, showing full payment and any gasoline receipts (if applicable) to Board staff.

USING YOUR PERSONAL VEHICLE

You have the option of using your personal vehicle if you can prove that it is a cost savings for the State to do so (usually this includes trips that are less than 50 miles round trip).

A cost comparison (DPA 599.626.1) is required whenever an employee selects an alternate mode of transportation that is not typical for the length, destination, and purpose of the trip, or is not in the best interest of the State. Request a Cost Comparison Form from Monica Burris, Monica.Burris@dca.ca.gov to assist in determining the amount of reimbursement.

- Mileage reimbursement is currently .67 cents per mile. This covers gasoline, the cost of maintenance, insurance, licensing and registration, and depreciation and all other costs associated with operation of the vehicle.
- Sacramento International Airport Maximum daily economy parking lot rate is \$11.00 per day and \$2.00 per half hour or any portion thereof beginning on the second day, with a maximum daily rate of \$11.00.
- All parking while on state business require the purpose of the trip and an itemized receipt if over \$10.00.

TAXIS/TRANSPORTATION/TOLLS

Taxis or ride share companies (such as Uber or Lyft) may be used for trips that are not over a 10-15-mile radius. Receipts are required for taxi expenses of \$10.00 and over. You may receive reimbursement for tips up to \$2.00 or 20%, whichever amount is greater. Tolls or parking charges under \$10.00 do not require a receipt.

MEALS

Effective October 1, 2024, the State is adopting the federal standard meals and incidental expense (M&IE) rate established by the U.S General Services Administration at the time of travel for in-state and out-of-state travel. The State's maximum reimbursement rate for actual in-state and out-of-state M&IE will be up to \$68 per day as follows:

M&IE Rates for In-State and Out-of-State Travel

Meals & Incidental	Maximum Reimbursement
Breakfast	\$16.00
Lunch	\$19.00
Dinner	\$28.00
Incidental Expenses	\$5.00
M&IE Total	Up to \$68
First and Last Day of Travel	\$51

Note: *Incidental expenses can include expenses for: laundering, pressing clothes, fees, tips, business phone calls, postage charges, facsimiles and emergency purchases.*

The chart below provides guidance on M&IE timeframes:

Travel Status Is		Maximum Reimbursement for Actual
More than 12 but less than 24 hours		Up to 75% of the applicable M&IE standard rate for each calendar day in a travel status.
24 hours or more, on	The day of departure	Up to 75% of the applicable M&IE standard rate.
	Full day(s) of travel	Up to 100% of the applicable M&IE standard rate.
	The last day of travel	Up to 75% of the applicable M&IE standard rate.
Less than 12 hours		Not eligible for M&IE reimbursement.

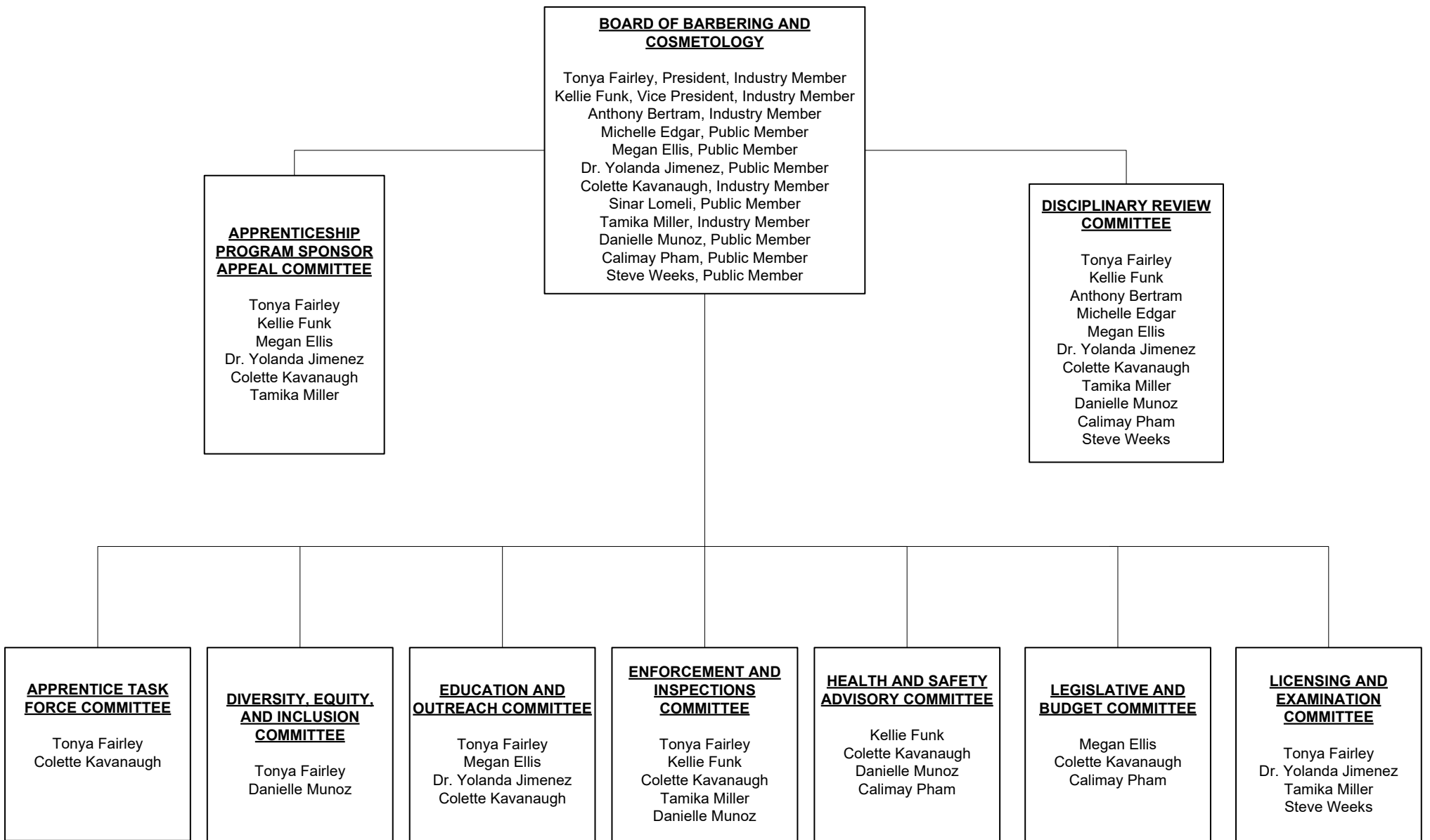
TRAVEL CLAIMS

To make the position of Board member a little more pleasant, Board staff will process Board member travel claims. After each Board meeting, Board Analyst Monica Burris will email a request for information which asks for:

- The date and time you began and ended your trip.
- The mode of transportation (flight, personal vehicle, train, etc.).
- If you used your personal vehicle (if yes, provide your license plate number).
- The date and how many miles you traveled using your personal vehicle.
- Your starting location if you started anywhere other than your residence.
- Receipts.
- Actual meal costs, if under the maximum reimbursement allowance.

Please provide a brief note if there are any unusual circumstances regarding your trip. Staff will need all receipts (except meal receipts). All hotel/vehicle receipts should show a zero-balance due and hotel receipts must state a room rate and room tax amount. Staff will compile the travel claim, email it to the Board member for review and approval, and then submit the travel claim to the Department of Consumer Affairs for reimbursement.

Attachment B.1



Attachment B.2

Board of Barbering and Cosmetology (BBC) Board Meeting Member Roster and Attendance																
Fiscal Years (FYs) 2018/2019 - 2021/2022																
Location	Sacramento	Sacramento	San Diego	Sacramento	Sacramento	Burbank	San Diego	Sacramento	Teleconference	Teleconference	Teleconference	Teleconference	Teleconference	Teleconference	Teleconference	Teleconference
Dates	July 23, 2018	August 27, 2018	October 22, 2018	February 11, 2019	April 29, 2019	August 12, 2019	December 2, 2019	March 9, 2020	June 8, 2020	August 3, 2020	September 14, 2020	November 19, 2020	December 7, 2020	January 25, 2021	April 26, 2021	May 25, 2021
Board Member Information (Member Type / Appointed By) (Term Began - Term Expiration)	FY 2018/2019					FY 2019/2020				FY 2020/2021					FY 2021/2022	
Dr. Kari Williams Industry Member / Governor April 5, 2013 - January 1, 2021																
Lisa Thong Public Member / Governor March 8, 2016 - January 1, 2021																
Andrew Drabkin Public Member / Governor April 5, 2013 - January 1, 2021																
Charles Ching (Coco LaChine) Public Member / Speaker of the Assembly March 3, 2016 - January 1, 2019																
Polly Codorniz Industry Member / Governor February 24, 2015 - January 1, 2019																
Joseph Federico Industry Member / Governor December 29, 2011 - January 1, 2019																
Bobbie Anderson Public Member / Governor October 26, 2012 - January 1, 2019																
Jacquelyn Crabtree Industry Member / Governor February 3, 2017 - January 1, 2024																
Steve Weeks Public Member / Senate Rules Committee July 29, 2017 - January 1, 2029																
Calimay Pham Public Member / Speaker of the Assembly November 25, 2019 - January 1, 2027																
Derick Matos Industry Member / Governor December 11, 2019 - January 1, 2023																
Christie Tran Public Member / Governor December 11, 2019 - January 1, 2023																
Tonya Fairley Industry Member / Governor April 29, 2021 - January 1, 2029																
Megan Ellis Public Member / Governor June 25, 2021 - January 1, 2027																
Reese Isbell Public Member / Governor August 23, 2021 - January 1, 2025																
Dr. Yolanda Jimenez Public Member / Governor February 3, 2022 - January 1, 2029																

Attended

Absent

Not Applicable

Disciplinary Review Committee Member Roster and Attendance Fiscal Years (FYs) 2022/2023 - 2025/2026																
Location	Sacramento	Sacramento	Sacramento	San Diego	Burbank	Sacramento	Sacramento	Burbank	San Diego	Sacramento	Burbank	San Diego	Sacramento	Burbank	San Diego	Burbank
Dates	July 11, 2022	July 12, 2022	July 13, 2022	August 8-10, 2022	October 2-5, 2022	January 30, 2023	January 31, 2023	March 27-29, 2023	April 24-25, 2023	June 26, 2023	September 18-19, 2023	October 17, 2023	February 27, 2024	April 8-9, 2024	August 26, 2024	February 3-4, 2025
Committee Member Information (Member Type / Appointed By) (Term Began - Term Expiration)	FY 2022/2023						FY 2023/2024				FY 2024/ 2025			FY 2025/ 2026		
Steve Weeks Public Member / Senate Rules Committee July 28, 2017 - January 1, 2029																
Calimay Pham Public Member / Speaker of the Assembly November 25, 2019 - January 1, 2027																
Tonya Fairley Industry Member / Governor April 29, 2021 - January 1, 2029																
Megan Ellis Public Member / Governor June 25, 2021 - January 1, 2027																
Reese Isbell Public Member / Governor August 23, 2021 - January 1, 2025																
Dr. Yolanda Jimenez Public Member / Governor February 3, 2022 - January 1, 2029																
Danielle Munoz Public Member / Governor June 24, 2022 - January 1, 2026																
Kellie Funk Industry Member / Governor July 29, 2022 - January 1, 2026																
Jacob Rostovsky Public Member / Governor September 9, 2022 - October 31, 2024																
Colette Kavanaugh Industry Member / Governor September 13, 2022 - January 1, 2026																
Tamika Miller Industry Member / Governor November 16, 2023 - January 1, 2027																

Attended
 Absent
 Not Applicable

Disciplinary Review Committee Member Roster and Attendance Fiscal Years (FYs) 2018/2019 - 2021/2022																			
Location	Sacramento	Burbank	Burbank	Burbank	San Diego	Sacramento	Burbank	Sacramento	Burbank	San Diego	Norwalk	Sacramento	Burbank	Sacramento	Burbank	San Diego	Burbank	Sacramento	Teleconference
Dates	July 24-25, 2018	September 24, 2018	September 25, 2018	September 26, 2018	October 24-25, 2018	November 26-27, 2018	December 17-19, 2018	February 12-13, 2019	March 18-20, 2019	April 22-24, 2019	May 20-22, 2019	June 24-25, 2019	August 13-14, 2019	October 15-16, 2019	November 4-6, 2019	December 3-4, 2019	February 10-12, 2020	March 10-11, 2020	September 25, 2020
Committee Member Information (Member Type / Appointed By) (Term Began - Term Expiration)	FY 2018/2019										FY 2019/2020					FY 2020/2021			FY 2021/2022
Dr. Kari Williams Industry Member / Governor April 5, 2013 - January 1, 2021																			
Lisa Thong Public Member / Governor March 8, 2016 - January 1, 2021																			
Andrew Drabkin Public Member / Governor April 5, 2013 - January 1, 2021																			
Charles Ching (Coco LaChine) Public Member / Speaker of the Assembly March 3, 2016 - January 1, 2019																			
Joseph Federico Industry Member / Governor December 29, 2011 - January 1, 2019																			
Jacquelyn Crabtree Industry Member / Governor February 3, 2017 - January 1, 2024																			
Steve Weeks Public Member / Senate Rules Committee July 28, 2017 - January 1, 2029																			
Calimay Pham Public Member / Speaker of the Assembly November 25, 2019 - January 1, 2027																			
Derick Matos Industry Member / Governor December 11, 2019 - January 1, 2023																			
Reese Isbell Public Member / Governor August 23, 2021 - January 1, 2025																			

Attended
 Absent
 Not Applicable

Disciplinary Review Committee Member Roster and Attendance Fiscal Years (FYs) 2022/2023 - 2025/2026																
Location	Sacramento	Sacramento	Sacramento	San Diego	Burbank	Sacramento	Sacramento	Burbank	San Diego	Sacramento	Burbank	San Diego	Sacramento	Burbank	San Diego	Burbank
Dates	July 11, 2022	July 12, 2022	July 13, 2022	August 8-10, 2022	October 2-5, 2022	January 30, 2023	January 31, 2023	March 27-29, 2023	April 24-25, 2023	June 26, 2023	September 18-19, 2023	October 17, 2023	February 27, 2024	April 8-9, 2024	August 26, 2024	February 3-4, 2025
Committee Member Information (Member Type / Appointed By) (Term Began - Term Expiration)	FY 2022/2023						FY 2023/2024			FY 2024/2025			FY 2025/ 2026			
Steve Weeks Public Member / Senate Rules Committee July 28, 2017 - January 1, 2029																
Calimay Pham Public Member / Speaker of the Assembly November 25, 2019 - January 1, 2027																
Tonya Fairley Industry Member / Governor April 29, 2021 - January 1, 2029																
Megan Ellis Public Member / Governor June 25, 2021 - January 1, 2027																
Reese Isbell Public Member / Governor August 23, 2021 - January 1, 2025																
Dr. Yolanda Jimenez Public Member / Governor February 3, 2022 - January 1, 2029																
Danielle Munoz Public Member / Governor June 24, 2022 - January 1, 2026																
Kellie Funk Industry Member / Governor July 29, 2022 - January 1, 2026																
Jacob Rostovsky Public Member / Governor September 9, 2022 - October 31, 2024																
Colette Kavanaugh Industry Member / Governor September 13, 2022 - January 1, 2026																
Tamika Miller Industry Member / Governor November 16, 2023 - January 1, 2027																

Attended
 Absent
 Not Applicable

Diversity, Equity, and Inclusion Committee Member Roster and Attendance Fiscal Years (FYs) 2023/2024 - 2024/2025			
Location	Sacramento	Sacramento	Sacramento
Dates	September 11, 2023	January 22, 2024	October 14, 2024
Committee Member Information (Member Type / Appointed By) (Term Began - Term Expiration)	FY 2023/2024		FY 2024/ 2025
Tonya Fairley Industry Member / Governor April 29, 2021 - January 1, 2029			
Reese Isbell Public Member / Governor August 23, 2021 - January 1, 2025			
Danielle Munoz Public Member / Governor June 24, 2022 - January 1, 2026			
Jacob Rostovsky Public Member / Governor September 9, 2022 - October 31, 2024			

	Attended
	Absent
	Not Applicable

Education and Outreach Committee Member Roster and Attendance Fiscal Years (FYs) 2021/2022 - 2023/2024						
Location	Teleconference	Sacramento	Teleconference	Teleconference	Teleconference	Sacramento
Dates	March 7, 2022	June 13, 2022	October 10, 2022	January 9, 2023	March 13, 2023	September 11, 2023
Committee Member Information (Member Type / Appointed By) (Term Began - Term Expiration)	FY 2021/ 2022		FY 2022/2023			FY 2023/ 2024
Derick Matos Industry Member / Governor December 11, 2019 - January 1, 2023						
Tonya Fairley Industry Member / Governor April 29, 2021 - January 1, 2029						
Megan Ellis Public Member / Governor June 25, 2021 - January 1, 2027						
Reese Isbell Public Member / Governor August 23, 2021 - January 1, 2025						
Dr. Yolanda Jimenez Public Member / Governor February 3, 2022 - January 1, 2029						
Colette Kavanaugh Industry Member / Governor September 13, 2022 - January 1, 2026						

	Attended
	Absent
	Not Applicable

Enforcement and Inspections Committee Member Roster and Attendance Fiscal Years (FYs) 2022/2023 - 2024/2025							
Location	Teleconference	Teleconference	Teleconference	Teleconference	Sacramento	Sacramento	Sacramento
Dates	October 10, 2022	January 9, 2023	March 13, 2023	September 11, 2023	January 22, 2024	October 14, 2024	April 14, 2025
Committee Member Information (Member Type / Appointed By) (Term Began - Term Expiration)	FY 2022/ 2023			FY 2023/ 2024		FY 2024/ 2025	
Steve Weeks Public Member / Senate Rules Committee July 28, 2017 - January 1, 2029							
Tonya Fairley Industry Member / Governor April 22, 2021 - January 1, 2029							
Danielle Munoz Public Member / Governor June 24, 2022 - January 1, 2026							
Kellie Funk Industry Member / Governor July 29, 2022 - January 1, 2026							
Jacob Rostovsky Public Member / Governor September 9, 2022 - October 31, 2024							
Colette Kavanaugh Industry Member / Governor September 13, 2022 - January 1, 2026							
Tamika Miller Industry Member / Governor November 29, 2023 - January 1, 2027							

 **Attended**
 **Absent**
 **Not Applicable**

Health and Safety Committee Member Roster and Attendance Fiscal Years (FYs) 2018/2019 - 2025/2026											
Location	Sacramento	Sacramento	San Diego	Teleconference	Teleconference	Teleconference	Teleconference	Teleconference	Teleconference	Sacramento	Sacramento
Dates	August 28, 2018	July 29, 2019	December 2, 2019	December 18, 2020	April 19, 2021	March 14, 2022	June 6, 2022	September 26, 2022	March 20, 2023	January 22, 2024	October 14, 2024
Committee Member Information (Member Type / Appointed By) (Term Began - Term Expiration)	FY 2018/ 2019	FY 2019/ 2020	FY 2020/ 2021	FY 2021/ 2022	FY 2022/ 2023	FY 2023/ 2024	FY 2024/ 2025				
Dr. Kari Williams Industry Member / Governor April 5, 2013 - January 1, 2021											
Lisa Thong Public Member / Governor March 8, 2016 - January 1, 2021											
Jacquelyn Crabtree Industry Member / Governor February 3, 2017 - January 1, 2024											
Andrew Drabkin Public Member / Governor April 5, 2013 - January 1, 2021											
Calimay Pham Public Member / Speaker of the Assembly November 25, 2019 - January 1, 2027											
Kellie Funk Industry Member / Governor July 29, 2022 - January 1, 2026											
Danielle Munoz Public Member / Governor June 24, 2022 - January 1, 2026											
Colette Kavanaugh Industry Member / Governor September 13, 2022 - January 1, 2026											

Attended

Absent

Not Applicable

Legislative and Budget Committee Member Roster and Attendance
Fiscal Years (FYs) 2020/2021 - 2024/2025

Location	Teleconference	Teleconference	Teleconference	Sacramento	Teleconference	Teleconference	Teleconference	Teleconference	Teleconference	Sacramento	Sacramento	Sacramento	Sacramento	Sacramento
Dates	November 17, 2020	January 12, 2021	March 7, 2022	June 13, 2022	August 15, 2022	February 13, 2023	March 13, 2023	April 10, 2023	May 8, 2023	September 11, 2023	January 22, 2024	February 20, 2024	March 25, 2024	April 22, 2024
Committee Member Information (Member Type / Appointed By) (Term Began - Term Expiration)	FY 2020/ 2021	FY 2021/ 2022	FY 2022/2023				FY 2023/2024							
Lisa Thong Public Member / Governor March 8, 2016 - January 1, 2021														
Andrew Drabkin Public Member / Governor April 5, 2013 - January 1, 2021														
Jacquelyn Crabtree Industry Member / Governor February 3, 2017 - January 1, 2024														
Calimay Pham Public Member / Speaker of the Assembly November 25, 2019 - January 1, 2027														
Derick Matos Industry Member / Governor December 11, 2019 - January 1, 2023														
Megan Ellis Public Member / Governor June 25, 2021 - January 1, 2027														
Reese Isbell Public Member / Governor August 23, 2021 - January 1, 2025														
Colette Kavanaugh Industry Member / Governor September 13, 2022 - January 1, 2026														

Attended
 Absent
 Not Applicable

Licensing and Examination Committee Member Roster and Attendance Fiscal Years (FYs) 2020/2021 - 2024/2025									
Location	Teleconference	Sacramento	Sacramento	Teleconference	Teleconference	Sacramento	Sacramento	Sacramento	Sacramento
Dates	November 17, 2020	June 13, 2022	October 10, 2022	January 9, 2023	March 13, 2023	September 11, 2023	January 22, 2024	April 22, 2024	October 14, 2024
Committee Member Information (Member Type / Appointed By) (Term Began - Term Expiration)	FY 2020/ 2021	FY 2021/ 2022	FY 2022/2023			FY 2023/2024			FY 2024/ 2025
Lisa Thong Public Member / Governor March 8, 2016 - January 1, 2021									
Andrew Drabkin Public Member / Governor April 5, 2013 - January 1, 2021									
Jacquelyn Crabtree Industry Member / Governor February 3, 2017 - January 1, 2024									
Steve Weeks Public Member / Senate Rules Committee July 29, 2017 - January 1, 2029									
Derick Matos Industry Member / Governor December 11, 2019 - January 1, 2023									
Tonya Fairley Industry Member / Governor April 29, 2021 - January 1, 2029									
Dr. Yolanda Jimenez Public Member / Governor February 2, 2022 - January 1, 2029									
Jacob Rostovsky Public Member / Governor September 9, 2022 - October 31, 2024									
Colette Kavanaugh Industry Member / Governor September 13, 2022 - January 1, 2026									
Tamika Miller Industry Member / Governor November 16, 2023 - January 1, 2027									

Attended
 Absent
 Not Applicable

Apprentice Program Sponsor Appeal Committee Member Roster and Attendance	
Fiscal Years (FYs) 2024/2025	
Location	Sacramento
Dates	June 2, 2025
Committee Member Information (Member Type / Appointed By) (Term Began - Term Expiration)	FY 2024/2025
Tonya Fairley Industry Member / Governor April 29, 2021 - January 1, 2029	
Megan Ellis Public Member / Governor June 25, 2021 - January 1, 2027	
Dr. Yolanda Jimenez Public Member / Governor February 3, 2022 - January 1, 2029	
Kellie Funk Industry Member / Governor July 29, 2022 - January 1, 2026	
Colette Kavanaugh Industry Member / Governor September 13, 2022 - January 1, 2026	
Tamika Miller Industry Member / Governor November 16, 2023 - January 1, 2027	

 **Attended**
 **Absent**
 **Not Applicable**

Apprentice Task Force Meeting Committee Member Roster and Attendance Fiscal Years (FYs) 2021/2022 - 2025/2026				
Location	Teleconference	Teleconference	San Bernardino	Riverside
Dates	January 21, 2021	February 18, 2021	June 16, 2025	July 14, 2025
Committee Member Information (Member Type / Appointed By) (Term Began - Term Expiration)	FY 2021/ 2022		FY 2024/ 2025	FY 2025/ 2026
Jacquelyn Crabtree Industry Member / Governor February 3, 2017 - January 1, 2024				
Derick Matos Industry Member / Governor December 11, 2019 - January 1, 2023				
Tonya Fairley Industry Member / Governor April 29, 2021 - January 1, 2029				

	Attended
	Absent
	Not Applicable

Spanish Language Examination Task Force Committee Member Roster and Attendance Fiscal Years (FYs) 2018/2019	
Location	Sacramento
Dates	January 22, 2019
Committee Member Information (Member Type / Appointed By) (Term Began - Term Expiration)	FY 2018/2019
Lisa Thong Public Member / Governor March 8, 2016 - January 1, 2021	
Steve Weeks Public Member / Senate Rules Committee July 29, 2017 - January 1, 2029	

	Attended
	Absent
	Not Applicable

Attachment C.1



OCCUPATIONAL ANALYSIS OF THE BARBER PROFESSION



OFFICE OF PROFESSIONAL EXAMINATION SERVICES

BOARD OF BARBERING AND COSMETOLOGY

OCCUPATIONAL ANALYSIS OF THE BARBER PROFESSION



This report was prepared and written by the
Office of Professional Examination Services
California Department of Consumer Affairs
June 2019

Heidi Lincer, Ph.D., Chief

Irene L. Wong-Chi, M.A., Research Data 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 barber practice in California. The purpose of the OA is to define practice for barbers in terms of the actual tasks that new licensees must be able to perform safely and competently at the time of licensure. The results of this OA provide a description of practice for the barber profession that can then be used to review the National Barber Styling Theory Examination and the National Barber Styling Practical Examination, developed by the National-Interstate Council of State Boards of Cosmetology (NIC).

OPES test specialists began by researching the profession and conducting telephone interviews with licensed barbers working in locations throughout California. The purpose of these interviews was to identify the tasks performed by barbers and to specify the knowledge required to perform those tasks in a safe and competent manner. Using the information gathered from the research and the interviews, OPES test specialists developed a preliminary list of tasks performed in barber practice along with statements representing the knowledge needed to perform those tasks.

In October 2018, OPES convened a workshop to review and refine the preliminary lists of task and knowledge statements derived from the telephone interviews. The workshop was comprised of licensed barbers, or subject matter experts (SMEs), with diverse backgrounds in the profession (i.e., location of practice, years licensed, specialty). These SMEs also identified changes and trends in barber practice, determined demographic questions for the OA questionnaire, and performed a preliminary linkage of the task and knowledge statements to ensure that all tasks had a related knowledge statement 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 test specialists developed a three-part OA questionnaire to be completed by barbers statewide. Development of the OA questionnaire included a pilot study that was conducted using a group of licensed barbers. The pilot study participants' feedback was incorporated into the final questionnaire, which was administered from late November 2018 through early January 2019.

In the first part of the OA questionnaire, barbers were asked to provide demographic information relating to their work settings and practice. In the second part, barbers were asked to rate specific tasks in terms of frequency (i.e., how often the barber performs the task in the barber's current practice) and importance (i.e., how important the task is to effective performance of the barber's current practice). In the third part, barbers were asked to rate specific knowledge statements in terms of how important each knowledge statement is to effective performance of the barber's current practice.

In November 2018, on behalf of the Board, OPES distributed the questionnaire to all licensed barbers who had an email address in California and who were in good standing with the Board

(a total of 7,824 barbers), inviting them to complete the OA questionnaire online. A total of 790 barbers, or approximately 10.1% of the barbers receiving the invitation, responded by accessing the online OA questionnaire. The final sample size included in the data analysis was 615, or 8.2% of the population invited to complete the questionnaire. This response rate reflects two adjustments. First, OPES excluded barbers with undeliverable emails (3.2%) and barbers who had previously opted out of all Survey Monkey emails (1.6%). Second, OPES excluded data from respondents who indicated they were not currently licensed and practicing as barbers in California. The demographic composition of the respondent sample is representative of the barber population in California.

OPES test specialists then performed data analyses of the task and knowledge ratings obtained from the OA 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.

Once the data was analyzed, OPES conducted an additional workshop with barbers in May 2019. The SMEs evaluated the criticality indices and determined whether any task or knowledge statements should be eliminated. The SMEs in this group also established the final linkage between tasks and knowledge statements, organized the task and knowledge statements into content areas and subareas, and defined those areas. The SMEs then evaluated and confirmed the content area weights of the examination outline.

The examination 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 barbers, and it also identifies the tasks and knowledge critical to safe and effective barber practice in California at the time of licensure. Additionally, this examination outline provides a basis for evaluating the degree to which the content of any examination under consideration measures content critical to barber practice in California.

At this time, California licensure as a barber is granted by meeting the requisite educational and experience requirements and passing the National Barber Styling Theory Examination and the National Barber Styling Practical Examination.

OVERVIEW OF THE BARBER EXAMINATION OUTLINE

Content Area	Content Area Description	Percent Weight
1. Consultation	This area assesses the candidate's ability to analyze the condition of the hair, scalp, face, and skin, assess client expectations, and obtain relevant information related to barber services to determine what services can be provided.	9
2. Preparation	This area assesses the candidate's ability to prepare the workstation and client for barber services, mix chemicals, and administer and interpret patch tests.	15
3. Haircutting, Styling, and Chemical Services	This area assesses the candidate's ability to cut and style hair, trim beards and mustaches, and perform chemical hair styling services.	16
4. Shave Services	This area assesses the candidate's ability to perform razor techniques.	12
5. Facial Services	This area assesses the candidate's ability to perform cleansing and exfoliating techniques and facial manipulations.	7
6. Safety and Sanitation	This area assesses the candidate's ability to prevent the spread of bacterial and fungal infection, safeguard barber and client through preparation, apply first aid, and identify chemical hazards.	41
Total		100

TABLE OF CONTENTS

EXECUTIVE SUMMARY	i
CHAPTER 1 INTRODUCTION	1
PURPOSE OF THE OCCUPATIONAL ANALYSIS.....	1
CONTENT VALIDATION STRATEGY	1
PARTICIPATION OF SUBJECT MATTER EXPERTS.....	1
ADHERENCE TO LEGAL STANDARDS AND GUIDELINES.....	1
DESCRIPTION OF OCCUPATION.....	2
CHAPTER 2 OCCUPATIONAL ANALYSIS QUESTIONNAIRE.....	4
SUBJECT MATTER EXPERT INTERVIEWS	4
TASK AND KNOWLEDGE STATEMENTS.....	4
QUESTIONNAIRE DEVELOPMENT	5
PILOT STUDY	5
CHAPTER 3 RESPONSE RATE AND DEMOGRAPHICS	6
SAMPLING STRATEGY AND RESPONSE RATE	6
DEMOGRAPHIC SUMMARY.....	6
CHAPTER 4 DATA ANALYSIS AND RESULTS.....	17
RELIABILITY OF RATINGS.....	17
TASK CRITICALITY INDICES	18
KNOWLEDGE IMPORTANCE RATINGS.....	19
CHAPTER 5 EXAMINATION OUTLINE	20
TASK-KNOWLEDGE LINKAGE.....	20
CONTENT AREA AND SUBAREA WEIGHTS.....	20
CHAPTER 6 CONCLUSION	30

LIST OF TABLES

TABLE 1 – NUMBER OF YEARS LICENSED AS A BARBER	8
TABLE 2 – HOURS WORKED PER WEEK	9
TABLE 3 – OTHER LICENSED BARBERS AT FACILITY	10
TABLE 4 – CLIENTS SEEN PER DAY	11
TABLE 5 – PRIMARY WORK SETTING	12
TABLE 6 – LOCATION OF PRIMARY WORK SETTING.....	13
TABLE 7 – HIGHEST LEVEL OF EDUCATION	14
TABLE 8 – OTHER CALIFORNIA-ISSUED OCCUPATIONAL LICENSES HELD	15
TABLE 9 – MEAN FREQUENCY OF SERVICES PERFORMED	15
TABLE 10 – RESPONDENTS BY REGION.....	16
TABLE 11 – TASK SCALE RELIABILITY.....	17
TABLE 12 – KNOWLEDGE SCALE RELIABILITY.....	18
TABLE 13 – CONTENT AREA AND SUBAREA WEIGHTS.....	21
TABLE 14 – EXAMINATION OUTLINE FOR THE BARBER PROFESSION	22

LIST OF FIGURES

FIGURE 1 – NUMBER OF YEARS LICENSED AS A BARBER	8
FIGURE 2 – HOURS WORKED PER WEEK	9
FIGURE 3 – OTHER LICENSED BARBERS AT FACILITY	10
FIGURE 4 – CLIENTS SEEN PER DAY	11
FIGURE 5 – PRIMARY WORK SETTING	12
FIGURE 6 – LOCATION OF PRIMARY WORK SETTING	13
FIGURE 7 – HIGHEST LEVEL OF EDUCATION	14
FIGURE 8 – SERVICES PERFORMED – RANKED IN DESCENDING ORDER	16

LIST OF APPENDICES

APPENDIX A RESPONDENTS BY REGION	31
APPENDIX B CRITICALITY INDICES FOR ALL TASKS BY CONTENT AREA	36
APPENDIX C KNOWLEDGE IMPORTANCE RATINGS BY CONTENT AREA	41
APPENDIX D QUESTIONNAIRE INVITATION EMAIL TO PRACTITIONERS	48
APPENDIX E QUESTIONNAIRE	50

CHAPTER 1 | INTRODUCTION

PURPOSE OF THE OCCUPATIONAL ANALYSIS

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) as part of the Board's comprehensive review of barber practice in California. The purpose of the OA is to identify critical job activities performed by barbers in California. The results of this OA provide a description of practice for the barber profession that can then be used to review the National Barber Styling Theory Examination and the National Barber Styling Practical Examination, 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 practicing barbers. OPES incorporated the technical expertise of California barbers throughout the OA process to ensure that the identified task and knowledge statements directly reflect requirements for performance in current practice.

PARTICIPATION OF SUBJECT MATTER EXPERTS

The Board selected California barbers to participate as subject matter experts (SMEs) during the 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 barber practice during the development phase of the OA. The SMEs also provided technical expertise during the workshop that was convened to evaluate and refine the content of task and knowledge statements before administration of the OA questionnaire. After the administration of the OA questionnaire, OPES convened an additional group of SMEs to review the results and finalize the examination outline, which ultimately provides the basis of the description of practice.

ADHERENCE TO LEGAL STANDARDS AND GUIDELINES

Licensure, certification, and registration programs in the State of California adhere strictly to federal and state laws and regulations, as well as professional guidelines and technical standards. For the purpose of occupational analyses, 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 barber occupation is described as follows in section 7316 of the California Business and Professions Code:

(a) The practice of barbering is all or any combination of the following practices:

- (1) Shaving or trimming the beard or cutting the hair.
- (2) Giving facial and scalp massages or treatments with oils, creams, lotions, or other preparations either by hand or mechanical appliances.
- (3) Singeing, shampooing, arranging, dressing, curling, waving, chemical waving, hair relaxing, or dyeing the hair or applying hair tonics.
- (4) Applying cosmetic preparations, antiseptics, powders, oils, clays, or lotions to scalp, face, or neck.
- (5) Hairstyling of all textures of hair by standard methods that are current at the time of the hairstyling.

[...]

(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.

CHAPTER 2 | OCCUPATIONAL ANALYSIS QUESTIONNAIRE

SUBJECT MATTER EXPERT INTERVIEWS

The Board provided OPES with a list of barbers to contact for telephone interviews. During the semi-structured interviews, nine barbers were asked to identify all of the activities they perform that are specific to the barber profession. The barbers outlined major content areas of their practice and confirmed the tasks performed in each content area. The barbers were also asked to identify the knowledge necessary to perform each task safely and competently.

TASK AND KNOWLEDGE STATEMENTS

To develop task and knowledge statements, OPES test specialists integrated the information gathered from literature reviews of profession-related sources (e.g., previous OA report, articles, industry publications) and from interviews with barber SMEs.

In October 2018, OPES test specialists facilitated a workshop with nine barbers from diverse backgrounds (i.e., years licensed, specialty, and practice location) to evaluate the task and knowledge statements for technical accuracy and comprehensiveness.

OPES presented the task and knowledge statements to the SMEs, and they assigned each statement to a content area and verified that the content areas were independent and nonoverlapping. In addition, the SMEs performed a preliminary linkage of the task and knowledge statements to ensure that every task had a related knowledge statement and every knowledge statement had a related task. The SMEs also verified proposed demographic questions for the OA questionnaire, including questions regarding scope of practice and practice setting.

Once the lists of task and knowledge statements and the demographic questions were verified, OPES used this information to develop an online questionnaire that was sent to a large sample of California barbers for completion and evaluation.

QUESTIONNAIRE DEVELOPMENT

OPES test specialists developed an online OA questionnaire designed to solicit barbers' ratings of the task and knowledge statements. The surveyed barbers were instructed to rate each task in terms of how often they perform the task (Frequency) and in terms of how important the task is to the effective performance of their current practice (Importance). In addition, they were instructed to rate each knowledge statement in terms of how important the specific knowledge is to the effective performance of their current practice (Importance). The OA questionnaire also included a demographic section for purposes of developing an accurate profile of the respondents. The OA questionnaire can be found in Appendix E.

PILOT STUDY

Before administering the final questionnaire, OPES conducted a pilot study of the online questionnaire. The draft questionnaire was reviewed by the Board and then sent to nine SMEs who had participated in the task and knowledge statement development workshop. The respondents provided information about the technical accuracy of the task and knowledge statements, 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

In November 2018, on behalf of the Board, OPES distributed the questionnaire to licensed barbers who had an email address in California and who were in good standing with the Board (a total of 7,824 barbers), inviting them to complete the OA questionnaire online. The email invitation can be found in Appendix D.

Of the 7,824 barbers in the sample, 790 barbers (10.1%) responded by accessing the web-based questionnaire. The final sample size included in the data analysis was 615, or 8.2% of the group that was invited to complete the questionnaire. This response rate reflects two adjustments. First, OPES excluded barbers with undeliverable emails (3.2%) and barbers who opted out of all Survey Monkey emails (1.6%). Second, OPES excluded data from respondents who indicated they were not currently licensed and practicing as barbers in California. The respondent sample is representative of the population of California barbers based on the sample's demographic composition.

DEMOGRAPHIC SUMMARY

As shown in Table 1 and Figure 1, 37.2% of the respondents included in the analysis reported having been licensed for 5 years or less, 17.4% for 6-10 years, 15% for 11-20 years, and 20.7% for more than 20 years.

Table 2 and Figure 2 show that the greatest percentage of respondents (33.5%) reported working 40 or more hours per week, and 20% reported working 30-39 hours per week. Table 3 and Figure 3 show that 45.2% reported having between 1 and 5 other licensed barbers in their facility, and 28.8% reported working with no other barbers. As shown in Table 4 and Figure 4, 53% reported seeing between 0 and 10 clients per day, and 28.5% reported seeing 11-20 clients. Table 5 and Figure 5 show that 47.5% reported working in a privately-owned barber shop, and 22.1% reported working in a privately owned combined barber/cosmetology shop.

When asked to indicate the location of their primary work setting, 67.5% of the respondents reported that they work in an urban area (see Table 6 and Figure 6). When asked to report their highest level of education achieved, 57.7% reported having completed barber college (see Table 7 and Figure 7).

Respondents were asked to report whether they hold any other California-issued occupational licenses. Table 8 shows that 55.4% of the respondents reported holding no other California-issued occupational licenses, but 24.1% of the respondents reported holding a cosmetologist license.

Respondents were also asked to rate how often they perform several barber services. Table 9 and Figure 8 show that the top three reported services are haircuts, hair styling, and shaving.

More detailed demographic information from respondents can be found in Tables 1 through 10 and Figures 1 through 8.

TABLE 1 – NUMBER OF YEARS LICENSED AS A BARBER*

YEARS	NUMBER (N)	PERCENT
0 to 5 years	229	37.2
6 to 10 years	107	17.4
11 to 20 years	92	15.0
More than 20 years	127	20.7
Missing	60	9.8
Total	615	100

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

FIGURE 1 – NUMBER OF YEARS LICENSED AS A BARBER

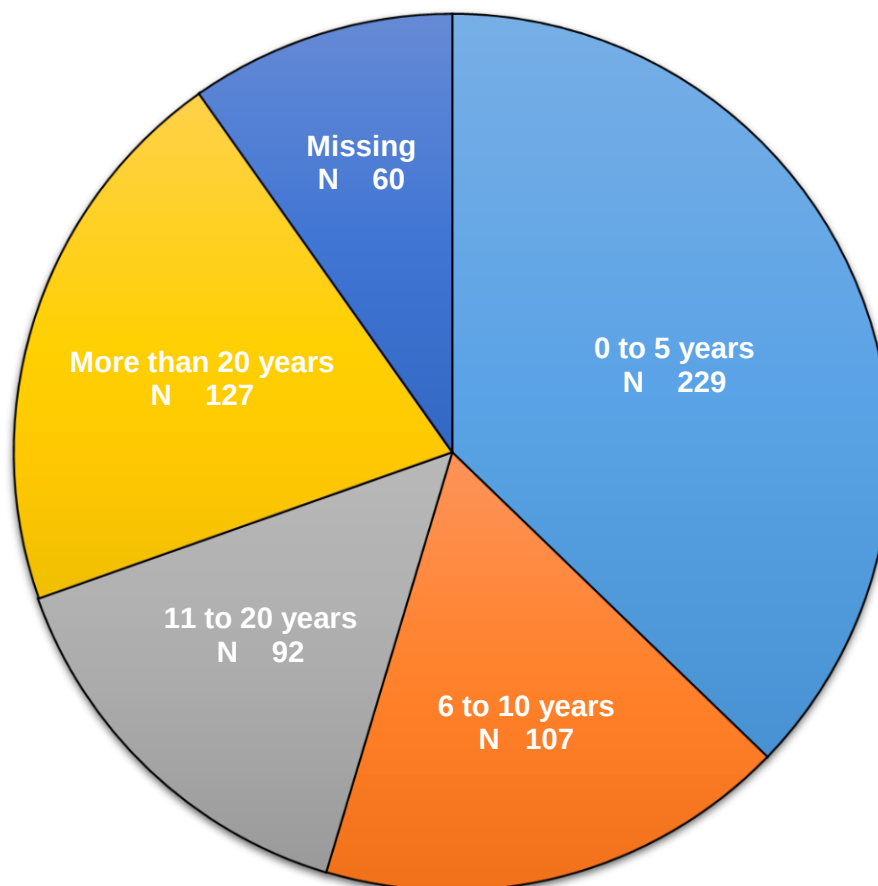


TABLE 2 – HOURS WORKED PER WEEK

HOURS	NUMBER (N)	PERCENT
9 hours or less	79	12.8
10 to 19 hours	68	11.1
20 to 29 hours	78	12.7
30 to 39 hours	123	20.0
40 or more hours	206	33.5
Missing	61	9.9
Total	615	100

FIGURE 2 – HOURS WORKED PER WEEK

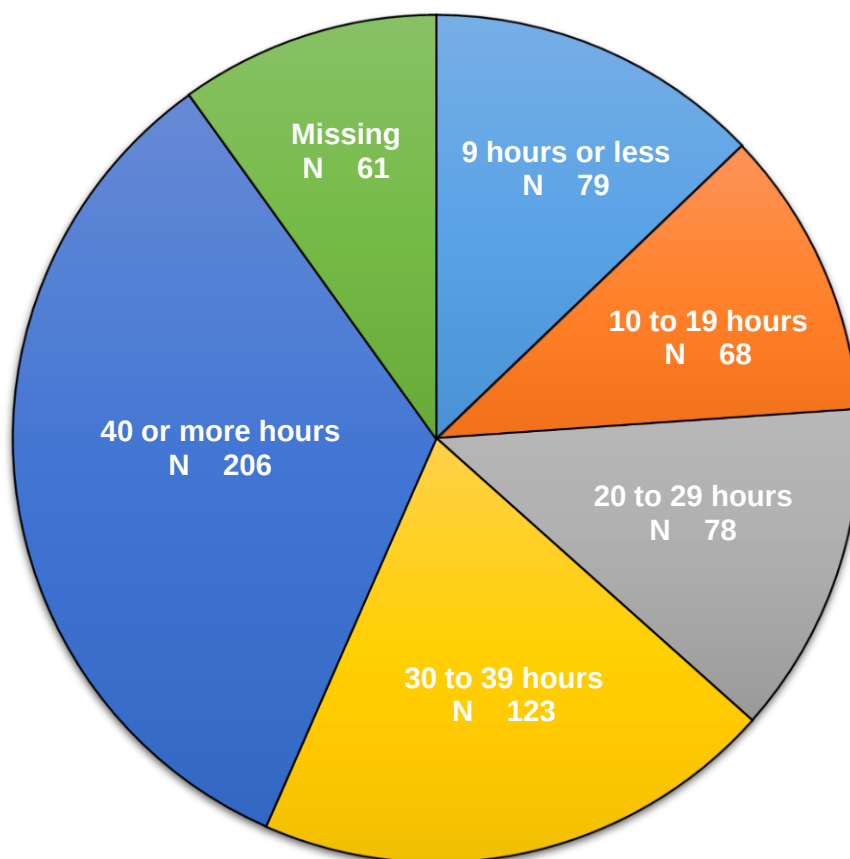


TABLE 3 – OTHER LICENSED BARBERS AT FACILITY*

BARBERS	NUMBER (N)	PERCENT
None	177	28.8
1 to 5 barbers	278	45.2
6 to 10 barbers	73	11.9
More than 10 barbers	19	3.1
Missing	68	11.1
Total	615	100

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

FIGURE 3 – OTHER LICENSED BARBERS AT FACILITY

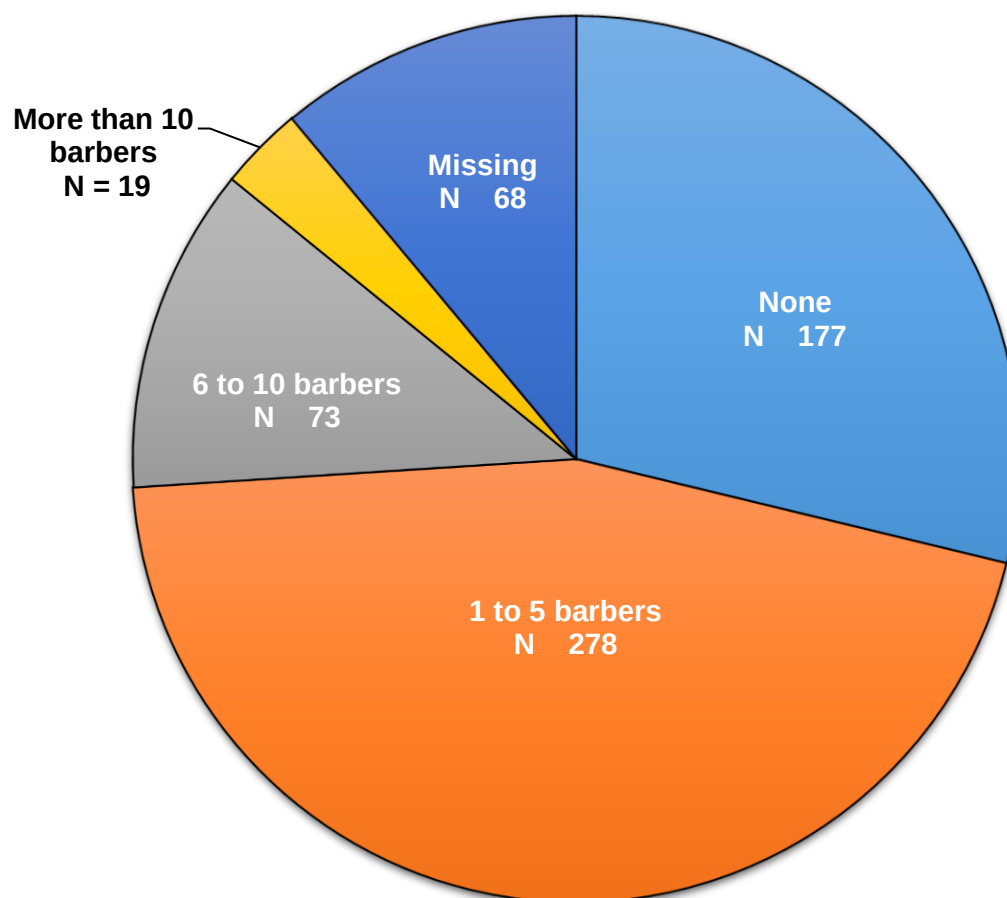


TABLE 4 – CLIENTS SEEN PER DAY

CLIENTS	NUMBER (N)	PERCENT
0 to 10 clients	326	53.0
11 to 20 clients	175	28.5
21 to 30 clients	29	4.7
31 to 40 clients	7	1.1
More than 40 clients	5	0.8
Missing	73	11.9
Total	615	100

FIGURE 4 – CLIENTS SEEN PER DAY

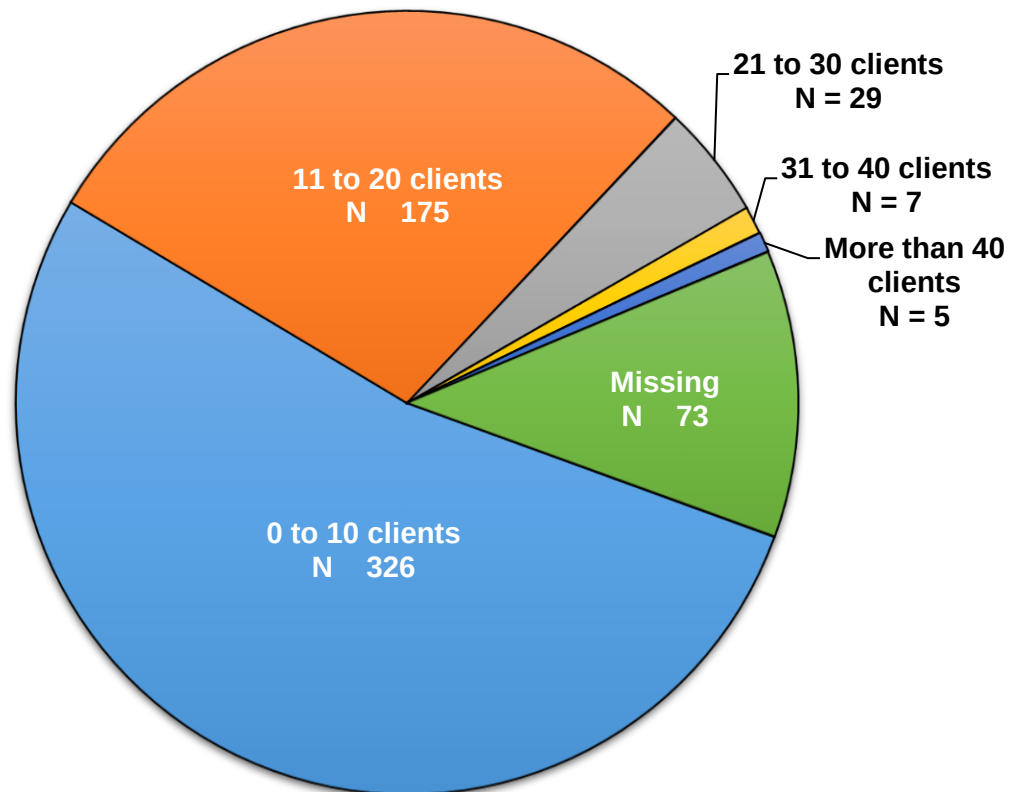


TABLE 5 – PRIMARY WORK SETTING

SETTING	NUMBER (N)	PERCENT
Chain/franchise	41	6.7
Hotel/resort	0	0.0
Mobile barber	28	4.6
Privately owned barber shop	292	47.5
Privately owned combined barber/cosmetology shop	136	22.1
Other	50	8.1
Missing	68	11.1
Total	615	100*

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

FIGURE 5 – PRIMARY WORK SETTING

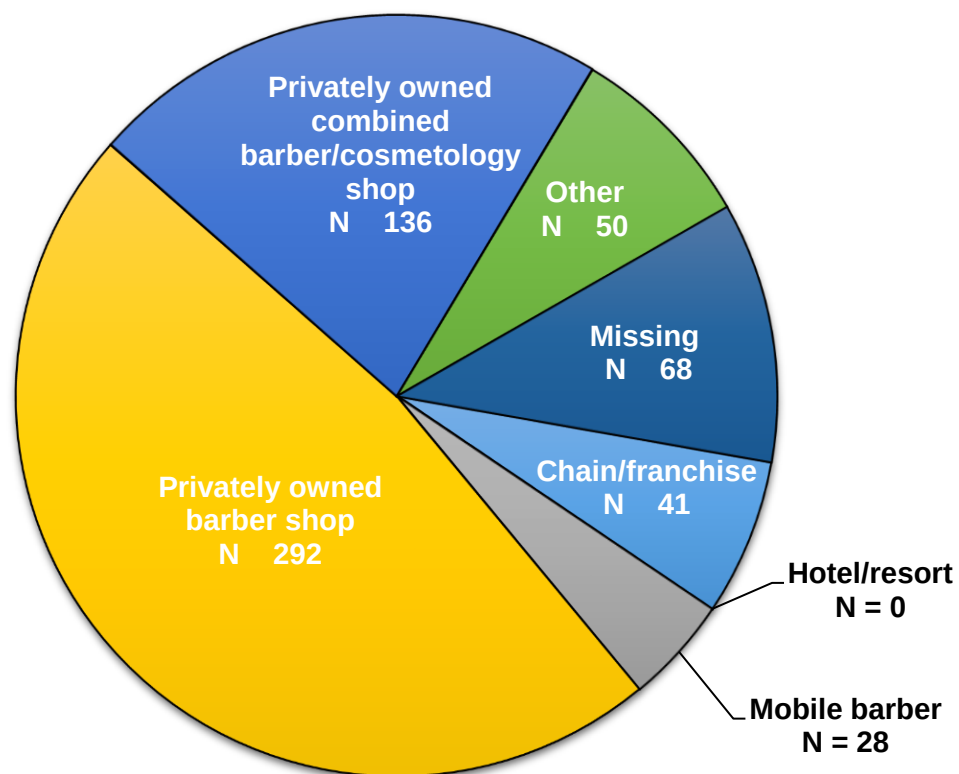


TABLE 6 – LOCATION OF PRIMARY WORK SETTING

LOCATION	NUMBER (N)	PERCENT
Urban (more than 50,000 people)	415	67.5
Rural (fewer than 50,000 people)	130	21.1
Missing	70	11.4
Total	615	100

FIGURE 6 – LOCATION OF PRIMARY WORK SETTING

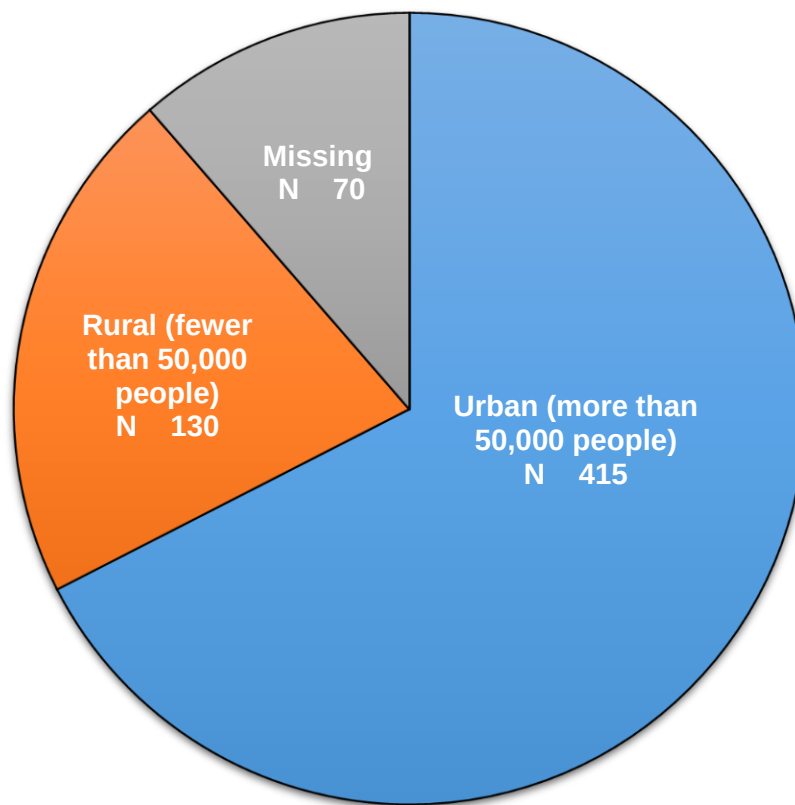


TABLE 7 – HIGHEST LEVEL OF EDUCATION

EDUCATION	NUMBER (N)	PERCENT
On-the-job training	21	3.4
Barber college	355	57.7
Associate degree	73	11.9
Bachelor's degree	49	8.0
Master's degree	10	1.6
Doctorate	3	0.5
Other formal education	25	4.1
Missing	79	12.8
Total	615	100

FIGURE 7 – HIGHEST LEVEL OF EDUCATION

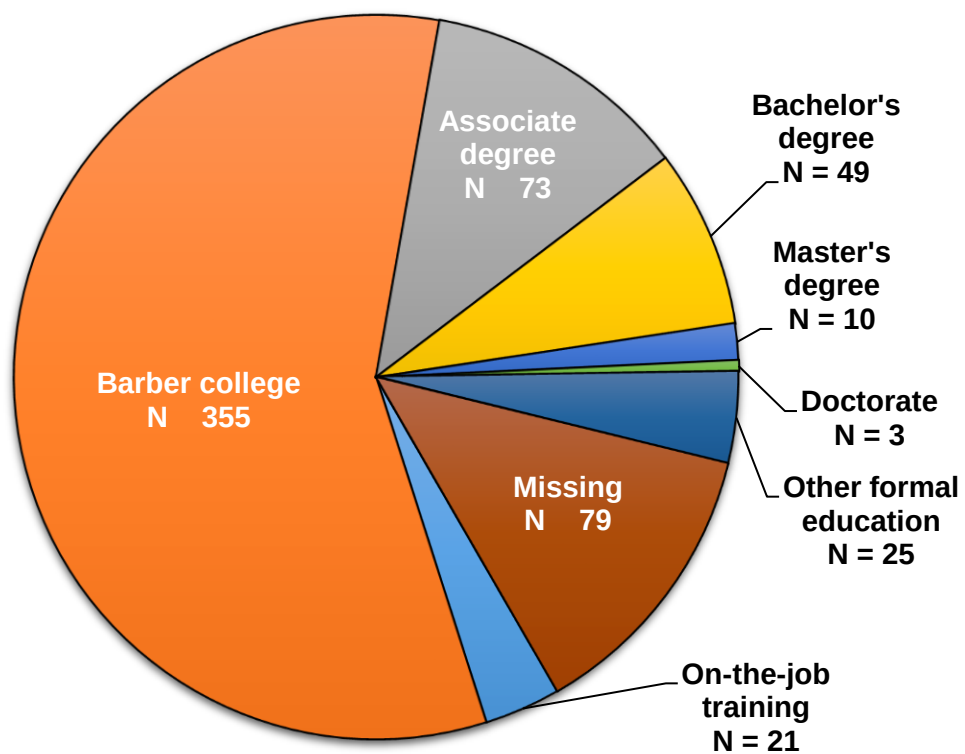


TABLE 8 – OTHER CALIFORNIA-ISSUED OCCUPATIONAL LICENSES HELD*

LICENSES*	NUMBER (N)	PERCENT**
None	341	55.4
Cosmetologist	148	24.1
Electrologist	1	0.2
Esthetician	9	1.5
Manicurist	6	1.0
Other	40	6.5

*NOTE: Respondents were asked to select all that apply.

**NOTE: Percentages indicate the proportion in the sample of respondents.

TABLE 9 – MEAN FREQUENCY OF SERVICES PERFORMED

SERVICE	MEAN FREQUENCY*
Haircuts	3.80
Hair styling	3.03
Shaving	2.67
Shampoos	2.43
Hair color	1.32
Scalp manipulations	1.21
Facials	0.76
Permanent waves	0.54
Chemical relaxing	0.46

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

FIGURE 8 – SERVICES PERFORMED – RANKED IN DESCENDING ORDER

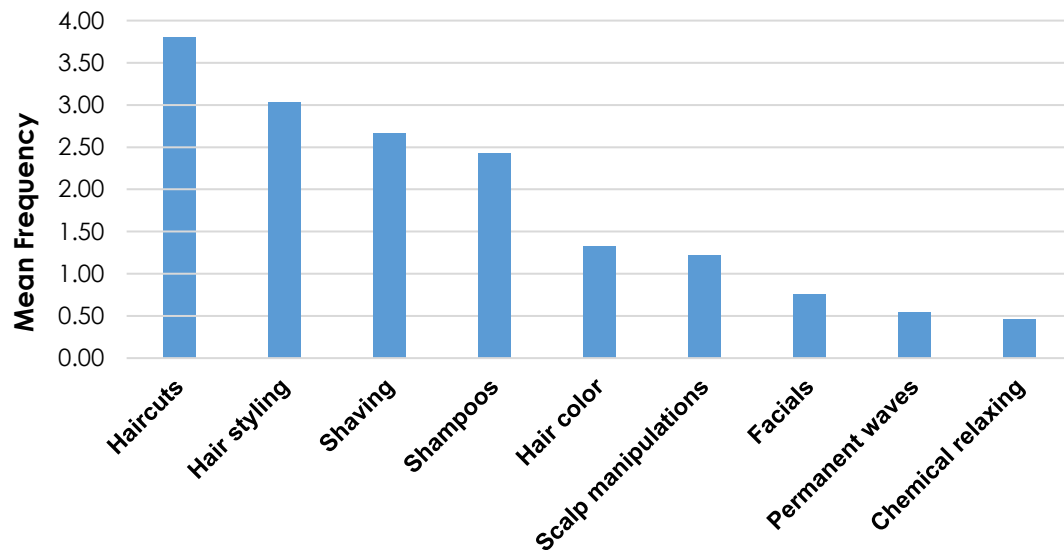


TABLE 10 – RESPONDENTS BY REGION*

REGION NAME	NUMBER (N)	PERCENT
Los Angeles County and Vicinity	180	29.3
San Francisco Bay Area	92	15.0
San Joaquin Valley	45	7.3
Sacramento Valley	34	5.5
San Diego County and Vicinity	65	10.6
Shasta-Cascade	1	0.2
Riverside and Vicinity	59	9.6
Sierra Mountain Valley	12	2.0
North Coast	7	1.1
South Coast and Central Coast	24	3.9
Missing	96	15.6
Total	615	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

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

Table 11 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 (frequency $\alpha = .910$; importance $\alpha = .918$). Table 12 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 ($\alpha = .977$). These results indicate that the responding barbers rated the task and knowledge statements consistently throughout the questionnaire.

TABLE 11 – TASK SCALE RELIABILITY

CONTENT AREA	NUMBER OF TASKS	α FREQUENCY	α IMPORTANCE
1. Consultation	3	.717	.741
2. Preparation	6	.794	.804
3. Haircutting, Styling, and Chemical Services	7	.751	.759
4. Shave Services	4	.960	.962
5. Facial Services	5	.939	.950
6. Safety and Sanitation	11	.765	.896
Total	36	.910	.918

TABLE 12 – KNOWLEDGE SCALE RELIABILITY

CONTENT AREA	NUMBER OF KNOWLEDGE STATEMENTS	α IMPORTANCE
1. Consultation	11	.914
2. Preparation	12	.915
3. Haircutting, Styling, and Chemical Services	21	.959
4. Shave Services	9	.986
5. Facial Services	9	.986
6. Safety and Sanitation	20	.944
Total	82	.977

TASK CRITICALITY INDICES

OPES convened a workshop consisting of five SMEs in May 2019. The purpose of this workshop was to identify the essential tasks and knowledge required for safe and effective barber practice at the time of licensure. The SMEs reviewed the mean frequency and importance ratings for each task and its criticality index and evaluated the mean importance ratings for all knowledge statements.

To calculate the criticality indices of the task statements, OPES test specialists used the following formula. For each respondent, OPES first multiplied the frequency rating (F_i) and the importance rating (I_i) for each task. Next, OPES averaged the multiplication products across respondents as shown below.

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

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

The SMEs who participated in the May 2019 workshop evaluated the task criticality indices derived from the questionnaire results. 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 tasks to barber practice, the SMEs determined that no cutoff value should be established and that all task statements would remain in the examination outline.

KNOWLEDGE IMPORTANCE RATINGS

To determine the importance of each knowledge statement, the mean importance (K Imp) rating for each knowledge statement was calculated. The knowledge statements and their mean importance ratings, sorted by descending order and content area, are presented in Appendix C.

The SMEs who participated in the May 2019 workshop that evaluated the task criticality indices also reviewed the knowledge statement mean importance ratings. After reviewing the mean importance ratings and considering their relative importance to barber practice, the SMEs determined that no cutoff value should be established and that all knowledge statements should remain in the examination outline.

CHAPTER 5 | EXAMINATION OUTLINE

TASK-KNOWLEDGE LINKAGE

The SMEs who participated in the May 2019 workshop reviewed the preliminary assignments of the task and knowledge statements to content areas from the October 2018 workshop. The SMEs established the final linkage of specific knowledge statements to task statements.

As a result of this linkage, three new knowledge statements were written (i.e., K83. Knowledge of techniques to protect client from heat styling services, K84. Knowledge of client medical history that indicates that shave services should not be performed, and K85. Knowledge of client medical history that indicates that facial services should not be performed.) The SMEs determined that these new knowledge statements are important for barber practice. The SMEs also made minor edits to two knowledge statements (i.e., K11. and K46.) for clarity and comprehensiveness.

The SMEs reviewed the content areas and wrote descriptions for each content area.

CONTENT AREA AND SUBAREA WEIGHTS

The SMEs in the May 2019 workshop were asked to evaluate the tasks within each content area and determine if they should be categorized into subareas. The SMEs determined that content areas 3 and 6 should include subareas.

The SMEs were also asked to finalize the weights for the content areas and subareas on the barber examination outline. OPES test specialists presented the SMEs with preliminary weights of the content areas that were calculated by dividing the sum of the criticality indices for the tasks in each content area by the overall sum of the criticality indices for all tasks, as shown below.

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

The SMEs evaluated the preliminary weights by reviewing the following elements for each content area: the group of tasks and knowledge, the linkage established between the tasks and knowledge, and the relative importance of the tasks to barber practice in California. The SMEs agreed with the preliminary weights based on what they perceived as the relative importance of the tasks' content to barber practice in California. The SMEs also created subareas within content areas 3 and 6. The SMEs determined the distribution of the content area weight across the subareas by consensus. A summary of the final content area and subarea weights for the barber examination outline is presented in Table 13.

TABLE 13 – CONTENT AREA AND SUBAREA WEIGHTS

CONTENT AREA	Content Area Weights	Subarea Weights
1. Consultation	9%	--
2. Preparation	15%	--
3. Haircutting, Styling, and Chemical Services	16%	--
A. General Services		13%
B. Chemical Services		3%
4. Shave Services	12%	--
5. Facial Services	7%	--
6. Safety and Sanitation	41%	--
A. Prevention		30%
B. Storage and Labeling		11%
Total	100%	

The examination outline for the barber profession is presented in Table 14.

TABLE 14 – EXAMINATION OUTLINE FOR THE BARBER PROFESSION

1. Consultation (9%) - This area assesses the candidate's ability to analyze the condition of the hair, scalp, face, and skin, assess client expectations, and obtain relevant information related to barber services to determine what services can be provided.

<i>Task Statements</i>	<i>Associated Knowledge Statements</i>
T1. Assess client expectations to determine what barber services can be provided.	K4. Knowledge of barber services within the scope of practice. K7. Knowledge of methods used to elicit information from client regarding past hair services. K8. Knowledge of products used in past chemical hair services that could affect current chemical service. K9. Knowledge of procedures used to analyze client hair condition to determine if chemical service can be performed. K10. Knowledge of methods to determine whether client service expectations are realistic and can be performed. K11. Knowledge of barber service maintenance requirements (e.g., time, number of revisits, post-care) needed to complete service.
T2. Analyze condition of client hair and scalp by combing through hair to determine whether barber services should be performed.	K4. Knowledge of barber services within the scope of practice. K5. Knowledge of conditions (e.g., skin, scalp) that indicate a medical referral. K8. Knowledge of products used in past chemical hair services that could affect current chemical service. K9. Knowledge of procedures used to analyze client hair condition to determine if chemical service can be performed. K10. Knowledge of methods to determine whether client service expectations are realistic and can be performed. K11. Knowledge of barber service maintenance requirements (e.g., time, number of revisits, post-care) needed to complete service.
T3. Consult with client to obtain a history (e.g., lifestyle, past services, medication) to determine whether barber services can be provided.	K1. Knowledge of types of medications used by client that indicate that chemical services should not be performed. K2. Knowledge of medical conditions that indicate that chemical services should not be performed. K3. Knowledge of diseases or disorders that indicate that barber services should not be performed. K5. Knowledge of conditions (e.g., skin, scalp) that indicate a medical referral. K6. Knowledge of types of lifestyles (e.g., swimming) that may indicate that chemical treatment should not be performed. K7. Knowledge of methods used to elicit information from client regarding past hair services. K8. Knowledge of products used in past chemical hair services that could affect current chemical service. K9. Knowledge of procedures used to analyze client hair condition to determine if chemical service can be performed. K10. Knowledge of methods to determine whether client service expectations are realistic and can be performed.

2. Preparation (15%) - This area assesses the candidate's ability to prepare the workstation and client for barber services, mix chemicals, and administer and interpret patch tests.

<i>Task Statements</i>	<i>Associated Knowledge Statements</i>
T4. Prepare workstation according to type of barbering services to be performed.	K14. Knowledge of methods to prepare workstation for barber services.
T5. Prepare client for barbering services by draping client for protection (e.g., neck strip, towel).	K15. Knowledge of methods used to cleanse client hair before performing services. K20. Knowledge of methods used to protect client during barber services. K21. Knowledge of products used to protect client during barber services.
T6. Shampoo client hair to remove residue (e.g., natural oil, product, debris) from hair to facilitate service process.	K15. Knowledge of methods used to cleanse client hair before performing services. K16. Knowledge of products used to cleanse client hair.
T7. Prepare hair products by following Board-approved methods and manufacturer's recommendations while mixing chemicals.	K17. Knowledge of Board-approved methods used to mix hair chemical products. K18. Knowledge of manufacturer's recommendations used to mix hair chemical products. K19. Knowledge of implements (e.g., bowls) used to mix hair chemical products.
T8. Administer patch test to determine if chemical products can be used on client.	K12. Knowledge of methods used to test skin for reactions to products. K13. Knowledge of indicators of a reaction to barber products and services. K18. Knowledge of manufacturer's recommendations used to mix hair chemical products.
T9. Perform conditioning treatment to client hair to strengthen the hair shaft and to prevent breakage and split ends.	K22. Knowledge of methods used to perform conditioning treatment on client hair or scalp. K23. Knowledge of products used for conditioning treatment on client hair or scalp.

3. Haircutting, Styling, and Chemical Services (16%) - This area assesses the candidate's ability to cut and style hair, trim beards and mustaches, and perform chemical hair styling services.

<i>Subarea</i>	<i>Task Statements</i>	<i>Associated Knowledge Statements</i>
A. General Services (13%)	T10. Perform haircutting techniques by using implements (e.g., shears, razors, clippers, combs) to cut hair according to client needs.	K25. Knowledge of methods used to section client hair before service. K28. Knowledge of techniques used to cut client hair. K29. Knowledge of types of implements and equipment used to cut client hair. K42. Knowledge of techniques used to shape client beards or mustaches.
	T11. Perform styling techniques by using products (e.g., hair spray) to style hair according to client needs.	K25. Knowledge of methods used to section client hair before service. K31. Knowledge of techniques used to style client hair. K32. Knowledge of types of products used to style client hair.
	T12. Perform styling techniques by using equipment (e.g., blow dryer) to style hair according to client needs.	K25. Knowledge of methods used to section client hair before service. K30. Knowledge of types of implements and equipment used to style client hair. K31. Knowledge of techniques used to style client hair. K83. Knowledge of techniques to protect client from heat styling services.
	T16. Trim beard or mustache by using implements (e.g., trimmers, razors, combs, shears) and equipment (e.g., clippers, blades) according to client needs.	K28. Knowledge of techniques used to cut client hair. K29. Knowledge of types of implements and equipment used to cut client hair. K41. Knowledge of types of implements and equipment used to trim client beards or mustaches. K42. Knowledge of techniques used to shape client beards or mustaches.
B. Chemical Services (3%)	T13. Perform permanent wave service on client by using Board-approved techniques.	K25. Knowledge of methods used to section client hair before service. K26. Knowledge of types of products used in permanent wave services. K33. Knowledge of techniques used to wrap hair on rods during permanent wave service. K34. Knowledge of methods used to apply permanent wave chemicals to hair. K37. Knowledge of methods used to verify whether chemicals have completed processing hair. K38. Knowledge of methods used to rinse permanent wave chemicals from hair to complete permanent wave service. K43. Knowledge of techniques to protect client from chemical services. K44. Knowledge of products used to protect client from chemical services.

T14. Perform hair-relaxing service on client by using Board-approved techniques.	K25. Knowledge of methods used to section client hair before service. K27. Knowledge of types of products used in hair-relaxing services. K35. Knowledge of methods used to apply hair-relaxing chemicals to hair. K37. Knowledge of methods used to verify whether chemicals have completed processing hair. K39. Knowledge of methods used to rinse hair-relaxing chemicals from hair to complete hair-relaxing service. K43. Knowledge of techniques to protect client from chemical services. K44. Knowledge of products used to protect client from chemical services.
T15. Perform color service on client by using Board-approved techniques.	K24. Knowledge of types of products used in color services. K25. Knowledge of methods used to section client hair before service. K36. Knowledge of methods used to apply hair color chemicals to hair. K37. Knowledge of methods used to verify whether chemicals have completed processing hair. K40. Knowledge of methods used to rinse color, tint, and chemicals from hair to complete color service. K43. Knowledge of techniques to protect client from chemical services. K44. Knowledge of products used to protect client from chemical services.

4. Shave Services (12%) - This area assesses the candidate's ability to perform razor techniques.

<i>Task Statements</i>	<i>Associated Knowledge Statements</i>
T17. Analyze condition of client skin to determine whether shave services should be performed.	K45. Knowledge of client skin conditions that indicate that shave services should not be performed. K48. Knowledge of types of razors to be used during shave services. K49. Knowledge of razor techniques to be used during shave services. K50. Knowledge of the effects that hair growth pattern, skin irregularities, and skin conditions have on shaving techniques. K53. Knowledge of products used on skin before and after shave services. K84. Knowledge of client medical history that indicates that shave services should not be performed.
T18. Prepare client hair for shave services by applying a hot towel and lather to soften the hair.	K46. Knowledge of procedures used in applying hot towels and steamers to soften hair prior to shave services. K47. Knowledge of methods used to apply lather to soften hair prior to shave services. K51. Knowledge of manipulation movement techniques used during shave services. K52. Knowledge of Board-approved techniques used for lather application in preparation for shave services. K53. Knowledge of products used on skin before and after shave services.
T19. Perform shaving techniques by using implements (e.g., razors) to shave beard or mustache according to client needs.	K48. Knowledge of types of razors to be used during shave services. K49. Knowledge of razor techniques to be used during shave services. K50. Knowledge of the effects that hair growth pattern, skin irregularities, and skin conditions have on shaving techniques.
T20. Apply aftershave antiseptic to client following shave services.	K53. Knowledge of products used on skin before and after shave services.

5. Facial Services (7%) - This area assesses the candidate's ability to perform cleansing and exfoliating techniques and facial manipulations.

<i>Task Statements</i>	<i>Associated Knowledge Statements</i>
T21. Analyze condition of client skin to determine whether a facial should be performed.	K54. Knowledge of client skin conditions that indicate that facial services should not be performed. K55. Knowledge of products used to cleanse and exfoliate the face. K56. Knowledge of methods used to cleanse and exfoliate the face. K57. Knowledge of the effects of skin irregularities and skin conditions on facial techniques. K58. Knowledge of procedures used in applying hot towels and steamers to soften skin and open pores. K61. Knowledge of Board-approved manipulation techniques used during facial massage. K85. Knowledge of client medical history that indicates that facial services should not be performed.
T22. Cleanse client face and apply facial scrubs to exfoliate and remove dead skin cells.	K55. Knowledge of products used to cleanse and exfoliate the face. K56. Knowledge of methods used to cleanse and exfoliate the face.
T23. Apply hot towels or steamers to client to soften skin and open pores.	K58. Knowledge of procedures used in applying hot towels and steamers to soften skin and open pores. K59. Knowledge of products used with hot towels to provide aroma for relaxation. K60. Knowledge of implements and equipment used on skin during facial services.
T24. Perform massage manipulations to face to relax client facial muscles and stimulate circulation.	K61. Knowledge of Board-approved manipulation techniques used during facial massage.
T25. Apply moisturizer, toner, and astringent to client after facial services to close pores.	K62. Knowledge of products used on skin following facial services.

6. Safety and Sanitation (41%) - This area assesses the candidate's ability to prevent the spread of bacterial and fungal infection, safeguard barber and client through preparation, apply first aid, and identify chemical hazards.

<i>Subarea</i>	<i>Task Statements</i>	<i>Associated Knowledge Statements</i>
A. Prevention (30%)	T26. Sanitize hands in preparation for barber services to prevent cross-contamination from client to client.	K63. Knowledge of methods used to prevent the spread of bacterial, viral, and fungal infections associated with barber services. K64. Knowledge of Board regulations regarding sanitizing hands during services. K65. Knowledge of products used to sanitize hands.
	T27. Disinfect implements (e.g., shears) in preparation for barber services.	K63. Knowledge of methods used to prevent the spread of bacterial, viral, and fungal infections associated with barber services. K69. Knowledge of methods used to sanitize and disinfect implements according to Board regulations. K81. Knowledge of types of Environmental Protection Agency (EPA)-registered disinfectant products.
	T28. Sanitize supplies (e.g., towels) after each client in preparation for barber services.	K63. Knowledge of methods used to prevent the spread of bacterial, viral, and fungal infections associated with barber services. K67. Knowledge of methods used to sanitize supplies according to Board regulations.
	T29. Disinfect equipment (e.g., clippers) in preparation for barber services.	K63. Knowledge of methods used to prevent the spread of bacterial, viral, and fungal infections associated with barber services. K66. Knowledge of Board regulations regarding disinfecting equipment. K81. Knowledge of types of Environmental Protection Agency (EPA)-registered disinfectant products.
	T30. Disinfect surfaces of work area in preparation for barber services.	K63. Knowledge of methods used to prevent the spread of bacterial, viral, and fungal infections associated with barber services. K70. Knowledge of methods used to disinfect work surface area according to Board regulations. K81. Knowledge of types of Environmental Protection Agency (EPA)-registered disinfectant products.
	T31. Identify potential chemical hazards in products used for barber services to protect client and barber.	K68. Knowledge of products used to sanitize supplies according to Board regulations. K71. Knowledge of methods used to protect client's skin, eyes, and mouth from chemicals during barber services. K72. Knowledge of personal protective equipment (PPE) to protect barber's skin and eyes from chemicals during barber services.

A. Prevention (30%), continued	T31. Identify potential chemical hazards in products used for barber services to protect client and barber.	K73. Knowledge of chemical hazards related to barber services. K75. Knowledge of methods used to obtain product ingredients and chemical breakdown (e.g., Safety Data Sheet).
	T34. Discard products and disposable supplies after barber services by following Board procedures and manufacturer's recommendations.	K63. Knowledge of methods used to prevent the spread of bacterial, viral, and fungal infections associated with barber services. K68. Knowledge of products used to sanitize supplies according to Board regulations. K73. Knowledge of chemical hazards related to barber services. K74. Knowledge of Board regulations related to discarding used products and disposable implements and supplies. K76. Knowledge of Board regulations regarding storage of clean linens. K77. Knowledge of methods used to contain soiled linens.
	T36. Apply first aid to client injuries that may result from barbering services.	K63. Knowledge of methods used to prevent the spread of bacterial, viral, and fungal infections associated with barber services. K82. Knowledge of first aid procedures for burns, cuts, or allergic reactions.
B. Storage and Labeling (11%)	T32. Store barber products and supplies according to Board requirements.	K78. Knowledge of methods used to store barber products and supplies. K79. Knowledge of Board regulations regarding storage of products and supplies.
	T33. Label barber products and supplies according to Board requirements.	K68. Knowledge of products used to sanitize supplies according to Board regulations. K75. Knowledge of methods used to obtain product ingredients and chemical breakdown (e.g., Safety Data Sheet). K80. Knowledge of Board regulations regarding labeling of products and supplies.
	T35. Contain used linens in covered containers after each barber service to prevent contamination.	K63. Knowledge of methods used to prevent the spread of bacterial, viral, and fungal infections associated with barber services. K76. Knowledge of Board regulations regarding storage of clean linens. K77. Knowledge of methods used to contain soiled linens.

CHAPTER 6 | CONCLUSION

The OA of barber practice described in this report provides a comprehensive description of current barber practice in California. The procedures employed to perform the OA were based upon a content validation strategy to ensure that the results accurately represent barber practice. Results of this OA provide information regarding current practice that can be used to review the National Barber Styling Theory Examination and the National Barber Styling Practical Examination, developed by the National-Interstate Council of State Boards of Cosmetology (NIC).

By adopting the barber examination 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	128
Orange	52
TOTAL	180

NORTH COAST

County of Practice	Frequency
Humboldt	3
Sonoma	4
TOTAL	7

RIVERSIDE AND VICINITY

County of Practice	Frequency
Riverside	28
San Bernardino	31
TOTAL	59

SACRAMENTO VALLEY

County of Practice	Frequency
Butte	2
Lake	1
Sacramento	26
Sutter	4
Yuba	1
TOTAL	34

SAN DIEGO COUNTY AND VICINITY

County of Practice	Frequency
Imperial	2
San Diego	63
TOTAL	65

SAN FRANCISCO BAY AREA

County of Practice	Frequency
Alameda	22
Contra Costa	5
Marin	2
Napa	4
San Francisco	18
San Mateo	9
Santa Clara	26
Santa Cruz	2
Solano	4
TOTAL	92

SAN JOAQUIN VALLEY

County of Practice	Frequency
Fresno	11
Kern	9
Kings	1
Madera	1
Merced	2
San Joaquin	11
Stanislaus	7
Tulare	3
TOTAL	45

SHASTA-CASCADE

County of Practice	Frequency
Shasta	1
TOTAL	1

SIERRA MOUNTAIN VALLEY

County of Practice	Frequency
Amador	1
El Dorado	2
Placer	8
Tuolumne	1
TOTAL	12

SOUTH COAST AND CENTRAL COAST

County of Practice	Frequency
Monterey	4
San Luis Obispo	7
Santa Barbara	7
Ventura	6
TOTAL	24

APPENDIX B | CRITICALITY INDICES FOR ALL TASKS BY CONTENT AREA

Content Area 1 Consultation						
Task Statement	N	Mean Frequency	N	Mean Importance	N	Task Criticality Index
T2. Analyze condition of client hair and scalp by combing through hair to determine whether barber services should be performed.	432	4.42	358	4.42	359	20.61
T1. Assess client expectations to determine what barber services can be provided.	436	4.38	359	4.34	361	19.98
T3. Consult with client to obtain a history (e.g., lifestyle, past services, medication) to determine whether barber services can be provided.	435	3.60	358	3.74	369	15.00

Content Area 2 Preparation						
Task Statement	N	Mean Frequency	N	Mean Importance	N	Task Criticality Index
T5. Prepare client for barbering services by draping client for protection (e.g., neck strip, towel).	402	4.89	334	4.82	332	23.87
T4. Prepare workstation according to type of barbering services to be performed.	400	4.68	333	4.55	333	21.65
T7. Prepare hair products by following Board-approved methods and manufacturer's recommendations while mixing chemicals.	396	3.29	334	3.49	347	14.36
T6. Shampoo client hair to remove residue (e.g., natural oil, product, debris) from hair to facilitate service process.	397	3.34	334	3.39	337	13.05
T8. Administer patch test to determine if chemical products can be used on client.	395	2.26	332	2.72	354	8.78
T9. Perform conditioning treatment to client hair to strengthen the hair shaft and to prevent breakage and split ends.	394	2.36	329	2.56	349	8.65

Content Area 3
Haircutting, Styling, and Chemical Services

Task Statement	N	Mean Frequency	N	Mean Importance	N	Task Criticality Index
T10. Perform haircutting techniques by using implements (e.g., shears, razors, clippers, combs) to cut hair according to client needs.	374	4.87	311	4.80	310	23.58
T16. Trim beard or mustache by using implements (e.g., trimmers, razors, combs, shears) and equipment (e.g., clippers, blades) according to client needs.	369	4.54	310	4.56	307	21.21
T11. Perform styling techniques by using products (e.g., hair spray) to style hair according to client needs.	370	4.32	316	4.10	316	18.52
T12. Perform styling techniques by using equipment (e.g., blow dryer) to style hair according to client needs.	371	4.06	312	3.94	317	17.04
T15. Perform color service on client by using Board-approved techniques.	367	2.32	309	2.85	331	9.54
T13. Perform permanent wave service on client by using Board-approved techniques.	367	1.37	303	1.93	336	4.71
T14. Perform hair-relaxing service on client by using Board-approved techniques.	365	1.15	308	1.81	344	4.01

**Content Area 4
Shave Services**

	Task Statement	N	Mean Frequency	N	Mean Importance	N	Task Criticality Index
T20.	Apply aftershave antiseptic to client following shave services.	354	3.94	303	4.15	312	18.17
T19.	Perform shaving techniques by using implements (e.g., razors) to shave beard or mustache according to client needs.	353	3.90	307	4.14	315	18.04
T17.	Analyze condition of client skin to determine whether shave services should be performed.	355	3.83	312	4.24	324	18.04
T18.	Prepare client hair for shave services by applying a hot towel and lather to soften the hair.	354	3.82	310	4.09	322	17.60

**Content Area 5
Facial Services**

	Task Statement	N	Mean Frequency	N	Mean Importance	N	Task Criticality Index
T23.	Apply hot towels or steamers to client to soften skin and open pores.	333	2.69	294	3.06	312	11.46
T25.	Apply moisturizer, toner, and astringent to client after facial services to close pores.	329	2.30	286	2.74	311	9.68
T21.	Analyze condition of client skin to determine whether a facial should be performed.	336	2.03	289	2.58	315	8.63
T24.	Perform massage manipulations to face to relax client facial muscles and stimulate circulation.	334	2.05	292	2.49	317	8.07
T22.	Cleanse client face and apply facial scrubs to exfoliate and remove dead skin cells.	332	1.67	291	2.31	318	6.79

**Content Area 6
Safety and Sanitation**

	Task Statement	N	Mean Frequency	N	Mean Importance	N	Task Criticality Index
T27.	Disinfect implements (e.g., shears) in preparation for barber services.	334	4.90	297	4.88	293	24.21
T26.	Sanitize hands in preparation for barber services to prevent cross-contamination from client to client.	337	4.91	292	4.88	290	24.05
T29.	Disinfect equipment (e.g., clippers) in preparation for barber services.	335	4.90	297	4.86	294	24.03
T28.	Sanitize supplies (e.g., towels) after each client in preparation for barber services.	336	4.87	295	4.84	294	23.85
T30.	Disinfect surfaces of work area in preparation for barber services.	334	4.76	295	4.77	292	23.11
T34.	Discard products and disposable supplies after barber services by following Board procedures and manufacturer's recommendations.	331	4.81	292	4.75	290	23.10
T35.	Contain used linens in covered containers after each barber service to prevent contamination.	332	4.86	294	4.69	290	23.02
T32.	Store barber products and supplies according to Board requirements.	332	4.81	294	4.67	291	22.79
T33.	Label barber products and supplies according to Board requirements.	329	4.81	290	4.66	287	22.67
T31.	Identify potential chemical hazards in products used for barber services to protect client and barber.	330	4.42	291	4.48	288	20.90
T36.	Apply first aid to client injuries that may result from barbering services.	330	3.29	290	4.62	291	15.57

APPENDIX C | KNOWLEDGE IMPORTANCE RATINGS BY CONTENT AREA

**Content Area 1
Consultation**

	Knowledge Statement	N	Mean Importance
K4.	Knowledge of barber services within the scope of practice.	325	4.45
K5.	Knowledge of conditions (e.g., skin, scalp) that indicate a medical referral.	327	4.41
K3.	Knowledge of diseases or disorders that indicate that barber services should not be performed.	327	4.29
K10.	Knowledge of methods to determine whether client service expectations are realistic and can be performed.	326	4.12
K11.	Knowledge of barber service maintenance requirements (e.g., time, number of revisits, post-care*) needed to complete service.	325	3.77
K7.	Knowledge of methods used to elicit information from client regarding past hair services.	326	3.60
K8.	Knowledge of products used in past chemical hair services that could affect current chemical service.	326	3.15
K9.	Knowledge of procedures used to analyze client hair condition to determine if chemical service can be performed.	326	3.10
K2.	Knowledge of medical conditions that indicate that chemical services should not be performed.	326	3.06
K6.	Knowledge of types of lifestyles (e.g., swimming) that may indicate that chemical treatment should not be performed.	326	2.98
K1.	Knowledge of types of medications used by client that indicate that chemical services should not be performed.	327	2.88

*Note: SMEs in the May 2019 workshop added “post-care” to the statement.

**Content Area 2
Preparation**

	Knowledge Statement	N	Mean Frequency
K20.	Knowledge of methods used to protect client during barber services.	318	4.57
K21.	Knowledge of products used to protect client during barber services.	319	4.53
K14.	Knowledge of methods to prepare workstation for barber services.	319	4.44
K13.	Knowledge of indicators of a reaction to barber products and services.	318	4.14
K15.	Knowledge of methods used to cleanse client hair before performing services.	319	3.87
K16.	Knowledge of products used to cleanse client hair.	318	3.86
K12.	Knowledge of methods used to test skin for reactions to products.	318	3.41
K23.	Knowledge of products used for conditioning treatment on client hair or scalp.	321	3.32
K17.	Knowledge of Board-approved methods used to mix hair chemical products.	319	3.29
K18.	Knowledge of manufacturer's recommendations used to mix hair chemical products.	319	3.25
K22.	Knowledge of methods used to perform conditioning treatment on client hair or scalp.	319	3.24
K19.	Knowledge of implements (e.g., bowls) used to mix hair chemical products.	319	3.08

Content Area 3
Haircutting, Styling, and Chemical Services

	Knowledge Statement	N	Mean Frequency
K29.	Knowledge of types of implements and equipment used to cut client hair.	312	4.54
K28.	Knowledge of techniques used to cut client hair.	311	4.54
K42.	Knowledge of techniques used to shape client beards or mustaches.	309	4.39
K41.	Knowledge of types of implements and equipment used to trim client beards or mustaches.	309	4.36
K30.	Knowledge of types of implements and equipment used to style client hair.	312	4.29
K31.	Knowledge of techniques used to style client hair.	311	4.21
K32.	Knowledge of types of products used to style client hair.	311	4.14
K25.	Knowledge of methods used to section client hair before service.	312	3.41
K44.	Knowledge of products used to protect client from chemical services.	310	3.22
K43.	Knowledge of techniques to protect client from chemical services.	309	3.16
K24.	Knowledge of types of products used in color services.	311	2.99
K36.	Knowledge of methods used to apply hair color chemicals to hair.	311	2.95
K37.	Knowledge of methods used to verify whether chemicals have completed processing hair.	309	2.94
K40.	Knowledge of methods used to rinse color, tint, and chemicals from hair to complete color service.	309	2.92
K38.	Knowledge of methods used to rinse permanent wave chemicals from hair to complete permanent wave service.	309	2.53
K26.	Knowledge of types of products used in permanent wave services.	311	2.50
K34.	Knowledge of methods used to apply permanent wave chemicals to hair.	310	2.49
K39.	Knowledge of methods used to rinse hair-relaxing chemicals from hair to complete hair-relaxing service.	309	2.42
K33.	Knowledge of techniques used to wrap hair on rods during permanent wave service.	311	2.41
K35.	Knowledge of methods used to apply hair-relaxing chemicals to hair.	311	2.38
K27.	Knowledge of types of products used in hair-relaxing services.	311	2.38
K83.	Knowledge of techniques to protect client from heat styling services.*	n/a	n/a

*Note: SMEs in the May 2019 workshop added this new knowledge statement to the content area.

**Content Area 4
Shave Services**

	Knowledge Statement	N	Mean Frequency
K49.	Knowledge of razor techniques to be used during shave services.	311	4.22
K45.	Knowledge of client skin conditions that indicate that shave services should not be performed.	310	4.20
K48.	Knowledge of types of razors to be used during shave services.	311	4.14
K50.	Knowledge of the effects that hair growth pattern, skin irregularities, and skin conditions have on shaving techniques.	310	4.13
K53.	Knowledge of products used on skin before and after shave services.	310	4.12
K52.	Knowledge of Board-approved techniques used for lather application in preparation for shave services.	310	4.04
K51.	Knowledge of manipulation movement techniques used during shave services.	309	4.03
K46.	Knowledge of procedures used in applying hot towels and steamers* to soften hair prior to shave services.	308	4.02
K47.	Knowledge of methods used to apply lather to soften hair prior to shave services.	309	4.00
K84.	Knowledge of client medical history that indicates that shave services should not be performed.**	n/a	n/a

*Note: SMEs in the May 2019 workshop added “and steamers” to the statement.

**Note: SMEs in the May 2019 workshop added this new knowledge statement to the content area.

**Content Area 5
Facial Services**

	Knowledge Statement	N	Mean Frequency
K58.	Knowledge of procedures used in applying hot towels and steamers to soften skin and open pores.	308	2.92
K54.	Knowledge of client skin conditions that indicate that facial services should not be performed.	307	2.64
K59.	Knowledge of products used with hot towels to provide aroma for relaxation.	307	2.60
K61.	Knowledge of Board-approved manipulation techniques used during facial massage.	307	2.59
K62.	Knowledge of products used on skin following facial services.	305	2.57
K57.	Knowledge of the effects of skin irregularities and skin conditions on facial techniques.	306	2.57
K60.	Knowledge of implements and equipment used on skin during facial services.	306	2.48
K55.	Knowledge of products used to cleanse and exfoliate the face.	308	2.45
K56.	Knowledge of methods used to cleanse and exfoliate the face.	307	2.43
K85.	Knowledge of client medical history that indicates that facial services should not be performed.*	n/a	n/a

*Note: SMEs in the May 2019 workshop added this new knowledge statement to the content area.

**Content Area 6
Safety and Sanitation**

	Knowledge Statement	N	Mean Frequency
K63.	Knowledge of methods used to prevent the spread of bacterial, viral, and fungal infections associated with barber services.	309	4.85
K64.	Knowledge of Board regulations regarding sanitizing hands during services.	309	4.81
K66.	Knowledge of Board regulations regarding disinfecting equipment.	309	4.80
K68.	Knowledge of products used to sanitize supplies according to Board regulations.	309	4.80
K69.	Knowledge of methods used to sanitize and disinfect implements according to Board regulations.	309	4.79
K65.	Knowledge of products used to sanitize hands.	309	4.79
K67.	Knowledge of methods used to sanitize supplies according to Board regulations.	308	4.78
K70.	Knowledge of methods used to disinfect work surface area according to Board regulations.	309	4.75
K74.	Knowledge of Board regulations related to discarding used products and disposable implements and supplies.	307	4.66
K82.	Knowledge of first aid procedures for burns, cuts, or allergic reactions.	307	4.61
K80.	Knowledge of Board regulations regarding labeling of products and supplies.	307	4.59
K77.	Knowledge of methods used to contain soiled linens.	308	4.58
K76.	Knowledge of Board regulations regarding storage of clean linens.	307	4.57
K79.	Knowledge of Board regulations regarding storage of products and supplies.	309	4.52
K78.	Knowledge of methods used to store barber products and supplies.	308	4.52
K71.	Knowledge of methods used to protect client's skin, eyes, and mouth from chemicals during barber services.	309	4.50
K73.	Knowledge of chemical hazards related to barber services.	308	4.49
K81.	Knowledge of types of Environmental Protection Agency (EPA)-registered disinfectant products.	308	4.47
K72.	Knowledge of personal protective equipment (PPE) to protect barber's skin and eyes from chemicals during barber services.	309	4.23
K75.	Knowledge of methods used to obtain product ingredients and chemical breakdown (e.g., Safety Data Sheet).	307	4.01

APPENDIX D | QUESTIONNAIRE INVITATION EMAIL TO PRACTITIONERS

BARBER OCCUPATIONAL ANALYSIS SURVEY

Congratulations! You have been selected by the Board of Barbering and Cosmetology to participate in the 2018 Barber Occupational Analysis Survey. The purpose of the survey is to gather data on the job tasks performed by California-licensed barbers as well as to specify the knowledge required to perform those tasks. Your participation is essential to the success of this project.

The survey should take less than an hour to complete, but you do not need to complete it in a single session. You may return to it multiple times as long as you are using the same computer and web browser. Your individual responses will be kept confidential.

Please complete the entire survey by January 4, 2019. Click the button below to start the survey. Thank you for your participation!

[Begin Survey](#)

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

Powered by  SurveyMonkey®

APPENDIX E | QUESTIONNAIRE



BARBER OCCUPATIONAL ANALYSIS SURVEY

Message from the Board of Barbering and Cosmetology

Dear Licensee:

Thank you for opening this online survey. You have been selected to participate in a study of the barber profession in California by the Board of Barbering and Cosmetology (Board). The Board is collecting information on the tasks performed by barbers in California, on the importance of the tasks, and on the knowledge needed to perform the tasks. We will use this information to ensure that barber licensing examinations reflect current practice in California.

We worked with a group of licensed barbers to develop a survey that can capture this information. The survey should take less than an hour to complete.

For your convenience, you do not have to complete the survey in a single session. You can pick up where you left off as long as you reopen the survey from the same computer and use the same web browser. Before you exit, complete the page that you are on. The program will save responses only on completed pages. The web link is available 24 hours a day 7 days a week.

Your responses will be kept confidential. They will not be tied to your license or personal information. Individual responses will be combined with responses of other barbers and only group data will be analyzed.

If you have any questions or need assistance, please contact [REDACTED] at [REDACTED]@dca.ca.gov.

To begin the survey, please click **Next**. Please submit the completed survey by **January 4, 2019**.

We welcome your feedback and appreciate your time!

Thank you!

The Board of Barbering and Cosmetology



BARBER OCCUPATIONAL ANALYSIS SURVEY

Part I - Personal Data

Complete this survey only if you are currently licensed and working as a barber in California.

The Board recognizes that every barber may not perform all of the tasks and use all of the knowledge contained in this survey. However, your participation is essential to the success of this study, and your contributions will help establish standards for safe and effective barber practice in the State of California.

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

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

- ☐ Yes
☐ No



BARBER OCCUPATIONAL ANALYSIS SURVEY

Part I - Personal Data

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

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

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

- ☐ 9 hours or less
- ☐ 10 to 19 hours
- ☐ 20 to 29 hours
- ☐ 30 to 39 hours
- ☐ 40 or more hours

4. How many other licensed barbers work at your facility?

- ☐ None
- ☐ 1 to 5 barbers
- ☐ 6 to 10 barbers
- ☐ More than 10 barbers

5. How many clients do you see per day as a barber?

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

6. How would you describe your primary work setting?

- ☐ Chain/franchise
- ☐ Hotel/resort
- ☐ Mobile barber
- ☐ Privately owned barber shop
- ☐ Privately owned combined barber/cosmetology shop
- ☐ Other (please specify)

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

- ☐ Urban (greater than 50,000 people)
- ☐ Rural (less than 50,000 people)



BARBER OCCUPATIONAL ANALYSIS SURVEY

Part I - Personal Data

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

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

9. What other occupational licenses issued by the State of California do you hold? (Select all that apply.)

- ☐ None
- ☐ Cosmetologist
- ☐ Electrologist
- ☐ Esthetician
- ☐ Manicurist
- ☐ Other (please specify)



BARBER OCCUPATIONAL ANALYSIS SURVEY

Part I - Personal Data

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

	I do not perform this service.	I rarely perform this service.	I perform this service monthly .	I perform this service weekly .	I perform this service daily .
Chemical relaxing	☐	☐	☐	☐	☐
Facials	☐	☐	☐	☐	☐
Hair color	☐	☐	☐	☐	☐
Haircuts	☐	☐	☐	☐	☐
Hair styling	☐	☐	☐	☐	☐
Permanent waves	☐	☐	☐	☐	☐
Scalp manipulations	☐	☐	☐	☐	☐
Shampoos	☐	☐	☐	☐	☐
Shaving	☐	☐	☐	☐	☐

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

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



BARBER OCCUPATIONAL ANALYSIS SURVEY

Part II - Job Task Ratings

INSTRUCTIONS FOR RATING JOB TASK STATEMENTS

This part of the survey contains 36 task statements. Please rate each task as it relates to your current job as a licensed barber.

The boxes for rating the **Frequency** and **Importance** of each task have drop-down lists. Click on the "down" arrow in each box to see the rating, and then select the value that applies to your current job.

If the task is not part of your current job, rate the task "0" (zero) frequency and "0" (zero) importance.

12. Please rate the following tasks based on how often you perform the task (frequency) and how important the task is for effective performance of your job (importance).

CONSULTATION

	Frequency	Importance
T1. Assess client expectations to determine what barber services can be provided.		
T2. Analyze condition of client hair and scalp by combing through hair to determine whether barber services should be performed.		
T3. Consult with client to obtain a history (e.g., lifestyle, past services, medication) to determine whether barber services can be provided.		



BARBER OCCUPATIONAL ANALYSIS SURVEY

Part II - Job Task Ratings

13. Please rate the following tasks based on how often you perform the task (frequency) and how important the task is for effective performance of your job (importance).

PREPARATION

	Frequency	Importance
T4. Prepare workstation according to type of barbering services to be performed.		
T5. Prepare client for barbering services by draping client for protection (e.g., neck strip, towel).		
T6. Shampoo client hair to remove residue (e.g., natural oil, product, debris) from hair to facilitate service process.		
T7. Prepare hair products by following Board-approved methods and manufacturer's recommendations while mixing chemicals.		
T8. Administer patch test to determine if chemical products can be used on client.		
T9. Perform conditioning treatment to client hair to strengthen the hair shaft and to prevent breakage and split ends.		



BARBER OCCUPATIONAL ANALYSIS SURVEY

Part II - Job Task Ratings

14. Please rate the following tasks based on how often you perform the task (frequency) and how important the task is for effective performance of your job (importance).

HAIRCUTTING, STYLING, AND CHEMICAL SERVICES

	Frequency	Importance
T10. Perform haircutting techniques by using implements (e.g., shears, razors, clippers, combs) to cut hair according to client needs.		
T11. Perform styling techniques by using products (e.g., hair spray) to style hair according to client needs.		
T12. Perform styling techniques by using equipment (e.g., blow dryer) to style hair according to client needs.		
T13. Perform permanent wave service on client by using Board-approved techniques.		
T14. Perform hair-relaxing service on client by using Board-approved techniques.		
T15. Perform color service on client by using Board-approved techniques.		
T16. Trim beard or mustache by using implements (e.g., trimmers, razors, combs, shears) and equipment (e.g., clippers, blades) according to client needs.		



BARBER OCCUPATIONAL ANALYSIS SURVEY

Part II - Job Task Ratings

15. Please rate the following tasks based on how often you perform the task (frequency) and how important the task is for effective performance of your job (importance).

SHAVE SERVICES

	Frequency	Importance
T17. Analyze condition of client skin to determine whether shave services should be performed.		
T18. Prepare client hair for shave services by applying a hot towel and lather to soften the hair.		
T19. Perform shaving techniques by using implements (e.g., razors) to shave beard or mustache according to client needs.		
T20. Apply aftershave antiseptic to client following shave services.		



BARBER OCCUPATIONAL ANALYSIS SURVEY

Part II - Job Task Ratings

16. Please rate the following tasks based on how often you perform the task (frequency) and how important the task is for effective performance of your job (importance).

FACIAL SERVICES

	Frequency	Importance
T21. Analyze condition of client skin to determine whether a facial should be performed.		
T22. Cleanse client face and apply facial scrubs to exfoliate and remove dead skin cells.		
T23. Apply hot towels or steamers to client to soften skin and open pores.		
T24. Perform massage manipulations to face to relax client facial muscles and stimulate circulation.		
T25. Apply moisturizer, toner, and astringent to client after facial services to close pores.		



BARBER OCCUPATIONAL ANALYSIS SURVEY

Part II - Job Task Ratings

17. Please rate the following tasks based on how often you perform the task (frequency) and how important the task is for effective performance of your job (importance).

SAFETY AND SANITATION

	Frequency	Importance
T26. Sanitize hands in preparation for barber services to prevent cross-contamination from client to client.		
T27. Disinfect implements (e.g., shears) in preparation for barber services.		
T28. Sanitize supplies (e.g., towels) after each client in preparation for barber services.		
T29. Disinfect equipment (e.g., clippers) in preparation for barber services.		
T30. Disinfect surfaces of work area in preparation for barber services.		
T31. Identify potential chemical hazards in products used for barber services to protect client and barber.		
T32. Store barber products and supplies according to Board requirements.		
T33. Label barber products and supplies according to Board requirements.		
T34. Discard products and disposable supplies after barber services by following Board procedures and manufacturer's recommendations.		
T35. Contain used linens in covered containers after each barber service to prevent contamination.		
T36. Apply first aid to client injuries that may result from barbering services.		



BARBER OCCUPATIONAL ANALYSIS SURVEY

Part III - Job Knowledge Ratings

INSTRUCTIONS FOR RATING KNOWLEDGE STATEMENTS

This part of the survey contains 82 knowledge statements. Please rate each knowledge statement based on how important you believe the knowledge is for effective performance of your current job as a licensed barber.

If the knowledge is not required for performance of your current job, rate the statement "Does not apply."

18. How important is this knowledge for effective performance of tasks in your current job?

CONSULTATION

	Does not apply	Not important	Somewhat important	Moderately important	Very important	Critically important
K1. Knowledge of types of medications used by client that indicate that chemical services should not be performed.	☐	☐	☐	☐	☐	☐
K2. Knowledge of medical conditions that indicate that chemical services should not be performed.	☐	☐	☐	☐	☐	☐
K3. Knowledge of diseases or disorders that indicate that barber services should not be performed.	☐	☐	☐	☐	☐	☐
K4. Knowledge of barber services within the scope of practice.	☐	☐	☐	☐	☐	☐
K5. Knowledge of conditions (e.g., skin, scalp) that indicate a medical referral.	☐	☐	☐	☐	☐	☐
K6. Knowledge of types of lifestyles (e.g., swimming) that may indicate that chemical treatment should not be performed.	☐	☐	☐	☐	☐	☐
K7. Knowledge of methods used to elicit information from client regarding past hair services.	☐	☐	☐	☐	☐	☐
K8. Knowledge of products used in past chemical hair services that could affect current chemical service.	☐	☐	☐	☐	☐	☐
K9. Knowledge of procedures used to analyze client hair condition to determine if chemical service can be performed.	☐	☐	☐	☐	☐	☐
K10. Knowledge of methods to determine whether client service expectations are realistic and can be performed.	☐	☐	☐	☐	☐	☐
K11. Knowledge of barber service maintenance requirements (e.g., time, number of revisits) needed to complete service.	☐	☐	☐	☐	☐	☐



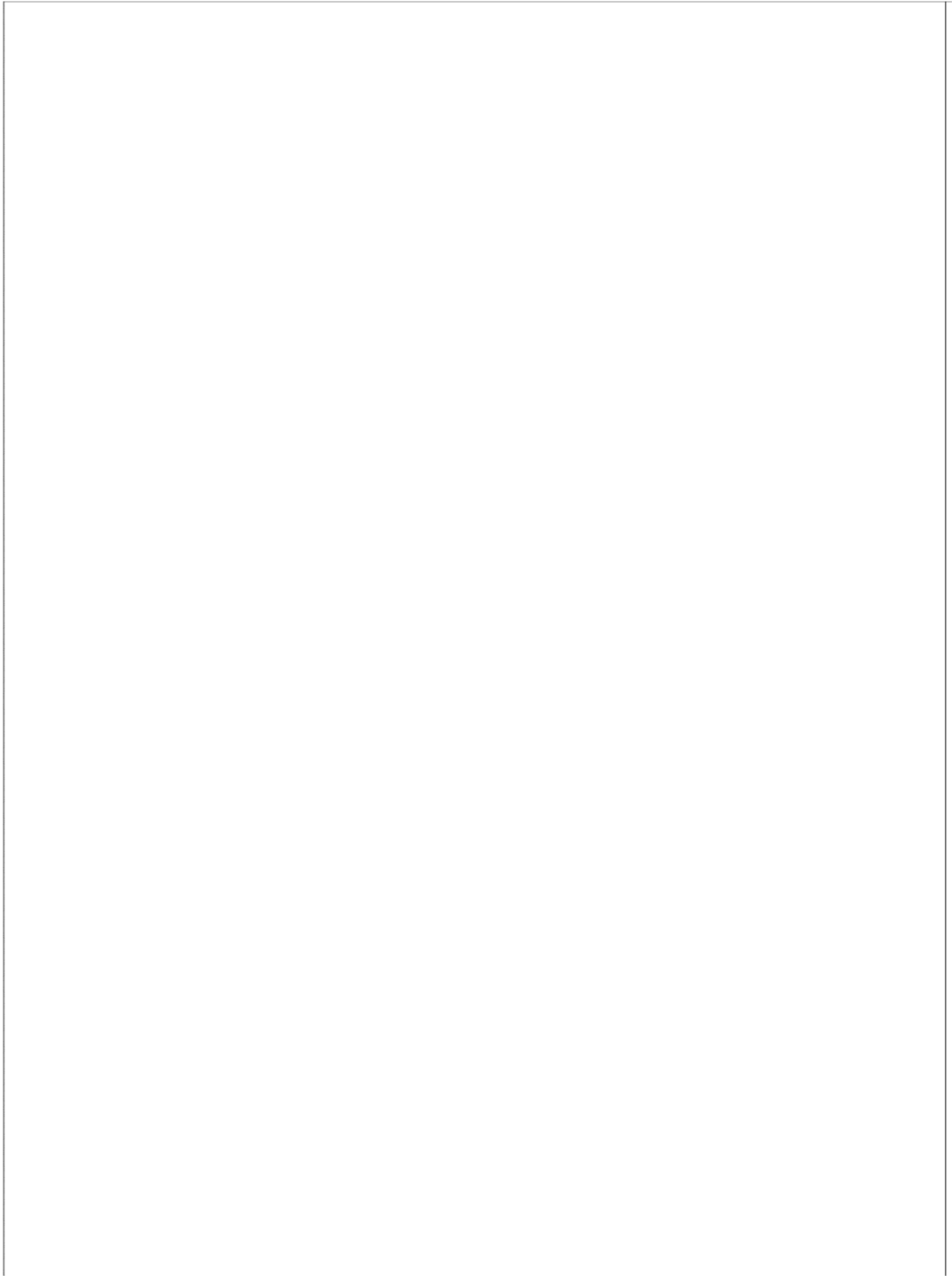
BARBER OCCUPATIONAL ANALYSIS SURVEY

Part III - Job Knowledge Ratings

19. How important is this knowledge for effective performance of tasks in your current job?

PREPARATION

	Does not apply	Not important	Somewhat important	Moderately important	Very important	Critically important
K12. Knowledge of methods used to test skin for reactions to products.	☐	☐	☐	☐	☐	☐
K13. Knowledge of indicators of a reaction to barber products and services.	☐	☐	☐	☐	☐	☐
K14. Knowledge of methods to prepare workstation for barber services.	☐	☐	☐	☐	☐	☐
K15. Knowledge of methods used to cleanse client hair before performing services.	☐	☐	☐	☐	☐	☐
K16. Knowledge of products used to cleanse client hair.	☐	☐	☐	☐	☐	☐
K17. Knowledge of Board-approved methods used to mix hair chemical products.	☐	☐	☐	☐	☐	☐
K18. Knowledge of manufacturer's recommendations used to mix hair chemical products.	☐	☐	☐	☐	☐	☐
K19. Knowledge of implements (e.g., bowls) used to mix hair chemical products.	☐	☐	☐	☐	☐	☐
K20. Knowledge of methods used to protect client during barber services.	☐	☐	☐	☐	☐	☐
K21. Knowledge of products used to protect client during barber services.	☐	☐	☐	☐	☐	☐
K22. Knowledge of methods used to perform conditioning treatment on client hair or scalp.	☐	☐	☐	☐	☐	☐
K23. Knowledge of products used for conditioning treatment on client hair or scalp.	☐	☐	☐	☐	☐	☐



17



BARBER OCCUPATIONAL ANALYSIS SURVEY

Part III - Job Knowledge Ratings

20. How important is this knowledge for effective performance of tasks in your current job?

HAIRCUTTING, STYLING, AND CHEMICAL SERVICES

	Does not apply	Not important	Somewhat important	Moderately important	Very important	Critically important
K24. Knowledge of types of products used in color services.	☐	☐	☐	☐	☐	☐
K25. Knowledge of methods used to section client hair before service.	☐	☐	☐	☐	☐	☐
K26. Knowledge of types of products used in permanent wave services.	☐	☐	☐	☐	☐	☐
K27. Knowledge of types of products used in hair-relaxing services.	☐	☐	☐	☐	☐	☐
K28. Knowledge of techniques used to cut client hair.	☐	☐	☐	☐	☐	☐
K29. Knowledge of types of implements and equipment used to cut client hair.	☐	☐	☐	☐	☐	☐
K30. Knowledge of types of implements and equipment used to style client hair.	☐	☐	☐	☐	☐	☐
K31. Knowledge of techniques used to style client hair.	☐	☐	☐	☐	☐	☐
K32. Knowledge of types of products used to style client hair.	☐	☐	☐	☐	☐	☐
K33. Knowledge of techniques used to wrap hair on rods during permanent wave service.	☐	☐	☐	☐	☐	☐
K34. Knowledge of methods used to apply permanent wave chemicals to hair.	☐	☐	☐	☐	☐	☐
K35. Knowledge of methods used to apply hair-relaxing chemicals to hair.	☐	☐	☐	☐	☐	☐
K36. Knowledge of methods used to apply hair color chemicals to hair.	☐	☐	☐	☐	☐	☐

	Does not apply	Not important	Somewhat important	Moderately important	Very important	Critically important
K37. Knowledge of methods used to verify whether chemicals have completed processing hair.	☐	☐	☐	☐	☐	☐
K38. Knowledge of methods used to rinse permanent wave chemicals from hair to complete permanent wave service.	☐	☐	☐	☐	☐	☐
K39. Knowledge of methods used to rinse hair-relaxing chemicals from hair to complete hair-relaxing service.	☐	☐	☐	☐	☐	☐
K40. Knowledge of methods used to rinse color, tint, and chemicals from hair to complete color service.	☐	☐	☐	☐	☐	☐
K41. Knowledge of types of implements and equipment used to trim client beards or mustaches.	☐	☐	☐	☐	☐	☐
K42. Knowledge of techniques used to shape client beards or mustaches.	☐	☐	☐	☐	☐	☐
K43. Knowledge of techniques to protect client from chemical services.	☐	☐	☐	☐	☐	☐
K44. Knowledge of products used to protect client from chemical services.	☐	☐	☐	☐	☐	☐



BARBER OCCUPATIONAL ANALYSIS SURVEY

Part III - Job Knowledge Ratings

21. How important is this knowledge for effective performance of tasks in your current job?

SHAVE SERVICES

	Does not apply	Not important	Somewhat important	Moderately important	Very important	Critically important
K45. Knowledge of client skin conditions that indicate that shave services should not be performed.	☐	☐	☐	☐	☐	☐
K46. Knowledge of procedures used in applying hot towels to soften hair prior to shave services.	☐	☐	☐	☐	☐	☐
K47. Knowledge of methods used to apply lather to soften hair prior to shave services.	☐	☐	☐	☐	☐	☐
K48. Knowledge of types of razors to be used during shave services.	☐	☐	☐	☐	☐	☐
K49. Knowledge of razor techniques to be used during shave services.	☐	☐	☐	☐	☐	☐
K50. Knowledge of the effects that hair growth pattern, skin irregularities, and skin conditions have on shaving techniques.	☐	☐	☐	☐	☐	☐
K51. Knowledge of manipulation movement techniques used during shave services.	☐	☐	☐	☐	☐	☐
K52. Knowledge of Board-approved techniques used for lather application in preparation for shave services.	☐	☐	☐	☐	☐	☐
K53. Knowledge of products used on skin before and after shave services.	☐	☐	☐	☐	☐	☐



BARBER OCCUPATIONAL ANALYSIS SURVEY

Part III - Job Knowledge Ratings

22. How important is this knowledge for effective performance of tasks in your current job?

FACIAL SERVICES

	Does not apply	Not important	Somewhat important	Moderately important	Very important	Critically important
K54. Knowledge of client skin conditions that indicate that facial services should not be performed.	☐	☐	☐	☐	☐	☐
K55. Knowledge of products used to cleanse and exfoliate the face.	☐	☐	☐	☐	☐	☐
K56. Knowledge of methods used to cleanse and exfoliate the face.	☐	☐	☐	☐	☐	☐
K57. Knowledge of the effects of skin irregularities and skin conditions on facial techniques.	☐	☐	☐	☐	☐	☐
K58. Knowledge of procedures used in applying hot towels and steamers to soften skin and open pores.	☐	☐	☐	☐	☐	☐
K59. Knowledge of products used with hot towels to provide aroma for relaxation.	☐	☐	☐	☐	☐	☐
K60. Knowledge of implements and equipment used on skin during facial services.	☐	☐	☐	☐	☐	☐
K61. Knowledge of Board-approved manipulation techniques used during facial massage.	☐	☐	☐	☐	☐	☐
K62. Knowledge of products used on skin following facial services.	☐	☐	☐	☐	☐	☐



BARBER OCCUPATIONAL ANALYSIS SURVEY

Part III - Job Knowledge Ratings

23. How important is this knowledge for effective performance of tasks in your current job?

SAFETY AND SANITATION

	Does not apply	Not important	Somewhat important	Moderately important	Very important	Critically important
K63. Knowledge of methods used to prevent the spread of bacterial, viral, and fungal infections associated with barber services.	☐	☐	☐	☐	☐	☐
K64. Knowledge of Board regulations regarding sanitizing hands during services.	☐	☐	☐	☐	☐	☐
K65. Knowledge of products used to sanitize hands.	☐	☐	☐	☐	☐	☐
K66. Knowledge of Board regulations regarding disinfecting equipment.	☐	☐	☐	☐	☐	☐
K67. Knowledge of methods used to sanitize supplies according to Board regulations.	☐	☐	☐	☐	☐	☐
K68. Knowledge of products used to sanitize supplies according to Board regulations.	☐	☐	☐	☐	☐	☐
K69. Knowledge of methods used to sanitize and disinfect implements according to Board regulations.	☐	☐	☐	☐	☐	☐
K70. Knowledge of methods used to disinfect work surface area according to Board regulations.	☐	☐	☐	☐	☐	☐
K71. Knowledge of methods used to protect client's skin, eyes, and mouth from chemicals during barber services.	☐	☐	☐	☐	☐	☐
K72. Knowledge of personal protective equipment (PPE) to protect barber's skin and eyes from chemicals during barber services.	☐	☐	☐	☐	☐	☐
K73. Knowledge of chemical hazards related to barber services.	☐	☐	☐	☐	☐	☐

	Does not apply	Not important	Somewhat important	Moderately important	Very important	Critically important
K74. Knowledge of Board regulations related to discarding used products and disposable implements and supplies.	☐	☐	☐	☐	☐	☐
K75. Knowledge of methods used to obtain product ingredients and chemical breakdown (e.g., SDS).	☐	☐	☐	☐	☐	☐
K76. Knowledge of Board regulations regarding storage of clean linens.	☐	☐	☐	☐	☐	☐
K77. Knowledge of methods used to contain soiled linens.	☐	☐	☐	☐	☐	☐
K78. Knowledge of methods used to store barber products and supplies.	☐	☐	☐	☐	☐	☐
K79. Knowledge of Board regulations regarding storage of products and supplies.	☐	☐	☐	☐	☐	☐
K80. Knowledge of Board regulations regarding labeling of products and supplies.	☐	☐	☐	☐	☐	☐
K81. Knowledge of types of Environmental Protection Agency (EPA)-registered disinfectant products.	☐	☐	☐	☐	☐	☐
K82. Knowledge of first aid procedures for burns, cuts, or allergic reactions.	☐	☐	☐	☐	☐	☐



BARBER OCCUPATIONAL ANALYSIS SURVEY

Thank you

Thank you for taking the time to complete this survey. The Board values your contribution to this study.

(This page intentionally left blank.)

Attachment C.2



OCCUPATIONAL ANALYSIS OF THE ELECTROLOGIST PROFESSION



OFFICE OF PROFESSIONAL EXAMINATION SERVICES

BOARD OF BARBERING AND COSMETOLOGY

OCCUPATIONAL ANALYSIS OF THE ELECTROLOGIST PROFESSION



March 2020

Heidi Lincer, Ph.D., Chief

Melissa O. Storz, Research Data Analyst I



This occupational analysis report is mandated by California Business and Professions Code (BP&C) section 139 and by DCA Licensure Examination Validation Policy OPES 18-02.

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 electrologist practice in California. The purpose of the OA is to define practice for electrologists in terms of the actual tasks that newly licensed electrologists must be able to perform safely and competently at the time of licensure. The results of this OA provide a description of practice for the electrologist profession that can then be used to review the National Electrology Theory Examination and the National Electrology Practical Examination, developed by the National-Interstate Council of State Boards of Cosmetology (NIC).

OPES test specialists began by researching the profession and conducting telephone interviews with licensed electrologists working in locations throughout California. The purpose of these interviews was to identify the tasks performed by electrologists and to specify the knowledge required to perform those tasks in a safe and competent manner. Using the information gathered from the research and the interviews, OPES test specialists developed a preliminary list of tasks performed in electrologist practice along with statements representing the knowledge needed to perform those tasks.

In September 2019, OPES convened a workshop to review and refine the preliminary lists of task and knowledge statements derived from the telephone interviews. The workshop was comprised of licensed electrologists, or subject matter experts (SMEs), with diverse backgrounds in the profession (i.e., location of practice, years licensed, specialty). These SMEs also identified changes and trends in electrologist practice, determined demographic questions for the OA questionnaire, and performed a preliminary linkage of the task and knowledge statements to ensure that all tasks had a related knowledge statement 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 test specialists developed a three-part OA questionnaire to be completed by electrologists statewide. Development of the OA questionnaire included a pilot study that was conducted using a group of licensed electrologists. The pilot study participants' feedback was incorporated into the final questionnaire, which was administered from October 4, 2019 through October 18, 2019.

In the first part of the OA questionnaire, electrologists were asked to provide demographic information related to their work settings and practice. In the second part, electrologists were asked to rate tasks in terms of frequency (i.e., how often the electrologist performs the task in the electrologist's current practice) and importance (i.e., how important the task is to effective performance in the electrologist's current practice). In the third part, electrologists were asked to rate knowledge statements in terms of importance (i.e., how important the knowledge statement is to effective performance in the electrologist's current practice).

In November 2019, on behalf of the Board, OPES distributed the questionnaire to all licensed electrologists who had an email address or physical address in California and who were in good

standing with the Board (a total of 1,265 electrologists), inviting them to complete the OA questionnaire online. A total of 153 electrologists, or approximately 12% of the electrologists receiving the invitation, responded by accessing the online OA questionnaire. The final sample size included in the data analysis was 109, or 9% of the population invited to complete the questionnaire. This response rate reflects two adjustments. First, OPES excluded electrologists with undeliverable emails (4.7%). Second, OPES excluded data from respondents who indicated they were not currently licensed and practicing as electrologists in California. The demographic composition of the respondent sample appears to be representative of the electrologist population in California.

OPES test specialists then performed data analyses of the task and knowledge ratings obtained from the OA 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.

Once the data were analyzed, OPES conducted an additional workshop with electrologist SMEs in January 2020. The SMEs evaluated the criticality indices and determined whether any task or knowledge statements should be eliminated. The SMEs in this group also established the final linkage between tasks and knowledge statements, organized the task and knowledge statements into content areas, and defined those areas. The SMEs then evaluated and confirmed the content area weights of the examination outline.

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

At this time, California licensure as an electrologist is granted by meeting the educational and experience requirements and passing the National Electrology Theory Examination and the National Electrology Practical Examination.

OVERVIEW OF THE ELECTROLOGIST EXAMINATION OUTLINE

Content Area	Content Area Description	Weight
1. Consultation and Assessment	This area assesses the candidate's knowledge of evaluating the condition of client skin and unwanted hair, managing client expectations, educating the client, and obtaining relevant information related to electrology to determine a treatment plan.	30%
2. Electrolysis Equipment	This area assesses the candidate's knowledge of selecting treatment modality and probe type, determining equipment settings, and identifying possible equipment malfunction.	10%
3. Electrolysis Treatment	This area assesses the candidate's knowledge of pre- and post-treatment care, probe insertion angles and depth, electrical current time and intensity, client positioning, and maintaining client records.	30%
4. Health and Safety	This area assesses the candidate's knowledge of client and electrologist safety, sanitation, disinfection, sterilization, and infection control procedures.	30%
Total		100%

TABLE OF CONTENTS

EXECUTIVE SUMMARY.....	iii
CHAPTER 1 INTRODUCTION.....	1
PURPOSE OF THE OCCUPATIONAL ANALYSIS	1
CONTENT VALIDATION STRATEGY.....	1
PARTICIPATION OF SUBJECT MATTER EXPERTS	1
ADHERENCE TO LEGAL STANDARDS AND GUIDELINES	1
DESCRIPTION OF OCCUPATION	2
CHAPTER 2 OCCUPATIONAL ANALYSIS QUESTIONNAIRE.....	3
SUBJECT MATTER EXPERT INTERVIEWS.....	3
TASK AND KNOWLEDGE STATEMENTS	3
QUESTIONNAIRE DEVELOPMENT.....	4
PILOT STUDY	4
CHAPTER 3 RESPONSE RATE AND DEMOGRAPHICS.....	5
SAMPLING STRATEGY AND RESPONSE RATE.....	5
DEMOGRAPHIC SUMMARY	5
CHAPTER 4 DATA ANALYSIS AND RESULTS	17
RELIABILITY OF RATINGS	17
TASK CRITICALITY INDICES.....	18
KNOWLEDGE IMPORTANCE RATINGS	19
CHAPTER 5 EXAMINATION OUTLINE.....	21
TASK-KNOWLEDGE LINKAGE	21
CONTENT AREA AND SUBAREA WEIGHTS	21
CHAPTER 6 CONCLUSION	29

LIST OF TABLES

TABLE 1 – NUMBER OF YEARS LICENSED AS AN ELECTROLOGIST	7
TABLE 2 – HOURS WORKED PER WEEK	8
TABLE 3 – CLIENTS SEEN PER DAY	9
TABLE 4 – PRIMARY BUSINESS ENTITY	10
TABLE 5 – LOCATION OF PRIMARY WORK SETTING	11
TABLE 6 – HIGHEST LEVEL OF EDUCATION	12
TABLE 7 – MODALITIES USED DURING TREATMENT	13
TABLE 8 – OTHER CALIFORNIA-ISSUED OCCUPATIONAL LICENSES HELD	14
TABLE 9 – FREQUENCY OF VISITING BOARD WEBSITE	15
TABLE 10 – RESPONDENTS BY REGION	16
TABLE 11 – TASK SCALE RELIABILITY	17
TABLE 12 – KNOWLEDGE SCALE RELIABILITY	18
TABLE 13 – CONTENT AREA WEIGHTS	22
TABLE 14 – EXAMINATION OUTLINE FOR THE ELECTROLOGIST PROFESSION	23

LIST OF FIGURES

FIGURE 1 – NUMBER OF YEARS LICENSED AS AN ELECTROLOGIST.....	7
FIGURE 2 – HOURS WORKED PER WEEK.....	8
FIGURE 3 – CLIENTS SEEN PER DAY	9
FIGURE 4 – PRIMARY BUSINESS ENTITY.....	10
FIGURE 5 – LOCATION OF PRIMARY WORK SETTING.....	11
FIGURE 6 – HIGHEST LEVEL OF EDUCATION.....	12
FIGURE 7 – MODALITIES USED DURING TREATMENT	13
FIGURE 8 – OTHER CALIFORNIA-ISSUED OCCUPATIONAL LICENSES HELD	14
FIGURE 9 – FREQUENCY OF VISITING BOARD WEBSITE	15

LIST OF APPENDICES

APPENDIX A RESPONDENTS BY REGION.....	31
APPENDIX B CRITICALITY INDICES FOR ALL TASKS BY CONTENT AREA	35
APPENDIX C KNOWLEDGE IMPORTANCE RATINGS BY CONTENT AREA.....	41
APPENDIX D QUESTIONNAIRE INVITATION EMAIL TO PRACTITIONERS	49
APPENDIX E QUESTIONNAIRE	51

CHAPTER 1 | INTRODUCTION

PURPOSE OF THE OCCUPATIONAL ANALYSIS

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) as part of the Board's comprehensive review of electrologist practice in California. The purpose of the OA is to identify critical activities performed by electrologists in California. The results of this OA provide a description of practice for the electrologist profession that can then be used to review the National Electrology Theory Examination and the National Electrology Practical Examination, 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 practicing electrologists. OPES incorporated the technical expertise of California electrologists throughout the OA process to ensure that the identified task and knowledge statements directly reflect requirements for performance in current practice.

PARTICIPATION OF SUBJECT MATTER EXPERTS

The Board selected California electrologists to participate as subject matter experts (SMEs) during the phases of the OA. These SMEs were selected from a broad range of practice settings, geographic locations, and experience backgrounds. The SMEs provided information about the different aspects of current electrologist practice during the development phase of the OA. The SMEs also provided technical expertise during the workshop that was convened to evaluate and refine the content of task and knowledge statements before administration of the OA questionnaire. After the administration of the OA questionnaire, OPES convened an additional group of SMEs to review the results and finalize the examination outline, which ultimately provides the basis of the description of practice.

ADHERENCE TO LEGAL STANDARDS AND GUIDELINES

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

- California Business and Professions Code section 139.
- Uniform Guidelines on Employee Selection Procedures (1978), Title 29, Code of Federal Regulations, Section 1607.

- California Fair Employment and Housing Act, Government Code section 12944.
- *Principles for the Validation and Use of Personnel Selection Procedures* (2018), 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 activities required for practice.

DESCRIPTION OF OCCUPATION

The electrologist occupation is described in California Business and Professions Code (BP&C) section 7316(f) as follows:

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 electrologists to contact for telephone interviews. During the semi-structured interviews, nine electrologists were asked to identify all the activities they perform that are specific to the electrologist profession. The electrologists outlined major content areas of their practice and confirmed the tasks performed in each content area. The electrologists were also asked to identify the knowledge necessary to perform each task safely and competently.

TASK AND KNOWLEDGE STATEMENTS

To develop task and knowledge statements, OPES test specialists integrated the information gathered from literature reviews of profession-related sources (i.e., the previous OA, articles, industry publications, laws and regulations) and from interviews with SMEs.

In September 2019, OPES test specialists facilitated a workshop with seven SMEs from diverse backgrounds (i.e., years licensed, specialty, and practice location) to evaluate the task and knowledge statements for technical accuracy and comprehensiveness.

OPES presented the task and knowledge statements to the SMEs, who determined that each statement was assigned to the correct content area. They also verified that the content areas were independent and non-overlapping. In addition, the SMEs performed a preliminary linkage of the task and knowledge statements to ensure that every task had a related knowledge statement and every knowledge statement had a related task. The SMEs also reviewed and revised proposed demographic questions for the OA questionnaire, including questions regarding scope of practice and practice setting.

Once the lists of task and knowledge statements and the demographic questions were verified, OPES used this information to develop an online questionnaire that was sent to a sample of California electrologists for completion and evaluation.

QUESTIONNAIRE DEVELOPMENT

OPES test specialists developed an online OA questionnaire designed to solicit electrologists' ratings of the task and knowledge statements. The surveyed electrologists were instructed to rate how often each task is performed in their practice (Frequency) and how important each task is to effective performance of their practice (Importance). In addition, they were instructed to rate how important each knowledge statement is to effective performance of current practice (Importance). The OA questionnaire also included a demographic section for purposes of developing an accurate profile of the respondents. The OA questionnaire can be found in Appendix E.

PILOT STUDY

Before administering the final questionnaire, OPES conducted a pilot study of the online questionnaire. The draft questionnaire was reviewed by the Board and then sent to 12 SMEs who had participated in the phone interviews or in the task and knowledge statement development workshop. The SMEs provided information about the technical accuracy of the task and knowledge statements, 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

In November 2019, on behalf of the Board, OPES distributed an email invitation to complete the questionnaire to all licensed electrologists who had an email address; and by mail to all licensed electrologists who reported a physical address in California. The licensees selected were in good standing with the Board (a total of 1,265 electrologists), and all were invited to complete the OA questionnaire online. The invitation can be found in Appendix D.

distributed an email invitation to complete the questionnaire to all licensed electrologists who had an email address; and by mail to all licensed electrologists who reported a physical address in California. The licensees selected were in good standing with the Board (a total of 1,265 electrologists), and all were invited to complete the OA questionnaire online. The invitation can be found in Appendix D.

Of the 1,265 electrologists in the sample, 153 electrologists (12%) responded by accessing the online questionnaire, and 4.7% of the emails were undeliverable. The final sample size included in the data analysis was 109, or 9% of the group that was invited to complete the questionnaire. This response rate reflects two adjustments. First, OPES excluded data from respondents who indicated they were not currently licensed and practicing as electrologists in California. Second questionnaires containing a large volume of missing or unresponsive data were also excluded. The respondent sample appears to be representative of the population of California electrologists based on the sample's demographic composition.

DEMOGRAPHIC SUMMARY

As shown in Table 1 and Figure 1, 54.1% of the respondents included in the analysis reported having been licensed for more than 20 years, 17.4% for 0-5 years, 13.8% for 6-10 years, and 14.7% for 11-20 years.

Table 2 and Figure 2 show that the greatest percentage of respondents (31.2%) reported working 9 hours or fewer per week, 23.9% reported working 30-39 hours per week, and 19.3% reported working 10-19 hours per week.

Table 3 and Figure 3 show that 54.1% reported seeing 0-5 clients per day, and 40.4% reported seeing 6-10 clients per day.

Table 4 and Figure 4 show that 83.5% reported their business entity as sole owner, and 7.3% reported their business entity as a corporation.

Table 5 and Figure 5 show that when asked to indicate the location of their primary work setting, 73.4% of the respondents reported that they work in an urban area.

Table 6 and Figure 6 show that when asked to report their highest level of education achieved, 34.9% reported having completed electrologist school, 26.6% reported having received an associate degree, and 22.9% reported having received a Bachelor's degree.

Respondents were also asked to report which modalities they use during electrolysis treatment. Table 7 and Figure 7 show that 72.5% of the respondents reported using the blend method, 68.8% reported using thermolysis, and 27.5% of the respondents reported using galvanic.

Respondents were asked to report whether they hold any other California-issued occupational licenses. Table 8 shows that 49.5% of the respondents reported holding no other California-issued occupational licenses, but 12.8% of the respondents reported holding an esthetician license and 12.8% reported holding a cosmetologist license.

Table 9 and Figure 9 show on average how often respondents visit the Board's website.

More detailed demographic information from respondents can be found in Tables 1 through 10 and Figures 1 through 9.

TABLE 1 – NUMBER OF YEARS LICENSED AS AN ELECTROLOGIST

YEARS	NUMBER (N)	PERCENT
0 to 5 years	19	17.4
6 to 10 years	15	13.8
11 to 20 years	16	14.7
More than 20 years	59	54.1
Total	109	100

FIGURE 1 – NUMBER OF YEARS LICENSED AS AN ELECTROLOGIST

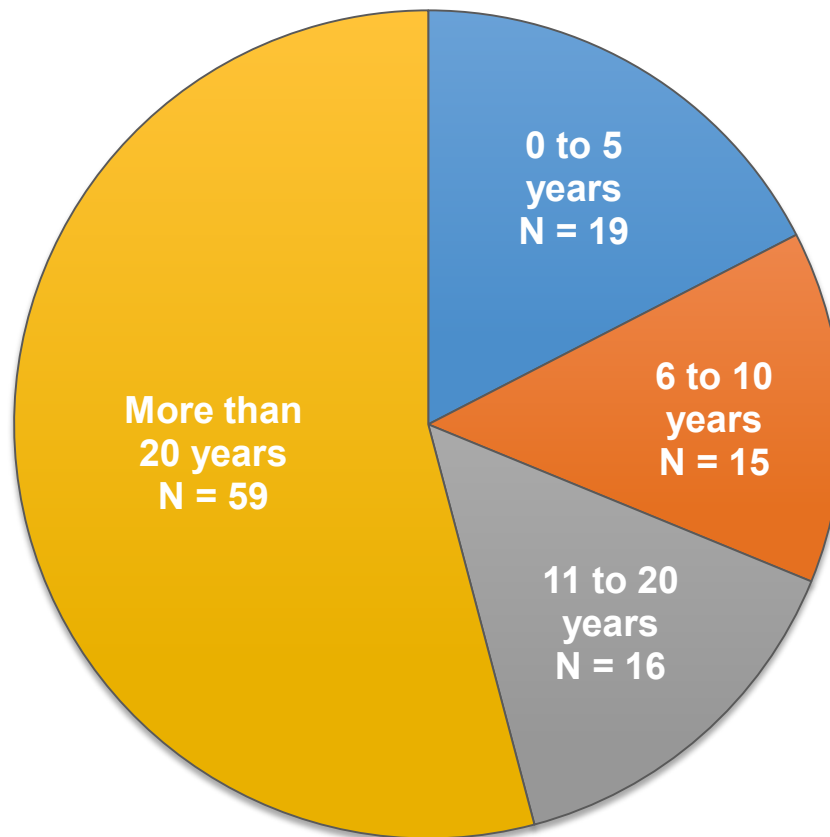


TABLE 2 – HOURS WORKED PER WEEK

HOURS	NUMBER (N)	PERCENT
9 hours or fewer	34	31.2
10 to 19 hours	21	19.3
20 to 29 hours	14	12.8
30 to 39 hours	26	23.9
40 or more hours	12	11.0
Missing	2	1.8
Total	109	100

FIGURE 2 – HOURS WORKED PER WEEK

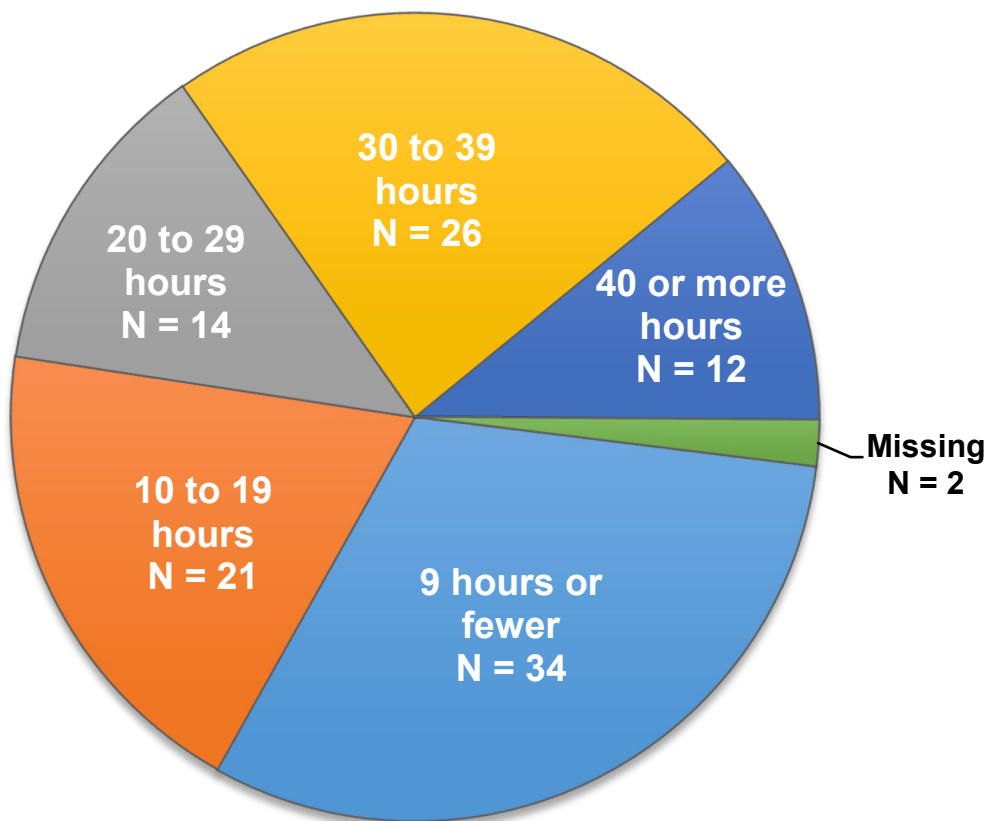


TABLE 3 – CLIENTS SEEN PER DAY

CLIENTS	NUMBER (N)	PERCENT
0 to 5 clients	59	54.1
6 to 10 clients	44	40.4
11 to 15 clients	6	5.5
Total	109	100

FIGURE 3 – CLIENTS SEEN PER DAY

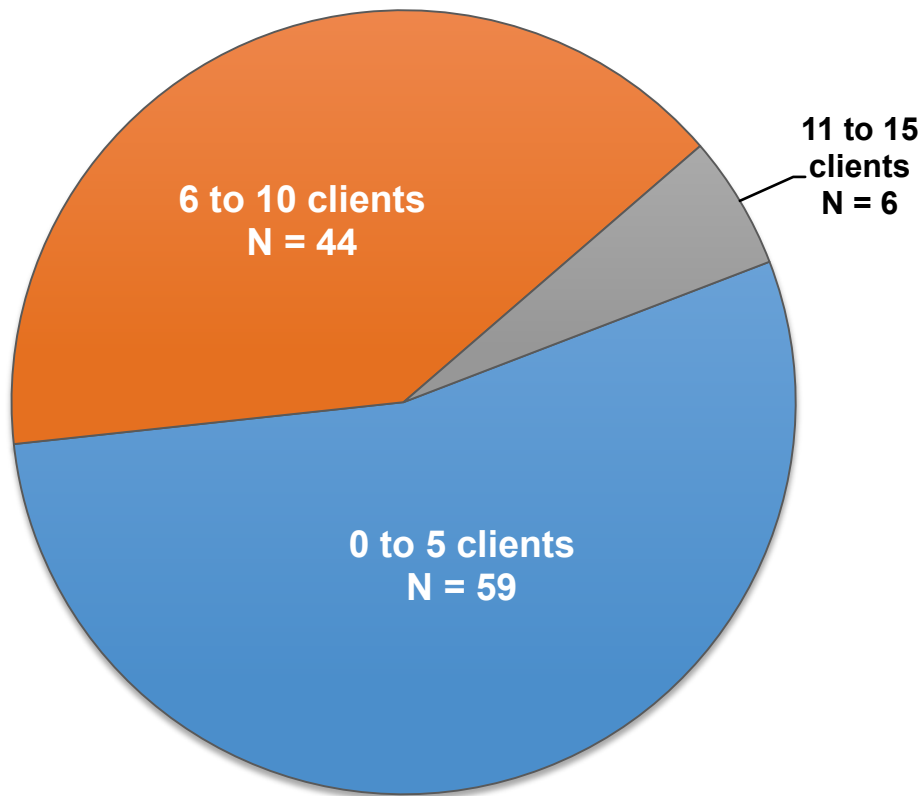


TABLE 4 – PRIMARY BUSINESS ENTITY

SETTING	NUMBER (N)	PERCENT
Employee	6	5.5
Sole Owner	91	83.5
Corporation	8	7.3
Other	4	3.7
Total	109	100

FIGURE 4 – PRIMARY BUSINESS ENTITY

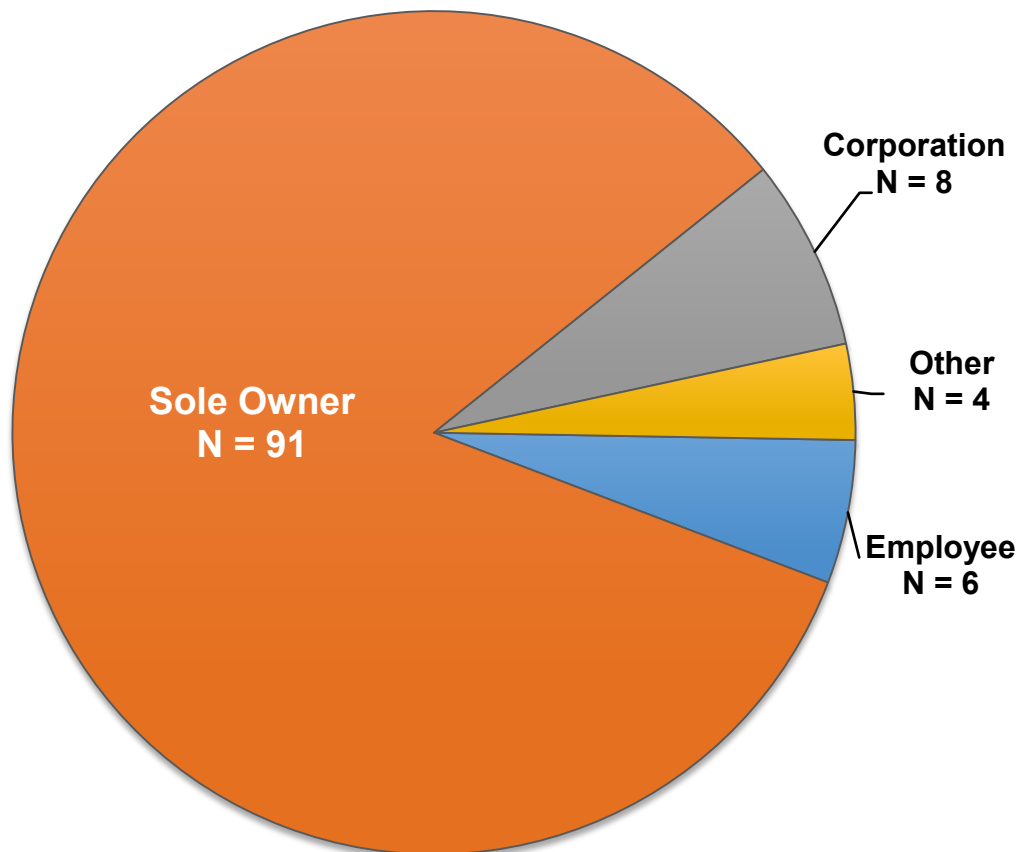


TABLE 5 – LOCATION OF PRIMARY WORK SETTING

LOCATION	NUMBER (N)	PERCENT
Urban (more than 50,000 people)	80	73.4
Rural (fewer than 50,000 people)	29	26.6
Total	109	100

FIGURE 5 – LOCATION OF PRIMARY WORK SETTING

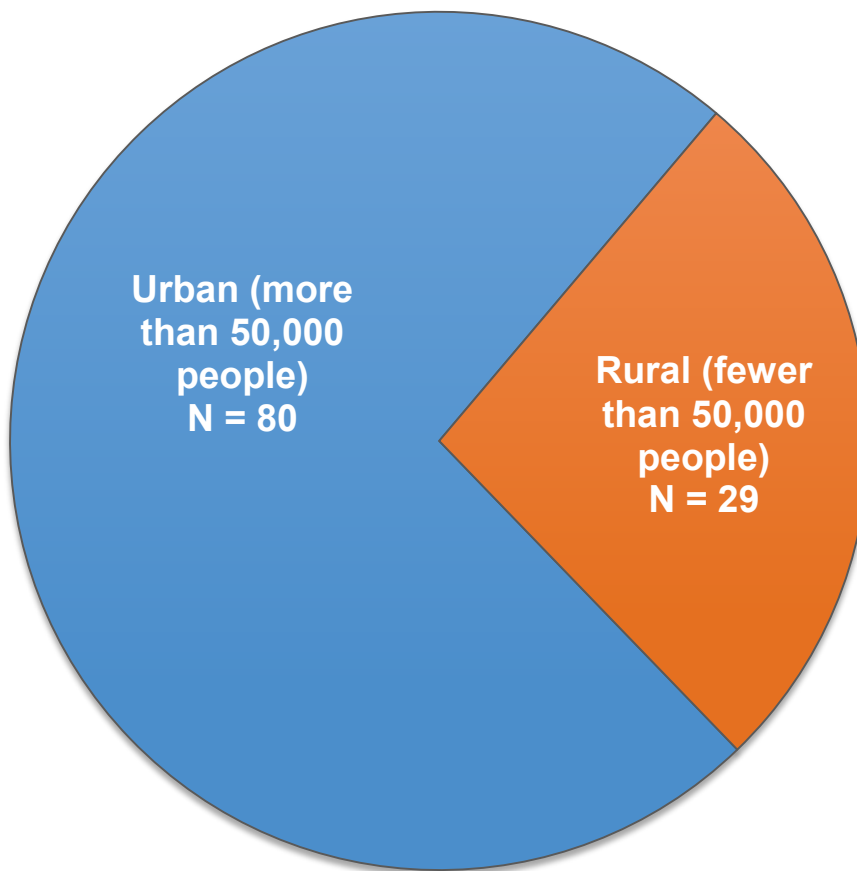


TABLE 6 – HIGHEST LEVEL OF EDUCATION

EDUCATION	NUMBER (N)	PERCENT
On-the-job training/apprenticeship	1	0.9
Electrologist school	38	34.9
Associate degree	29	26.6
Bachelor's degree	25	22.9
Master's degree	10	9.2
Doctorate	1	0.9
Other formal education	5	4.6
Total	109	100

FIGURE 6 – HIGHEST LEVEL OF EDUCATION

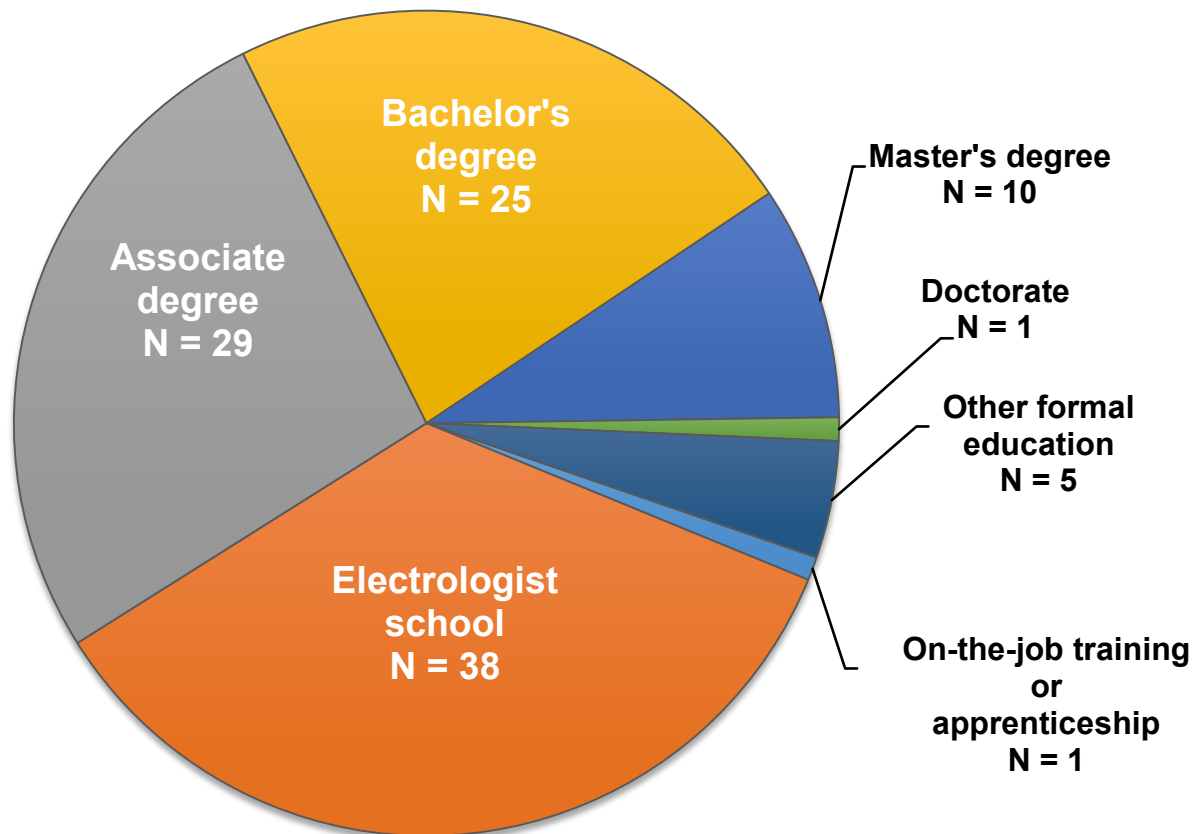


TABLE 7 – MODALITIES USED DURING TREATMENT*

MODALITIES	NUMBER (N)	PERCENT**
Blend	79	72.5
Thermolysis	75	68.8
Galvanic	30	27.5

*NOTE: Respondents were asked to select all that apply.

**NOTE: Percentages indicate the proportion in the sample of respondents.

FIGURE 7 – MODALITIES USED DURING TREATMENT

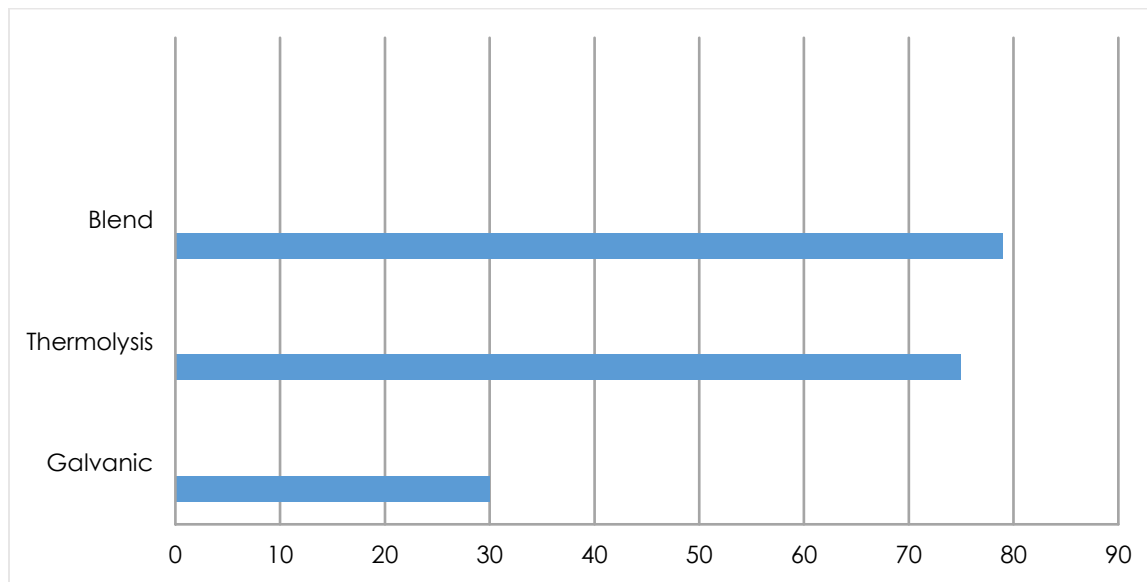


TABLE 8 – OTHER CALIFORNIA-ISSUED OCCUPATIONAL LICENSES HELD*

LICENSES	NUMBER (N)	PERCENT**
Barber	1	0.9
Manicurist	2	1.8
Other	9	8.3
Cosmetologist	14	12.8
Esthetician	33	30.2
None	54	49.5

*NOTE: Respondents were asked to select all that apply.

**NOTE: Percentages indicate the proportion in the sample of respondents.

FIGURE 8 – OTHER CALIFORNIA-ISSUED OCCUPATIONAL LICENSES HELD

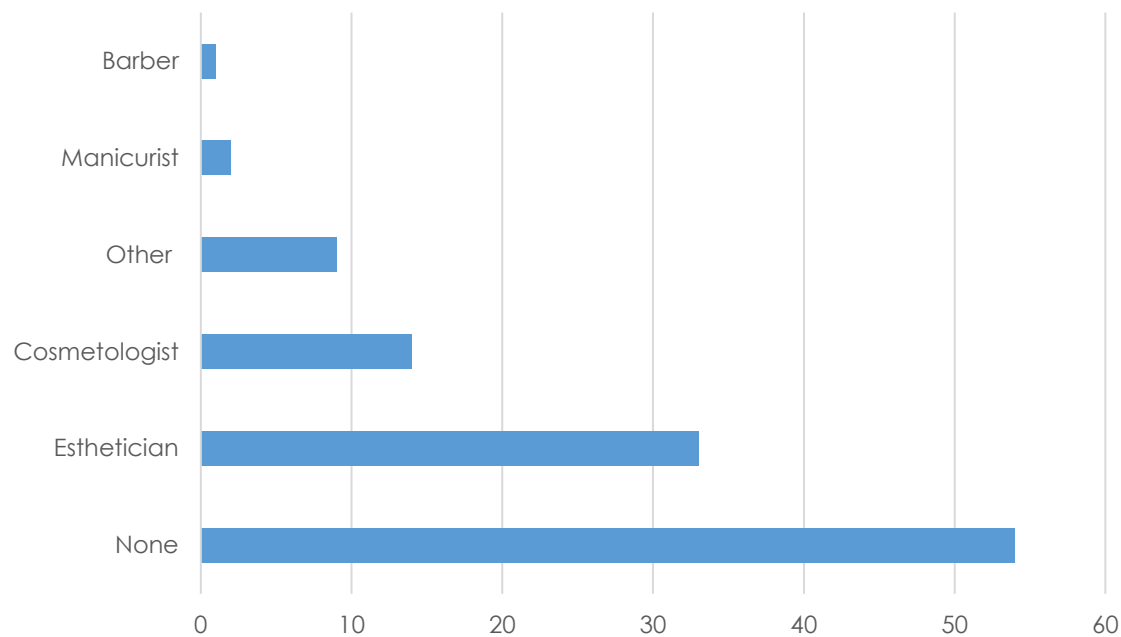


TABLE 9 – FREQUENCY OF VISITING BOARD WEBSITE

FREQUENCY	NUMBER (N)	PERCENT
Never	33	30.3
Once a week	2	1.8
Once a month	6	5.5
Twice a year	26	23.9
Once a year	42	38.5
Total	109	100

FIGURE 9 – FREQUENCY OF VISITING BOARD WEBSITE

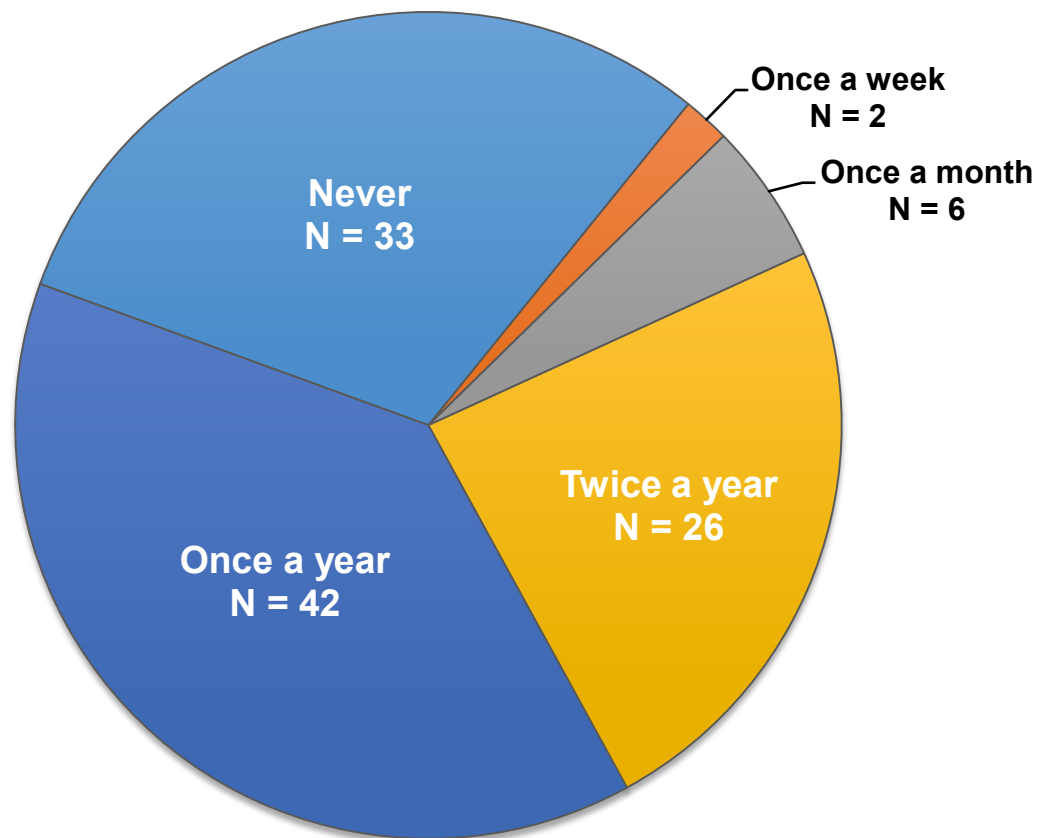


TABLE 10 – RESPONDENTS BY REGION

REGION	NUMBER (N)	PERCENT
Los Angeles County and Vicinity	36	33.0
San Francisco Bay Area	22	20.2
San Joaquin Valley	4	3.7
Sacramento Valley	4	3.7
San Diego County and Vicinity	10	9.2
Riverside and Vicinity	10	9.2
Sierra Mountain Valley	10	9.2
North Coast	2	1.8
South Coast and Central Coast	11	10.1
Total	109	100*

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

Appendix A shows a more detailed breakdown of the number of respondents by region.

CHAPTER 4 | DATA ANALYSIS AND RESULTS

RELIABILITY OF RATINGS

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

Table 11 displays the reliability coefficients for the task statement rating scale in each content area. The overall ratings of task frequency and task importance across content areas were highly reliable (frequency $\alpha = .873$; importance $\alpha = .820$). Table 12 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 ($\alpha = .978$). These results indicate that the responding electrologists rated the task and knowledge statements consistently throughout the questionnaire.

TABLE 11 – TASK SCALE RELIABILITY

CONTENT AREA	NUMBER OF TASKS	α FREQUENCY	α IMPORTANCE
1. Consultation and Assessment	7	.810	.736
2. Electrolysis Equipment	4	.546	.598
3. Electrolysis Treatment	6	.703	.599
4. Health and Safety	7	.563	.734
Overall	24	.873	.820

TABLE 12 – KNOWLEDGE SCALE RELIABILITY

CONTENT AREA	NUMBER OF KNOWLEDGE STATEMENTS	α IMPORTANCE
1. Consultation and Assessment	22	.936
2. Electrolysis Equipment	18	.920
3. Electrolysis Treatment	21	.937
4. Health and Safety	10	.949
Overall	71	.978

TASK CRITICALITY INDICES

OPES convened a workshop consisting of eight SMEs in January 2020. The purpose of this workshop was to identify the essential tasks and knowledge required for safe and effective electrologist practice at the time of licensure. The SMEs reviewed the mean frequency and importance ratings for each task and its criticality index and evaluated the mean importance ratings for all knowledge statements.

To calculate the criticality indices of the task statements, OPES test specialists used the following formula. For each respondent, OPES first multiplied the frequency rating (F_i) and the importance rating (I_i) for each task. Next, OPES averaged the multiplication products across respondents as shown below.

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

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

The SMEs who participated in the January 2020 workshop evaluated the task criticality indices derived from the questionnaire results. 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 tasks to electrologist practice, the SMEs determined that no cutoff value should be established and that all task statements should remain in the examination outline.

KNOWLEDGE IMPORTANCE RATINGS

To determine the importance of each knowledge statement, the mean importance (K Imp) rating for each knowledge statement was calculated. The knowledge statements and their mean importance ratings, sorted by descending order and content area, are presented in Appendix C.

The SMEs who participated in the January 2020 workshop that evaluated the task criticality indices also reviewed the knowledge statement mean importance ratings. After reviewing the mean importance ratings and considering their relative importance to electrologist practice, the SMEs determined that no cutoff value should be established and that all knowledge statements should remain in the examination outline.

CHAPTER 5 | EXAMINATION OUTLINE

TASK-KNOWLEDGE LINKAGE

The SMEs who participated in the January 2020 workshop reviewed the preliminary assignments of the task and knowledge statements to content areas from the September 2019 workshop. The SMEs established the final linkage of specific knowledge statements to task statements.

As a result of this linkage, the SMEs wrote five new knowledge statements to be added to the examination outline:

- K072. Knowledge of contraindications related to treatment modalities
- K073. Knowledge of how skin conditions affect electrical current timing and intensity
- K074. Knowledge of recommended temporary hair removal methods between treatments to ensure future treatment effectiveness
- K075. Knowledge of post treatment skin care to promote healing
- K076. Knowledge of applications for different types of modalities

The SMEs determined that these new knowledge statements are important for electrologist practice. The SMEs also made a minor edit to K6 and minor edits to four task statements (T6, T14, T17, and T18) for clarity and comprehensiveness.

The SMEs reviewed the content areas and wrote descriptions for each content area.

CONTENT AREA AND SUBAREA WEIGHTS

The SMEs in the January 2020 workshop were asked to evaluate the tasks within each content area and to determine if they should be categorized into subareas. The SMEs determined that the four content areas should not include subareas.

The SMEs were also asked to finalize the weights for the content areas on the electrologist examination outline. OPES test specialists presented the SMEs with preliminary weights of the content areas that were calculated by dividing the sum of the criticality indices for the tasks in each content area by the overall sum of the criticality indices for all tasks, as shown below.

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

The SMEs evaluated the preliminary weights by reviewing the following elements for each content area: the group of tasks and knowledge, the linkage established between the tasks and knowledge, and the relative importance of the tasks to electrologist practice in California. The SMEs made minor adjustments to the preliminary weights based on what they perceived as the relative importance of the tasks' content to electrologist practice in California. A summary of the final content area weights for the electrologist examination outline is presented in Table 13.

TABLE 13 – CONTENT AREA WEIGHTS

CONTENT AREA	Preliminary Weights	Final Weights
1. Consultation and Assessment	27%	30%
2. Electrolysis Equipment	15%	10%
3. Electrolysis Treatment	26%	30%
4. Health and Safety	32%	30%
Total	100%	100%

The examination outline for the electrologist profession is presented in Table 14.

TABLE 14 – EXAMINATION OUTLINE FOR THE ELECTROLOGIST PROFESSION

1. Consultation and Assessment (30%) - This area assesses the candidate's knowledge of evaluating the condition of client skin and unwanted hair, managing client expectations, educating the client, and obtaining relevant information related to electrology to determine a treatment plan.

<i>Tasks</i>	<i>Associated Knowledge Statements</i>	
T1. Discuss hair removal expectations with client to determine treatment goals.	K2.	Knowledge of advantages and disadvantages of electrolysis compared with other hair removal techniques.
	K9.	Knowledge of factors that affect hair growth.
	K21.	Knowledge of electrologist treatment needs specific to transgender clients.
T2. Determine treatment plan based on hair type and body area requiring electrolysis treatment.	K4.	Knowledge of stages of hair growth.
	K8.	Knowledge of how hair type and body area affect electrolysis treatment.
	K12.	Knowledge of effects of client pain tolerance on treatment plan.
	K70.	Knowledge of basic skin and hair anatomy.
T3. Educate client on electrolysis procedure to discuss realistic results.	K1.	Knowledge of risks, such as skin pigmentation and scarring, associated with electrolysis treatment.
	K3.	Knowledge of how to manage client's expectations of electrolysis treatment.
	K7.	Knowledge of body areas that do not allow for electrolysis treatment.
	K10.	Knowledge of temporary side effects, such as skin redness and swelling, associated with electrolysis treatment.
	K13.	Knowledge of pre-treatment care to prepare for electrolysis treatment.
T4. Perform sample electrolysis treatment to evaluate client's reaction to treatment.	K10.	Knowledge of temporary side effects, such as skin redness and swelling, associated with electrolysis treatment.
	K11.	Knowledge of skin reactions following electrolysis that will affect treatment plan and modality selection.
	K14.	Knowledge of body areas that are more sensitive to electrolysis treatment.
T5. Collect relevant medical information from client to determine feasibility of electrolysis treatment.	K7.	Knowledge of body areas that do not allow for electrolysis treatment.
	K16.	Knowledge of most common types of prescription medications and supplements that impact electrolysis treatment.
	K17.	Knowledge of skin conditions that require physician authorization prior to performing electrolysis treatment.

	K18.	Knowledge of health conditions that require physician authorization prior to performing electrolysis treatment.
	K19.	Knowledge of health conditions, such as puberty and menopause, that affect hair growth.
	K71.	Knowledge of basic endocrine system.
T6. Evaluate client's skin condition to determine electrolysis treatment plan.	K1.	Knowledge of risks, such as skin pigmentation and scarring, associated with electrolysis treatment.
	K5.	Knowledge of skin conditions, such as sunburns, that are contraindicated for electrolysis treatment.
	K6.	Knowledge of skin conditions, such as ingrown hairs, that affect hair growth.
	K15.	Knowledge of skin abnormalities that affect electrolysis treatment, such as lesions and rashes.
	K70.	Knowledge of basic skin and hair anatomy.
T7. Review client's prior hair removal methods to plan for future treatments.	K4.	Knowledge of stages of hair growth.
	K9.	Knowledge of factors that affect hair growth.

2. Electrolysis Equipment (10%) - This area assesses the candidate's knowledge of selecting treatment modality and probe type, determining equipment settings, and identifying possible equipment malfunction.

<i>Tasks</i>		<i>Associated Knowledge Statements</i>	
T8. Select treatment modality for client based on individual treatment plan.	K20.	Knowledge of the function of the ground electrode used during electrolysis treatment.	
	K76.	Knowledge of applications for different types of modalities.	
	K29.	Knowledge of the characteristics and uses of the galvanic method.	
	K30.	Knowledge of the characteristics and uses of the blend method.	
	K31.	Knowledge of the characteristics and uses of the thermolysis method.	
	K68.	Knowledge of characteristics and uses of cataphoresis.	
	K72.	Knowledge of contraindications related to treatment modalities.	
T9. Select type of probe by visually inspecting client's hair type and diameter.	K24.	Knowledge of types of probes used for electrolysis.	
	K25.	Knowledge of sizes of probes used for electrolysis.	
	K26.	Knowledge of potential consequences to skin of using incorrect probe size.	
	K27.	Knowledge of how current is dispersed based on probe selection.	
T10. Determine epilator settings based on hair type and area.	K76.	Knowledge of applications for different types of modalities.	
	K22.	Knowledge of skin types that affect the selection of electrolysis modality.	
	K23.	Knowledge of hair types that affect the selection of electrolysis modality.	
	K28.	Knowledge of basic characteristics of electricity and electrical measurement.	
	K32.	Knowledge of techniques to balance modality current settings.	
T11. Identify equipment malfunctions during electrolysis procedures.	K33.	Knowledge of the effects of current intensity and timing on hair follicle.	
	K34.	Knowledge of signs of epilator malfunction.	
	K35.	Knowledge of signs of sterilizer malfunction.	
	K36.	Knowledge of methods for troubleshooting epilator.	
	K37.	Knowledge of spore testing procedures.	

3. Electrolysis Treatment (30%) - This area assesses the candidate's knowledge of pre- and post-treatment care, probe insertion angles and depth, electrical current time and intensity, client positioning, and maintaining client records.

<i>Tasks</i>	<i>Associated Knowledge Statements</i>	
T12. Prepare workstation according to body area to be treated.	K38.	Knowledge of methods to prepare workstation according to body area to be treated.
	K39.	Knowledge of client body positioning for electrolysis treatment.
	K40.	Knowledge of how to maintain safe body posture while providing electrolysis treatment.
	K44.	Knowledge of electrolysis treatment that requires draping.
T13. Prepare client for treatment by sanitizing skin to prevent infection.	K41.	Knowledge of purposes of skin antiseptic products used during treatment.
	K42.	Knowledge of products to sanitize the skin before and during electrolysis treatment.
T14. Assess client skin condition to determine electrical current intensity and amount of time.	K43.	Knowledge of the signs of skin overtreatment.
	K45.	Knowledge of methods to adjust modality according to pain tolerance and hair type.
	K56.	Knowledge of the hair characteristics of the hair that has been epilated by electrolysis.
	K73.	Knowledge of how skin conditions affect electrical current timing and intensity.
T15. Insert probe into hair follicle to deliver the current.	K46.	Knowledge of angles to insert probe according to body treatment area.
	K47.	Knowledge of angles to insert probe according to type of hair.
	K48.	Knowledge of depth to insert probe according to body treatment area.
	K49.	Knowledge of depth to insert probe according to type of hair.
	K50.	Knowledge of techniques, such as stretching, to insert probes into hair follicles.
T16. Perform post-treatment care on client's skin at the end of session to reduce inflammation and chances of infection.	K51.	Knowledge of products and methods that reduce inflammation following electrolysis treatment.
	K52.	Knowledge of post-treatment care procedures to reduce the possibility of infection.
	K53.	Knowledge of risks and side effects associated with post-treatment care.
	K55.	Knowledge of uses and contraindications of post-treatment cataphoresis.
T17. Educate client on home care by providing instructions to prevent infection.	K54.	Knowledge of post-electrolysis treatment home care to reduce the possibility of infection.
	K74.	Knowledge of recommended temporary hair removal methods between treatments to ensure future treatment effectiveness.
	K75.	Knowledge of post-treatment skin care to promote healing.
T18. Maintain complete and thorough client records.	K66.	Knowledge of procedures to maintain client treatment records.
	K67.	Knowledge of how the treatment is affected by prior treatment sessions.

4. Health and Safety (30%) - This area assesses the candidate's knowledge of client and electrologist safety, sanitation, disinfection, sterilization, and infection control procedures.

<i>Tasks</i>		<i>Associated Knowledge Statements</i>	
T19. Disinfect electrolysis treatment work areas and equipment.	K57.	Knowledge of state regulations guiding the methods and products to disinfect surface area of workstations.	
	K58.	Knowledge of the state regulations guiding the products and methods to disinfect electrolysis equipment.	
T20. Sanitize hands to prepare for electrolysis service.	K59.	Knowledge of methods and products to sanitize hands before performing treatment.	
T21. Discard disposable probes in covered, marked sharps containers after each service to prevent cross contamination.	K61.	Knowledge of state regulations guiding the disposal of used instruments and supplies that cannot be disinfected or sterilized.	
T22. Sterilize non-disposable implements to prevent cross contamination.	K63.	Knowledge of methods to sterilize electrolysis instruments.	
	K64.	Knowledge of methods to package instruments for sterilization.	
	K69.	Knowledge of state regulations regarding the labeling of electrolysis implements and supplies.	
T23. Store electrolysis implements and supplies according to state laws and regulations.	K65.	Knowledge of state regulations guiding the storage of electrolysis implements and supplies.	
	K69.	Knowledge of state regulations regarding the labeling of electrolysis implements and supplies.	
T24. Use personal protective equipment to protect client and electrologist from potential cross contamination and accidents.	K60.	Knowledge of methods and equipment to ensure client safety during treatment.	
	K62.	Knowledge of procedures to control blood exposure contamination.	

CHAPTER 6 | CONCLUSION

The OA of electrologist practice described in this report provides a comprehensive description of current electrologist practice in California. The procedures employed to perform the OA were based upon a content validation strategy to ensure that the results accurately represent electrologist practice. Results of this OA provide information about current practice that can be used to review the National Electrology Theory Examination and the National Electrology Practical Examination, developed by the National-Interstate Council of State Boards of Cosmetology (NIC).

By adopting the electrologist examination 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	27
Orange	9
TOTAL	36

NORTH COAST

County of Practice	Frequency
Sonoma	2
TOTAL	2

RIVERSIDE AND VICINITY

County of Practice	Frequency
Riverside	3
San Bernardino	10
TOTAL	13

SACRAMENTO VALLEY

County of Practice	Frequency
Sacramento	4
TOTAL	4

SAN DIEGO COUNTY AND VICINITY

County of Practice	Frequency
San Diego	10
TOTAL	10

SAN FRANCISCO BAY AREA

County of Practice	Frequency
Alameda	5
Contra Costa	2
Marin	3
San Francisco	4
San Mateo	2
Santa Clara	5
Santa Cruz	1
TOTAL	22

SAN JOAQUIN VALLEY

County of Practice	Frequency
Kern	2
Stanislaus	1
Tulare	1
TOTAL	4

SIERRA MOUNTAIN VALLEY

County of Practice	Frequency
Calaveras	1
El Dorado	1
Nevada	1
Placer	6
Tuolumne	1
TOTAL	10

SOUTH COAST AND CENTRAL COAST

County of Practice	Frequency
Monterey	6
San Luis Obispo	3
Santa Barbara	1
Ventura	1
TOTAL	11

APPENDIX B | CRITICALITY INDICES FOR ALL TASKS BY CONTENT AREA

**Content Area 1
Consultation and Assessment**

Task Statement	N	Mean Frequency	N	Mean Importance	N	Task Criticality Index
T03. Educate client on electrolysis procedure and discuss realistic results.	108	4.64	97	4.52	97	21.26
T05. Collect relevant medical information from client to determine feasibility of electrolysis treatment.	108	4.60	97	4.51	98	21.17
T01. Discuss hair removal expectations with client to determine treatment goals.	108	4.56	97	4.48	98	20.59
T07. Review client prior hair removal methods to plan for future treatments.	108	4.56	97	4.23	97	19.87
T02. Determine treatment plan based on hair type and body area requiring electrolysis treatment.	107	4.43	96	4.39	97	19.67
T06. Evaluate client skin condition, such as acne or dryness, to determine electrolysis treatment plan.*	108	4.42	97	4.23	97	19.34
T04. Perform sample electrolysis treatment to evaluate client reaction to treatment.	108	3.43	97	3.49	98	14.53

*Note: SMEs in the January 2020 workshop removed “such as acne or dryness” from the statement.

**Content Area 2
Electrolysis Equipment**

Task Statement	N	Mean Frequency	N	Mean Importance	N	Task Criticality Index
T10. Determine epilator settings based on hair type and area.	107	4.72	97	4.71	98	22.50
T09. Select type of probe by visually inspecting client hair type and diameter.	107	4.62	97	4.57	98	21.69
T08. Select treatment modality for client based on individual treatment plan.	106	4.02	96	4.02	97	17.94
T11. Identify equipment malfunctions during electrolysis procedures.	106	3.27	96	4.29	97	15.13

**Content Area 3
Electrolysis Treatment**

Task Statement	N	Mean Frequency	N	Mean Importance	N	Task Criticality Index
T13. Prepare client for treatment by sanitizing skin to prevent infection.	103	4.95	93	4.88	93	24.22
T15. Insert probe into hair follicle to deliver the current.	103	4.86	93	4.85	94	23.73
T17. Educate client on home care by providing instructions to prevent infection.*	102	4.81	93	4.67	92	22.55
T16. Perform post-treatment care on client's skin at the end of session to reduce inflammation and possibility of infection.	103	4.73	93	4.62	93	22.49
T14. Assess client skin condition to determine electrical current** intensity and amount of time.	103	4.64	93	4.59	93	21.90
T12. Prepare workstation according to body area to be treated.	103	4.55	92	4.30	93	19.90

*Note: SMEs in the January 2020 workshop updated the statement and added “on home care by providing instructions to prevent infection”.

**Note: SMEs in the January 2020 workshop added “electrical current” to the statement.

**Content Area 4
Health and Safety**

Task Statement	N	Mean Frequency	N	Mean Importance	N	Task Criticality Index
T21. Discard disposable probes in covered, marked sharps containers after each service to prevent cross contamination.	102	4.94	94	4.93	94	24.38
T19. Disinfect electrolysis treatment work areas and equipment.	102	4.95	94	4.86	94	24.14
T20. Sanitize hands to prepare for electrolysis service.	102	4.94	94	4.87	94	24.13
T23. Store electrolysis implements and supplies according to state laws and regulations.	102	4.94	94	4.82	94	23.93
T22. Sterilize non-disposable implements to prevent cross contamination.	102	4.86	94	4.85	95	23.87
T24. Use personal protective equipment to protect client and electrologist from potential cross contamination and accidents.	101	4.77	94	4.71	93	23.00
T18. Maintain complete and thorough client records.*	102	4.68	94	4.47	94	21.37

*Note: SMEs in the January 2020 workshop updated the statement and added “complete and thorough client records”.

APPENDIX C | KNOWLEDGE IMPORTANCE RATINGS BY CONTENT AREA

**Content Area 1
Consultation and Assessment**

Knowledge Statement	N	Mean Importance
K18. Knowledge of health conditions that require physician authorization prior to performing electrolysis treatment.	98	3.71
K15. Knowledge of skin abnormalities that affect electrolysis treatment, such as lesions and rashes.	98	3.70
K1. Knowledge of risks, such as skin pigmentation and scarring, associated with electrolysis treatment.	98	3.69
K5. Knowledge of skin conditions, such as sunburns, that are contraindicated for electrolysis treatment.	97	3.67
K17. Knowledge of skin conditions that require physician authorization prior to performing electrolysis treatment.	98	3.66
K10. Knowledge of temporary side effects, such as skin redness and swelling, associated with electrolysis treatment.	98	3.61
K6. Knowledge of skin conditions, such as ingrown hairs, that affect hair growth.*	98	3.58
K3. Knowledge of how to manage client's expectations of electrolysis treatment.	98	3.57
K11. Knowledge of skin reactions following electrolysis that will affect treatment plan and modality selection.	98	3.55
K4. Knowledge of stages of hair growth.	98	3.51
K70. Knowledge of basic anatomy of skin and hair.	98	3.50
K9. Knowledge of factors that affect hair growth.	98	3.48
K8. Knowledge of how hair type and body area affect electrolysis treatment.	97	3.47
K19. Knowledge of health conditions, such as puberty and menopause, that affect hair growth.	98	3.47
K2. Knowledge of advantages and disadvantages of electrolysis compared with other hair removal techniques.	98	3.41
K16. Knowledge of most common types of prescription medications and supplements that impact electrolysis treatment.	98	3.41

*Note: SMEs in the January 2020 workshop updated the statement and added "skin conditions."

K7. Knowledge of body areas that do not allow for electrolysis treatment.	98	3.40
K14. Knowledge of body areas that are more sensitive to electrolysis treatment.	98	3.39
K12. Knowledge of effects of client pain tolerance on treatment plan.	98	3.38
K13. Knowledge of pre-treatment care to prepare for electrolysis treatment.	97	3.34
K21. Knowledge of electrologist treatment needs specific to transgender clients.	97	3.29
K71. Knowledge of basic endocrine system.	98	3.26
K72. Knowledge of contraindications related to treatment modalities.**	n/a	n/a

**Note: SMEs in the January 2020 workshop added this new knowledge statement to the content area

**Content Area 2
Electrolysis Equipment**

Knowledge Statement	N	Mean Frequency
K35. Knowledge of signs of sterilizer malfunction.	94	3.73
K33. Knowledge of the effects of current intensity and timing on hair follicle.	94	3.66
K34. Knowledge of signs of epilator malfunction.	94	3.62
K26. Knowledge of potential consequences to skin of using incorrect probe size.	94	3.61
K25. Knowledge of sizes of probes used for electrolysis.	93	3.56
K27. Knowledge of how current is dispersed based on probe selection.	94	3.54
K32. Knowledge of techniques to balance modality current settings.	94	3.53
K24. Knowledge of types of probes used for electrolysis.	94	3.49
K36. Knowledge of methods for troubleshooting epilator.	94	3.44
K20. Knowledge of the function of the ground electrode used during electrolysis treatment.	94	3.40
K31. Knowledge of the characteristics and uses of the thermolysis method.	94	3.39
K22. Knowledge of skin types that affect the selection of electrolysis modality.	94	3.34
K23. Knowledge of hair types that affect the selection of electrolysis modality.	94	3.33
K28. Knowledge of basic characteristics of electricity and electrical measurement.	94	3.20
K30. Knowledge of the characteristics and uses of the blend method.	93	3.18
K29. Knowledge of the characteristics and uses of the galvanic method.	94	3.04
K68. Knowledge of characteristics and uses of cataphoresis.	93	3.03
K37. Knowledge of spore testing procedures.	94	2.91
K76. Knowledge of applications for different types of modalities.*	n/a	n/a

*Note: SMEs in the January 2020 workshop added this new knowledge statement to the content area.

Content Area 3
Electrolysis Treatment

Knowledge Statement	N	Mean Frequency
K43. Knowledge of the signs of skin overtreatment.	92	3.87
K49. Knowledge of depth to insert probe according to type of hair.	92	3.71
K46. Knowledge of angles to insert probe according to body treatment area.	92	3.67
K48. Knowledge of depth to insert probe according to body treatment area.	92	3.66
K47. Knowledge of angles to insert probe according to type of hair.	92	3.63
K50. Knowledge of techniques, such as stretching skin, to insert probes into hair follicles.	92	3.61
K52. Knowledge of post-treatment care procedures to reduce the possibility of infection.	92	3.60
K40. Knowledge of how to maintain safe body posture while providing electrolysis treatment.	92	3.57
K42. Knowledge of products to sanitize the skin before and during electrolysis treatment.	92	3.55
K54. Knowledge of post-electrolysis treatment home care to reduce the possibility of infection.	92	3.53
K53. Knowledge of risks and side effects associated with post-treatment care.	92	3.51
K41. Knowledge of purposes of skin antiseptic products used during treatment.	92	3.48
K39. Knowledge of client body positioning for electrolysis treatment.	92	3.43
K45. Knowledge of methods to adjust modality according to pain tolerance and hair type.	92	3.41
K67. Knowledge of how the treatment is affected by prior treatment sessions.	92	3.38
K56. Knowledge of the hair characteristics of the hair that has been epilated by electrolysis.	92	3.36
K51. Knowledge of products and methods that reduce inflammation following electrolysis treatment.	91	3.35

K66. Knowledge of procedures to maintain client treatment records.	91	3.26
K38. Knowledge of methods to prepare workstation according to body area to be treated.	92	3.20
K44. Knowledge of electrolysis treatment that requires draping.	92	3.13
K55. Knowledge of uses and contraindications of post-treatment cataphoresis.	92	3.08
K73. Knowledge of how skin conditions affect electrical current timing and intensity.*	n/a	n/a
K74. Knowledge of recommended temporary hair removal methods between treatments to ensure future treatment effectiveness.*	n/a	n/a
K75. Knowledge of post-treatment skin care to promote healing.*	n/a	n/a

*Note: SMEs in the January 2020 workshop added these new knowledge statements to the content area.

**Content Area 4
Health and Safety**

Knowledge Statement	N	Mean Frequency
K63. Knowledge of methods to sterilize electrolysis instruments.	91	3.78
K60. Knowledge of methods and equipment to ensure client safety during treatment.	92	3.75
K58. Knowledge of state regulations guiding products and methods to disinfect electrolysis equipment.	92	3.73
K59. Knowledge of methods and products to sanitize hands before performing treatment.	92	3.72
K57. Knowledge of state regulations guiding the methods and products to disinfect surface area of workstations.	92	3.72
K62. Knowledge of procedures to control blood exposure contamination.	92	3.70
K64. Knowledge of methods to package instruments for sterilization.	92	3.66
K61. Knowledge of state regulations guiding the disposal of used instruments and supplies that cannot be disinfected or sterilized.	92	3.64
K65. Knowledge of state regulations guiding the storage of electrolysis implements and supplies.	92	3.62
K69. Knowledge of state regulations regarding the labeling of electrolysis implements and supplies.	92	3.55

APPENDIX D | QUESTIONNAIRE INVITATION EMAIL TO PRACTITIONERS

ELECTROLYSIS OCCUPATIONAL ANALYSIS SURVEY

The Board of Barbering and Cosmetology (Board) is currently conducting an occupational analysis (OA) of the electrologist profession. We invite you to take an online OA survey to gather essential information on the important tasks that are currently performed by practicing electrologists and the knowledge required to perform those tasks.

We will use this information to identify changes in the profession; develop an up-to-date description of electrologist practice; and ensure that electrologist licensure examinations reflect current practice in California.

The Board understands that your time is valuable. However, your participation is essential to the success of this project

[Begin Survey](#)

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

Powered by  SurveyMonkey®

APPENDIX E | QUESTIONNAIRE



ELECTROLOGIST OCCUPATIONAL ANALYSIS SURVEY

Message from the Board of Barbering and Cosmetology

Dear Licensee:

Thank you for opening this online survey. You have been selected to participate in a study of the electrologist profession in California by the Board of Barbering and Cosmetology (BBC). The BBC is collecting information about the tasks performed by electrologists in California, the importance of the tasks, and on the knowledge needed to perform the tasks. We will use this information to ensure that electrologist licensure examinations reflect current practice in California.

We worked with a group of licensed electrologists to develop a survey to capture this information. The survey should take less than an hour to complete.

For your convenience, you do not have to complete the survey in a single session. You can pick up where you left off as long as you reopen the survey from the same computer and use the same web browser. Before you exit, complete the page that you are on. The program will save responses only on completed pages. The weblink is available 24 hours a day, 7 days a week.

Your responses will be kept confidential. They will not be tied to your license or personal information. Individual responses will be combined with responses from other electrologists and only group data will be analyzed.

If you have any questions or need assistance with regards to the survey, please contact [REDACTED] with Office of Professional Examination Services at Melissa.Storz@dca.ca.gov. [REDACTED]

To begin the survey, click "**Next**". Please submit the completed survey by **December 2, 2019**.

We welcome your feedback and appreciate your time!

Thank you!

The Board of Barbering and Cosmetology



ELECTROLOGIST OCCUPATIONAL ANALYSIS SURVEY

Part I - Personal Data

Complete this survey only if you are currently licensed and working as an electrologist in California.

The Board recognizes that every electrologist may not perform all of the tasks and use all of the knowledge contained in this survey. However, your participation is essential to the success of this study, and your contributions will help establish standards for safe and effective electrologist practice in the State of California.

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

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

- ☐ Yes
- ☐ No



ELECTROLOGIST OCCUPATIONAL ANALYSIS SURVEY

Part I - Personal Data

2. How long have you been licensed as an electrologist in California?

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

3. On average, how many hours per week do you work as an electrologist?

- ☐ 9 hours or fewer
- ☐ 10 to 19 hours
- ☐ 20 to 29 hours
- ☐ 30 to 39 hours
- ☐ 40 or more hours

4. On average, how many clients do you see per day as an electrologist?

- ☐ 0 to 5 clients
- ☐ 6 to 10 clients
- ☐ 11 to 15 clients
- ☐ More than 15 clients

5. How would you describe your business entity?

- ☐ Employee
- ☐ Sole owner
- ☐ Corporation
- ☐ Franchise
- ☐ Other (please specify)

6. Which describes the location of your primary work setting?

- ☐ Urban (greater than 50,000 people)
- ☐ Rural (fewer than 50,000 people)



ELECTROLOGIST OCCUPATIONAL ANALYSIS SURVEY

Part I - Personal Data

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

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

8. What other occupational licenses issued by the BBC do you hold? (Select all that apply.)

- ☐ None
- ☐ Barber
- ☐ Cosmetologist
- ☐ Esthetician
- ☐ Manicurist
- ☐ Other (please specify)

9. Which of the following modalities do you use during electrolysis treatment? (Select all that apply.)

- ☐ Galvanic
- ☐ Thermolysis
- ☐ Blend

10. On average, how often do you visit the Board of Barbering and Cosmetology (BBC) website?

- ☐ Never
- ☐ Once a week
- ☐ Once a month
- ☐ Twice a year
- ☐ Once a year



ELECTROLOGIST OCCUPATIONAL ANALYSIS SURVEY

Part I - Personal Data

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

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



ELECTROLOGIST OCCUPATIONAL ANALYSIS SURVEY

Part II - Task Ratings

INSTRUCTIONS FOR RATING TASK STATEMENTS

This part of the survey contains 24 task statements. Please rate each task as it relates to your current practice as a licensed electrologist.

The boxes for rating the **Frequency** and **Importance** of each task have drop-down lists. Click on the "down" arrow in each box to see the rating options, and then select the value that applies to your current practice.

If the task is not part of your current practice, rate the task "0" (zero) frequency and "0" (zero) importance.

12. Please rate the following tasks based on how often you perform the task (Frequency) and how important the task is for effective performance of your practice (Importance).

Consultation and Assessment

	Frequency	Importance
T1. Discuss hair removal expectations with client to determine treatment goals.		
T2. Determine treatment plan based on hair type and body area requiring electrolysis treatment.		
T3. Educate client about electrolysis procedure and discuss realistic results.		
T4. Perform sample electrolysis treatment to evaluate client reaction to treatment.		
T5. Collect relevant medical information from client to determine feasibility of electrolysis treatment.		
T6. Evaluate client skin condition, such as acne or dryness, to determine electrolysis treatment plan.		
T7. Review client prior hair removal methods to plan for future treatments.		



ELECTROLOGIST OCCUPATIONAL ANALYSIS SURVEY

Part II - Task Ratings

13. Please rate the following tasks based on how often you perform the task (Frequency) and how important the task is for effective performance of your practice (Importance).

Electrolysis Equipment

	Frequency	Importance
T8. Select treatment modality based on client individual treatment plan.		
T9. Select type of probe by visually inspecting client hair type and diameter.		
T10. Determine epilator settings based on hair type and area.		
T11. Identify equipment malfunctions during electrolysis procedures.		



ELECTROLOGIST OCCUPATIONAL ANALYSIS SURVEY

Part II - Task Ratings

14. Please rate the following tasks based on how often you perform the task (Frequency) and how important the task is for effective performance of your practice (Importance).

Electrolysis Treatment

	Frequency	Importance
T12. Prepare workstation according to body area to be treated.		
T13. Prepare client for treatment by sanitizing their skin to prevent infection.		
T14. Assess client skin condition to determine current intensity and amount of time.		
T15. Insert probe into hair follicle to deliver the current.		
T16. Perform post-treatment care on client's skin at the end of session to reduce inflammation and possibility of infection.		
T17. Educate client about home care by providing instructions to prevent infection.		



ELECTROLOGIST OCCUPATIONAL ANALYSIS SURVEY

Part II - Task Ratings

15. Please rate the following tasks based on how often you perform the task (Frequency) and how important the task is for effective performance of your practice (Importance).

Health and Safety

	Frequency	Importance
T18. Disinfect electrolysis treatment work areas and equipment.		
T19. Sanitize hands to prepare for electrolysis service.		
T20. Discard disposable probes in covered, marked sharps containers after each client to prevent cross contamination.		
T21. Sterilize non-disposable implements to prevent cross contamination.		
T22. Store electrolysis implements and supplies according to state laws and regulations.		
T23. Use personal protective equipment to protect client and electrologist from potential cross contamination and accidents.		
T24. Maintain complete and thorough client records.		



ELECTROLOGIST OCCUPATIONAL ANALYSIS SURVEY

Part III - Knowledge Ratings

INSTRUCTIONS FOR RATING KNOWLEDGE STATEMENTS

This part of the survey contains 71 knowledge statements. Please rate each knowledge statement based on how important you believe the knowledge is for effective performance of your current practice as a licensed electrologist.

If the knowledge is not required for performance of your current practice, rate the statement "Does not apply."

16. How important is this knowledge for effective performance of tasks in your current practice?

Consultation and Assessment

	Does not apply	Not important	Somewhat important	Moderately important	Very important	Critically important
K1. Knowledge of risks, such as skin pigmentation and scarring, associated with electrolysis treatment.	☐	☐	☐	☐	☐	☐
K2. Knowledge of advantages and disadvantages of electrolysis compared with other hair removal techniques.	☐	☐	☐	☐	☐	☐
K3. Knowledge of how to guide clients expectations of electrolysis treatment.	☐	☐	☐	☐	☐	☐
K4. Knowledge of stages of hair growth.	☐	☐	☐	☐	☐	☐
K5. Knowledge of skin conditions, such as sunburns, that are contraindicated for electrolysis treatment.	☐	☐	☐	☐	☐	☐
K6. Knowledge of hair conditions, such as curved hair follicle, distorted hairs, and ingrown hairs, that affect hair growth.	☐	☐	☐	☐	☐	☐
K7. Knowledge of body areas that do not allow for electrolysis treatment.	☐	☐	☐	☐	☐	☐
K8. Knowledge of how hair type and body area affect electrolysis treatment.	☐	☐	☐	☐	☐	☐
K9. Knowledge of factors that affect hair growth.	☐	☐	☐	☐	☐	☐

	Does not apply	Not important	Somewhat important	Moderately important	Very important	Critically important
K10. Knowledge of temporary side effects, such as skin redness and swelling, associated with electrolysis treatment.	☐	☐	☐	☐	☐	☐
K11. Knowledge of skin reactions after electrolysis that affect treatment plan and modality selection.	☐	☐	☐	☐	☐	☐
K12. Knowledge of effects of client pain tolerance on treatment plan.	☐	☐	☐	☐	☐	☐
K13. Knowledge of pretreatment care to prepare for electrolysis treatment.	☐	☐	☐	☐	☐	☐
K14. Knowledge of body areas that are more sensitive to electrolysis treatment.	☐	☐	☐	☐	☐	☐
K15. Knowledge of skin abnormalities that affect electrolysis treatment, such as lesions and rashes.	☐	☐	☐	☐	☐	☐
K16. Knowledge of most common types of prescription medications and supplements that impact electrolysis treatment.	☐	☐	☐	☐	☐	☐
K17. Knowledge of skin conditions that require physician authorization before performing electrolysis treatment.	☐	☐	☐	☐	☐	☐
K18. Knowledge of health conditions that require physician authorization before performing electrolysis treatment.	☐	☐	☐	☐	☐	☐
K19. Knowledge of hormonal conditions, such as puberty and menopause, that affect hair growth.	☐	☐	☐	☐	☐	☐
K20. Knowledge of basic anatomy of skin and hair.	☐	☐	☐	☐	☐	☐
K21. Knowledge of basic endocrine system as it pertains to hair growth.	☐	☐	☐	☐	☐	☐
K22. Knowledge of electrology treatment needs specific to transgender clients.	☐	☐	☐	☐	☐	☐

17. How important is this knowledge for effective performance of tasks in your current practice?

Electrolysis Equipment

	Does not apply	Not important	Somewhat important	Moderately important	Very important	Critically important
K23. Knowledge of the function of the ground electrode used during electrolysis treatment.	☐	☐	☐	☐	☐	☐
K24. Knowledge of the effect of skin type on electrolysis modality selection.	☐	☐	☐	☐	☐	☐
K25. Knowledge of the effect of hair type on electrolysis modality selection.	☐	☐	☐	☐	☐	☐
K26. Knowledge of types of probes used for electrolysis.	☐	☐	☐	☐	☐	☐
K27. Knowledge of sizes of probes used for electrolysis.	☐	☐	☐	☐	☐	☐
K28. Knowledge of potential consequences to skin if using incorrect probe size.	☐	☐	☐	☐	☐	☐
K29. Knowledge of how current is dispersed based on type of probe.	☐	☐	☐	☐	☐	☐
K30. Knowledge of basic characteristics of electricity and electrical measurement.	☐	☐	☐	☐	☐	☐
K31. Knowledge of the characteristics and uses of the galvanic method.	☐	☐	☐	☐	☐	☐
K32. Knowledge of the characteristics and uses of the blend method.	☐	☐	☐	☐	☐	☐
K33. Knowledge of the characteristics and uses of the thermolysis method.	☐	☐	☐	☐	☐	☐
K34. Knowledge of techniques to balance current intensity and timing.	☐	☐	☐	☐	☐	☐
K35. Knowledge of the effects of current intensity and timing on hair follicle.	☐	☐	☐	☐	☐	☐
K36. Knowledge of signs of epilator malfunction.	☐	☐	☐	☐	☐	☐
K37. Knowledge of signs of sterilizer malfunction.	☐	☐	☐	☐	☐	☐
K38. Knowledge of methods for troubleshooting epilator.	☐	☐	☐	☐	☐	☐
K39. Knowledge of spore testing procedures.	☐	☐	☐	☐	☐	☐
K40. Knowledge of characteristics and uses of cataphoresis.	☐	☐	☐	☐	☐	☐

Part III - Knowledge Ratings

18. How important is this knowledge for effective performance of tasks in your current practice?

Electrolysis Treatment

	Does not apply	Not important	Somewhat important	Moderately important	Very important	Critically important
K41. Knowledge of methods to prepare workstation according to body area to be treated.	☐	☐	☐	☐	☐	☐
K42. Knowledge of client body positioning for electrolysis treatment.	☐	☐	☐	☐	☐	☐
K43. Knowledge of how to maintain safe body posture while providing electrolysis treatment.	☐	☐	☐	☐	☐	☐
K44. Knowledge of purposes of skin antiseptic products used during treatment.	☐	☐	☐	☐	☐	☐
K45. Knowledge of products to sanitize the skin before and during electrolysis treatment.	☐	☐	☐	☐	☐	☐
K46. Knowledge of the signs of skin overtreatment.	☐	☐	☐	☐	☐	☐
K47. Knowledge of electrolysis treatment that requires draping.	☐	☐	☐	☐	☐	☐
K48. Knowledge of methods to adjust modality according to pain tolerance and hair type.	☐	☐	☐	☐	☐	☐
K49. Knowledge of angles to insert probe according to body treatment area.	☐	☐	☐	☐	☐	☐
K50. Knowledge of angles to insert probe according to type of hair.	☐	☐	☐	☐	☐	☐
K51. Knowledge of depth to insert probe according to body treatment area.	☐	☐	☐	☐	☐	☐
K52. Knowledge of depth to insert probe according to type of hair.	☐	☐	☐	☐	☐	☐

	Does not apply	Not important	Somewhat important	Moderately important	Very important	Critically important
K53. Knowledge of techniques, such as stretching skin, to insert probe into hair follicle.	☐	☐	☐	☐	☐	☐
K54. Knowledge of products and methods that reduce inflammation after electrolysis treatment.	☐	☐	☐	☐	☐	☐
K55. Knowledge of posttreatment care procedures to reduce the possibility of infection.	☐	☐	☐	☐	☐	☐
K56. Knowledge of risks and side effects associated with posttreatment care.	☐	☐	☐	☐	☐	☐
K57. Knowledge of postelectrolysis treatment home care to reduce the possibility of infection.	☐	☐	☐	☐	☐	☐
K58. Knowledge of uses and contraindications of posttreatment cataphoresis.	☐	☐	☐	☐	☐	☐
K59. Knowledge of the characteristics of hair that has been epilated by electrolysis.	☐	☐	☐	☐	☐	☐
K60. Knowledge of procedures to maintain client treatment records.	☐	☐	☐	☐	☐	☐
K61. Knowledge of how electrolysis treatment is affected by prior treatment sessions.	☐	☐	☐	☐	☐	☐



ELECTROLOGIST OCCUPATIONAL ANALYSIS SURVEY

Part III - Knowledge Ratings

19. How important is this knowledge for effective performance of tasks in your current practice?

Health and Safety

	Does not apply	Not important	Somewhat important	Moderately important	Very important	Critically important
K62. Knowledge of state regulations about methods and products to disinfect surface area of workstations.	☐	☐	☐	☐	☐	☐
K63. Knowledge of state regulations about methods and products to disinfect electrolysis equipment.	☐	☐	☐	☐	☐	☐
K64. Knowledge of methods and products to sanitize hands before performing treatment.	☐	☐	☐	☐	☐	☐
K65. Knowledge of methods and equipment to ensure client safety during treatment.	☐	☐	☐	☐	☐	☐
K66. Knowledge of state regulations about disposal of used instruments and supplies that cannot be disinfected or sterilized.	☐	☐	☐	☐	☐	☐
K67. Knowledge of procedures to control blood exposure contamination.	☐	☐	☐	☐	☐	☐
K68. Knowledge of methods to sterilize electrolysis instruments.	☐	☐	☐	☐	☐	☐
K69. Knowledge of methods to package instruments for sterilization.	☐	☐	☐	☐	☐	☐
K70. Knowledge of state regulations about storage of electrolysis implements and supplies.	☐	☐	☐	☐	☐	☐
K71. Knowledge of state regulations about labeling of electrolysis implements and supplies.	☐	☐	☐	☐	☐	☐



ELECTROLOGIST OCCUPATIONAL ANALYSIS SURVEY

Thank you

Thank you for taking the time to complete this survey. The BBC values your contribution to this study.

Attachment C.3



OCCUPATIONAL ANALYSIS OF THE ESTHETICIAN PROFESSION

BOARD OF BARBERING AND COSMETOLOGY

OCCUPATIONAL ANALYSIS OF THE ESTHETICIAN PROFESSION



April 2021

Cheree Ramón, M.A., Research Data Analyst II

Heidi Lincer, Ph.D., Chief



This occupational analysis report is mandated by California Business and Professions (B&P) Code § 139 and by DCA Licensure Examination Validation Policy OPES 18-02.

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 esthetician practice in California. The purpose of the OA is to define practice for estheticians in terms of the tasks that estheticians must be able to perform safely and competently at the time of licensure. The results of this OA provide a description of practice for the esthetician profession that can then be used to review national esthetician examination programs. The results of this OA also provide an examination outline that may be used to develop a California examination in the future.

OPES test specialists began by researching the profession and conducting telephone interviews with licensed estheticians working in locations throughout California. The purpose of these interviews was to identify the tasks performed by estheticians and to specify the knowledge required to perform those tasks safely and competently. Using the information gathered from the research and the interviews, OPES test specialists developed a preliminary list of tasks performed in esthetician practice along with statements representing the knowledge needed to perform those tasks.

In August 2020, OPES convened a workshop to review and refine the preliminary lists of tasks and knowledge statements derived from the telephone interviews. The workshop included licensed estheticians, or subject matter experts (SMEs), with diverse backgrounds in the profession (i.e., location of practice, years licensed, specialty). These SMEs also identified changes and trends in esthetician practice and performed a preliminary linkage of the tasks and knowledge statements to ensure that all tasks had a related knowledge statement and all knowledge statements had a related task. Additional tasks and knowledge statements were created as needed to complete the scope of the content areas of the description of practice. The SMEs also determined demographic questions for an OA questionnaire to be completed by estheticians statewide.

Upon completion of the workshop, OPES test specialists developed the three-part OA questionnaire. Development of the OA questionnaire included a pilot study that was conducted with the participation of a group of licensed estheticians. The participants' feedback from the pilot study was incorporated into the final questionnaire, which was administered from November–December 2020.

In the first part of the OA questionnaire, estheticians were asked to provide demographic information relating to their work settings and practice. In the second part, estheticians were asked to rate tasks in terms of frequency (i.e., how often the esthetician performs the task in the esthetician's current practice) and importance (i.e., how important the task is to effective performance of the esthetician's current practice). In the third part, estheticians were asked to rate knowledge statements in terms of importance (i.e., how important the knowledge statement is to effective performance of the esthetician's current practice).

In November 2020, on behalf of the Board, OPES distributed the questionnaire to all licensed estheticians in California who had a known email address and who were in good standing with the Board (a total of 36,885 estheticians). These estheticians were invited by email to complete the OA questionnaire online. Out of the 36,885 individuals who received the survey, 21,681 opened the survey, and 2,701 estheticians (approximately 12.5%) accessed the online OA questionnaire. OPES excluded data from respondents who indicated they were not currently licensed as estheticians in California. The final sample size included in the data analysis was 2,686, or 12.3% of the population that opened the survey. The demographic composition of the final respondent sample appears to be representative of the esthetician population in California.

OPES test specialists then performed data analyses of the task and knowledge ratings obtained from the OA 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.

Once the data were analyzed, OPES conducted an additional workshop with estheticians in January 2021. The SMEs evaluated the criticality indices and determined whether any tasks or knowledge statements should be eliminated. The SMEs in this group also established the final linkage between tasks and knowledge statements, organized the tasks and knowledge statements into content areas and subareas, and defined those areas. The SMEs then evaluated and confirmed the content area weights for the description of practice and examination outline.

The examination outline is structured into five content areas weighted by criticality relative to the other content areas. It describes the scope of practice for estheticians, and it also identifies the tasks and knowledge that are critical to safe and effective esthetician practice in California at the time of licensure. This examination outline provides a basis for evaluating the degree to which the content of any examination under consideration measures content critical to esthetician practice in California.

OVERVIEW OF THE ESTHETICIAN EXAMINATION OUTLINE

Content Area	Content Area Description	Percent Weight
1. Consultation	This content area assesses the candidate's knowledge of obtaining client information related to esthetic services and assessing client expectations; assessing the condition of the skin; and determining what services and protocols may be appropriate.	17
2. Preparation, Sanitation, and Storage	This content area assesses the candidate's knowledge of maintaining a clean facility, preparing a sanitary maintenance area (SMA), preparing for esthetic services, and storing products and supplies.	21
3. Skin Services	This content area assesses the candidate's knowledge of selecting skin care protocols and products; performing skin care services; and recommending at-home regimens.	28
4. Hair Removal	This content area assesses the candidate's knowledge of selecting hair removal protocols and products; performing hair removal treatments; and recommending at-home regimens.	19
5. Makeup and Lashes	This content area assesses the candidate's knowledge of selecting makeup and lash extension protocols and products; applying makeup and recommending makeup application techniques; performing lash extension treatment; and recommending at-home lash maintenance regimens.	15
Total		100

TABLE OF CONTENTS

EXECUTIVE SUMMARY	iii
CHAPTER 1 INTRODUCTION.....	1
PURPOSE OF THE OCCUPATIONAL ANALYSIS.....	1
CONTENT VALIDATION STRATEGY	1
PARTICIPATION OF SUBJECT MATTER EXPERTS.....	1
ADHERENCE TO LEGAL STANDARDS AND GUIDELINES.....	1
DESCRIPTION OF OCCUPATION.....	2
CHAPTER 2 OCCUPATIONAL ANALYSIS QUESTIONNAIRE.....	5
SUBJECT MATTER EXPERT INTERVIEWS	5
TASKS AND KNOWLEDGE STATEMENTS	5
QUESTIONNAIRE DEVELOPMENT	6
PILOT STUDY	6
CHAPTER 3 RESPONSE RATE AND DEMOGRAPHICS.....	7
SAMPLING STRATEGY AND RESPONSE RATE	7
DEMOGRAPHIC SUMMARY.....	7
CHAPTER 4 DATA ANALYSIS AND RESULTS	15
RELIABILITY OF RATINGS.....	15
TASK CRITICALITY INDICES	16
KNOWLEDGE IMPORTANCE RATINGS.....	17
CHAPTER 5 DESCRIPTION OF PRACTICE AND EXAMINATION OUTLINE	19
TASKS AND KNOWLEDGE STATEMENTS AND TASK-KNOWLEDGE LINKAGE..	19
CONTENT AREA AND SUBAREA WEIGHTS.....	20
CHAPTER 6 CONCLUSION	37

LIST OF TABLES

TABLE 1 – NUMBER OF YEARS LICENSED AS AN ESTHETICIAN	8
TABLE 2 – HOURS WORKED PER WEEK	9
TABLE 3 – CLIENTS SEEN PER DAY	10
TABLE 4 – BUSINESS ENTITY TYPE	11
TABLE 5 – LOCATION OF PRIMARY WORK SETTING	12
TABLE 6 – HIGHEST LEVEL OF EDUCATION	13
TABLE 7 – OTHER CALIFORNIA-ISSUED OCCUPATIONAL LICENSES HELD	14
TABLE 8 – RESPONDENTS BY REGION	14
TABLE 9 – TASK SCALE RELIABILITY	15
TABLE 10 – KNOWLEDGE SCALE RELIABILITY	16
TABLE 11 – CONTENT AREA AND SUBAREA WEIGHTS	21
TABLE 12 – EXAMINATION OUTLINE FOR THE ESTHETICIAN PROFESSION	22
TABLE 13 – RENUMBERING OF TASK STATEMENTS	30
TABLE 14 – RENUMBERING OF KNOWLEDGE STATEMENTS	32

LIST OF FIGURES

FIGURE 1 – NUMBER OF YEARS LICENSED AS AN ESTHETICIAN	8
FIGURE 2 – HOURS WORKED PER WEEK	9
FIGURE 3 – CLIENTS SEEN PER DAY	10
FIGURE 4 – BUSINESS ENTITY TYPE.....	11
FIGURE 5 – LOCATION OF PRIMARY WORK SETTING.....	12
FIGURE 6 – HIGHEST LEVEL OF EDUCATION.....	13

LIST OF APPENDICES

APPENDIX A RESPONDENTS BY REGION	39
APPENDIX B CRITICALITY INDICES FOR ALL TASKS BY CONTENT AREA.....	43
APPENDIX C KNOWLEDGE IMPORTANCE RATINGS BY CONTENT AREA.....	49
APPENDIX D QUESTIONNAIRE INVITATION EMAIL TO PRACTITIONERS	57
APPENDIX E QUESTIONNAIRE	59

CHAPTER 1 | INTRODUCTION

PURPOSE OF THE OCCUPATIONAL ANALYSIS

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) as part of the Board's comprehensive review of esthetician practice in California. The purpose of the OA is to identify critical job activities performed by estheticians in California. The results of this OA provide a description of practice for the esthetician profession that can be used to review national esthetician examination programs. The results of this OA also provide an examination outline that may be used to develop a California examination in the future.

At this time, California licensure as an esthetician is granted by meeting the requisite educational and experience requirements and passing the National Esthetics Theory Examination and the National Esthetics Practical Examination, 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 practicing estheticians. OPES incorporated the technical expertise of California estheticians throughout the OA process to ensure that the identified tasks and knowledge statements directly reflect requirements for performance in current practice.

PARTICIPATION OF SUBJECT MATTER EXPERTS

The Board selected California estheticians to participate as subject matter experts (SMEs) during the 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 esthetician practice during the development phase of the OA. The SMEs also provided technical expertise during the workshop that was convened to evaluate and refine the content of tasks and knowledge statements before administration of the OA questionnaire. After the administration of the OA questionnaire, OPES convened an additional group of SMEs to review the results and finalize the description of practice and examination outline.

ADHERENCE TO LEGAL STANDARDS AND GUIDELINES

Licensure, certification, and registration programs in the State of California adhere strictly to federal and state laws and regulations, as well as professional guidelines and technical standards.

For the purpose of OAs, the following laws and guidelines are authoritative:

- California Business and Professions (B&P) Code § 139.
- 29 Code of Federal Regulations Part 1607 – Uniform Guidelines on Employee Selection Procedures (1978).
- California Fair Employment and Housing Act, Government Code § 12944.
- *Principles for the Validation and Use of Personnel Selection Procedures* (2018), 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 esthetician occupation falls under the cosmetology occupation in California B&P Code § 7316. It is described as follows:

(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.

[...]

(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.

CHAPTER 2 | OCCUPATIONAL ANALYSIS QUESTIONNAIRE

SUBJECT MATTER EXPERT INTERVIEWS

The Board provided OPES with a list of estheticians to contact for telephone interviews. During the semi-structured interviews, 12 estheticians were asked to identify all of the activities they perform that are specific to the esthetician profession. The estheticians outlined major content areas of their practice and confirmed the tasks performed in each content area. The estheticians were also asked to identify the knowledge necessary to perform each task safely and competently.

TASKS AND KNOWLEDGE STATEMENTS

To develop tasks and knowledge statements, OPES test specialists integrated the information gathered from literature reviews of profession-related sources (e.g., laws and regulations, previous OA reports, articles, industry publications) and from interviews with esthetician SMEs.

In August 2020, OPES test specialists facilitated a workshop with seven estheticians from diverse backgrounds (i.e., years licensed, specialty, and practice location) to evaluate the tasks and knowledge statements for technical accuracy and comprehensiveness.

OPES presented the tasks and knowledge statements to the SMEs, and they assigned each statement to a content area and verified that the content areas were independent and nonoverlapping. In addition, the SMEs performed a preliminary linkage of the tasks and knowledge statements to ensure that every task had a related knowledge statement and every knowledge statement had a related task. The SMEs also verified proposed demographic questions for the OA questionnaire, including questions regarding scope of practice and practice setting.

Once the lists of tasks and knowledge statements and the demographic questions were verified, OPES used this information to develop an online questionnaire that was sent to a large sample of California estheticians for completion and evaluation.

QUESTIONNAIRE DEVELOPMENT

OPES test specialists developed an online OA questionnaire designed to solicit estheticians' ratings of the tasks and knowledge statements. The surveyed estheticians were instructed to rate how often each task is performed (Frequency) and how important each task is to effective performance of their current practice (Importance). In addition, they were instructed to rate how important each item of knowledge is to the effective performance of their current practice (Importance). The OA questionnaire also included a demographic section for purposes of developing an accurate profile of the respondents. The OA questionnaire can be found in Appendix E.

PILOT STUDY

Before administering the final questionnaire, OPES conducted a pilot study of the online questionnaire. The draft questionnaire was reviewed by the Board and then sent to seven SMEs who had participated in the task and knowledge statement development workshop. The respondents provided information about the technical accuracy of the tasks and knowledge statements, online navigation, and ease of use of the questionnaire. OPES used this feedback to administer the final questionnaire.

CHAPTER 3 | RESPONSE RATE AND DEMOGRAPHICS

SAMPLING STRATEGY AND RESPONSE RATE

In November 2020, on behalf of the Board, OPES distributed the questionnaire to all licensed estheticians in California who had a known email address and who were in good standing with the Board (a total of 36,885 estheticians). These estheticians were invited by email to complete the OA questionnaire online. The email invitation can be found in Appendix D.

Of the 21,681 estheticians who opened the survey, 2,701 estheticians (12.5%) accessed the online questionnaire. OPES excluded data from respondents who indicated they were not currently licensed as estheticians in California. The final sample size included in the data analysis was 2,686, or 12.3% of the group who opened the survey. The final respondent sample appears to represent the California esthetician profession based on the sample's demographic composition.

DEMOGRAPHIC SUMMARY

Due to the time frame for the OA survey, it is likely that COVID-19 restrictions affected the respondents' answers to some of the demographic questions.

As shown in Table 1 and Figure 1, 22.3% of the respondents included in the analysis reported having been licensed for 5 years or less, 20% for 6–10 years, 31% for 11–20 years, and 12.6% for more than 20 years.

Table 2 and Figure 2 show that the greatest percentage of respondents (29.5%) reported working 9 hours or fewer per week, and 18.3% reported working 20–29 hours per week.

Table 3 and Figure 3 show that 59.8% of respondents reported seeing 0–5 clients per day, and 17.9% reported seeing 6–10 clients per day.

Table 4 and Figure 4 show that 41.5% of respondents reported being the sole owner of their business entity, and 24.2% reported being an employee.

Table 5 and Figure 5 show that 64.2% of respondents reported that they work in an urban area.

When asked to report their highest level of education achieved, 43.9% of respondents reported having completed Esthetician School, 16.2% reported holding a bachelor's degree, and 16.1% reported having completed an associate degree (see Table 6 and Figure 6).

Respondents were asked to report whether they hold any other California-issued occupational licenses. Table 7 shows that 62.1% of the respondents reported holding no other California-issued occupational licenses, and 6.7% of the respondents reported holding a manicurist license.

Responses by region can be seen in Table 8. More detailed demographic information from respondents can be found in Tables 1–8 and Figures 1–6.

TABLE 1 – NUMBER OF YEARS LICENSED AS AN ESTHETICIAN

YEARS	NUMBER (N)	PERCENT
0–5 years	600	22.3
6–10 years	536	20.0
11–20 years	833	31.0
More than 20 years	339	12.6
Missing	378	14.1
Total	2,686	100

FIGURE 1 – NUMBER OF YEARS LICENSED AS AN ESTHETICIAN

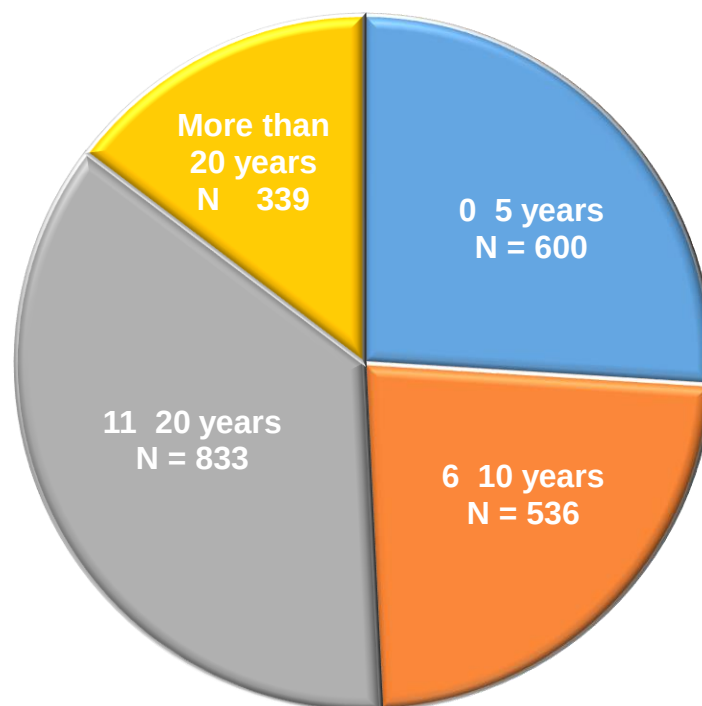


TABLE 2 – HOURS WORKED PER WEEK

HOURS	NUMBER (N)	PERCENT
9 hours or less	792	29.5
10–19 hours	301	11.2
20–29 hours	492	18.3
30–39 hours	416	15.5
40 or more hours	233	8.7
Missing	452	16.8
Total	2,686	100

FIGURE 2 – HOURS WORKED PER WEEK

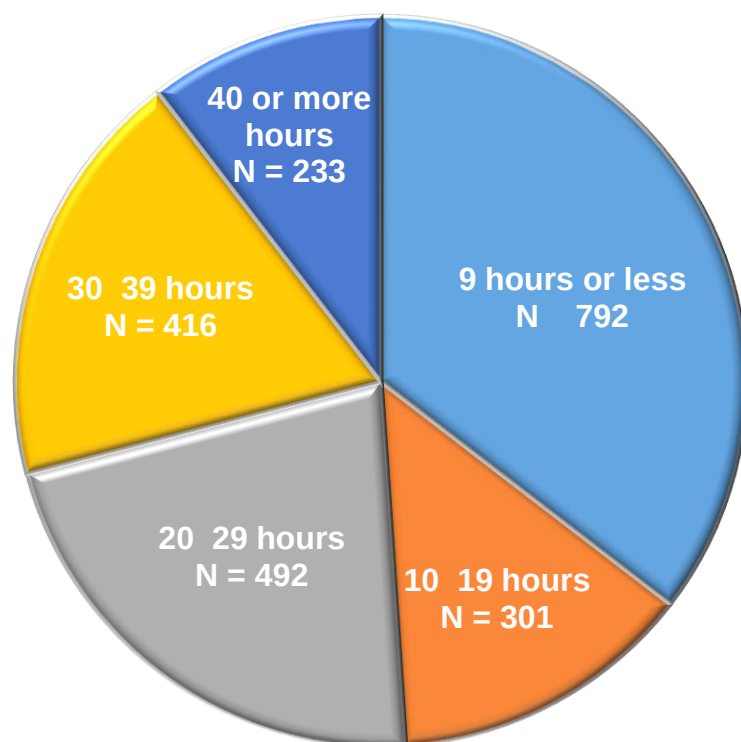


TABLE 3 – CLIENTS SEEN PER DAY

CLIENTS	NUMBER (N)	PERCENT
0–5 clients	1,606	59.8
6–10 clients	480	17.9
11–15 clients	101	3.8
More than 15 clients	59	2.2
Missing	440	16.4
Total	2,686	100*

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

FIGURE 3 – CLIENTS SEEN PER DAY

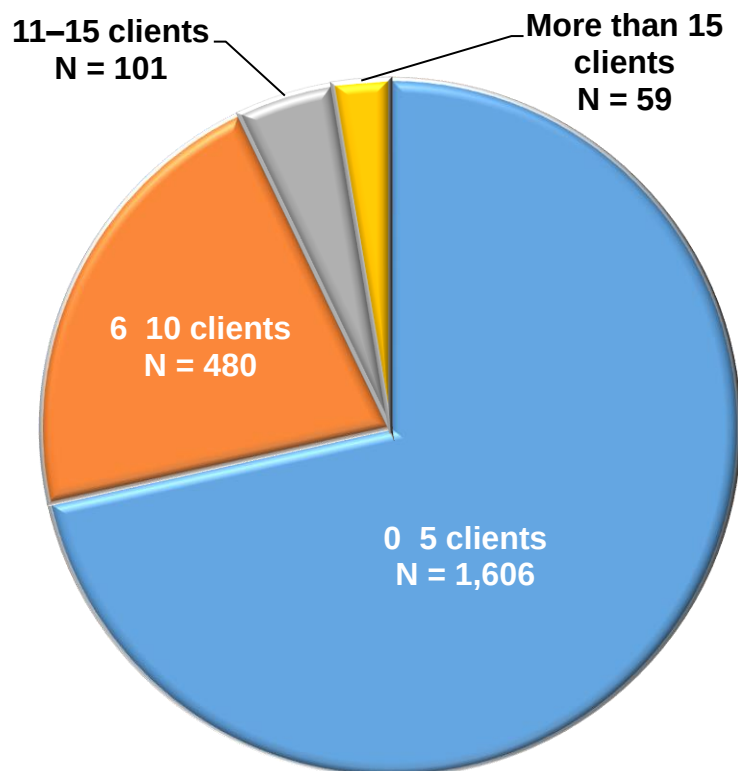


TABLE 4 – BUSINESS ENTITY TYPE

SETTING	NUMBER (N)	PERCENT
Employee	649	24.2
Sole Owner	1,114	41.5
Corporation	137	5.1
Franchise	39	1.5
Other	312	11.6
Missing	435	16.2
Total	2,686	100*

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

FIGURE 4 – BUSINESS ENTITY TYPE

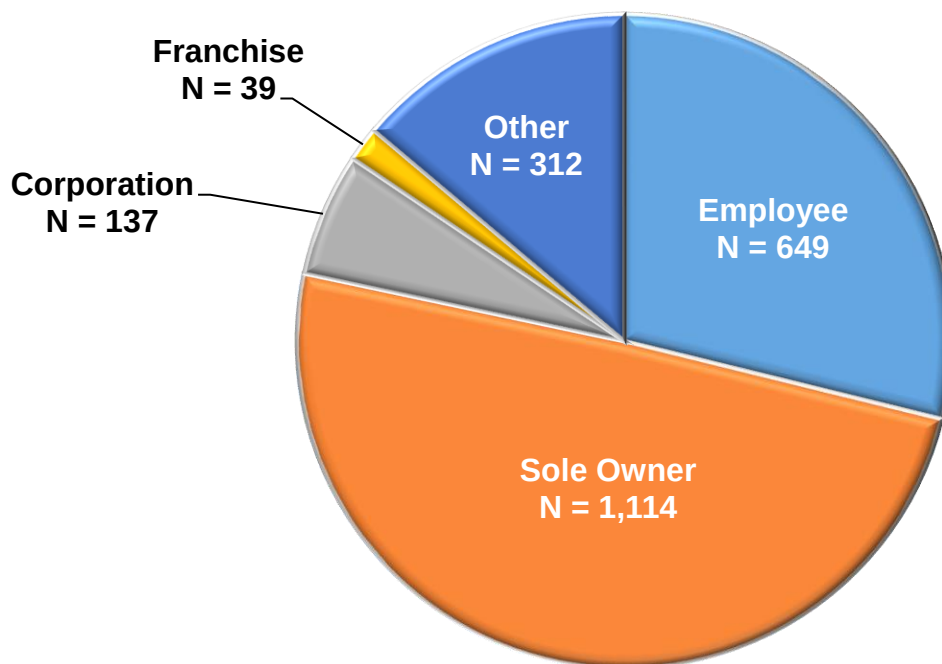


TABLE 5 – LOCATION OF PRIMARY WORK SETTING

LOCATION	NUMBER (N)	PERCENT
Urban (more than 50,000 people)	1,725	64.2
Rural (fewer than 50,000 people)	482	17.9
Missing	479	17.8
Total	2,686	100*

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

FIGURE 5 – LOCATION OF PRIMARY WORK SETTING

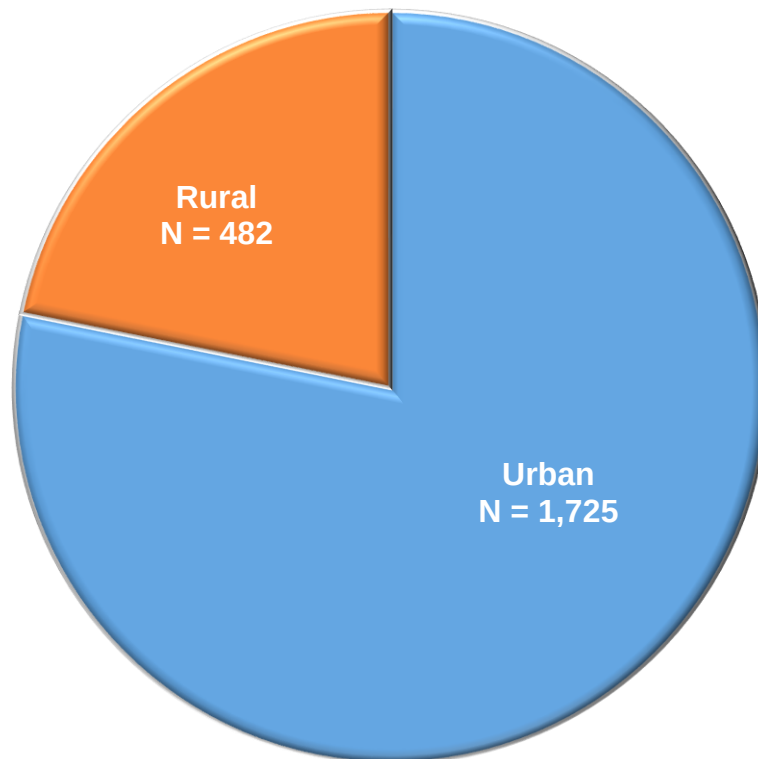


TABLE 6 – HIGHEST LEVEL OF EDUCATION

EDUCATION	NUMBER (N)	PERCENT
Esthetician School (Beauty School)	1,179	43.9
Associate degree	432	16.1
Bachelor's degree	434	16.2
Master's degree	89	3.3
Doctorate	10	0.4
Other formal education	109	4.1
Missing	433	16.1
Total	2,686	100*

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

FIGURE 6 – HIGHEST LEVEL OF EDUCATION

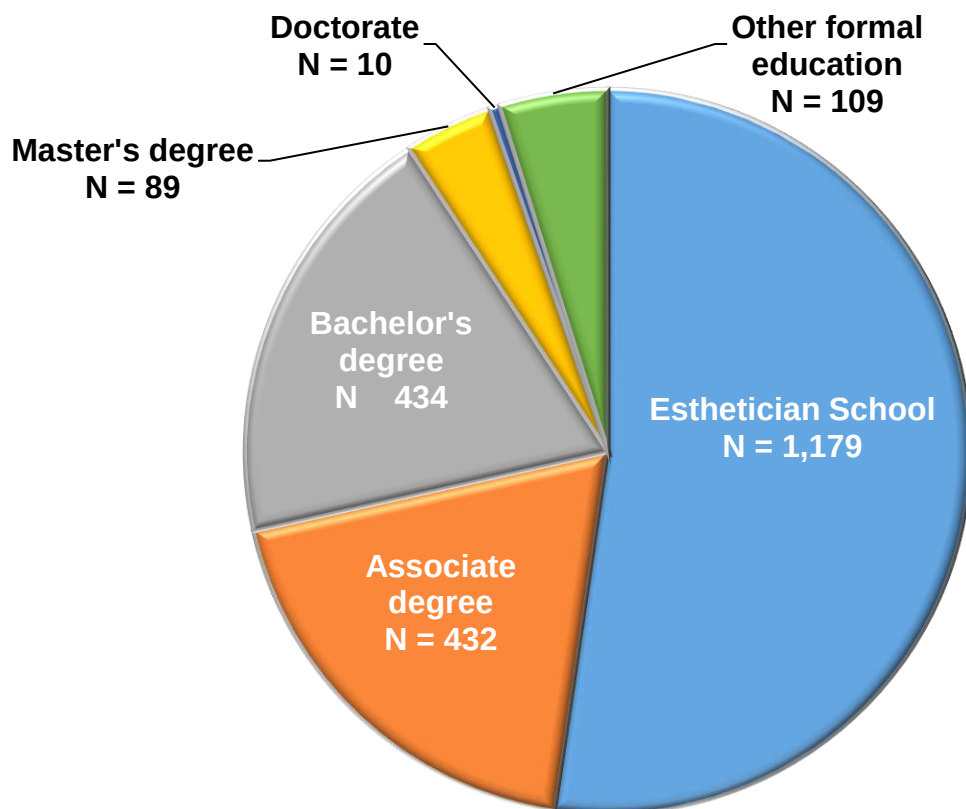


TABLE 7 – OTHER CALIFORNIA-ISSUED OCCUPATIONAL LICENSES HELD*

LICENSES	NUMBER (N)	PERCENT**
None	1,668	62.1
Barber	9	0.3
Cosmetologist	116	4.3
Electrologist	23	0.9
Manicurist	181	6.7
Other	164	6.1

*NOTE: Respondents were asked to select all that apply.

**NOTE: Percentages indicate the proportion in the sample of respondents.

TABLE 8 – RESPONDENTS BY REGION

REGION NAME	NUMBER (N)	PERCENT
Los Angeles County and Vicinity	723	26.9
San Francisco Bay Area	430	16.0
San Joaquin Valley	120	4.5
Sacramento Valley	122	4.5
San Diego County and Vicinity	293	10.9
Shasta-Cascade	18	0.7
Riverside and Vicinity	166	6.2
Sierra Mountain Valley	74	2.8
North Coast	59	2.2
South Coast and Central Coast	150	5.6
Missing	531	19.8
Total	2,686	100*

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

CHAPTER 4 | DATA ANALYSIS AND RESULTS

RELIABILITY OF RATINGS

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

Table 9 displays the reliability coefficients for the task statement rating scale in each content area. The overall ratings of task frequency and task importance across content areas were highly reliable (frequency $\alpha = .936$; importance $\alpha = .940$).

Table 10 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 ($\alpha = .980$). These results indicate that the responding estheticians rated the tasks and knowledge statements consistently throughout the questionnaire.

TABLE 9 – TASK SCALE RELIABILITY*

CONTENT AREA	NUMBER OF TASKS	α FREQUENCY	α IMPORTANCE
1. Consultation	9	.902	.904
2. Preparation, Sanitation, and Storage	11	.905	.896
3. Skin Services	11	.899	.893
4. Hair Removal	8	.942	.933
5. Makeup and Lashes	7	.954	.960
Total	46	.936	.940

*NOTE: Reliability was calculated using all tasks in the questionnaire.

TABLE 10 – KNOWLEDGE SCALE RELIABILITY*

CONTENT AREA	NUMBER OF KNOWLEDGE STATEMENTS	α IMPORTANCE
1. Consultation	22	.972
2. Preparation, Sanitation, and Storage	24	.949
3. Skin Services	26	.978
4. Hair Removal	11	.978
5. Makeup and Lashes	13	.987
Total	96	.980

*NOTE: Reliability was calculated using all knowledge statements in the questionnaire.

TASK CRITICALITY INDICES

OPES convened a workshop consisting of six SMEs in January 2021. The purpose of this workshop was to identify the essential tasks and knowledge required for safe and effective esthetician practice at the time of licensure. The SMEs reviewed the mean frequency and importance ratings for each task and its criticality index and evaluated the mean importance ratings for all knowledge statements.

To calculate the criticality indices of the task statements, OPES test specialists used the following formula. For each respondent, OPES first multiplied the frequency rating (F_i) and the importance rating (I_i) for each task. Next, OPES averaged the multiplication products across respondents as shown below.

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

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

The SMEs who participated in the January 2021 workshop evaluated the task criticality indices derived from the questionnaire results. OPES test specialists instructed the SMEs to identify a cutoff value 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 tasks to esthetician practice, the SMEs determined that no cutoff value should be established, and that no task should be removed from the examination outline based upon its criticality index.

KNOWLEDGE IMPORTANCE RATINGS

To determine the importance of each knowledge statement, the mean importance (K Imp) rating for each knowledge statement was calculated. The knowledge statements and their mean importance ratings, sorted by descending order and content area, are presented in Appendix C.

The SMEs who participated in the January 2021 workshop that evaluated the task criticality indices also reviewed the knowledge statement mean importance ratings. After reviewing the mean importance ratings and considering their relative importance to esthetician practice, the SMEs determined that no cutoff value should be established, and that no knowledge statement should be removed from the examination outline based upon its mean importance rating.

CHAPTER 5 | DESCRIPTION OF PRACTICE AND EXAMINATION OUTLINE

TASKS AND KNOWLEDGE STATEMENTS AND TASK-KNOWLEDGE LINKAGE

The SMEs who participated in the January 2021 workshop reviewed the preliminary assignments of the tasks and knowledge statements to content areas from the August 2020 workshop. The SMEs made changes to the statements and the assignments, and the statements were reordered and renumbered. This chapter refers to the original statements and their original task and knowledge statement numbers. For a key showing the original numbers and the current numbers, see Tables 13 and 14. Table 12 and all appendices show the current numbers.

In content area 3 “Skin Services,” The SMEs added a linkage between T21 and K3. The SMEs also maintained the original linkage between T3 and K3 in content area 1 “Consultation.” They recommended delinking K91 from T44 in content area 5 “Makeup and Lashes,” and they linked K91 to T34 in content area 4 “Hair Removal.”

The SMEs also recommended that T31 and T32 be combined because they are too similar to be distinguished in practice. The new combined task is now identified as T31 in content area 3 “Skin Services.” The SMEs also recommended adding two task statements to content area 4 “Hair Removal,” T47 and T48, to address tasks related to eyelashes and lash extensions. The SMEs also requested that the order of T25 and T26 should be switched.

The SMEs then recommended deletion of K14, K27, and K52 because they are not necessary for standard entry-level esthetician practice. The SMEs edited K51 to remove unnecessary information in the parentheses, and they edited K74 and K75 to be more general. After proposing the inclusion, deletion, and editing of statements, the SMEs established the final linkage of knowledge statements to task statements.

As a result of these changes and the linkage, the SMEs wrote ten new knowledge statements (K70, K92, K94, K95, K96, K98, K99, K100, K101, and K102). The SMEs determined that these new knowledge statements are important for esthetician practice.

The SMEs requested that the term “esthetic treatments” be used throughout the tasks and knowledge statements. However, according to a bulletin released by the Board, *Skin Care Machines/Devices* (August 4, 2015), the term “treatment” should be avoided because it may be erroneously conflated with medical care.

The SMEs made minor edits to K10, K18, and K65 for clarity and comprehensiveness (i.e., they added “based upon manufacturer's recommended protocol” to the end of K10, they added “brow” to K18, and they added “galvanic current” to K65).

Finally, the SMEs reviewed the content areas and wrote descriptions for each content area.

CONTENT AREA AND SUBAREA WEIGHTS

The SMEs in the January 2021 workshop were asked to evaluate the tasks within each content area and determine if they should be categorized into subareas. The SMEs determined that content area 5 “Makeup and Lashes” should include two subareas, Makeup and Lashes.

The SMEs were also asked to finalize the weights for the content areas and subareas on the esthetician examination outline. OPES test specialists presented the SMEs with preliminary weights of the content areas that were calculated by dividing the sum of the criticality indices for the tasks in each content area by the overall sum of the criticality indices for all tasks, as shown below.

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

The SMEs evaluated the preliminary weights by reviewing the following elements for each content area: the group of tasks and knowledge, the linkage established between the tasks and knowledge, and the relative importance of the tasks to esthetician practice in California. The SMEs agreed with the preliminary weights based on what they perceived as the relative importance of the tasks’ content to esthetician practice in California. A summary of the final content area weights for the esthetician examination outline is presented in Table 11.

TABLE 11 – CONTENT AREA AND SUBAREA WEIGHTS

CONTENT AREA	Content Area Weights	Subarea Weights
1. Consultation	17%	--
2. Preparation, Sanitation, and Storage	21%	--
3. Skin Services	28%	--
4. Hair Removal	19%	--
5. Makeup and Lashes	15%	--
A. Makeup		7.5%
B. Lashes		7.5%
Total	100%	

The examination outline for the esthetician profession is presented in Table 12.

TABLE 12 – EXAMINATION OUTLINE FOR THE ESTHETICIAN PROFESSION

1. Consultation (17%) – This content area assesses the candidate’s knowledge of obtaining client information related to esthetic services and assessing client expectations; assessing the condition of the skin; and determining what services and protocols may be appropriate.

T No.	Task	K No.	Associated Knowledge Statements
1	Identify client goals, including skin concerns and desired type of esthetic service.	1	Knowledge of methods to achieve desired goals within esthetician scope of practice.
2	Take client history, including past services, allergies, sensitivities, pertinent medical history, current skin condition, lifestyle, and routine.	2	Knowledge of methods used to obtain client history related to esthetic services.
3	Assess client skin type and goals to recommend esthetic services.	3	Knowledge of methods to assess skin type and condition.
		4	Knowledge of methods to provide esthetic services within esthetician scope of practice.
		5	Knowledge of how to use implements and modalities.
		6	Knowledge of skin conditions and diseases that do not allow esthetic services.
4	Recommend that client see a medical or other professional for treatment outside of the esthetician scope of practice.	7	Knowledge of services within the esthetician scope of practice.
		8	Knowledge of skin conditions that require medical attention.
5	Develop service plan to help client achieve their goals.	9	Knowledge of effect of client lifestyle, medication, and health conditions on esthetic services.
6	Select products to use on client based on skin type, condition, and goals.	10	Knowledge of methods to determine skin care products to use during esthetic services based upon manufacturer's recommended protocol.
		11	Knowledge of potential hazards of mixing chemical ingredients.
		12	Knowledge of how skin care products work when applied to skin.
		13	Knowledge of ingredients that make mixing products for combined usage unsafe.
		14	Knowledge of skin diseases and conditions that make the use of ingredients unsafe.
		15	Knowledge of purposes for using different skin care products on different skin conditions.

1. Consultation (17%), continued – This content area assesses the candidate’s knowledge of obtaining client information related to esthetic services and assessing client expectations; assessing the condition of the skin; and determining what services and protocols may be appropriate.

T No.	Task	K No.	Associated Knowledge Statements
7	Perform patch (predisposition) test to check for skin reactions before providing esthetic services.	16	Knowledge of methods to test skin for reactions to skin care products.
		17	Knowledge of indicators of a negative reaction to skin care, brow, and lash extension products.
8	Determine and recommend at-home skin care regimen.	18	Knowledge of skin care ingredients to use during at-home skin care regimen.
		19	Knowledge of lifestyle behaviors that affect at-home skin care routine.
9	Maintain client records to track esthetic services performed.	20	Knowledge of requirements to maintain client records.
		21	Knowledge of methods to maintain records of esthetic services and client reactions to those services.

2. Preparation, Sanitation, and Storage (21%) – This content area assesses the candidate’s knowledge of maintaining a clean facility, preparing a sanitary maintenance area (SMA), preparing for esthetic services, and storing products and supplies.

T No.	Task	K No.	Associated Knowledge Statements
24	10 Clean and prepare linens for use during esthetic services.	22	Knowledge of regulations to sanitize linens for client use.
		23	Knowledge of products approved for use to disinfect linens according to Board regulations.
		24	Knowledge of methods to launder linens.
	11 Sanitize or disinfect table and reusable implements per regulations before client entry to reduce the spread of pathogens.	25	Knowledge of Board regulations pertaining to disinfecting and sanitizing esthetic equipment.
		26	Knowledge of methods to sanitize and disinfect the surfaces and reusable implements for use in esthetic services.
		27	Knowledge of methods used to prevent spread of pathogens (i.e., bacterial, fungal, and viral) during esthetic services.
	12 Store esthetic products and supplies in sanitary, labeled containers in compliance with Board of Barbering and Cosmetology requirements.	28	Knowledge of Board regulations pertaining to the storage of esthetic products, implements, linens, and equipment.
		29	Knowledge of Board regulations pertaining to the labeling of esthetic products, implements, linens, and equipment.
	13 Maintain sanitizing Environmental Protection Agency (EPA)-registered fluid levels and cleanliness.	30	Knowledge of Board regulations regarding disinfectant strength, cleanliness, and fluid level.
	14 Prepare room for esthetic services, including setting out products, implements, and equipment for use.	31	Knowledge of products and equipment used for esthetic services.
		32	Knowledge of methods used to prepare products and equipment for use during esthetic services.
		33	Knowledge of Board regulations regarding maintaining a sanitary maintenance area (SMA).
		34	Knowledge of methods to prepare work area for esthetic services.
	15 Supply client with clean linen (e.g., head drape, gown, robe, sheets) according to type of esthetic service.	35	Knowledge of types of attire to provide client to be worn during esthetic services.

2. Preparation, Sanitation, and Storage (21%), continued – This content area assesses the candidate's knowledge of maintaining a clean facility, preparing a sanitary maintenance area (SMA), preparing for esthetic services, and storing products and supplies.

T No.	Task	K No.	Associated Knowledge Statements
16	Wash hands with soap and warm water before touching client.	36	Knowledge of Board regulations for hand washing protocols.
17	Use protective covering on client and self to protect client and self from products, bodily fluids, and pathogens.	37	Knowledge of Board regulations pertaining to safety and infection control procedures.
		38	Knowledge of personal protective equipment (PPE) and universal precautions for esthetic services.
		39	Knowledge of methods to drape client to protect from products.
		40	Knowledge of methods to reduce spread of pathogens during esthetic services.
18	Discard single-use supplies in covered, labeled trash receptacles after each esthetic service to prevent contamination.	41	Knowledge of Board regulations pertaining to the disposal of single-use items.
19	Remove used linens from work area after each esthetic service to prevent contamination.	42	Knowledge of Board regulations regarding removal and storage of soiled linens.
20	Maintain sanitary condition of makeup products and application tools to reduce transmission of pathogens.	43	Knowledge of methods to maintain sanitary makeup products and tools.
		44	Knowledge of potential for cross-contamination with improper makeup storage and usage.

3. Skin Services (28%) – This content area assesses the candidate's knowledge of selecting skin care protocols and products; performing skin care services; and recommending at-home regimens.

T No.	Task	K No.	Associated Knowledge Statements
21	Perform a visual and physical examination of skin to assess skin type and condition.	3	Knowledge of methods to assess skin type and condition.
22	Cleanse client skin to remove debris and makeup before esthetic services.	45	Knowledge of grades of acne.
		46	Knowledge of methods to cleanse skin.
		47	Knowledge of skin care products used for cleansing the skin.
23	Apply skin care products to skin according to client skin type and type of service.	48	Knowledge of types of products to treat skin.
		49	Knowledge of methods to apply skin care products.
24	Perform relaxation massage techniques.	50	Knowledge of sensory nerves affected by facial services (e.g., massage, heat or cold, pressure).
		51	Knowledge of health conditions that indicate massage during facial service should not be done.
		52	Knowledge of muscles affected by facial massage.
		53	Knowledge of techniques to perform facial, neck, and décolletage massage.
25	Apply steam to skin during esthetic services.	54	Knowledge of methods to use steam depending upon client skin conditions.
		55	Knowledge of health and safety recommendations regarding the use of steam.
26	Perform exfoliation of client skin.	56	Knowledge of methods to remove the uppermost layer of skin (e.g., microdermabrasion, hydrodermabrasion, chemical peels, ultrasonic spatula, scrubs).
27	Use fingers or extraction tool to perform extractions of comedones.	57	Knowledge of methods to extract comedones.
28	Apply cool or warm temperature to skin.	58	Knowledge of whether to use heat or cold on skin based upon purpose for use and skin condition.
		59	Knowledge of warm or cold temperature devices (e.g., jade rollers, balls) to use in esthetic services.
29	Use skin care devices to infuse products.	60	Knowledge of methods to use skin care devices (e.g., ionic, galvanic, nanotechnology, microcurrent, ultrasonic) to infuse products during esthetic services.
		61	Knowledge of the effects of using galvanic current, and positive and negative ionic charges on the skin.
30	Perform light-emitting diodes (LED) light therapy on skin.	62	Knowledge of purposes for using LED light therapy.
		63	Knowledge of conditions that do not allow safe use of LED light therapy.

3. Skin Services (28%), continued – This content area assesses the candidate’s knowledge of selecting skin care protocols and products; performing skin care services; and recommending at-home regimens.

T No.	Task	K No.	Associated Knowledge Statements
31	Perform skin services with electrical stimulation devices.	64	Knowledge of indirect and direct uses for high-frequency devices.
		65	Knowledge of protocol for using high-frequency devices.
		66	Knowledge of medical implants and health conditions that make high-frequency electrical services unsafe.
		67	Knowledge of anatomy and physiology of facial muscles.
		68	Knowledge of medical implants and health conditions that make electrical treatments unsafe.

4. Hair Removal (19%) – This content area assesses the candidate's knowledge of selecting hair removal protocols and products; performing hair removal treatments; and recommending at-home regimens.

T No.	Task	K No.	Associated Knowledge Statements
32	Assess client skin to determine type of product to use for hair removal.	69	Knowledge of methods used to determine what hair removal service can be performed.
		70	Knowledge of hair types and growth cycles.
33	Prepare area of skin for hair removal according to specifications for type of product used.	71	Knowledge of eyebrow mapping technique.
		72	Knowledge of methods to prepare skin for hair removal.
34	Test hair removal product temperature prior to applying to client skin.	73	Knowledge of techniques to test hair removal product temperature.
35	Apply hair removal product on the desired area for hair removal.	74	Knowledge of methods to apply hair removal product (e.g., wax, sugaring product, hair removal creams).
36	Pull wax or sugaring product and hair from skin.	75	Knowledge of methods to hold skin during wax or sugaring product removal.
		76	Knowledge of methods to remove wax or sugaring product from skin.
37	Remove hair removal creams from skin.	77	Knowledge of methods to remove hair removal products from skin.
38	Apply post hair-removal product to skin to soothe and reduce irritation.	78	Knowledge of types of skin care products that reduce inflammation of the skin.
39	Remove hair from client skin by tweezing in the same direction of hair growth.	79	Knowledge of types of implements used to remove hair (e.g., tweezers).
		80	Knowledge of techniques to tweeze hair.

5. Makeup and Lashes (15%) – This content area assesses the candidate's knowledge of selecting makeup and lash extension protocols and products; applying makeup and recommending makeup application techniques; performing lash extension treatment; and recommending at-home lash maintenance regimens.

Content Subarea	T No.	Task	K No.	Associated Knowledge Statements
Makeup 7.5%	40	Identify facial structures on client to determine type of makeup application to perform.	81	Knowledge of facial structures related to the application of makeup.
	41	Select makeup products based on skin color, skin condition, and desired look.	82	Knowledge of methods used to assess skin tone and type for application of makeup.
			83	Knowledge of color theory to select makeup colors.
			84	Knowledge of facial structures related to application of makeup.
			85	Knowledge of types of products and tools for makeup application.
Lashes 7.5%	42	Apply makeup products to conceal skin.	86	Knowledge of color theory to conceal skin.
	43	Apply makeup to client's skin to enhance facial features.	87	Knowledge of techniques used to apply makeup to reduce the appearance of skin conditions.
			88	Knowledge of techniques to apply makeup to enhance facial features.
			89	Knowledge of how to measure and fit strip lashes.
			90	Knowledge of methods to enhance eye features with temporary lashes.
	44	Select the style, shape, and type of lashes to create desired shape of lashes.	91	Knowledge of styles of temporary lashes to create desired look.
			92	Knowledge of methods to prepare lash extensions for lash application.
			93	Knowledge of methods to prepare eyelashes for lash extensions.
			94	Knowledge of styles, configurations, curls, weights, lengths and diameters of lashes.
			95	Knowledge of products to prepare eyelashes for lash extensions.
	45	Prepare eyelashes and lashes for lash application.	96	Knowledge of types of lash adhesives, primers, and removers.
			97	Knowledge of methods to adhere lash extensions.
			98	Knowledge of the implements used for adhering lash extensions.
			99	Knowledge of methods to isolate and place lash extensions on eyelash.
	46	Adhere lash extensions to enhance the appearance of eyelashes.	100	Knowledge of methods for lash extension adhesive cures.
			101	Knowledge of methods to wash eyelashes and lash extensions.
	47	Wash eyelashes and lash extensions after lash extension adhesive cures.	102	Knowledge of methods to care for lash extensions at home.
	48	Inform client of at-home lash extension maintenance and best practices.		

TABLE 13 – RENUMBERING OF TASK STATEMENTS

Original Task No.	Current Task No.	Task
1	1	Identify client goals, including skin concerns and desired type of esthetic service.
2	2	Take client history, including past services, allergies, sensitivities, pertinent medical history, current skin condition, lifestyle, and routine.
3	3	Assess client skin type and goals to recommend esthetic services.
4	4	Recommend that client see a medical or other professional for treatment outside of the esthetician scope of practice.
5	5	Develop service plan to help client achieve their goals.
6	6	Select products to use on client based on skin type, condition, and goals.
7	7	Perform patch (predisposition) test to check for skin reactions before providing esthetic services.
8	8	Determine and recommend at-home skin care regimen.
9	9	Maintain client records to track esthetic services performed.
10	10	Clean and prepare linens for use during esthetic services.
11	11	Sanitize or disinfect table and reusable implements per regulations before client entry to reduce the spread of pathogens.
12	12	Store esthetic products and supplies in sanitary, labeled containers in compliance with Board of Barbering and Cosmetology requirements.
13	13	Maintain sanitizing Environmental Protection Agency (EPA)-registered fluid levels and cleanliness.
14	14	Prepare room for esthetic services, including setting out products, implements, and equipment for use.
15	15	Supply client with clean linen (e.g., head drape, gown, robe, sheets) according to type of esthetic service.
16	16	Wash hands with soap and warm water before touching client.
17	17	Use protective covering on client and self to protect client and self from products, bodily fluids, and pathogens.
18	18	Discard single-use supplies in covered, labeled trash receptacles after each esthetic service to prevent contamination.
19	19	Remove used linens from work area after each esthetic service to prevent contamination.
20	20	Maintain sanitary condition of makeup products and application tools to reduce transmission of pathogens.
21	21	Perform a visual and physical examination of skin to assess skin type and condition.
22	22	Cleanse client skin to remove debris and makeup before esthetic services.
23	23	Apply skin care products to skin according to client skin type and type of service.
24	24	Perform relaxation massage techniques.
26	25	Apply steam to skin during esthetic services.
25	26	Perform exfoliation of client skin.
27	27	Use fingers or extraction tool to perform extractions of comedones.
28	28	Apply cool or warm temperature to skin.

Original Task No.	Current Task No.	Task
29	29	Use skin care devices to infuse products.
30	30	Perform light-emitting diodes (LED) light therapy on skin.
31/32	31	Perform skin services with electrical stimulation devices.
33	32	Assess client skin to determine type of product to use for hair removal.
34	33	Prepare area of skin for hair removal according to specifications for type of product used.
35	34	Test hair removal product temperature prior to applying to client skin.
36	35	Apply hair removal product on the desired area for hair removal.
37	36	Pull wax or sugaring product and hair from skin.
38	37	Remove hair removal creams from skin.
39	38	Apply post hair-removal product to skin to soothe and reduce irritation.
40	39	Remove hair from client skin by tweezing in the same direction of hair growth.
41	40	Identify facial structures on client to determine type of makeup application to perform.
42	41	Select makeup products based on skin color, skin condition, and desired look.
43	42	Apply makeup products to conceal skin.
44	43	Apply makeup to client's skin to enhance facial features.
45	44	Select the style, shape, and type of lashes to create desired shape of lashes.
46	45	Prepare eyelashes and lashes for lash application.
47	46	Adhere lash extensions to enhance the appearance of eyelashes.
New	47	Wash eyelashes and lash extensions after lash extension adhesive cures.
New	48	Inform client of at-home lash extension maintenance and best practices.

TABLE 14 – RENUMBERING OF KNOWLEDGE STATEMENTS

Original K No.	Current K No.	Knowledge Statement
1	1	Knowledge of methods to achieve desired goals within esthetician scope of practice.
2	2	Knowledge of methods used to obtain client history related to esthetic services.
3	3	Knowledge of methods to assess skin type and condition.
4	4	Knowledge of methods to provide esthetic services within esthetician scope of practice.
5	5	Knowledge of how to use implements and modalities.
6	6	Knowledge of skin conditions and diseases that do not allow esthetic services.
7	7	Knowledge of services within the esthetician scope of practice.
8	8	Knowledge of skin conditions that require medical attention.
9	9	Knowledge of effect of client lifestyle, medication, and health conditions on esthetic services.
10	10	Knowledge of methods to determine skin care products to use during esthetic services based upon manufacturer's recommended protocol.
11	11	Knowledge of potential hazards of mixing chemical ingredients.
12	12	Knowledge of how skin care products work when applied to skin.
13	13	Knowledge of ingredients that make mixing products for combined usage unsafe.
14	Deleted	Knowledge of skin level on the Fitzpatrick scale to determine products to use during esthetic treatments.
15	14	Knowledge of skin diseases and conditions that make the use of ingredients unsafe.
16	15	Knowledge of purposes for using different skin care products on different skin conditions.
17	16	Knowledge of methods to test skin for reactions to skin care products.
18	17	Knowledge of indicators of a negative reaction to skin care, brow, and lash extension products.
19	18	Knowledge of skin care ingredients to use during at-home skin care regimen.
20	19	Knowledge of lifestyle behaviors that affect at-home skin care routine.
21	20	Knowledge of requirements to maintain client records.
22	21	Knowledge of methods to maintain records of esthetic services and client reactions to those services.
23	22	Knowledge of regulations to sanitize linens for client use.
24	23	Knowledge of products approved for use to disinfect linens according to Board regulations.
25	24	Knowledge of methods to launder linens.
26	25	Knowledge of Board regulations pertaining to disinfecting and sanitizing esthetic equipment.
27	Deleted	Knowledge of requirement to maintain documentation of autoclave function.
28	26	Knowledge of methods to sanitize and disinfect the surfaces and reusable implements for use in esthetic services.
29	27	Knowledge of methods used to prevent spread of pathogens (i.e., bacterial, fungal, and viral) during esthetic services.
30	28	Knowledge of Board regulations pertaining to the storage of esthetic products, implements, linens, and equipment.

Original K No.	Current K No.	Knowledge Statement
31	29	Knowledge of Board regulations pertaining to the labeling of esthetic products, implements, linens, and equipment.
32	30	Knowledge of Board regulations regarding disinfectant strength, cleanliness, and fluid level.
33	31	Knowledge of products and equipment used for esthetic services.
34	32	Knowledge of methods used to prepare products and equipment for use during esthetic services.
35	33	Knowledge of Board regulations regarding maintaining a sanitary maintenance area (SMA).
36	34	Knowledge of methods to prepare work area for esthetic services.
37	35	Knowledge of types of attire to provide client to be worn during esthetic services.
38	36	Knowledge of Board regulations for hand washing protocols.
39	37	Knowledge of Board regulations pertaining to safety and infection control procedures.
40	38	Knowledge of personal protective equipment (PPE) and universal precautions for esthetic services.
41	39	Knowledge of methods to drape client to protect from products.
42	40	Knowledge of methods to reduce spread of pathogens during esthetic services.
43	41	Knowledge of Board regulations pertaining to the disposal of single-use items.
44	42	Knowledge of Board regulations regarding removal and storage of soiled linens.
45	43	Knowledge of methods to maintain sanitary makeup products and tools.
46	44	Knowledge of potential for cross-contamination with improper makeup storage and usage.
48	45	Knowledge of grades of acne.
49	46	Knowledge of methods to cleanse skin.
50	47	Knowledge of skin care products used for cleansing the skin.
51	48	Knowledge of types of products to treat skin.
52	Deleted	Knowledge of requirements to apply skin care products during esthetic treatments.
53	49	Knowledge of methods to apply skin care products.
54	50	Knowledge of sensory nerves affected by facial services (e.g., massage, heat or cold, pressure).
55	51	Knowledge of health conditions that indicate massage during facial service should not be done.
56	52	Knowledge of muscles affected by facial massage.
57	53	Knowledge of techniques to perform facial, neck, and décolletage massage.
59	54	Knowledge of methods to use steam depending upon client skin conditions.
60	55	Knowledge of health and safety recommendations regarding the use of steam.
58	56	Knowledge of methods to remove the uppermost layer of skin (e.g., microdermabrasion, hydrodermabrasion, chemical peels, ultrasonic spatula, scrubs).

Original K No.	Current K No.	Knowledge Statement
61	57	Knowledge of methods to extract comedones.
62	58	Knowledge of whether to use heat or cold on skin based upon purpose for use and skin condition.
63	59	Knowledge of warm or cold temperature devices (e.g., jade rollers, balls) to use in esthetic services.
64	60	Knowledge of methods to use skin care devices (e.g., ionic, galvanic, nanotechnology, microcurrent, ultrasonic) to infuse products during esthetic services.
65	61	Knowledge of the effects of using galvanic current, and positive and negative ionic charges on the skin.
66	62	Knowledge of purposes for using LED light therapy.
67	63	Knowledge of conditions that do not allow safe use of LED light therapy.
68	64	Knowledge of indirect and direct uses for high-frequency devices.
69	65	Knowledge of protocol for using high-frequency devices.
70	66	Knowledge of medical implants and health conditions that make high-frequency electrical services unsafe.
71	67	Knowledge of anatomy and physiology of facial muscles.
72	68	Knowledge of medical implants and health conditions that make electrical treatments unsafe.
73	69	Knowledge of methods used to determine what hair removal service can be performed.
New	70	Knowledge of hair types and growth cycles.
91	71	Knowledge of eyebrow mapping technique.
74	72	Knowledge of methods to prepare skin for hair removal.
75	73	Knowledge of techniques to test hair removal product temperature.
76	74	Knowledge of methods to apply hair removal product (e.g., wax, sugaring product, hair removal creams).
77	75	Knowledge of methods to hold skin during wax or sugaring product removal.
78	76	Knowledge of methods to remove wax or sugaring product from skin.
79	77	Knowledge of methods to remove hair removal products from skin.
80	78	Knowledge of types of skin care products that reduce inflammation of the skin.
81	79	Knowledge of types of implements used to remove hair (e.g., tweezers).
82	80	Knowledge of techniques to tweeze hair.
83	81	Knowledge of facial structures related to the application of makeup.
84	82	Knowledge of methods used to assess skin tone and type for application of makeup.
85	83	Knowledge of color theory to select makeup colors.
86	84	Knowledge of facial structures related to application of makeup.
87	85	Knowledge of types of products and tools for makeup application.
88	86	Knowledge of color theory to conceal skin.

Original K No.	Current K No.	Knowledge Statement
89	87	Knowledge of techniques used to apply makeup to reduce the appearance of skin conditions.
90	88	Knowledge of techniques to apply makeup to enhance facial features.
92	89	Knowledge of how to measure and fit strip lashes.
93	90	Knowledge of methods to enhance eye features with temporary lashes.
94	91	Knowledge of styles of temporary lashes to create desired look.
New	92	Knowledge of methods to prepare lash extensions for lash application.
95	93	Knowledge of methods to prepare eyelashes for lash extensions.
New	94	Knowledge of styles, configurations, curls, weights, lengths and diameters of lashes.
New	95	Knowledge of products to prepare eyelashes for lash extensions.
New	96	Knowledge of types of lash adhesives, primers, and removers.
96	97	Knowledge of methods to adhere lash extensions.
New	98	Knowledge of the implements used for adhering lash extensions.
New	99	Knowledge of methods to isolate and place lash extensions on eyelash.
New	100	Knowledge of methods for lash extension adhesive cures.
New	101	Knowledge of methods to wash eyelashes and lash extensions.
New	102	Knowledge of methods to care for lash extensions at home.

CHAPTER 6 | CONCLUSION

The OA of esthetician practice described in this report provides a comprehensive description of current esthetician practice in California. The procedures employed to perform the OA were based upon a content validation strategy to ensure that the results accurately represent esthetician practice. Results of this OA provide information regarding current practice that can be used to review national esthetician examination programs.

Use of the esthetician examination outline contained in this report ensures that the Board is compliant with Business and Professions Code § 139.

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	481
Orange	242
TOTAL	723

NORTH COAST

County of Practice	Frequency
Humboldt	12
Mendocino	4
Sonoma	43
TOTAL	59

RIVERSIDE AND VICINITY

County of Practice	Frequency
Riverside	110
San Bernardino	56
TOTAL	166

SACRAMENTO VALLEY

County of Practice	Frequency
Butte	12
Glenn	2
Lake	4
Sacramento	90
Sutter	3
Yolo	7
Yuba	4
TOTAL	122

SAN DIEGO COUNTY AND VICINITY

County of Practice	Frequency
Imperial	2
San Diego	291
TOTAL	293

SAN FRANCISCO BAY AREA

County of Practice	Frequency
Alameda	83
Contra Costa	71
Marin	18
Napa	17
San Francisco	80
San Mateo	44
Santa Clara	80
Santa Cruz	23
Solano	14
TOTAL	430

SAN JOAQUIN VALLEY

County of Practice	Frequency
Fresno	39
Kern	16
Kings	1
Madera	1
Merced	4
San Joaquin	24
Stanislaus	23
Tulare	12
TOTAL	120

SHASTA-CASCADE

County of Practice	Frequency
Lassen	1
Plumas	1
Shasta	12
Siskiyou	2
Tehama	1
Trinity	1
TOTAL	18

SIERRA MOUNTAIN VALLEY

County of Practice	Frequency
Alpine	1
Amador	1
Calaveras	2
El Dorado	12
Inyo	1
Mono	1
Nevada	10
Placer	43
Tuolumne	3
TOTAL	74

SOUTH COAST AND CENTRAL COAST

County of Practice	Frequency
Monterey	24
San Benito	2
San Luis Obispo	20
Santa Barbara	34
Ventura	70
TOTAL	150

APPENDIX B | CRITICALITY INDICES FOR ALL TASKS BY CONTENT AREA

Content Area 1 – Consultation

Task	Mean Frequency	Mean Importance	Task Criticality Index
2. Take client history, including past services, allergies, sensitivities, pertinent medical history, current skin condition, lifestyle, and routine.	4.61	4.69	22.02
1. Identify client goals, including skin concerns and desired type of esthetic service.	4.54	4.52	21.08
3. Assess client skin type and goals to recommend esthetic services.	4.48	4.44	20.61
6. Select products to use on client based on skin type, condition, and goals.	4.48	4.39	20.40
9. Maintain client records to track esthetic services performed.	4.40	4.40	20.10
5. Develop service plan to help client achieve their goals.	4.29	4.24	18.98
8. Determine and recommend at-home skin care regimen.	4.35	4.17	18.90
7. Perform patch (predisposition) test to check for skin reactions before providing esthetic services.	3.24	3.75	13.55
4. Recommend that client see a medical or other professional for treatment outside of the esthetician scope of practice.	3.12	4.03	13.26

Content Area 2 – Preparation, Sanitation, and Storage

Task Statement	Mean Frequency	Mean Importance	Task Criticality Index
11. Sanitize or disinfect table and reusable implements per regulations before client entry to reduce the spread of pathogens.	4.92	4.95	24.48
16. Wash hands with soap and warm water before touching client.	4.92	4.93	24.44
18. Discard single-use supplies in covered, labeled trash receptacles after each esthetic service to prevent contamination.	4.90	4.91	24.25
13. Maintain sanitizing Environmental Protection Agency (EPA)-registered fluid levels and cleanliness.	4.88	4.90	24.15
19. Remove used linens from work area after each esthetic service to prevent contamination.	4.87	4.86	23.91
12. Store esthetic products and supplies in sanitary, labeled containers in compliance with Board of Barbering and Cosmetology requirements.	4.88	4.85	23.85
10. Clean and prepare linens for use during esthetic services.	4.78	4.86	23.53
17. Use protective covering on client and self to protect client and self from products, bodily fluids, and pathogens.	4.79	4.82	23.53
15. Supply client with clean linen (e.g., head drape, gown, robe, sheets) according to type of esthetic service.	4.81	4.79	23.35
20. Maintain sanitary condition of makeup products and application tools to reduce transmission of pathogens.	4.54	4.72	22.32
14. Prepare room for esthetic services, including setting out products, implements, and equipment for use.	4.76	4.59	22.24

Content Area 3 – Skin Services

Task Statement	Mean Frequency	Mean Importance	Task Criticality Index
22. Cleanse client skin to remove debris and makeup before esthetic services.	4.74	4.71	22.77
23. Apply skin care products to skin according to client skin type and type of service.	4.67	4.64	22.35
21. Perform a visual and physical examination of skin to assess skin type and condition.*	4.61	4.60	21.89
25. Apply steam to skin during esthetic services.**	4.29	4.08	18.53
28. Apply cool or warm treatment to skin.	4.08	3.69	16.22
27. Use fingers or extraction tool to perform extractions of comedones.	3.90	3.78	15.96
24. Perform relaxation massage techniques.	3.98	3.58	15.59
26. Perform exfoliation of client skin.**	3.46	3.12	12.57
29. Use skin care devices to infuse products.	3.34	3.16	12.37
31. Perform skin services with electrical stimulation devices.***	2.72	2.85	9.63
30. Perform light-emitting diodes (LED) light therapy on skin.	2.59	2.76	9.19
32. Perform skin services with a microcurrent device.***	2.06	2.34	6.75

*NOTE: Shaded task T21 was linked to K3 in the second workshop.

**NOTE: The order of shaded tasks T25 and T26 was switched in the second workshop.

***NOTE: Shaded tasks T31 and T32 were combined into one and numbered T31.

Content Area 4 – Hair Removal

Task Statement	Mean Frequency	Mean Importance	Task Criticality Index
34. Test hair removal product temperature prior to applying to client skin.	3.97	4.27	18.67
33. Prepare area of skin for hair removal according to specifications for type of product used.*	3.84	4.11	17.66
35. Apply hair removal product on the desired area for hair removal.	3.80	4.11	17.43
38. Apply post hair-removal product to skin to soothe and reduce irritation.	3.85	4.04	17.39
39. Remove hair from client skin by tweezing in the same direction of hair growth.	3.79	4.04	16.98
36. Pull wax or sugaring product and hair from skin.	3.68	4.01	16.87
32. Assess client skin to determine type of product to use for hair removal.	3.60	3.90	16.00
37. Remove hair removal creams from skin.	1.76	2.23	7.28

*NOTE: Shaded task T33 was linked to K71 in the second workshop.

Content Area 5 – Makeup and Lashes

Task Statement	Mean Frequency	Mean Importance	Task Criticality Index
41. Select makeup products based on skin color, skin condition, and desired look.	2.18	2.75	9.02
40. Identify facial structures on client to determine type of makeup application to perform.	2.06	2.60	8.36
45. Prepare eyelashes and lashes for lash application.	1.84	2.52	7.79
44. Select the style, shape, and type of lashes to create desired shape of lashes.	1.88	2.50	7.69
43. Apply makeup to client's skin to enhance facial features.*	1.91	2.47	7.53
46. Adhere lash extensions to enhance the appearance of eyelashes.	1.69	2.35	7.00
42. Apply makeup products to conceal skin.	1.85	2.30	6.92
47. Wash eyelashes and lash extensions after lash extension adhesive cures.**			
48. Inform client of at-home lash extension maintenance and best practices.**			

*NOTE: Shaded task T43 was delinked from K71 in the second workshop.

**NOTE: Shaded tasks T47 and T48 were added in the second workshop and did not receive ratings.

APPENDIX C | KNOWLEDGE IMPORTANCE RATINGS BY CONTENT AREA

Content Area 1 – Consultation

Knowledge Statement	Mean Importance
11. Knowledge of potential hazards of mixing chemical ingredients.	4.77
6. Knowledge of skin conditions and diseases that do not allow esthetic services.	4.76
14. Knowledge of skin diseases and conditions that make the use of ingredients unsafe.	4.75
7. Knowledge of services within the esthetician scope of practice.	4.73
13. Knowledge of ingredients that make mixing products for combined usage unsafe.	4.73
4. Knowledge of methods to provide esthetic services within esthetician scope of practice.	4.71
5. Knowledge of how to use implements and modalities.	4.71
1. Knowledge of methods to achieve desired goals within esthetician scope of practice.	4.69
12. Knowledge of how skin care products work when applied to skin.	4.68
17. Knowledge of indicators of a negative reaction to skin care, brow, and lash extension products.*	4.67
8. Knowledge of skin conditions that require medical attention.	4.66
3. Knowledge of methods to assess skin type and condition.	4.65
9. Knowledge of effect of client lifestyle, medication, and health conditions on esthetic services.	4.64
10. Knowledge of methods to determine skin care products to use during esthetic services based upon manufacturer's recommended protocol.**	4.59
21. Knowledge of methods to maintain records of esthetic services and client reactions to those services.	4.55
2. Knowledge of methods used to obtain client history related to esthetic services.	4.54
15. Knowledge of purposes for using different skin care products on different skin conditions.	4.54
16. Knowledge of methods to test skin for reactions to skin care products.	4.51
18. Knowledge of skin care ingredients to use during at-home skin care regimen.	4.47
20. Knowledge of requirements to maintain client records.	4.46
19. Knowledge of lifestyle behaviors that affect at-home skin care routine.	4.36

*NOTE: Shaded knowledge statement K17 was edited in the second workshop; the word "brow" was added.

**NOTE: Shaded knowledge statement K10 was edited in the second workshop; the language in bold was added.

Content Area 2 – Preparation, Sanitation, and Storage

Knowledge Statement	Mean Importance
27. Knowledge of methods used to prevent spread of pathogens (i.e., bacterial, fungal, and viral) during esthetic services.	4.88
40. Knowledge of methods to reduce spread of pathogens during esthetic services.	4.87
25. Knowledge of Board regulations pertaining to disinfecting and sanitizing esthetic equipment.	4.86
37. Knowledge of Board regulations pertaining to safety and infection control procedures.	4.85
23. Knowledge of products approved for use to disinfect linens according to Board regulations.	4.84
26. Knowledge of methods to sanitize and disinfect the surfaces and reusable implements for use in esthetic services.	4.84
36. Knowledge of Board regulations for hand washing protocols.	4.81
38. Knowledge of personal protective equipment (PPE) and universal precautions for esthetic services.	4.80
33. Knowledge of Board regulations regarding maintaining a sanitary maintenance area (SMA).	4.78
22. Knowledge of regulations to sanitize linens for client use.	4.78
41. Knowledge of Board regulations pertaining to the disposal of single-use items.	4.78
30. Knowledge of Board regulations regarding disinfectant strength, cleanliness, and fluid level.	4.77
28. Knowledge of Board regulations pertaining to the storage of esthetic products, implements, linens, and equipment.	4.73
24. Knowledge of methods to launder linens.	4.72
31. Knowledge of products and equipment used for esthetic services.	4.71
42. Knowledge of Board regulations regarding removal and storage of soiled linens.	4.69
32. Knowledge of methods used to prepare products and equipment for use during esthetic services.	4.67
34. Knowledge of methods to prepare work area for esthetic services.	4.67
29. Knowledge of Board regulations pertaining to the labeling of esthetic products, implements, linens, and equipment.	4.65
44. Knowledge of potential for cross-contamination with improper makeup storage and usage.	4.44

Content Area 2 – Preparation, Sanitation, and Storage, continued

Knowledge Statement	Mean Importance
39. Knowledge of methods to drape client to protect from products.	4.40
43. Knowledge of methods to maintain sanitary makeup products and tools.	4.37
27. Knowledge of requirement to maintain documentation of autoclave function.*	4.06
35. Knowledge of types of attire to provide client to be worn during esthetic services.	3.74

**NOTE: Shaded knowledge statement K27 was deleted in the second workshop; estheticians are not required to use autoclaves.*

Content Area 3 – Skin Services

Knowledge Statement	Mean Importance
3. Knowledge of methods to assess skin type and condition.	4.67
51. Knowledge of health conditions that indicate massage during facial service should not be done.	4.62
66. Knowledge of medical implants and health conditions that make high-frequency electrical services unsafe.	4.60
54. Knowledge of methods to use steam depending upon client skin conditions.	4.57
68. Knowledge of medical implants and health conditions that make electrical treatments unsafe.	4.56
57. Knowledge of methods to extract comedones.	4.56
48. Knowledge of types of products to treat skin.*	4.52
52. Knowledge of requirements to apply skin care products during esthetic treatments.**	4.48
47. Knowledge of skin care products used for cleansing the skin.	4.46
56. Knowledge of methods to remove the uppermost layer of skin (e.g., microdermabrasion, hydrodermabrasion, chemical peels, ultrasonic spatula, scrubs).	4.46
45. Knowledge of grades of acne.	4.46
50. Knowledge of sensory nerves affected by facial services (e.g., massage, heat or cold, pressure).	4.45
46. Knowledge of methods to cleanse skin.	4.44
58. Knowledge of whether to use heat or cold on skin based upon purpose for use and skin condition.	4.42
49. Knowledge of methods to apply skin care products.	4.42
55. Knowledge of health and safety recommendations regarding the use of steam.	4.35
52. Knowledge of muscles affected by facial massage.	4.33
65. Knowledge of protocol for using high-frequency devices.	4.33
67. Knowledge of anatomy and physiology of facial muscles.	4.32
63. Knowledge of conditions that do not allow safe use of LED light therapy.	4.32

*NOTE: Shaded knowledge statement K48 was edited in the second workshop; an unnecessary parenthetical phrase was removed.

**NOTE: Shaded knowledge statement K52 was deleted in the second workshop; there are no requirements to apply skincare products, only manufacturer recommendations.

Content Area 3 – Skin Services, continued

Knowledge Statement	Mean Importance
53. Knowledge of techniques to perform facial, neck, and décolletage massage.	4.30
64. Knowledge of indirect and direct uses for high-frequency devices.	4.25
60. Knowledge of methods to use skin care devices (e.g., ionic, galvanic, nanotechnology, microcurrent, ultrasonic) to infuse products during esthetic services.	4.23
59. Knowledge of warm or cold temperature devices (e.g., jade rollers, balls) to use in esthetic services.	4.13
62. Knowledge of purposes for using LED light therapy.	4.10
61. Knowledge of the effects of using galvanic current, and positive and negative ionic charges on the skin.***	4.08

***NOTE: Shaded knowledge statement K61 was edited in the second workshop; "galvanic current" was added.

Content Area 4 – Hair Removal

Knowledge Statement	Mean Importance
72. Knowledge of methods to prepare skin for hair removal.*	
78. Knowledge of types of skin care products that reduce inflammation of the skin.	4.38
69. Knowledge of methods used to determine what hair removal service can be performed.	4.30
75. Knowledge of methods to hold skin during wax or sugaring product removal.	4.29
79. Knowledge of types of implements used to remove hair (e.g., tweezers).	4.27
76. Knowledge of methods to remove wax or sugaring product from skin.	4.25
73. Knowledge of techniques to test hair removal product temperature.**	
80. Knowledge of techniques to tweeze hair.	4.22
74. Knowledge of methods to apply hair removal product (e.g., wax, sugaring product, hair removal creams).	4.21
77. Knowledge of methods to remove hair removal products from skin.	4.16
71. Knowledge of eyebrow mapping technique.	3.78
70. Knowledge of hair types and growth cycles.***	

*NOTE: In shaded knowledge statement K72, “waxing” was changed to “hair removal.”

**NOTE: In shaded knowledge statement K73, “wax” was changed to “hair removal product.”

***NOTE: Shaded knowledge statement K70 was added in the second workshop and did not receive ratings.

Content Area 5 – Makeup and Lashes

Knowledge Statement	Mean Importance
82. Knowledge of methods used to assess skin tone and type for application of makeup.	3.30
87. Knowledge of techniques used to apply makeup to reduce the appearance of skin conditions.	3.26
85. Knowledge of types of products and tools for makeup application.	3.26
86. Knowledge of color theory to conceal skin.	3.26
97. Knowledge of methods to adhere lash extensions.	3.25
83. Knowledge of color theory to select makeup colors.	3.24
81. Knowledge of facial structures related to application of makeup.	3.23
88. Knowledge of techniques to apply makeup to enhance facial features.	3.21
84. Knowledge of facial structures related to the application of makeup.	3.19
90. Knowledge of methods to enhance eye features with temporary lashes.	3.07
93. Knowledge of methods to prepare eyelashes for lash extensions.	3.07
91. Knowledge of styles of temporary lashes to create desired look.	3.07
89. Knowledge of how to measure and fit strip lashes.	3.07
92. Knowledge of methods to prepare lash extensions for lash application.	
94. Knowledge of styles, configurations, curls, weights, lengths and diameters of lashes.	
95. Knowledge of products to prepare eyelashes for lash extensions.	
96. Knowledge of types of lash adhesives, primers, and removers.	
99. Knowledge of methods to isolate and place lash extensions on eyelash.	
100. Knowledge of methods for lash extension adhesive cures.	
101. Knowledge of methods to wash eyelashes and lash extensions.	
102. Knowledge of methods to care for lash extensions at home.	

NOTE: Shaded knowledge statements K92, K94, K95, K96, K98, K99, K100, K101, and K102 were added in the second workshop and did not receive ratings.

APPENDIX D | QUESTIONNAIRE INVITATION EMAIL TO PRACTITIONERS

2020 ESTHETICIAN OCCUPATIONAL ANALYSIS SURVEY

Hello,

The Board of Barbering and Cosmetology (Board) is having the Office of Professional Examination Services conduct an occupational analysis (OA) of the esthetician profession. This OA will provide a California description of practice for estheticians, which will be used to inform the statewide licensing examination for estheticians.

You have been selected to participate in the OA, and you can participate by completing an online survey. The survey will take approximately 30 minutes to complete. If you are willing to share your time to help shape the future of esthetician licensing in California, please follow the link below to complete the survey.

Please complete the survey by November 27th.

Thank you for your time,

[Begin Survey](#)

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

Powered by  SurveyMonkey

APPENDIX E | QUESTIONNAIRE

Message from the Board of Barbering and Cosmetology

Dear Licensee:

Thank you for opening this online survey. You have been selected to participate in a study of the esthetician profession in California by the Board of Barbering and Cosmetology (BBC). The BBC is collecting information about the tasks performed by estheticians in California, the importance of those tasks, and on the knowledge needed to perform those tasks. We will use this information to ensure that esthetician licensure examinations reflect current practice in California.

We worked with a group of licensed estheticians to develop this survey to capture this information. The survey should take less than an hour to complete.

For your convenience, you do not have to complete the survey in a single session. You can pick up where you left off, as long as you reopen the survey from the same computer and use the same web browser. Before you exit, complete the page that you are on. The program will only save responses on completed pages. The weblink is available 24 hours a day, 7 days a week.

Your responses will be kept confidential. They will not be tied to your license or personal information. Individual responses will be combined with responses from other estheticians, and only group data will be analyzed.

To begin the survey, click "Next". Please submit the completed survey by December 31, 2020.

We appreciate your time!

Thank you!

The Board of Barbering and Cosmetology

Part I - Personal Data

Complete this survey only if you are currently licensed and have worked as an esthetician in California within the last 12 months.

The Board recognizes that every esthetician may not perform all of the tasks and use all of the knowledge contained in this survey. However, your participation is essential to the success of this study, and your contributions will help establish standards for safe and effective esthetician practice in the State of California.

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

*** 1. Are you currently licensed as an esthetician in California?**

- ☐ Yes
☐ No

*** 2. Have you worked as an esthetician in California within the past 12 months?**

- ☐ Yes
☐ No

Part I - Personal Data

3. How long have you been licensed as an esthetician in California?

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

4. On average, how many hours per week do you work as an esthetician?

- ☐ 9 hours or fewer
- ☐ 10 to 19 hours
- ☐ 20 to 29 hours
- ☐ 30 to 39 hours
- ☐ 40 or more hours

5. On average, how many clients do you see per day as an esthetician?

- ☐ 0 to 5 clients
- ☐ 6 to 10 clients
- ☐ 11 to 15 clients
- ☐ More than 15 clients

6. How would you describe your business entity?

- ☐ Employee
- ☐ Sole owner
- ☐ Corporation
- ☐ Franchise
- ☐ Other (please specify)

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

- ☐ Urban (more than 50,000 people)
- ☐ Rural (fewer than 50,000 people)

Part I - Personal Data

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

- ☐ Esthetician school (Beauty School)
- ☐ Associate degree
- ☐ Bachelor's degree
- ☐ Master's degree
- ☐ Doctorate
- ☐ Other formal education (please specify)

9. What other occupational licenses issued by the BBC do you hold? (Select all that apply.)

- ☐ None
- ☐ Barber
- ☐ Cosmetologist
- ☐ Electrologist
- ☐ Manicurist
- ☐ Other (please specify)

Part I - Personal Data

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

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

INSTRUCTIONS FOR RATING TASK STATEMENTS

This part of the survey contains 47 task statements. Please rate each task as it relates to your most recent work as a licensed esthetician.

Please rate the tasks based on how often you perform the task (Frequency) and how important the task is for effective performance of your current work (Importance).

The boxes for rating the Frequency and Importance of each task have drop-down lists. Click on the "down" arrow in each box to see the rating options, and then select the value that applies to your current work.

Your frequency and importance ratings should be separate and independent ratings. Therefore, the ratings that you assign on one rating scale should not influence the ratings that you assign on the other rating scale.

If the task is not part of your current work, rate the task "0" (zero) frequency and "0" (zero) importance.

FREQUENCY SCALE

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

0 – DOES NOT APPLY. I do not perform this task in my current work.

1 – RARELY. I perform this task the least often in my current work relative to other tasks I perform.

2 – SELDOM. I perform this task less often than most other tasks I perform in my current work.

3 – REGULARLY. I perform this task as often as other tasks I perform in my current work.

4 – OFTEN. I perform this task more often than most other tasks I perform in my current work.

5 – VERY OFTEN. This task is one of the tasks I perform most often in my current work relative to other tasks I perform.

IMPORTANCE SCALE

HOW IMPORTANT is performance of this task for effective performance in your current work?

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. This task is not important for my current work.

1 – OF MINOR IMPORTANCE. This task is of minor importance for effective performance in my current work.

2 – FAIRLY IMPORTANT. This task is fairly important for effective performance in my current work.

3 – MODERATELY IMPORTANT. This task is important for effective performance in my current work.

4 – VERY IMPORTANT. This task is very important for effective performance in my current work.

5 – CRITICALLY IMPORTANT. This task is critically important for effective performance in my current work.

11. Please rate the following tasks based on how often you perform the task (Frequency) and how important the task is for effective performance of your current practice (Importance).

Consultation and Assessment

	Frequency	Importance
1. Identify client treatment goals, including skin concerns and desired type of treatment.		
2. Take client history, including past treatments, allergies, sensitivities, pertinent medical history, current skin condition, lifestyle, and routine.		
3. Assess client skin type and goals to recommend esthetic treatments.		
4. Recommend that client see a doctor or another practitioner for treatment outside of the esthetician scope of practice.		
5. Develop treatment plan to help client achieve their goals.		
6. Select products to use on client based on skin type, condition, and goals.		
7. Perform patch (predisposition) test to check for skin reactions before treatment.		
8. Determine and recommend at-home skin care regimen.		
9. Maintain client records to track esthetic treatments performed.		

Part II - Task Ratings

12. Please rate the following tasks based on how often you perform the task (Frequency) and how important the task is for effective performance of your current practice (Importance).

Preparation and Sanitation

	Frequency	Importance
10. Clean and prepare linens for use during esthetic treatments.		
11. Sanitize, sterilize, or disinfect table and reusable implements per regulations before client entry to reduce the spread of pathogens.		
12. Store esthetic products and supplies in sanitary, labeled containers in compliance with Board of Barbering and Cosmetology requirements.		
13. Maintain sanitizing Environmental Protection Agency-registered (EPA) fluid levels and cleanliness.		
14. Prepare room for esthetic services, including setting out products, implements, and equipment for use.		
15. Supply client with clean linen (e.g., head drape, gown, robe, sheets) according to type of esthetic service.		
16. Wash hands with soap and warm water before touching client.		
17. Use protective covering on client and self to protect client and self from products, bodily fluids, and pathogens.		
18. Discard single-use treatment supplies in covered, labeled trash receptacles after each esthetic service to prevent contamination.		
19. Remove used linens from treatment area after each esthetic service to prevent contamination.		
20. Maintain sanitary condition of makeup products and application tools to reduce transmission of pathogens.		

Part II - Task Ratings

13. Please rate the following tasks based on how often you perform the task (Frequency) and how important the task is for effective performance of your current practice (Importance).

Skin Treatment

	Frequency	Importance
21. Perform a visual and physical examination of skin to assess skin type and condition.		
22. Cleanse client skin to remove debris and makeup before treatment.		
23. Apply skin care products to skin according to client skin type and type of treatment.		
24. Perform relaxation massage techniques.		
25. Perform exfoliation of client skin.		
26. Apply steam to skin during esthetic services.		
27. Use fingers or extraction tool to perform extractions of comedones.		
28. Apply cool or warm treatment to skin.		
29. Use skin care devices to infuse products.		
30. Perform light-emitting diodes (LED) light therapy treatment on skin.		
31. Perform skin treatment with a high-frequency device.		
32. Perform skin treatment with a microcurrent device.		

Part II - Task Ratings

14. Please rate the following tasks based on how often you perform the task (Frequency) and how important the task is for effective performance of your current practice (Importance).

Hair Removal, Makeup, Eyelashes, & Brows

	Frequency	Importance
33. Assess client skin to determine type of product to use for hair removal.		
34. Prepare area of skin for hair removal according to specifications for type of product to be used.		
35. Test wax temperature prior to applying to client skin.		
36. Apply hair removal product on the desired area for hair removal.		
37. Pull wax or sugaring product and hair from skin.		
38. Remove hair removal creams from skin.		
39. Apply post hair-removal product to skin to soothe and reduce irritation.		
40. Remove hair from client skin by tweezing in the same direction of hair growth.		
41. Identify facial structures on client to determine type of makeup application to perform.		
42. Select makeup products based on skin color, skin condition, and desired look.		
43. Apply makeup products to conceal skin.		
44. Apply makeup to client's skin to enhance facial features.		
45. Select the style, shape, and type of lashes to create desired shape of lashes.		
46. Prepare cyclashes for eyelash application.		
47. Adhere eyelash extensions to enhance the appearance of eyelashes.		

Part III - Knowledge Ratings

INSTRUCTIONS FOR RATING KNOWLEDGE STATEMENTS

This part of the survey contains 96 knowledge statements. Please rate each knowledge statement based on how important you believe the knowledge is for effective performance of your current work as a licensed esthetician.

If the knowledge is not required for performance of your current work, rate the statement "Not important," and go on to the next statement.

Use the following scale to rate each knowledge importance.

IMPORTANCE SCALE

HOW IMPORTANT is this knowledge for effective performance in your current work?

If a knowledge does NOT apply to your practice, rate the statement as "0" (zero) importance and go on to the next item.

Please use the following importance scale to rate the knowledge statements:

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

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

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

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

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

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

15. How important is this knowledge for effective performance of tasks in your current practice?

Consultation and Assessment

	Not important	Of minor importance	Fairly important	Moderately important	Very important	Critically important
1. Knowledge of methods to achieve desired treatment goals within esthetician scope of practice.	☐	☐	☐	☐	☐	☐
2. Knowledge of methods used to obtain client history related to esthetic services.	☐	☐	☐	☐	☐	☐
3. Knowledge of methods to assess skin type and condition.	☐	☐	☐	☐	☐	☐
4. Knowledge of methods to provide esthetic treatments within esthetician scope of practice.	☐	☐	☐	☐	☐	☐
5. Knowledge of how to use implements and modalities.	☐	☐	☐	☐	☐	☐

	Not important	Of minor importance	Fairly important	Moderately important	Very important	Critically important
6. Knowledge of skin conditions and diseases that do not allow esthetic treatments.	☐	☐	☐	☐	☐	☐
7. Knowledge of services within the esthetician scope of practice.	☐	☐	☐	☐	☐	☐
8. Knowledge of skin conditions that require a medical referral.	☐	☐	☐	☐	☐	☐
9. Knowledge of effect of client lifestyle, medication, and health conditions on esthetic treatment.	☐	☐	☐	☐	☐	☐
10. Knowledge of methods to determine skin care products to use during treatment.	☐	☐	☐	☐	☐	☐
11. Knowledge of potential hazards of mixing chemical ingredients.	☐	☐	☐	☐	☐	☐
12. Knowledge of how skin care products work when applied to skin.	☐	☐	☐	☐	☐	☐
13. Knowledge of ingredients that make mixing products for combined usage unsafe.	☐	☐	☐	☐	☐	☐
14. Knowledge of skin level on the Fitzpatrick scale to determine products to use during esthetic treatments.	☐	☐	☐	☐	☐	☐
15. Knowledge of skin diseases and conditions that make the use of ingredients unsafe.	☐	☐	☐	☐	☐	☐
16. Knowledge of purposes for using different skin care products (e.g., toner, masks) on different skin conditions.	☐	☐	☐	☐	☐	☐
17. Knowledge of methods to test skin for reactions to skin care products.	☐	☐	☐	☐	☐	☐
18. Knowledge of indicators of a negative reaction to skin care products.	☐	☐	☐	☐	☐	☐
19. Knowledge of skin care ingredients to use during at-home treatment.	☐	☐	☐	☐	☐	☐
20. Knowledge of lifestyle behaviors that affect at-home skin care routine.	☐	☐	☐	☐	☐	☐
21. Knowledge of requirements to maintain client records.	☐	☐	☐	☐	☐	☐
22. Knowledge of methods to maintain records of esthetic treatments and client reactions to treatment.	☐	☐	☐	☐	☐	☐

Part III - Knowledge Ratings

16. How important is this knowledge for effective performance of tasks in your current practice?

Preparation and Sanitation

	Not important	Of minor importance	Fairly important	Moderately important	Very important	Critically important
23. Knowledge of regulations to sanitize linens for client use.	☐	☐	☐	☐	☐	☐
24. Knowledge of products approved for use to disinfect, sterilize, and sanitize according to State Board regulations.	☐	☐	☐	☐	☐	☐
25. Knowledge of methods to launder and sanitize linens.	☐	☐	☐	☐	☐	☐
26. Knowledge of Board regulations pertaining to disinfecting, sanitizing, and sterilizing esthetic equipment.	☐	☐	☐	☐	☐	☐
27. Knowledge of requirement to maintain documentation of autoclave function.	☐	☐	☐	☐	☐	☐
28. Knowledge of methods to sanitize, sterilize, and disinfect the surfaces and reusable implements for use in esthetic treatments.	☐	☐	☐	☐	☐	☐
29. Knowledge of methods used to prevent spread of pathogens (i.e., bacterial, fungal, and viral) during esthetic services.	☐	☐	☐	☐	☐	☐
30. Knowledge of Board regulations pertaining to the storage of esthetic products, implements, linens, and equipment.	☐	☐	☐	☐	☐	☐
31. Knowledge of Board regulations pertaining to the labeling of esthetic products, implements, linens, and equipment.	☐	☐	☐	☐	☐	☐
32. Knowledge of Board regulations regarding disinfectant strength, cleanliness, and fluid level.	☐	☐	☐	☐	☐	☐
33. Knowledge of products and equipment used for esthetic services.	☐	☐	☐	☐	☐	☐
34. Knowledge of methods used to prepare products and equipment for use during esthetic services.	☐	☐	☐	☐	☐	☐
35. Knowledge of Board regulations regarding maintaining a sanitary maintenance area (SMA).	☐	☐	☐	☐	☐	☐
36. Knowledge of methods to prepare work area for esthetic services.	☐	☐	☐	☐	☐	☐
37. Knowledge of types of attire worn by client during esthetic services.	☐	☐	☐	☐	☐	☐
38. Knowledge of Board regulations related to cleaning hands before esthetic treatment.	☐	☐	☐	☐	☐	☐
39. Knowledge of Board regulations pertaining to safety and infection control procedures.	☐	☐	☐	☐	☐	☐

	Not important	Of minor importance	Fairly important	Moderately important	Very important	Critically important
40. Knowledge of personal protective equipment (PPE) and universal precautions for esthetic treatments.	☐	☐	☐	☐	☐	☐
41. Knowledge of methods to drape client to protect from products.	☐	☐	☐	☐	☐	☐
42. Knowledge of methods to reduce spread of pathogens during esthetic services.	☐	☐	☐	☐	☐	☐
43. Knowledge of Board regulations pertaining to the disposal of single-use items.	☐	☐	☐	☐	☐	☐
44. Knowledge of Board regulations regarding removal and storage of soiled linens.	☐	☐	☐	☐	☐	☐
45. Knowledge of methods to maintain sanitary makeup products and tools.	☐	☐	☐	☐	☐	☐
46. Knowledge of potential for cross-contamination with improper makeup storage and usage.	☐	☐	☐	☐	☐	☐

Part III - Knowledge Ratings

17. How important is this knowledge for effective performance of tasks in your current practice?

Skin Treatment

	Not important	Of minor importance	Fairly important	Moderately important	Very important	Critically important
47. Knowledge of methods to assess skin type and condition.	☐	☐	☐	☐	☐	☐
48. Knowledge of grades of acne.	☐	☐	☐	☐	☐	☐
49. Knowledge of methods to cleanse skin.	☐	☐	☐	☐	☐	☐
50. Knowledge of skin care products used for cleansing the skin.	☐	☐	☐	☐	☐	☐
51. Knowledge of types of products to treat skin (e.g., cleanser, toner, serum, mask, moisturizer).	☐	☐	☐	☐	☐	☐
52. Knowledge of requirements to apply skin care products during esthetic treatments.	☐	☐	☐	☐	☐	☐
53. Knowledge of methods to apply skin care products.	☐	☐	☐	☐	☐	☐
54. Knowledge of sensory nerves affected by facial treatment (e.g., massage, heat or cold, pressure).	☐	☐	☐	☐	☐	☐
55. Knowledge of health conditions that indicate massage should be avoided during facial treatment.	☐	☐	☐	☐	☐	☐
56. Knowledge of muscles affected by facial massage.	☐	☐	☐	☐	☐	☐
57. Knowledge of techniques to perform facial, neck, and décolletage massage.	☐	☐	☐	☐	☐	☐
58. Knowledge of methods to remove dead skin cells (e.g., microdermabrasion, hydrodermabrasion, chemical peels, ultrasonic spatula).	☐	☐	☐	☐	☐	☐
59. Knowledge of methods to use steam depending upon client skin conditions.	☐	☐	☐	☐	☐	☐
60. Knowledge of health and safety recommendations regarding the use of steam.	☐	☐	☐	☐	☐	☐
61. Knowledge of methods to extract comedones.	☐	☐	☐	☐	☐	☐
62. Knowledge of whether to use heat or cold on skin based upon purpose for use and skin condition.	☐	☐	☐	☐	☐	☐
63. Knowledge of warm or cold temperature devices (e.g., jade rollers or balls) to stimulate lymphatic drainage and reduce inflammation.	☐	☐	☐	☐	☐	☐

	Not important	Of minor importance	Fairly important	Moderately important	Very important	Critically important
64. Knowledge of methods to use skin care devices (e.g., ionic, nanotechnology, microcurrent, ultrasonic) to infuse products during esthetic treatment.	☐	☐	☐	☐	☐	☐
65. Knowledge of the effects of using positive or negative ionic charges on the skin.	☐	☐	☐	☐	☐	☐
66. Knowledge of purposes for using LED light therapy.	☐	☐	☐	☐	☐	☐
67. Knowledge of conditions that do not allow safe use of LED light therapy.	☐	☐	☐	☐	☐	☐
68. Knowledge of indirect and direct uses for high-frequency devices.	☐	☐	☐	☐	☐	☐
69. Knowledge of protocol for using high-frequency devices.	☐	☐	☐	☐	☐	☐
70. Knowledge of electrical treatments (e.g., pacemakers) and health conditions (e.g., diabetes, cancer) that make high-frequency device use unsafe.	☐	☐	☐	☐	☐	☐
71. Knowledge of anatomy and physiology of facial muscles.	☐	☐	☐	☐	☐	☐
72. Knowledge of electrical treatments (e.g., pacemakers) and health conditions (e.g., diabetes, cancer) that make microcurrent device use unsafe.	☐	☐	☐	☐	☐	☐

Part III - Knowledge Ratings

18. How important is this knowledge for effective performance of tasks in your current practice?

Hair Removal, Makeup, Eyelashes, & Brows

	Not important	Of minor importance	Fairly important	Moderately important	Very important	Critically important
73. Knowledge of methods used to determine whether wax treatment can be performed.	☐	☐	☐	☐	☐	☐
74. Knowledge of skin conditions that indicate hair removal products should be avoided.	☐	☐	☐	☐	☐	☐
75. Knowledge of techniques to test wax temperature.	☐	☐	☐	☐	☐	☐
76. Knowledge of methods to apply hair removal product (e.g., wax, sugaring product, hair removal creams).	☐	☐	☐	☐	☐	☐
77. Knowledge of methods to hold skin during wax or sugaring product removal.	☐	☐	☐	☐	☐	☐
78. Knowledge of methods to remove wax or sugaring product from skin.	☐	☐	☐	☐	☐	☐
79. Knowledge of methods to remove hair removal products from skin.	☐	☐	☐	☐	☐	☐
80. Knowledge of types of skin care products that reduce inflammation of the skin.	☐	☐	☐	☐	☐	☐
81. Knowledge of types of implements used to remove hair (e.g., thread, wax, tweezers).	☐	☐	☐	☐	☐	☐
82. Knowledge of techniques to tweeze hair.	☐	☐	☐	☐	☐	☐
83. Knowledge of facial structures related to the application of makeup.	☐	☐	☐	☐	☐	☐
84. Knowledge of methods used to assess skin tone and type for application of makeup.	☐	☐	☐	☐	☐	☐
85. Knowledge of color theory to select makeup colors.	☐	☐	☐	☐	☐	☐
86. Knowledge of facial structures related to application of makeup.	☐	☐	☐	☐	☐	☐
87. Knowledge of types of products and tools for makeup application.	☐	☐	☐	☐	☐	☐
88. Knowledge of color theory to conceal skin.	☐	☐	☐	☐	☐	☐
89. Knowledge of techniques used to apply makeup to reduce the appearance of skin conditions.	☐	☐	☐	☐	☐	☐
90. Knowledge of techniques to apply makeup to enhance facial features.	☐	☐	☐	☐	☐	☐
91. Knowledge of eyebrow mapping technique.	☐	☐	☐	☐	☐	☐

	Not important	Of minor importance	Fairly important	Moderately important	Very important	Critically important
92. Knowledge of how to measure lashes.	☐	☐	☐	☐	☐	☐
93. Knowledge of methods to enhance eye features with false lashes.	☐	☐	☐	☐	☐	☐
94. Knowledge of styles of false lashes to create desired look.	☐	☐	☐	☐	☐	☐
95. Knowledge of methods to prepare eyelashes for lash application.	☐	☐	☐	☐	☐	☐
96. Knowledge of methods to adhere lash extensions.	☐	☐	☐	☐	☐	☐

Thank you

Thank you for taking the time to complete this survey! The BBC values your contribution to this study.

Attachment C.4



OCCUPATIONAL ANALYSIS OF THE MANICURIST PROFESSION



BOARD OF BARBERING AND COSMETOLOGY

OCCUPATIONAL ANALYSIS OF THE MANICURIST PROFESSION



May 2021

Cheree Ramón, M.A., Research Data Analyst II

Heidi Lincer, Ph.D., Chief



This occupational analysis report is mandated by California Business and Professions (B&P) Code § 139 and by DCA Licensure Examination Validation Policy OPES 18-02.

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 manicurist practice in California. The purpose of the OA was to define practice for manicurists in terms of the tasks that manicurists must be able to perform safely and competently at the time of licensure. The results of this OA provide a description of practice for the manicurist profession that can be used to review national manicurist examination programs. The results of this OA also provide an examination outline that may be used to develop a California examination in the future.

OPES test specialists began by researching the profession and conducting telephone interviews with licensed manicurists working in locations throughout California. The purpose of these interviews was to identify the tasks performed by manicurists and to specify the knowledge required to perform those tasks safely and competently. Using the information gathered from the research and the interviews, OPES test specialists developed a preliminary list of tasks performed in manicurist practice along with statements representing the knowledge needed to perform those tasks.

In September 2020, OPES convened a workshop to review and refine the preliminary lists of tasks and knowledge statements derived from the telephone interviews. The workshop included licensed manicurists, or subject matter experts (SMEs), with diverse backgrounds in the profession (i.e., location of practice, years licensed, specialty). These SMEs also identified changes in manicurist practice and performed a preliminary linkage of the tasks and knowledge statements to ensure that all tasks had a related knowledge statement and all knowledge statements had a related task. Additional tasks and knowledge statements were created as needed to complete the scope of the content areas of the description of practice. The SMEs also determined demographic questions for an OA questionnaire to be completed by manicurists statewide.

Upon completion of the workshop, OPES test specialists developed the three-part OA questionnaire. Development of the OA questionnaire included a pilot study that was conducted with the participation of a group of licensed manicurists. The participants' feedback from the pilot study was incorporated into the final questionnaire, which was administered from November–December 2020.

In the first part of the OA questionnaire, manicurists were asked to provide demographic information related to their work settings and practice. In the second part, manicurists were asked to rate tasks in terms of frequency (i.e., how often the manicurist performs the task in the manicurist's current practice) and importance (i.e., how important the task is to effective performance of the manicurist's current practice). In the third part, manicurists were asked to rate knowledge statements in terms of how important each knowledge statement is to effective performance of the manicurist's current practice.

In November 2020, on behalf of the Board, OPES distributed the questionnaire to all licensed manicurists in California who had an email address registered with the Board, who resided in California, and who held licenses that were in good standing with the Board (a total of 41,241 manicurists). This group was invited by email to complete the OA questionnaire online. Out of the 41,241 individuals who received the survey, 27,563 opened the survey, and 2,516 manicurists (approximately 9.12% of the manicurists who opened the survey) accessed the online OA questionnaire. OPES excluded data from respondents who indicated they were not currently licensed and practicing as manicurists in California.

The final sample size included in the data analysis was 2,477, or 8.98% of the population that opened the survey. The demographic composition of the final respondent sample appears to be representative of the manicurist profession in California.

OPES test specialists then performed data analyses of the task and knowledge ratings obtained from the OA 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.

Once the data were analyzed, OPES conducted an additional workshop with manicurists in February 2021. The SMEs evaluated the criticality indices and determined whether any tasks or knowledge statements should be eliminated. The SMEs in this group also established the final linkage between tasks and knowledge statements, organized the tasks and knowledge statements into content areas and subareas, and defined those areas. The SMEs then evaluated and confirmed the content area weights of the examination outline.

The examination outline is structured into two content areas weighted by criticality relative to the other content areas. It describes the scope of practice for manicurists, and it also identifies the tasks and knowledge that are critical to safe and effective manicurist practice in California at the time of licensure. Additionally, this examination outline provides a basis for evaluating the degree to which the content of any examination under consideration measures content critical to manicurist practice in California.

OVERVIEW OF THE MANICURIST EXAMINATION OUTLINE

Content Area and Description	Content Area Weights	Subarea Weights
1. Safety, Preparation, and Sanitation: This content area assesses the candidate's knowledge of collecting relevant client information related to nail services; preparing for nail services; and maintaining safe, clean, and sanitary work areas and equipment.	50%	
a. Work Area, Tools, and Equipment		33%
b. Precautions and Preparation		17%
2. Nail Services: This content area assesses the candidate's knowledge of evaluating client skin and nails, determining whether nail services can be performed safely, and performing nail services and enhancements.	50%	
a. Pre-Service		20%
b. General Service		20%
c. Enhancements		10%
Total	100%	

TABLE OF CONTENTS

EXECUTIVE SUMMARY.....	iii
CHAPTER 1 INTRODUCTION.....	1
PURPOSE OF THE OCCUPATIONAL ANALYSIS.....	1
CONTENT VALIDATION STRATEGY	1
PARTICIPATION OF SUBJECT MATTER EXPERTS.....	1
ADHERENCE TO LEGAL STANDARDS AND GUIDELINES.....	1
DESCRIPTION OF OCCUPATION.....	2
CHAPTER 2 OCCUPATIONAL ANALYSIS QUESTIONNAIRE.....	5
SUBJECT MATTER EXPERT INTERVIEWS	5
TASKS AND KNOWLEDGE STATEMENTS	5
QUESTIONNAIRE DEVELOPMENT	6
PILOT STUDY	6
CHAPTER 3 RESPONSE RATE AND DEMOGRAPHICS.....	7
SAMPLING STRATEGY AND RESPONSE RATE	7
DEMOGRAPHIC SUMMARY.....	7
CHAPTER 4 DATA ANALYSIS AND RESULTS.....	17
RELIABILITY OF RATINGS.....	17
TASK CRITICALITY INDICES	18
KNOWLEDGE IMPORTANCE RATINGS.....	18
CHAPTER 5 DESCRIPTION OF PRACTICE AND EXAMINATION OUTLINE	21
TASKS AND KNOWLEDGE STATEMENTS AND TASK-KNOWLEDGE LINKAGE..	21
CONTENT AREA AND SUBAREA WEIGHTS.....	21
CHAPTER 6 CONCLUSION	31

LIST OF TABLES

TABLE 1 – NUMBER OF YEARS LICENSED AS A MANICURIST	9
TABLE 2 – HOURS WORKED PER WEEK	10
TABLE 3 – CLIENTS SEEN PER DAY	11
TABLE 4 – BUSINESS ENTITY TYPE	12
TABLE 5 – PRIMARY WORK SETTING	13
TABLE 6 – HIGHEST LEVEL OF EDUCATION	14
TABLE 7 – OTHER CALIFORNIA-ISSUED OCCUPATIONAL LICENSES HELD	15
TABLE 8 – RESPONDENTS BY REGION	15
TABLE 9 – TASK SCALE RELIABILITY	17
TABLE 10 – KNOWLEDGE SCALE RELIABILITY	18
TABLE 11 – CONTENT AREA AND SUBAREA WEIGHTS	22
TABLE 12 – EXAMINATION OUTLINE FOR THE MANICURIST PROFESSION	23
TABLE 13 – RENUMBERING OF TASK STATEMENTS	28
TABLE 14 – RENUMBERING OF KNOWLEDGE STATEMENTS	29

LIST OF FIGURES

FIGURE 1 – NUMBER OF YEARS LICENSED AS A MANICURIST	9
FIGURE 2 – HOURS WORKED PER WEEK	10
FIGURE 3 – CLIENTS SEEN PER DAY	11
FIGURE 4 – BUSINESS ENTITY TYPE.....	12
FIGURE 5 – PRIMARY WORK SETTING.....	13
FIGURE 6 – HIGHEST LEVEL OF EDUCATION.....	14

LIST OF APPENDICES

APPENDIX A RESPONDENTS BY REGION	33
APPENDIX B CRITICALITY INDICES FOR ALL TASKS BY CONTENT AREA.....	39
APPENDIX C KNOWLEDGE IMPORTANCE RATINGS BY CONTENT AREA.....	43
APPENDIX D QUESTIONNAIRE INVITATION EMAIL TO PRACTITIONERS	49
APPENDIX E QUESTIONNAIRE	51

CHAPTER 1 | INTRODUCTION

PURPOSE OF THE OCCUPATIONAL ANALYSIS

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) as part of the Board's comprehensive review of manicurist practice in California. The purpose of the OA is to identify critical professional activities performed by manicurists in California. The results of this OA provide a description of practice for the manicurist profession that can be used to review national manicurist examination programs. The results of this OA also provide an examination outline that may be used to develop a California examination in the future.

At this time, California licensure as a manicurist is granted by meeting the requisite education and experience requirements and passing the National Nail Technology Theory Examination and the National Nail Technology Practical Examination, 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 practicing manicurists. OPES incorporated the technical expertise of licensed manicurists throughout the OA process to ensure that the identified tasks and knowledge statements directly reflect requirements for performance in current practice.

PARTICIPATION OF SUBJECT MATTER EXPERTS

The Board selected licensed manicurists to participate in the OA as subject matter experts (SMEs). These SMEs were selected from a range of practice settings, geographic locations, and experience backgrounds. During the development phase of the OA, the SMEs provided information regarding the different aspects of current manicurist practice. The SMEs also provided technical expertise during the workshop that was convened to evaluate and refine the content of tasks and knowledge statements before administration of the OA questionnaire. After the administration of the OA questionnaire, an additional group of SMEs reviewed the survey results and finalized the examination outline, which ultimately provides the basis of the description of practice.

ADHERENCE TO LEGAL STANDARDS AND GUIDELINES

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

- California Business and Professions (B&P) Code § 139.

- 29 Code of Federal Regulations Part 1607 – Uniform Guidelines on Employee Selection Procedures (1978).
- California Fair Employment and Housing Act, Government Code § 12944.
- *Principles for the Validation and Use of Personnel Selection Procedures* (2018), 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 professional activities required for practice.

DESCRIPTION OF OCCUPATION

Section 7316 of the B&P Code specifies that the manicurist occupation falls under the cosmetology occupation. Section 7316 describes the practice of cosmetology as follows:

(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.

[...]

(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 [Chapter 10 of Division 3 of the B&P Code, "Barbering and Cosmetology"] and shall obtain and maintain a barbering or cosmetology license as applicable to the services respectively offered or performed.

CHAPTER 2 | OCCUPATIONAL ANALYSIS QUESTIONNAIRE

SUBJECT MATTER EXPERT INTERVIEWS

The Board provided OPES with a list of manicurists to contact for telephone interviews. During the semi-structured interviews, six manicurists were asked to identify all of the activities they perform that are specific to the manicurist profession. The manicurists outlined major content areas of their practice and confirmed the tasks performed in each content area. The manicurists were also asked to identify the knowledge necessary to perform each task safely and competently.

TASKS AND KNOWLEDGE STATEMENTS

To develop tasks and knowledge statements, OPES test specialists integrated the information gathered from literature reviews of profession-related sources (e.g., previous OA reports, laws and regulations, articles, industry publications) and from interviews with manicurist SMEs.

In September 2020, OPES test specialists facilitated a workshop with seven manicurists from diverse backgrounds (i.e., years licensed, specialty, and practice location) to evaluate the tasks and knowledge statements for technical accuracy and comprehensiveness.

OPES presented the tasks and knowledge statements to the SMEs, and they assigned each statement to a content area and verified that the content areas were independent and nonoverlapping. In addition, the SMEs performed a preliminary linkage of the tasks and knowledge statements to ensure that every task had a related knowledge statement and every knowledge statement had a related task. The SMEs also verified proposed demographic questions for the OA questionnaire, including questions regarding scope of practice and practice setting.

Once the lists of tasks and knowledge statements and the demographic questions were verified, OPES used this information to develop an online questionnaire that was sent to a large sample of California manicurists for completion and evaluation.

QUESTIONNAIRE DEVELOPMENT

OPES test specialists developed an online OA questionnaire designed to solicit manicurists' ratings of the tasks and knowledge statements. The surveyed manicurists were instructed to rate how often they perform each task (Frequency) in their current practice and how important each task is to the effective performance of their current practice (Importance). In addition, they were instructed to rate how important each knowledge statement is to the effective performance of their current practice (Importance). The OA questionnaire also included a demographic section for purposes of developing an accurate profile of the respondents. The OA questionnaire invitation email can be found in Appendix D, and the OA questionnaire can be found in Appendix E.

PILOT STUDY

Before administering the final questionnaire, OPES conducted a pilot study of the online questionnaire. The draft questionnaire was reviewed by the Board and by 11 SMEs who had participated in interviews or the task and knowledge statement development workshop, or both. The respondents provided information about the technical accuracy of the tasks and knowledge statements, online navigation of the questionnaire, and its ease of use. OPES used this feedback to administer the final questionnaire.

CHAPTER 3 | RESPONSE RATE AND DEMOGRAPHICS

SAMPLING STRATEGY AND RESPONSE RATE

In November 2020, on behalf of the Board, OPES distributed the questionnaire to all licensed manicurists in California who had an email address registered with the Board, who resided in California, and who held licenses that were in good standing with the Board (a total of 41,241 manicurists). This group was invited by email to complete the OA questionnaire online. The email invitation can be found in Appendix D.

Of the 27,563 manicurists who opened the survey, 2,516 (approximately 9.12%) accessed the online OA questionnaire. OPES excluded data from respondents who indicated they were not currently licensed and practicing as manicurists in California. The final sample size included in the data analysis was 2,477, or 8.98% of the population that opened the survey. The respondent sample appears to be representative of the profession of California manicurists based on the sample's demographic composition.

DEMOGRAPHIC SUMMARY

Due to the time frame for the OA survey, it is likely that COVID-19 restrictions affected the respondents' answers to some of the demographic questions.

As shown in Table 1 and Figure 1, 15.3% of the respondents included in the analysis reported having been licensed for 5 years or fewer, 15.2% for 6–10 years, 23.7% for 11–20 years, and 26.2% for more than 20 years.

Table 2 and Figure 2 show that the greatest percentage of respondents, 28.9%, reported working 9 hours or fewer per week, 13.2% reported working 40 or more hours per week, and 12.6% reported working 20–29 hours per week.

Table 3 and Figure 3 show that 52.2% of respondents reported seeing 0–5 clients per day, and 21.3% reported seeing 6–10 clients per day.

Table 4 and Figure 4 show that 31.1% of respondents reported being an employee of a business entity, and 28.5% reported being the sole owner.

Table 5 and Figure 5 show that 47.3% of respondents reported that they work in an urban area.

When asked to report their highest level of education achieved, 40.5% of respondents reported having completed beauty school. Of the respondents, 13.7% reported that their highest level of education was an associate degree, and 11.1% reported holding a bachelor's degree (see Table 6 and Figure 6).

Respondents were asked to report whether they held any other California-issued occupational licenses. Table 7 shows that 49.1% of the respondents reported holding no other California-

issued occupational licenses, and 13% of the remaining respondents reported holding an esthetician license.

Responses by region can be found in Table 8. More detailed demographic information from respondents can be found in Tables 1–8 and Figures 1–6.

TABLE 1 – NUMBER OF YEARS LICENSED AS A MANICURIST*

YEARS	NUMBER (N)	PERCENT
0–5 years	378	15.3
6–10 years	376	15.2
11–20 years	587	23.7
More than 20 years	649	26.2
Missing	487	19.7
Total	2,477	100*

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

FIGURE 1 – NUMBER OF YEARS LICENSED AS A MANICURIST

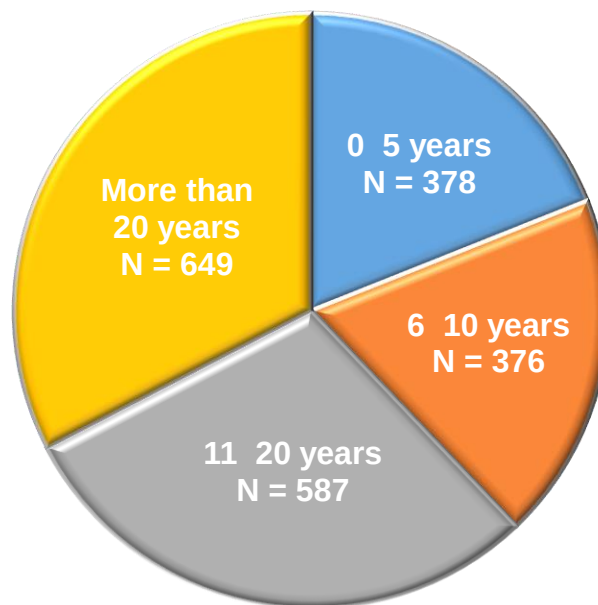


TABLE 2 – HOURS WORKED PER WEEK

HOURS	NUMBER (N)	PERCENT
9 hours or fewer	716	28.9
10–19 hours	252	10.2
20–29 hours	312	12.6
30–39 hours	279	11.3
40 or more hours	327	13.2
Missing	591	23.9
Total	2,477	100*

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

FIGURE 2 – HOURS WORKED PER WEEK

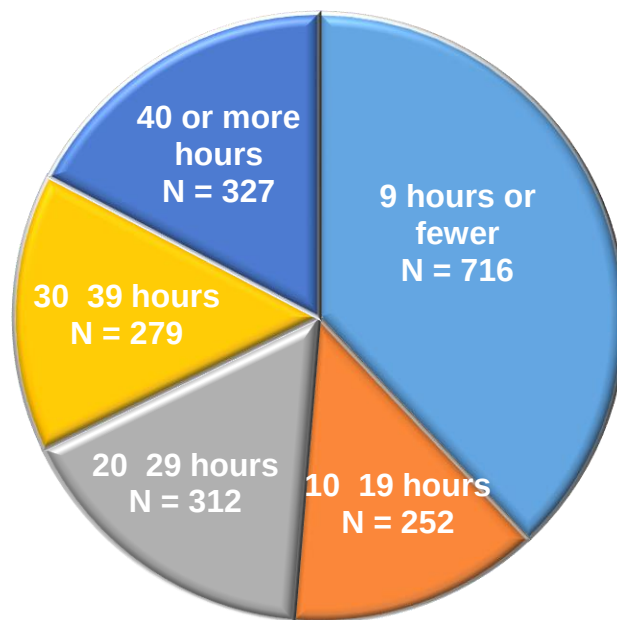


TABLE 3 – CLIENTS SEEN PER DAY

CLIENTS	NUMBER (N)	PERCENT
0–5 clients	1,292	52.2
6–10 clients	527	21.3
11–15 clients	49	2.0
More than 15 clients	27	1.1
Missing	582	23.5
Total	2,477	100*

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

FIGURE 3 – CLIENTS SEEN PER DAY

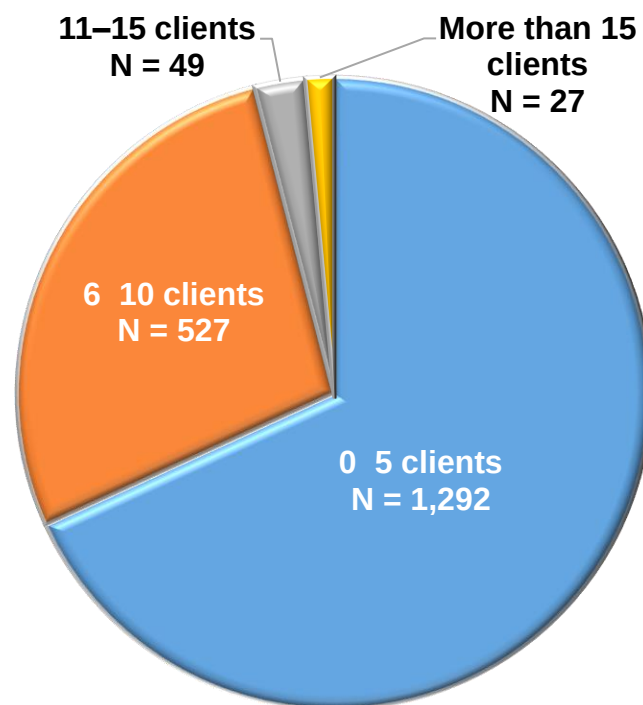


TABLE 4 – BUSINESS ENTITY TYPE

SETTING	NUMBER (N)	PERCENT
Employee	770	31.1
Sole Owner	707	28.5
Corporation	65	2.6
Franchise	10	0.4
Other	352	14.2
Missing	573	23.1
Total	2,477	100*

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

FIGURE 4 – BUSINESS ENTITY TYPE

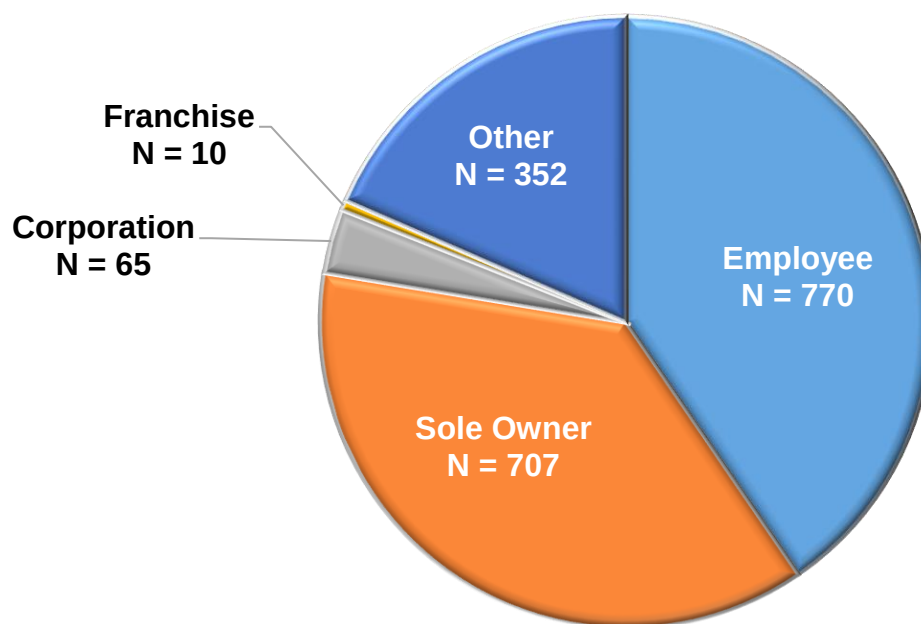


TABLE 5 – PRIMARY WORK SETTING

LOCATION	NUMBER (N)	PERCENT
Urban (more than 50,000 people)	1,172	47.3
Rural (fewer than 50,000 people)	640	25.8
Missing	665	26.8
Total	2,477	100*

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

FIGURE 5 – PRIMARY WORK SETTING

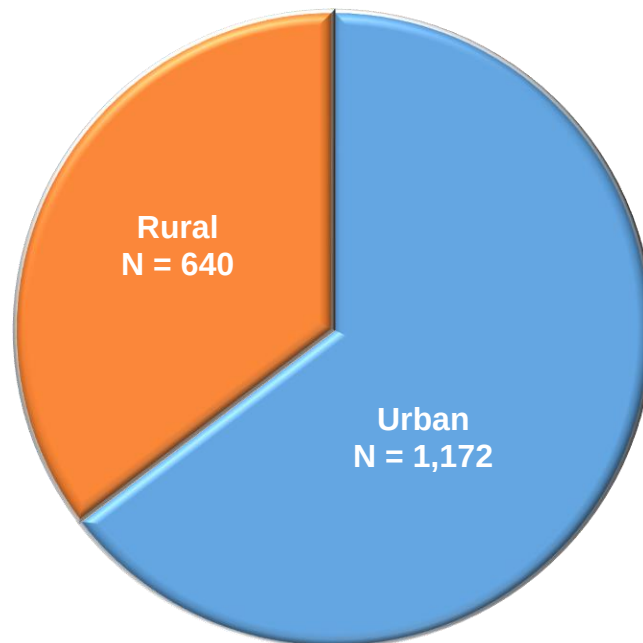


TABLE 6 – HIGHEST LEVEL OF EDUCATION

EDUCATION	NUMBER (N)	PERCENT
Beauty school	1,003	40.5
Associate degree	340	13.7
Bachelor's degree	275	11.1
On-the-job training / Apprenticeship	68	2.7
Other formal education	200	8.1
Missing	591	23.8
Total	2,477	100*

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

FIGURE 6 – HIGHEST LEVEL OF EDUCATION

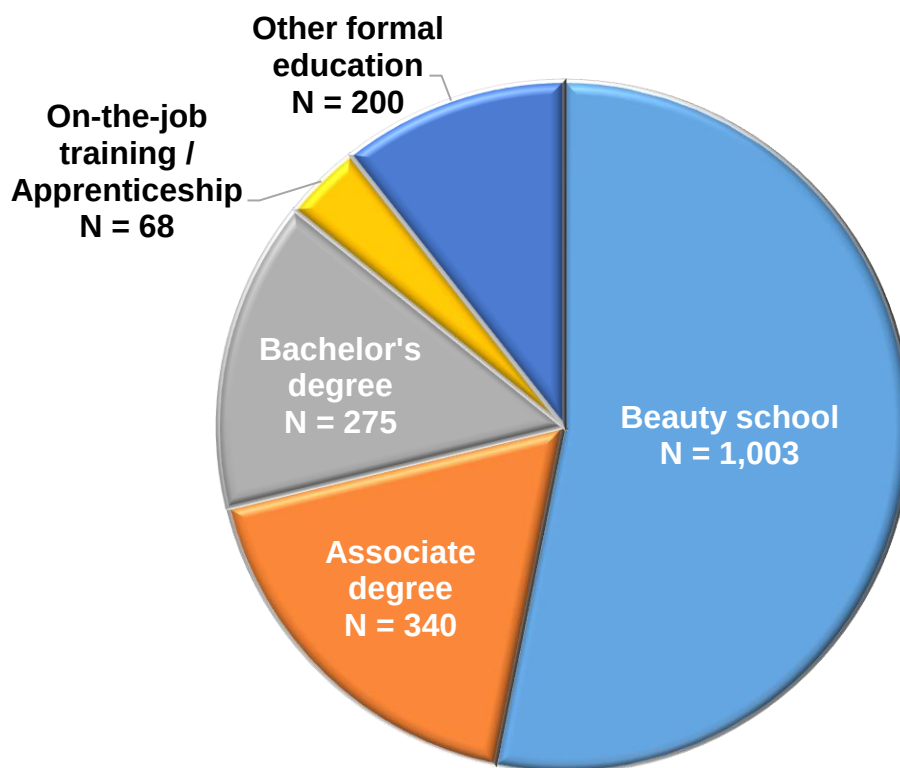


TABLE 7 – OTHER CALIFORNIA-ISSUED OCCUPATIONAL LICENSES HELD

LICENSES*	NUMBER (N)	PERCENT**
None	1,215	49.1
Barber	23	0.9
Cosmetologist	203	8.2
Electrologist	10	0.4
Esthetician	323	13.0

*NOTE: Respondents were asked to select all that apply.

**NOTE: Percentages indicate the proportion in the sample of respondents.

TABLE 8 – RESPONDENTS BY REGION

REGION NAME	NUMBER (N)	PERCENT
Los Angeles County and Vicinity	591	24.1
North Coast	46	1.8
Riverside and Vicinity	184	7.4
Sacramento Valley	99	3.9
San Diego County and Vicinity	205	8.2
San Francisco Bay Area	256	10.3
San Joaquin Valley	207	8.3
Shasta-Cascade	22	0.1
Sierra Mountain Valley	58	2.3
South Coast and Central Coast	93	3.7
Missing	716	28.9
Total	2,477	100*

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

CHAPTER 4 | DATA ANALYSIS AND RESULTS

RELIABILITY OF RATINGS

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

Table 9 displays the reliability coefficients for the task statement rating scale in each content area. The overall ratings of task frequency and task importance across content areas were highly reliable (frequency $\alpha = .966$; importance $\alpha = .933$).

Table 10 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 ($\alpha = .990$). These results indicate that the responding manicurist rated the tasks and knowledge statements consistently throughout the questionnaire.

TABLE 9 – TASK SCALE RELIABILITY

CONTENT AREA	NUMBER OF TASKS	α FREQUENCY	α IMPORTANCE
1. Safety, Preparation, and Sanitation	16	.943	.885
2. Nail Services	26	.953	.924
Overall	42	.966	.933

TABLE 10 – KNOWLEDGE SCALE RELIABILITY

CONTENT AREA	NUMBER OF KNOWLEDGE STATEMENTS	α IMPORTANCE
1. Safety, Preparation, and Sanitation	32	.982
2. Nail Services	56	.987
Overall	88	.990

TASK CRITICALITY INDICES

OPES convened a workshop consisting of six SMEs in February 2021. The purpose of this workshop was to identify the essential tasks and knowledge required for safe and effective manicurist practice at the time of licensure. The SMEs reviewed the mean frequency and importance ratings for each task and its criticality index and evaluated the mean importance ratings for all knowledge statements.

To calculate the criticality indices of the task statements, OPES test specialists used the following formula. For each respondent, OPES first multiplied the frequency rating (Fi) and the importance rating (Ii) for each task. Next, OPES averaged the multiplication products across respondents as shown below.

$$\text{Task criticality index} = \text{mean } [(Fi) \times (Ii)]$$

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

The SMEs who participated in the February 2021 workshop evaluated the task criticality indices derived from the questionnaire results. 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 tasks to manicurist practice, the SMEs determined that no cutoff value should be established, and that no task should be removed from the examination outline based upon its criticality index.

KNOWLEDGE IMPORTANCE RATINGS

To determine the importance of each knowledge statement, the mean importance (K Imp) rating for each knowledge statement was calculated. The knowledge statements, grouped by content area and sorted in descending order by their mean importance ratings, are presented in Appendix C.

The SMEs who participated in the February 2021 workshop that evaluated the task criticality indices also reviewed the knowledge statement mean importance ratings. After reviewing the mean importance ratings and considering their relative importance to manicurist practice, the

SMEs determined that no cutoff value should be established, and that no knowledge statement should be removed from the examination outline based upon its mean importance rating.

CHAPTER 5 | DESCRIPTION OF PRACTICE AND EXAMINATION OUTLINE

TASKS AND KNOWLEDGE STATEMENTS AND TASK-KNOWLEDGE LINKAGE

The SMEs who participated in the February 2021 workshop reviewed the preliminary assignments of the tasks and knowledge statements to content areas from the September 2020 workshop. The SMEs made changes to the statements and the assignments, and the statements were reordered and renumbered. This chapter refers to the original task and knowledge statement numbers used. Tables 13 and 14 display the original numbers and the current numbers. Table 12 and all appendices use the current numbers.

The SMEs recommended moving T14 to after T11, T13 to before T9, T32 to after T28. They also recommended switching the order of K64 and K65.

The SMEs established the final linkage of specific knowledge statements to task statements, and the tasks and knowledge statements were renumbered accordingly. The SMEs reviewed the content areas and wrote descriptions for each content area.

CONTENT AREA AND SUBAREA WEIGHTS

The SMEs in the February 2021 workshop were asked to evaluate the tasks within each content area and determine if they should be categorized into subareas. The SMEs determined that the first content area (i.e., Safety, Preparation, and Sanitation) should be categorized into two subareas (i.e., Work Area, Tools, and Equipment; and Precautions and Preparation). They also determined that the second content area (i.e., Nail Services) should be categorized into three subareas (i.e., Pre-Service, General Service, and Enhancements).

The SMEs were also asked to finalize the weights for the content areas and subareas on the manicurist examination outline. OPES test specialists presented the SMEs with preliminary weights of the content areas that were calculated by dividing the sum of the criticality indices for the tasks in each content area by the overall sum of the criticality indices for all tasks, as shown below.

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

The SMEs evaluated the preliminary weights by reviewing the following elements for each content area: the group of tasks and knowledge, the linkage established between the tasks and knowledge, and the relative importance of the tasks to manicurist practice in California. The SMEs determined that the preliminary weights should be shifted based on what they perceived as the relative importance of the tasks' content to manicurist practice in California. A summary of the final content area weights for the manicurist examination outline is presented in Table 11.

TABLE 11 – CONTENT AREA AND SUBAREA WEIGHTS

Content Area	Content Area Weights	Subarea Weights
1. Safety, Preparation, and Sanitation	50%	
a. Work Area, Tools, and Equipment		33%
b. Precautions and Preparation		17%
2. Nail Services	50%	
a. Pre-Service		20%
b. General Service		20%
c. Enhancements		10%
Total	100%	

Note: The preliminary content area weights were 43% for Safety, Preparation, and Sanitation and 57% for Nail Services.

The examination outline for the manicurist profession is presented in Table 12.

TABLE 12 – EXAMINATION OUTLINE FOR THE MANICURIST PROFESSION

1. Safety, Preparation, and Sanitation (50%)

Safety, Preparation, and Sanitation: This content area assesses the candidate's knowledge of collecting relevant client information related to nail services; preparing for nail services; and maintaining safe, clean, and sanitary work areas and equipment.

Content Area	Subarea	Task No.	Tasks	K No.	Associated Knowledge Statements
Safety, Preparation, and Sanitation	Work Area, Tools, and Equipment (33%)	1	Clean and disinfect tools to remove particles and reduce the spread of pathogens.	1	Knowledge of methods and requirements to clean and disinfect tools in accordance with State Board regulations.
		2	Dispose of single-use products and tools.	2	Knowledge of requirements to dispose of single-use products and tools in accordance with State Board regulations.
		3	Sterilize tools by placing in an autoclave to reduce the spread of pathogens.	3	Knowledge of manufacturer instructions for operation of autoclave.
				4	Knowledge of methods to sterilize tools in accordance with State regulations.
		4	Disinfect high-touch surfaces by spraying or wiping with disinfectant product.	5	Knowledge of requirements to maintain a sanitary work area.
				6	Knowledge of disinfectant products (e.g., active ingredients, mix ratio, and contact time).
		5	Maintain a well-ventilated workspace.	7	Knowledge of products that compromise air quality.
				8	Knowledge of equipment to maintain a well-ventilated workspace (e.g., fan, air purifiers, windows, ventilation systems).
				9	Knowledge of methods to reduce the amount of dust inhaled during enhancements.
		6	Prepare and maintain clean workstation for client services.	10	Knowledge of requirements to maintain a clean workspace.
				11	Knowledge of products and tools that should be prepared in advance of nail services in accordance with State Board regulations.
		7	Store tools and products in clean, labeled containers.	12	Knowledge of regulations for storing tools and products in clean, labeled containers.
				13	Knowledge of requirements to maintain manufacturer safety data sheets.
				14	Knowledge of manufacturer-recommended procedures for nail product storage.
		8	Clean and disinfect pedicure equipment.	15	Knowledge of regulations for documenting the cleaning and disinfecting of pedicure equipment.
				16	Knowledge of methods and regulations to disinfect equipment.

1. Safety, Preparation, and Sanitation, continued (50%)

Safety, Preparation, and Sanitation: This content area assesses the candidate's knowledge of collecting relevant client information related to nail services; preparing for nail services; and maintaining safe, clean, and sanitary work areas and equipment.

Content Area	Subarea	Task No.	Tasks	K No.	Associated Knowledge Statements
Safety, Preparation, and Sanitation, continued	Precautions and Preparation (17%)	9	Ask clients to complete an intake form to obtain client information (e.g., health status, allergies, emergency contact information).	17	Knowledge of questions to ask client pertinent to health and safety (e.g., contagious diseases and conditions that make nail services unsafe).
				18	Knowledge of methods to protect private client information if collected.
		10	Use personal protective equipment (e.g., mask, shield, gloves) to reduce the spread of pathogens between manicurist and client.	19	Knowledge of state requirements for wearing personal protective equipment.
				20	Knowledge of types of personal protective equipment to reduce the spread of pathogens through air and touch.
		11	Wash own hands with soap and water before beginning client services.	21	Knowledge of methods to reduce the amount of pathogens on hands in accordance with State Board regulations.
				22	Knowledge of cleaning products for skin.
		12	Instruct clients to wash their hands with soap and warm water before nail services.	23	Knowledge of methods to reduce transmission of pathogens through hand-to-hand contact.
		13	Use hand sanitizer to reduce the risk of spreading pathogens.	24	Knowledge of antimicrobial products for use on hands that reduce spread of pathogens.
		14	Maintain clean towels for use during client services.	25	Knowledge of methods to clean and sanitize towels.
				26	Knowledge of regulations for cleaning, storing, and labeling linens.
		15	Perform patch test to determine if client is sensitive to nail service products.	27	Knowledge of how chemicals in nail products affect nails and surrounding skin.
				28	Knowledge of indicators of skin reaction to nail service products.
				29	Knowledge of reactions caused by mixing nail product chemicals together.
				30	Knowledge of the action and reaction of chemicals used in nail products (e.g., polymers, monomers, solvents, creams, lotions, etc.).
				31	Knowledge of basic chemistry related to nail products and services.
		16	Store, use, and dispose of cosmetic products in a manner that prevents cross-contamination.	32	Knowledge of state laws and regulations regarding storage, use, and disposal of cosmetic products.

2. Nail Services (50%)

Nail Services: This content area assesses the candidate's knowledge of evaluating client skin and nails, determining whether nail services can be performed safely, and performing nail services and enhancements.

Content Area	Subarea	Task No.	Tasks	K No.	Associated Knowledge Statements
Nail Services	Pre-Service (20%)	17	Assess the condition of the skin and nails to determine if nail services can be performed.	33	Knowledge of skin conditions that make nail services unsafe (e.g., rashes, fungus, open wounds, signs of infection, warts).
				34	Knowledge of nail conditions that make nail services unsafe (e.g., brittle nails, fungus, signs of infection, damaged nail plates).
				35	Knowledge of causes for nail discoloration.
		18	Refer clients to other professionals for services outside of scope of practice.	36	Knowledge of manicurist scope of practice and ability.
		19	Assess client lifestyle to select services and products.	37	Knowledge of lifestyle habits that can cause rapid deterioration of nail services.
				38	Knowledge of features and benefits of different categories of nail service products.
				39	Knowledge of client expectations for service maintenance.
				40	Knowledge of activities that reduce the effects of nail polish or remove nail polish.
	General Service (20%)	20	Remove polish from nails to prepare nails for service.	41	Knowledge of types of polish removers (e.g., acetone, non-acetone).
				42	Knowledge of methods to remove polish from nails.
				43	Knowledge of indicators of a reaction to products.
		21	Trim nails with clippers to shape or shorten.	44	Knowledge of methods to shape or shorten nails with tools.
				45	Knowledge of nail shapes.
				46	Knowledge of nail anatomy related to trimming nails.
		22	Shape the free-edge of nails with a file.	47	Knowledge of methods and tools to shape and smooth the free-edge of nails.
		23	Change the surface of the nails in preparation for nail service.	48	Knowledge of methods and products to change the surface of the nails in preparation for service.
				49	Knowledge of problems associated with over-filing (e.g., friction burn or filing through nail plate).
				50	Knowledge of methods to remove superficial nail discoloration.
				51	Knowledge of products that promote adhesion to nails.
				52	Knowledge of tools and products used to smooth nails.
				53	Knowledge of nail conditions that make buffing or filing unsafe.

2. Nail Services, continued (50%)

Nail Services: This content area assesses the candidate's knowledge of evaluating client skin and nails, determining whether nail services can be performed safely, and performing nail services and enhancements.

Content Area	Subarea	Task No.	Tasks	K No.	Associated Knowledge Statements
Nail Services, continued	General Service (20%), continued	24	Prepare cuticles with tools or products.	54	Knowledge of methods to loosen, soften, or remove cuticles.
				55	Knowledge of nail or skin conditions that make the use of cuticle remover unsafe.
				56	Knowledge of pressure levels to reduce risk of injury to clients while using tools.
				57	Knowledge of differences between eponychium and cuticle.
		25	Massage clients with a moisturizing product (e.g., elbows to fingertips or knees to toes).	58	Knowledge of massage techniques.
				59	Knowledge of pressure levels to reduce risk of injury to clients while massaging.
				60	Knowledge of ergonomic massage techniques to reduce risk of injury to self and clients while giving massage.
		26	Remove debris from under free edge of nails with tool.	61	Knowledge of methods used to clean debris from under nails.
		27	Remove excess oil and lotion from nail plates to prepare nails for product application.	62	Knowledge of methods to remove oil and lotion from nails.
				63	Knowledge of products that remove oil from nails.
		28	Smooth calluses with product or tool.	64	Knowledge of strength of callus remover products and safety precautions for their use.
				65	Knowledge of methods and tools to smooth calluses without removing them.
		29	Use exfoliant to remove uppermost layer of skin.	66	Knowledge of products that exfoliate skin.
				67	Knowledge of levels of pressure to use while exfoliating client skin.
				68	Knowledge of methods to apply and remove products from client skin.
		30	Apply paraffin wax to client hand or foot to soften skin.	69	Knowledge of safety precautions for using heated paraffin wax (e.g., heat and sanitary practices).
				70	Knowledge of methods to prepare client skin for paraffin wax.
		31	Remove debris from nails before applying products.	71	Knowledge of methods for removing debris from nails.
		32	Apply polishes to nails.	72	Knowledge of types of polishes.
				73	Knowledge of methods to apply polishes to nails.
		33	Soak client hands or feet in water or solution.	74	Knowledge of nail types (e.g., weak, bendy, brittle) and conditions that make soaking nails unsafe.
				75	Knowledge of effects of soaking nails on nail services.

2. Nail Services, continued (50%)

Nail Services: This content area assesses the candidate's knowledge of evaluating client skin and nails, determining whether nail services can be performed safely, and performing nail services and enhancements.

Content Area	Subarea	Task No.	Tasks	K No.	Associated Knowledge Statements
Nail Services, continued	General Service (20%), continued	34	Dry nails and skin after soaking hands or feet.	76	Knowledge of purpose for drying nails and skin thoroughly while performing nail services.
				77	Knowledge of requirement to use clean towels while performing nail services.
		35	Assess quality of nail service and client satisfaction after service completion.	78	Knowledge of indicators that nail service is inadequate.
				79	Knowledge of methods to correct nail imperfections after service.
		36	Apply moisturizing product to client cuticles and nails.	80	Knowledge of products to moisturize client cuticles and nails (e.g., oil, lotion).
	Enhancements (e.g., gel, acrylic, silk, fiberglass, nail tips) (10%)	37	Partially or completely remove existing enhancements from client nails.	81	Knowledge of methods and tools to identify enhancement products on client nails.
				82	Knowledge of methods to remove enhancement products from client nails.
		38	Extend the length of client nails.	83	Knowledge of methods and products to extend length of nails (e.g., nail tips, forms, press-on nails).
		39	Apply enhancement products to client nails.	84	Knowledge of methods to apply nail enhancement products to client nails.
				85	Knowledge of enhancement products.
		40	Follow manufacturer instructions for curing enhancement products.	86	Knowledge of methods and equipment to cure enhancements (e.g., air dry, heat lamp, UV or LED light).
		41	Remove inhibition layer from enhancements.	87	Knowledge of methods and products to remove inhibition layer from enhancements.
		42	Use file to smooth surface of enhancements.	88	Knowledge of methods for using files to smooth enhancement surface.

TABLE 13 – RENUMBERING OF TASK STATEMENTS

Original Task No.	Current Task No.	Task Statement
13	9	Ask clients to complete an intake form to obtain client information (e.g., health status, allergies, emergency contact information).
9	10	Use personal protective equipment (e.g., mask, shield, gloves) to reduce the spread of pathogens between manicurist and client.
10	11	Wash own hands with soap and water before beginning client services.
11	12	Instruct clients to wash their hands with soap and warm water before nail services.
14	13	Use hand sanitizer to reduce the risk of spreading pathogens.
12	14	Maintain clean towels for use during client services.
29	30	Apply paraffin wax to client hand or foot to soften skin.
30	31	Remove debris from nails before applying products.
31	32	Apply polishes to nails.
32	29	Use exfoliant to remove uppermost layer of skin.

Note: In the shaded task statement, the Board suggested the term “uppermost layer of skin” to replace “dead skin.”

TABLE 14 – RENUMBERING OF KNOWLEDGE STATEMENTS

Original K No.	Current K No.	Knowledge Statement
24	17	Knowledge of questions to ask client pertinent to health and safety (e.g., contagious diseases and conditions that make nail services unsafe).
25	18	Knowledge of methods to protect private client information if collected.
17	19	Knowledge of state requirements for wearing personal protective equipment.
18	20	Knowledge of types of personal protective equipment to reduce the spread of pathogens through air and touch.
19	21	Knowledge of methods to reduce the amount of pathogens on hands in accordance with State Board regulations.
20	22	Knowledge of cleaning products for skin.
21	23	Knowledge of methods to reduce transmission of pathogens through hand-to-hand contact.
26	24	Knowledge of antimicrobial products for use on hands that reduce spread of pathogens.
22	25	Knowledge of methods to clean and sanitize towels.
23	26	Knowledge of regulations for cleaning, storing, and labeling linens.
64	65	Knowledge of methods and tools to smooth calluses without removing them.
65	64	Knowledge of strength of callus remover products and safety precautions for their use.
71	66	Knowledge of products that exfoliate skin.
72	67	Knowledge of levels of pressure to use while exfoliating client skin.
73	68	Knowledge of methods to apply and remove products from client skin.
66	69	Knowledge of safety precautions for using heated paraffin wax (e.g., heat and sanitary practices).
67	70	Knowledge of methods to prepare client skin for paraffin wax.
68	71	Knowledge of methods for removing debris from nails.
69	72	Knowledge of types of polishes.
70	73	Knowledge of methods to apply polishes to nails.

CHAPTER 6 | CONCLUSION

The OA of manicurist practice described in this report provides a comprehensive description of current manicurist practice in California. The procedures employed to perform the OA were based upon a content validation strategy to ensure that the results accurately represent manicurist practice. Results of this OA provide information regarding current practice that can be used to review national manicurist examination programs. The results of this OA also provide an examination outline that may be used to develop a California examination in the future.

Use of the manicurist examination outline contained in this report ensures that the Board is compliant with B&P Code § 139.

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	353
Orange	238
TOTAL	591

NORTH COAST

County of Practice	Frequency
Del Norte	2
Humboldt	6
Mendocino	5
Sonoma	33
TOTAL	46

RIVERSIDE AND VICINITY

County of Practice	Frequency
Riverside	115
San Bernardino	69
TOTAL	184

SACRAMENTO VALLEY

County of Practice	Frequency
Butte	12
Lake	5
Sacramento	72
Sutter	5
Yolo	3
Yuba	2
TOTAL	99

SAN DIEGO COUNTY AND VICINITY

County of Practice	Frequency
Imperial	3
San Diego	202
TOTAL	205

SAN FRANCISCO BAY AREA

County of Practice	Frequency
Alameda	49
Contra Costa	44
Marin	4
Napa	8
San Francisco	25
San Mateo	24
Santa Clara	73
Santa Cruz	11
Solano	18
TOTAL	256

SAN JOAQUIN VALLEY

County of Practice	Frequency
Fresno	67
Kern	39
Kings	8
Madera	9
Merced	10
San Joaquin	22
Stanislaus	31
Tulare	21
TOTAL	207

SHASTA-CASCADE

County of Practice	Frequency
Lassen	1
Modoc	3
Plumas	2
Shasta	10
Siskiyou	6
TOTAL	22

SIERRA MOUNTAIN VALLEY

County of Practice	Frequency
Amador	3
Calaveras	2
El Dorado	12
Inyo	4
Nevada	4
Placer	26
Sierra	1
Tuolumne	6
TOTAL	58

SOUTH COAST AND CENTRAL COAST

County of Practice	Frequency
Monterey	11
San Luis Obispo	24
Santa Barbara	14
Ventura	44
TOTAL	93

APPENDIX B | CRITICALITY INDICES FOR ALL TASKS BY CONTENT AREA

Content Area 1
Safety, Preparation, and Sanitation

Task	Mean Frequency	Mean Importance	Task Criticality Index
1. Clean and disinfect tools to remove particles and reduce the spread of pathogens.	4.63	4.80	22.29
10. Use personal protective equipment (e.g., mask, shield, gloves) to reduce the spread of pathogens between manicurist and client.	4.59	4.74	21.90
6. Prepare and maintain clean work station for client services.	4.58	4.71	21.82
4. Disinfect high-touch surfaces by spraying or wiping with disinfectant product.	4.54	4.69	21.52
12. Instruct clients to wash their hands with soap and warm water before nail services.	4.54	4.68	21.52
2. Dispose of single-use products and tools.	4.51	4.68	21.36
9. Ask clients to complete an intake form to obtain client information (e.g., health status, allergies, emergency contact information).	4.48	4.62	21.13
7. Store tools and products in clean, labeled containers.	4.53	4.59	21.11
8. Clean and disinfect pedicure equipment.	4.35	4.53	20.65
14. Maintain clean towels for use during client services.	4.43	4.52	20.61
11. Wash own hands with soap and water before beginning client services.	4.33	4.54	20.02
5. Maintain a well-ventilated work space.	4.27	4.42	19.33
16. Store, use, and dispose of cosmetic products in a manner that prevents cross-contamination.	4.17	4.31	19.07
3. Sterilize tools by placing in an autoclave to reduce the spread of pathogens.	3.67	3.87	16.35
13. Use hand sanitizer to reduce the risk of spreading pathogens.	3.21	3.45	13.11
15. Perform patch test to determine if client is sensitive to nail service products.	2.58	2.98	9.43

Content Area 2
Nail Services

Task	Mean Frequency	Mean Importance	Task Criticality Index
27. Remove excess oil and lotion from nail plates to prepare nails for product application.	4.36	4.43	19.84
30. Apply paraffin wax to client hand or foot to soften skin.	4.32	4.42	19.62
20. Remove polish from nails to prepare nails for service.	4.40	4.37	19.51
17. Assess the condition of the skin and nails to determine if nail services can be performed.	4.26	4.46	19.36
35. Assess quality of nail service and client satisfaction after service completion.	4.30	4.34	19.09
22. Shape the free-edge of nails with a file.	4.36	4.27	18.93
40. Follow manufacturer instructions for curing enhancement products.	4.14	4.24	18.62
24. Prepare cuticles with tools or products.	4.26	4.28	18.60
36. Apply moisturizing product to client cuticles and nails.	4.25	4.19	18.11
26. Remove debris from under free edge of nails with tool.	4.06	4.10	17.13
21. Trim nails with clippers to shape or shorten.	4.13	4.00	17.10
34. Dry nails and skin after soaking hands or feet.	3.94	3.97	16.85
31. Remove debris from nails before applying products.	4.23	3.83	16.61

Content Area 2
Nail Services, continued

Task	Mean Frequency	Mean Importance	Task Criticality Index
23. Change the surface of the nails in preparation for nail service.	3.84	3.90	15.90
33. Soak client hands or feet in water or solution.	3.84	3.78	15.73
42. Use file to smooth surface of enhancements.	3.59	3.72	15.13
25. Massage clients with a moisturizing product (e.g., elbows to fingertips or knees to toes).	3.83	3.60	14.81
28. Smooth calluses with product or tool.	3.63	3.69	14.44
41. Remove inhibition layer from enhancements.	3.35	3.55	13.83
37. Partially or completely remove existing enhancements from client nails.	3.34	3.59	13.21
39. Apply enhancement products to client nails.	3.39	3.26	12.55
19. Assess client lifestyle to select services and products.	3.30	3.30	12.39
32. Apply polishes to nails.	3.30	3.27	12.16
18. Refer clients to other professionals for services outside of scope of practice.	3.11	3.49	12.08
38. Extend the length of client nails.	2.97	2.84	9.71
29. Use exfoliant to remove uppermost layer of skin.	2.13	2.15	6.56

APPENDIX C | KNOWLEDGE IMPORTANCE RATINGS BY CONTENT AREA

Content Area 1
Safety, Preparation, and Sanitation

Knowledge Statement	Mean Importance
1. Knowledge of methods and requirements to clean and disinfect tools in accordance with State Board regulations.	4.77
5. Knowledge of requirements to maintain a sanitary work area.	4.74
2. Knowledge of requirements to dispose of single-use products and tools in accordance with State Board regulations.	4.74
4. Knowledge of methods to sterilize tools in accordance with State regulations.	4.71
16. Knowledge of methods and regulations to disinfect equipment.	4.71
21. Knowledge of methods to reduce the amount of pathogens on hands in accordance with State Board regulations.	4.69
10. Knowledge of requirements to maintain a clean work space.	4.69
19. Knowledge of state requirements for wearing personal protective equipment.	4.69
18. Knowledge of methods to protect private client information if collected.	4.68
6. Knowledge of disinfectant products (e.g., active ingredients, mix ratio, and contact time).	4.66
12. Knowledge of regulations for storing tools and products in clean, labeled containers.	4.66
11. Knowledge of products and tools that should be prepared in advance of nail services in accordance with State Board regulations.	4.66
17. Knowledge of questions to ask client pertinent to health and safety (e.g., contagious diseases and conditions that make nail services unsafe).	4.64
27. Knowledge of how chemicals in nail products affect nails and surrounding skin.	4.63
28. Knowledge of indicators of skin reaction to nail service products.	4.62
24. Knowledge of antimicrobial products for use on hands that reduce spread of pathogens.	4.62
26. Knowledge of regulations for cleaning, storing, and labeling linens.	4.61
22. Knowledge of cleaning products for skin.	4.60

Content Area 1, continued
Safety, Preparation, and Sanitation

Knowledge Statement	Mean Importance
32. Knowledge of state laws and regulations regarding storage, use, and disposal of cosmetic products.	4.58
20. Knowledge of types of personal protective equipment to reduce the spread of pathogens through air and touch.	4.57
29. Knowledge of reactions caused by mixing nail product chemicals together.	4.56
30. Knowledge of the action and reaction of chemicals used in nail products (e.g., polymers, monomers, solvents, creams, lotions, etc.).	4.56
15. Knowledge of regulations for documenting the cleaning and disinfecting of pedicure equipment.	4.55
8. Knowledge of equipment to maintain a well-ventilated work space (e.g., fan, air purifiers, windows, ventilation systems).	4.53
7. Knowledge of products that compromise air quality.	4.50
23. Knowledge of methods to reduce transmission of pathogens through hand-to-hand contact.	4.50
14. Knowledge of manufacturer-recommended procedures for nail product storage.	4.49
13. Knowledge of requirements to maintain manufacturer safety data sheets.	4.47
9. Knowledge of methods to reduce the amount of dust inhaled during enhancements.	4.46
31. Knowledge of basic chemistry related to nail products and services.	4.44
25. Knowledge of methods to clean and sanitize towels.	4.42
3. Knowledge of manufacturer instructions for operation of autoclave.	4.11

Content Area 2
Nail Services

Knowledge Statement	Mean Importance
34. Knowledge of nail conditions that make nail services unsafe (e.g., brittle nails, fungus, signs of infection, damaged nail plates).	4.88
33. Knowledge of skin conditions that make nail services unsafe (e.g., rashes, fungus, open wounds, signs of infection, warts).	4.87
36. Knowledge of manicurist scope of practice and ability.	4.86
56. Knowledge of pressure levels to reduce risk of injury to clients while using tools.	4.85
77. Knowledge of requirement to use clean towels while performing nail services.	4.85
55. Knowledge of nail or skin conditions that make the use of cuticle remover unsafe.	4.83
43. Knowledge of indicators of a reaction to products.	4.83
54. Knowledge of methods to loosen, soften, or remove cuticles.	4.83
39. Knowledge of client expectations for service maintenance.	4.82
53. Knowledge of nail conditions that make buffing or filing unsafe.	4.82
57. Knowledge of differences between eponychium and cuticle.	4.82
35. Knowledge of causes for nail discoloration.	4.81
74. Knowledge of nail types (e.g., weak, bendy, brittle) and conditions that make soaking nails unsafe.	4.81
44. Knowledge of methods to shape or shorten nails with tools.	4.81
41. Knowledge of types of polish removers (e.g., acetone, non-acetone).	4.80
78. Knowledge of indicators that nail service is inadequate.	4.79
79. Knowledge of methods to correct nail imperfections after service.	4.79
49. Knowledge of problems associated with over-filing (e.g., friction burn or filing through nail plate).	4.79
46. Knowledge of nail anatomy related to trimming nails.	4.78
68. Knowledge of methods to apply and remove products from client skin.	4.78
38. Knowledge of features and benefits of different categories of nail service products.	4.77
47. Knowledge of methods and tools to shape and smooth the free-edge of nails.	4.77

Content Area 2, continued
Nail Services

Knowledge Statement	Mean Importance
42. Knowledge of methods to remove polish from nails.	4.77
52. Knowledge of tools and products used to smooth nails.	4.77
76. Knowledge of purpose for drying nails and skin thoroughly while performing nail services.	4.77
63. Knowledge of products that remove oil from nails.	4.76
75. Knowledge of effects of soaking nails on nail services.	4.76
61. Knowledge of methods used to clean debris from under nails.	4.76
37. Knowledge of lifestyle habits that can cause rapid deterioration of nail services.	4.75
62. Knowledge of methods to remove oil and lotion from nails.	4.75
48. Knowledge of methods and products to change the surface of the nails in preparation for service.	4.75
80. Knowledge of products to moisturize client cuticles and nails (e.g., oil, lotion).	4.74
51. Knowledge of products that promote adhesion to nails.	4.74
65. Knowledge of methods and tools to smooth calluses without removing them.	4.73
40. Knowledge of activities that reduce the effects of nail polish or remove nail polish.	4.72
86. Knowledge of methods and equipment to cure enhancements (e.g., air dry, heat lamp, UV or LED light).	4.72
50. Knowledge of methods to remove superficial nail discoloration.	4.71
64. Knowledge of strength of callus remover products and safety precautions for their use.	4.71
88. Knowledge of methods for using files to smooth enhancement surface.	4.70
70. Knowledge of methods to prepare client skin for paraffin wax.	4.70
82. Knowledge of methods to remove enhancement products from client nails.	4.68
81. Knowledge of methods and tools to identify enhancement products on client nails.	4.67
45. Knowledge of nail shapes.	4.67
69. Knowledge of safety precautions for using heated paraffin wax (e.g., heat and sanitary practices).	4.67
73. Knowledge of methods to apply polishes to nails.	4.67

Content Area 2, continued
Nail Services

Knowledge Statement	Mean Importance
59. Knowledge of pressure levels to reduce risk of injury to clients while massaging.	4.67
84. Knowledge of methods to apply nail enhancement products to client nails.	4.66
85. Knowledge of enhancement products.	4.65
60. Knowledge of ergonomic massage techniques to reduce risk of injury to self and clients while giving massage.	4.64
87. Knowledge of methods and products to remove inhibition layer from enhancements.	4.63
72. Knowledge of types of polishes.	4.60
83. Knowledge of methods and products to extend length of nails (e.g., nail tips, forms, press-on nails).	4.59
71. Knowledge of methods for removing debris from nails.	4.58
58. Knowledge of massage techniques.	4.51
66. Knowledge of products that exfoliate skin.	4.36
67. Knowledge of levels of pressure to use while exfoliating client skin.	4.30

APPENDIX D | QUESTIONNAIRE INVITATION EMAIL TO PRACTITIONERS

2020 MANICURIST OCCUPATIONAL ANALYSIS SURVEY

Hello,

If you are willing to share your time to help shape the future of manicurist licensing in California, please help us.

The Office of Professional Examination Services is conducting an occupational analysis (OA) of the manicurist profession for the Board of Barbering and Cosmetology (Board). This OA will provide a California description of practice that will inform the statewide licensing examination for manicurists.

You have been selected to participate in the OA, and you can participate by completing an online survey. The survey will take approximately 30 minutes to complete. You can follow the link below to complete the survey.

If you are participating, please complete the survey by **December 4th**.

Thank you so much for your time,

[Begin Survey](#)

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

Powered by  SurveyMonkey

APPENDIX E | QUESTIONNAIRE

Message from the Board of Barbering and Cosmetology

Dear Licensee:

Thank you for opening this online survey. You have been selected to participate in a study of the manicurist profession in California by the Board of Barbering and Cosmetology (BBC). The BBC is collecting information on the tasks performed by manicurists in California, on the importance of those tasks, and on the knowledge needed to perform those tasks. We will use this information to ensure that manicurist licensure examinations reflect current work in California.

We worked with a group of licensed manicurists to develop this survey to capture this information. The survey should take approximately 20 minutes to complete.

For your convenience, you do not have to complete the survey in a single session. You can pick up where you left off, as long as you reopen the survey from the same computer and use the same web browser. Before you exit, complete the page that you are on. The program will only save responses on completed pages. The weblink is available 24 hours a day, 7 days a week.

Your responses will be kept confidential. They will not be tied to your license or personal information. Individual responses will be combined with responses from other manicurists and only group data will be analyzed.

To begin the survey, click "Next". Please submit the completed survey by December 31, 2020.

We appreciate your time!

Thank you!

The Board of Barbering and Cosmetology

Part I - Personal Data

Complete this survey only if you are currently licensed and have worked as a licensed manicurist in California within the last 12 months.

The BBC recognizes that every manicurist may not perform all of the tasks and use all of the knowledge contained in this survey. However, your participation is essential to the success of this study, and your contributions will help establish standards for safe and effective manicurist work in the State of California.

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

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

- ☐ Yes
☐ No

* 2. Have you worked as a manicurist in California within the past 12 months?

- ☐ Yes
☐ No

Part I - Personal Data

3. How long have you been licensed as a manicurist in California?

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

4. On average, how many hours per week do you work as a manicurist?

- ☐ 9 hours or fewer
- ☐ 10 to 19 hours
- ☐ 20 to 29 hours
- ☐ 30 to 39 hours
- ☐ 40 or more hours

5. On average, how many clients do you see per day as a manicurist?

- ☐ 0 to 5 clients
- ☐ 6 to 10 clients
- ☐ 11 to 15 clients
- ☐ More than 15 clients

6. How would you describe your business entity?

- ☐ Employee
- ☐ Sole owner
- ☐ Corporation
- ☐ Franchise
- ☐ Other (please specify)

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

- ☐ Urban (more than 50,000 people)
- ☐ Rural (fewer than 50,000 people)

Part I - Personal Data

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

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

9. What other occupational licenses issued by the BBC do you hold? (Select all that apply.)

- ☐ None
- ☐ Barber
- ☐ Cosmetologist
- ☐ Electrologist
- ☐ Esthetician
- ☐ Other (please specify)

Part I - Personal Data

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

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

Part II - Task Ratings

INSTRUCTIONS FOR RATING TASK STATEMENTS

This part of the survey contains 42 task statements. Please rate each task as it relates to your current job as a licensed manicurist.

Please rate the tasks based on how often you perform the task (Frequency) and how important the task is for effective performance of your current job (Importance).

The boxes for rating the Frequency and Importance of each task have drop-down lists. Click on the "down" arrow in each box to see the rating options, and then select the value that applies to your current job. Your frequency and importance ratings should be separate and independent ratings. Therefore, the ratings that you assign on one rating scale should not influence the ratings that you assign on the other rating scale.

If the task is not part of your current job, rate the task "0" (zero) frequency and "0" (zero) importance.

Use the following scales to rate each task statement.

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. I do not perform this task in my current job.
- 1 – RARELY. I perform this task the least often in my current job relative to other tasks I perform.
- 2 – SELDOM. I perform this task less often than most other tasks I perform in my current job.
- 3 – REGULARLY. I perform this task as often as other tasks I perform in my current job.
- 4 – OFTEN. I perform this task more often than most other tasks I perform in my current job.
- 5 – VERY OFTEN. This task is one of the tasks I perform most often in my current job relative to other tasks I perform.

IMPORTANCE RATING

HOW IMPORTANT are these tasks in the performance of your current job?

Use the following scale to make your ratings.

- 0 - NOT IMPORTANT; DOES NOT APPLY TO MY JOB. I do not perform this task in my job.
- 1 - OF MINOR IMPORTANCE. This task is of minor importance for effective performance in my current job.
- 2 - FAIRLY IMPORTANT. This task is fairly important for effective performance in my current job.
- 3 - MODERATELY IMPORTANT. This task is moderately important for effective performance in my current job.
- 4 - VERY IMPORTANT. This task is very important for performance in my current job.

5 - CRITICALLY IMPORTANT. This task is extremely important for effective performance in my current job.

11. Please rate the following tasks based on how often you perform the task (Frequency) and how important the task is for effective performance of your current job (Importance).

Safety, Preparation, and Sanitation

	Frequency	Importance
1. Clean and disinfect tools to remove particles and reduce the spread of pathogens.		
2. Dispose of single-use products and tools.		
3. Sterilize tools by placing in an autoclave to reduce the spread of pathogens.		
4. Disinfect high-touch surfaces by spraying or wiping with disinfectant product.		
5. Maintain a well-ventilated work space.		
6. Prepare and maintain clean work station for client services.		
7. Store tools and products in clean, labeled containers.		
8. Clean and disinfect pedicure equipment.		
9. Use personal protective equipment (e.g., mask, shield, gloves) to reduce the spread of pathogens between manicurist and client.		
10. Wash own hands with soap and water before beginning client services.		
11. Instruct clients to wash their hands with soap and warm water before nail services.		
12. Maintain clean towels for use during client services.		
13. Ask clients to complete an intake form to obtain client information (e.g., health status, allergies, emergency contact information).		
14. Use hand sanitizer to reduce the risk of spreading pathogens.		
15. Perform patch test to determine if client is sensitive to nail service products.		
16. Store, use, and dispose of cosmetic products in a manner that prevents cross-contamination.		

Part II - Task Ratings

12. Please rate the following tasks based on how often you perform the task (Frequency) and how important the task is for effective performance of your current job (Importance).

Nail Services

	Frequency	Importance
17. Assess the condition of the skin and nails to determine if nail services can be performed.		
18. Refer clients to other professionals for services outside of scope of practice.		
19. Assess client lifestyle to select services and products.		
20. Remove polish from nails to prepare nails for service.		
21. Trim nails with clippers to shape or shorten.		
22. Shape the free-edge of nails with a file.		
23. Change the surface of the nails in preparation for nail service.		
24. Prepare cuticles with tools or products.		
25. Massage clients with a moisturizing product (e.g., elbows to fingertips or knees to toes).		
26. Remove debris from under free edge of nails with tool.		
27. Remove excess oil and lotion from nail plates to prepare nails for product application.		
28. Smooth calluses with product or tool.		
29. Apply paraffin wax to client hand or foot to soften skin.		
30. Remove debris from nails before applying products.		
31. Apply polishes to nails.		
32. Use exfoliant to remove dead skin.		
33. Soak client hands or feet in water or solution.		
34. Dry nails and skin after soaking hands or feet.		
35. Assess quality of nail service and client satisfaction after service completion.		
36. Apply moisturizing product to client cuticles and nails.		

	Frequency	Importance
37. Partially or completely remove existing enhancements from client nails.		
38. Extend the length of client nails.		
39. Apply enhancement products to client nails.		
40. Follow manufacturer instructions for curing enhancement products.		
41. Remove inhibition layer from enhancements.		
42. Use file to smooth surface of enhancements.		

Part III - Knowledge Ratings

INSTRUCTIONS FOR RATING KNOWLEDGE STATEMENTS

This part of the survey contains 88 knowledge statements. Please rate each knowledge statement based on how important you believe the knowledge is for effective performance of your current job as a licensed manicurist.

In this part of the questionnaire, rate each of the knowledge statements based on how important the knowledge is to effective performance in your job. If a knowledge statement is NOT part of your job, then rate it "0" (zero) for importance.

The boxes for rating the Importance of each knowledge statement have a drop-down list. Click on the "down" arrow for each list to see the ratings. Then select the rating based on your current job.

IMPORTANCE RATING

HOW IMPORTANT is this knowledge in the effective performance of your current job?

Use the following scale to make your ratings.

- 0 – DOES NOT APPLY TO MY JOB; NOT REQUIRED; This knowledge is not required to perform my job.
- 1 – OF MINOR IMPORTANCE; This knowledge is of minor importance for effective performance of my current job.
- 2 – FAIRLY IMPORTANT; This knowledge is fairly important for effective performance of my current job.
- 3 – MODERATELY IMPORTANT; This knowledge is moderately important for effective performance of my current job.
- 4 – VERY IMPORTANT; This knowledge is very important for effective performance of my current job.
- 5 – CRITICALLY IMPORTANT; This knowledge is essential for effective performance of my current job.

13.

How important is this knowledge for effective performance of tasks in your current job?

Safety, Preparation, and Sanitation

	Does not apply to my job;	Not required	Of minor importance	Fairly important	Moderately important	Very important	Critically important
1. Knowledge of methods and requirements to clean and disinfect tools in accordance with State Board regulations.	☐	☐	☐	☐	☐	☐	☐
2. Knowledge of requirements to dispose of single-use products and tools in accordance with State Board regulations.	☐	☐	☐	☐	☐	☐	☐

	Does not apply to my job; Not required	Of minor importance	Fairly important	Moderately important	Very important	Critically important
3. Knowledge of manufacturer instructions for operation of autoclave.	☐	☐	☐	☐	☐	☐
4. Knowledge of methods to sterilize tools in accordance with State regulations.	☐	☐	☐	☐	☐	☐
5. Knowledge of requirements to maintain a sanitary work area.	☐	☐	☐	☐	☐	☐
6. Knowledge of disinfectant products (e.g., active ingredients, mix ratio, and contact time).	☐	☐	☐	☐	☐	☐
7. Knowledge of products that compromise air quality.	☐	☐	☐	☐	☐	☐
8. Knowledge of equipment to maintain a well-ventilated work space (e.g., fan, air purifiers, windows, ventilation systems).	☐	☐	☐	☐	☐	☐
9. Knowledge of methods to reduce the amount of dust inhaled during enhancements.	☐	☐	☐	☐	☐	☐
10. Knowledge of requirements to maintain a clean workspace.	☐	☐	☐	☐	☐	☐
11. Knowledge of products and tools that should be prepared in advance of nail services in accordance with State Board regulations.	☐	☐	☐	☐	☐	☐
12. Knowledge of regulations for storing tools and products in clean, labeled containers.	☐	☐	☐	☐	☐	☐
13. Knowledge of requirements to maintain manufacturer safety data sheets.	☐	☐	☐	☐	☐	☐
14. Knowledge of manufacturer-recommended procedures for nail product storage.	☐	☐	☐	☐	☐	☐
15. Knowledge of regulations for documenting the cleaning and disinfecting of pedicure equipment.	☐	☐	☐	☐	☐	☐
16. Knowledge of methods and regulations to disinfect equipment.	☐	☐	☐	☐	☐	☐
17. Knowledge of state requirements for wearing personal protective equipment.	☐	☐	☐	☐	☐	☐
18. Knowledge of types of personal protective equipment to reduce the spread of pathogens through air and touch.	☐	☐	☐	☐	☐	☐
19. Knowledge of methods to reduce the amount of pathogens on hands in accordance with State Board regulations.	☐	☐	☐	☐	☐	☐
20. Knowledge of cleaning products for skin.	☐	☐	☐	☐	☐	☐
21. Knowledge of methods to reduce transmission of pathogens through hand-to-hand contact.	☐	☐	☐	☐	☐	☐

	Does not apply to my job;	Not required	Of minor importance	Fairly important	Moderately important	Very important	Critically important
22. Knowledge of methods to clean and sanitize towels.	☐	☐	☐	☐	☐	☐	☐
23. Knowledge of regulations for cleaning, storing, and labeling linens.	☐	☐	☐	☐	☐	☐	☐
24. Knowledge of questions to ask client pertinent to health and safety (e.g., contagious diseases and conditions that make nail services unsafe).	☐	☐	☐	☐	☐	☐	☐
25. Knowledge of methods to protect private client information if collected.	☐	☐	☐	☐	☐	☐	☐
26. Knowledge of antimicrobial products for use on hands that reduce spread of pathogens.	☐	☐	☐	☐	☐	☐	☐
27. Knowledge of how chemicals in nail products affect nails and surrounding skin.	☐	☐	☐	☐	☐	☐	☐
28. Knowledge of indicators of skin reaction to nail service products.	☐	☐	☐	☐	☐	☐	☐
29. Knowledge of reactions caused by mixing nail product chemicals together.	☐	☐	☐	☐	☐	☐	☐
30. Knowledge of the action and reaction of chemicals used in nail products (e.g., polymers, monomers, solvents, creams, lotions, etc.).	☐	☐	☐	☐	☐	☐	☐
31. Knowledge of basic chemistry related to nail products and services.	☐	☐	☐	☐	☐	☐	☐
32. Knowledge of state laws and regulations regarding storage, use, and disposal of cosmetic products.	☐	☐	☐	☐	☐	☐	☐

Part III - Knowledge Ratings

14. How important is this knowledge for effective performance of tasks in your current job?

Nail Services

	Does not apply to my job; Not required	Of minor importance	Fairly important	Moderately important	Very important	Critically important
33. Knowledge of skin conditions that make nail services unsafe (e.g., rashes, fungus, open wounds, signs of infection, warts).	☐	☐	☐	☐	☐	☐
34. Knowledge of nail conditions that make nail services unsafe (e.g., brittle nails, fungus, signs of infection, damaged nail plates).	☐	☐	☐	☐	☐	☐
35. Knowledge of causes for nail discoloration.	☐	☐	☐	☐	☐	☐
36. Knowledge of manicurist scope of practice and ability.	☐	☐	☐	☐	☐	☐
37. Knowledge of lifestyle habits that can cause rapid deterioration of nail services.	☐	☐	☐	☐	☐	☐
38. Knowledge of features and benefits of different categories of nail service products.	☐	☐	☐	☐	☐	☐
39. Knowledge of client expectations for service maintenance.	☐	☐	☐	☐	☐	☐
40. Knowledge of activities that reduce the effects of nail polish or remove nail polish.	☐	☐	☐	☐	☐	☐
41. Knowledge of types of polish removers (e.g., acetone, non-acetone).	☐	☐	☐	☐	☐	☐
42. Knowledge of methods to remove polish from nails.	☐	☐	☐	☐	☐	☐
43. Knowledge of indicators of a reaction to products.	☐	☐	☐	☐	☐	☐
44. Knowledge of methods to shape or shorten nails with tools.	☐	☐	☐	☐	☐	☐
45. Knowledge of nail shapes.	☐	☐	☐	☐	☐	☐
46. Knowledge of nail anatomy related to trimming nails.	☐	☐	☐	☐	☐	☐
47. Knowledge of methods and tools to shape and smooth the free-edge of nails.	☐	☐	☐	☐	☐	☐
48. Knowledge of methods and products to change the surface of the nails in preparation for service.	☐	☐	☐	☐	☐	☐
49. Knowledge of problems associated with over-filing (e.g., friction burn or filing through nail plate).	☐	☐	☐	☐	☐	☐
50. Knowledge of methods to remove superficial nail discoloration.	☐	☐	☐	☐	☐	☐
51. Knowledge of products that promote adhesion to nails.	☐	☐	☐	☐	☐	☐

	Does not apply to my job; Not required	Of minor importance	Fairly important	Moderately important	Very important	Critically important
52. Knowledge of tools and products used to smooth nails.	☐	☐	☐	☐	☐	☐
53. Knowledge of nail conditions that make buffing or filing unsafe.	☐	☐	☐	☐	☐	☐
54. Knowledge of methods to loosen, soften, or remove cuticles.	☐	☐	☐	☐	☐	☐
55. Knowledge of nail or skin conditions that make the use of cuticle remover unsafe.	☐	☐	☐	☐	☐	☐
56. Knowledge of pressure levels to reduce risk of injury to clients while using tools.	☐	☐	☐	☐	☐	☐
57. Knowledge of differences between eponychium and cuticle.	☐	☐	☐	☐	☐	☐
58. Knowledge of massage techniques.	☐	☐	☐	☐	☐	☐
59. Knowledge of pressure levels to reduce risk of injury to clients while massaging.	☐	☐	☐	☐	☐	☐
60. Knowledge of ergonomic massage techniques to reduce risk of injury to self and clients while giving massage.	☐	☐	☐	☐	☐	☐
61. Knowledge of methods used to clean debris from under nails.	☐	☐	☐	☐	☐	☐
62. Knowledge of methods to remove oil and lotion from nails.	☐	☐	☐	☐	☐	☐
63. Knowledge of products that remove oil from nails.	☐	☐	☐	☐	☐	☐
64. Knowledge of methods and tools to smooth calluses without removing them.	☐	☐	☐	☐	☐	☐
65. Knowledge of strength of callus remover products and safety precautions for their use.	☐	☐	☐	☐	☐	☐
66. Knowledge of safety precautions for using heated paraffin wax (e.g., heat and sanitary practices).	☐	☐	☐	☐	☐	☐
67. Knowledge of methods to prepare client skin for paraffin wax.	☐	☐	☐	☐	☐	☐
68. Knowledge of methods for removing debris from nails.	☐	☐	☐	☐	☐	☐
69. Knowledge of types of polishes.	☐	☐	☐	☐	☐	☐
70. Knowledge of methods to apply polishes to nails.	☐	☐	☐	☐	☐	☐
71. Knowledge of products that exfoliate skin.	☐	☐	☐	☐	☐	☐
72. Knowledge of levels of pressure to use while exfoliating client skin.	☐	☐	☐	☐	☐	☐
73. Knowledge of methods to apply and remove products from client skin.	☐	☐	☐	☐	☐	☐
74. Knowledge of nail types (e.g., weak, bendy, brittle) and conditions that make soaking nails unsafe.	☐	☐	☐	☐	☐	☐
75. Knowledge of effects of soaking nails on nail services.	☐	☐	☐	☐	☐	☐

	Does not apply to my job; Not required	Of minor importance	Fairly important	Moderately important	Very important	Critically important
76. Knowledge of purpose for drying nails and skin thoroughly while performing nail services.	☐	☐	☐	☐	☐	☐
77. Knowledge of requirement to use clean towels while performing nail services.	☐	☐	☐	☐	☐	☐
78. Knowledge of indicators that nail service is inadequate.	☐	☐	☐	☐	☐	☐
79. Knowledge of methods to correct nail imperfections after service.	☐	☐	☐	☐	☐	☐
80. Knowledge of products to moisturize client cuticles and nails (e.g., oil, lotion).	☐	☐	☐	☐	☐	☐
81. Knowledge of methods and tools to identify enhancement products on client nails.	☐	☐	☐	☐	☐	☐
82. Knowledge of methods to remove enhancement products from client nails.	☐	☐	☐	☐	☐	☐
83. Knowledge of methods and products to extend length of nails (e.g., nail tips, forms, press-on nails).	☐	☐	☐	☐	☐	☐
84. Knowledge of methods to apply nail enhancement products to client nails.	☐	☐	☐	☐	☐	☐
85. Knowledge of enhancement products.	☐	☐	☐	☐	☐	☐
86. Knowledge of methods and equipment to cure enhancements (e.g., air dry, heat lamp, UV or LED light).	☐	☐	☐	☐	☐	☐
87. Knowledge of methods and products to remove inhibition layer from enhancements.	☐	☐	☐	☐	☐	☐
88. Knowledge of methods for using files to smooth enhancement surface.	☐	☐	☐	☐	☐	☐

Thank you!

Thank you for taking the time to complete this survey! The BBC values your contribution to this study.

Attachment C.5

OFFICE OF PROFESSIONAL EXAMINATION SERVICES
2420 Del Paso Road, Suite 265, Sacramento, CA 95834
P (916) 575-7240 F (916) 575-7291

MEMORANDUM

DATE	December 30, 2022
TO	Kristy Underwood, Executive Officer Board of Barbering and Cosmetology
FROM	<i>Heidi Lincer</i> Heidi Lincer, Ph.D., Chief Office of Professional Examination Services
SUBJECT	Occupational Analysis of the Hairstylist Profession

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) to define practice for a new hairstylist license. The results of the OA provide an examination outline for the hairstylist profession and the basis for developing a valid and legally defensible California Hairstylist Theory Examination.

OPES test specialists conducted a workshop comprising 10 licensed barbers and cosmetologists acting as subject matter experts (SMEs). The purpose of the workshop was to develop the preliminary examination outline for the California Hairstylist Theory Examination. During five subsequent examination development workshops, 35 SMEs reviewed and made minor edits to the examination outline. The examination outline is structured into four content areas and identifies the tasks and knowledge critical to competent hairstylist practice in California. The SMEs also determined the length of the examination.

Use of the California Hairstylist Theory Examination outline attached to this memorandum ensures that the Board is compliant with Business and Professions Code (BPC) § 139.

PURPOSE OF THE OCCUPATIONAL ANALYSIS

The purpose of the OA is to define hairstylist practice in terms of critical tasks that hairstylists must be able to perform safely and competently at the time of licensure. The hairstylist license will allow an individual to perform hair services that do not involve any chemicals. The results of this OA provide an examination outline for the hairstylist profession and the basis for developing a valid and legally defensible California Hairstylist Theory Examination.

PARTICIPATION OF SUBJECT MATTER EXPERTS

Because a hairstylist license has not yet been implemented in California, OPES used SME workshops instead of a survey to complete the OA. OPES worked with the Board to recruit 45 licensed barbers and cosmetologists to participate in the OA as SMEs. The participation of SMEs ensures that the examination outline directly reflects actual hairstylist practice in California. The SMEs represented the profession in terms of work settings, geographic location of practice, and years of experience. The SMEs provided technical expertise and information about the different aspects of practice through interviews and workshops.

ADHERENCE TO LEGAL STANDARDS AND GUIDELINES

Licensure, certification, and registration programs in the State of California adhere strictly to federal and state laws and regulations, and to professional guidelines and technical standards. For the purposes of OAs, the following laws and guidelines are authoritative:

- BPC § 139.
- 29 Code of Federal Regulations Part 1607 – Uniform Guidelines on Employee Selection Procedures (1978).
- California Fair Employment and Housing Act, Government Code § 12944.
- *Principles for the Validation and Use of Personnel Selection Procedures* (2018), 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 hairstylist occupation is defined in BPC § 7316(h):

The practice of hairstyling is all or any combination of the following:

- (1) Styling of all textures of hair by standard methods that are current at the time of the hairstyling.
- (2) Arranging, blow drying, cleansing, curling, cutting, dressing, shampooing, waving, or nonchemically straightening the hair of any person using both electrical and nonelectrical devices.

- (3) Massaging, cleaning, or stimulating the scalp, face, and neck by means of the hands, devices, apparatus, or appliances with or without the use of cosmetic preparations, antiseptics, lotions, or creams.

DEVELOPMENT OF THE CALIFORNIA HAIRSTYLIST THEORY EXAMINATION OUTLINE

With the aid of OPES test specialists, SMEs developed the examination outline for the California Hairstylist Theory Examination. OPES test specialists developed preliminary lists of tasks and knowledge statements describing hairstylist practice in California; those lists were evaluated and finalized by SMEs in six workshops.

Tasks and Knowledge Statements

To develop preliminary lists of tasks and knowledge statements, OPES test specialists conducted research and literature reviews of profession-related sources (e.g., previous OAs of the barber and cosmetologist professions, and laws and regulations). This information was then integrated to prepare the tasks and knowledge statements.

OA Workshops

In June 2022, OPES test specialists convened a workshop with 10 SMEs to review and refine the preliminary lists of tasks and knowledge statements. These SMEs also linked the tasks to the knowledge statements. The linkage was performed to identify the knowledge required for performance of each task and to verify that each knowledge statement is important for safe and competent practice as a hairstylist. The linkage also ensured that every task had one or more related knowledge statements and that every knowledge statement had a related task. Additional tasks were identified, and knowledge statements created as needed to complete the scope of the content areas of the examination outline for hairstylist practice.

Through discussion, the SMEs also determined preliminary content area weights that they believed accurately reflected the relative importance of each area. Finally, the SMEs determined the length of the California Hairstylist Theory Examination.

In subsequent workshops held in July, August, September, October, November, and December 2022, OPES test specialists presented the examination outline to an additional 35 SMEs. The SMEs provided additional input and finalized the examination outline, the content areas, and the content area weights.

Examination Outline

The attached examination outline is structured into four content areas weighted relative to the other content areas. The examination outline identifies the tasks and knowledge critical to safe and competent hairstylist practice in California at the time of licensure.

CONCLUSION

The OA of the hairstylist profession described in this memorandum provides a comprehensive description of current hairstylist practice in California. The procedures employed to perform the OA were based on a content validation strategy to ensure that the results accurately represent hairstylist practice. The results of this OA provide information about current practice that can be used to develop a valid and legally defensible California Hairstylist Theory Examination.

Use of the California Hairstylist Theory Examination outline attached to this memorandum ensures that the Board is compliant with BPC § 139. OPES recommends that the Board consider updating the OA in 3 years so that a survey of licensed hairstylists can be conducted.

Attachment A: Examination Outline of the California Hairstylist Theory Examination

1. Client Evaluation (24%) – This area assesses the candidate's ability to analyze the condition of the hair and scalp, assess client expectations, and obtain relevant information related to hairstylist services to determine what services can be provided.

Section	Task Statement	Knowledge Statements
1.1 Client Consultation (10%)	T1. Assess client expectations to determine whether hairstyling service goals can be met.	K1. Knowledge of products or chemicals used in client previous hair services that could affect current service. K2. Knowledge of methods used to determine whether client expectations are realistic and can be performed. K3. Knowledge of methods used to obtain information from client about past hair services.
	T2. Consult with client to obtain a history (lifestyle, past services, medical) to determine whether hairstyling services can be performed on client.	K1. Knowledge of products or chemicals used in client previous hair services that could affect current service. K2. Knowledge of methods used to determine whether client expectations are realistic and can be performed. K3. Knowledge of methods used to obtain information from client about past hair services. K4. Knowledge of medical conditions that could prevent hairstylist services from being performed. K5. Knowledge of diseases or disorders that could prevent hairstylist services.
	T3. Review photos with client to determine hairstyling services to be provided with client's consent.	K2. Knowledge of methods used to determine whether client expectations are realistic and can be performed. K6. Knowledge of methods used to record client services, including consent for digital media.
	T4. Provide alternative options to client when original services to be provided cannot be performed.	K1. Knowledge of products or chemicals used in client previous hair services that could affect current service. K2. Knowledge of methods used to determine whether client expectations are realistic and can be performed. K3. Knowledge of methods used to obtain information from client about past hair services. K4. Knowledge of medical conditions that could prevent hairstylist services from being performed. K5. Knowledge of diseases or disorders that could prevent hairstylist services. K7. Knowledge of types of medications or supplements used by client that could prevent hairstylist services from being performed.
	T5. Maintain records of client services by specifying details (products, date) of services performed.	K4. Knowledge of medical conditions that could prevent hairstylist services from being performed. K5. Knowledge of diseases or disorders that could prevent hairstylist services. K7. Knowledge of types of medications or supplements used by client that could prevent hairstylist services from being performed. K8. Knowledge of the effects of lifestyle or activities on hairstyling services.

1. *Client Evaluation (24%) – This area assesses the candidate's ability to analyze the condition of the hair and scalp, assess client expectations, and obtain relevant information related to hairstylist services to determine what services can be provided.*

<i>Section</i>	<i>Task Statement</i>	<i>Knowledge Statements</i>
1.2 Analysis of hair and scalp (14%)	T6. Analyze condition of client hair and scalp to determine products or styling techniques to be used during non-chemical hair service.	K9. Knowledge of signs or symptoms that indicate a need for medical referral. K10. Knowledge of hairstyling services within the scope of practice. K11. Knowledge of methods for identifying hair types (density, porosity, condition, elasticity, texture). K12. Knowledge of procedures used to analyze client hair condition to determine whether non-chemical services can be performed.
	T7. Analyze integrity of client hair and scalp to determine if client hair can support the type or technique of extensions.	K11. Knowledge of methods for identifying hair types (density, porosity, condition, elasticity, texture). K12. Knowledge of procedures used to analyze client hair condition to determine whether non-chemical services can be performed. K13. Knowledge of relationship between hair condition and products used during all hair services. K14. Knowledge of procedures used to analyze client hair condition to determine whether non-chemical services can be performed.

2. *Preparation and Setup (10%) – This area assesses the candidate's ability to identify and apply ethical standards for professional conduct.*

<i>Task Statement</i>	<i>Knowledge Statements</i>
T8. Set up workstation according to type of service to be performed on client.	K15. Knowledge of products or tools used during different hairstyling services. K16. Knowledge of methods for setting up hairstyling products.
T9. Drape client to prepare for hairstyling services.	K17. Knowledge of methods used to protect client during hairstyling services.
T10. Cleanse client hair to prepare for hairstyling services.	K18. Knowledge of methods used to cleanse client hair before performing services based on hair type and condition. K19. Knowledge of products used to cleanse client hair. K20. Knowledge of products used to protect client during hairstyling services. K21. Knowledge of methods for detangling different hair types.
T11. Section client hair for control during hairstyling service.	K22. Knowledge of methods used to section client hair before different hairstyling services.
T12. Hydrate client hair to prepare for hairstyling services.	K20. Knowledge of products used to protect client during hairstyling services. K21. Knowledge of methods for detangling different hair types. K23. Knowledge of methods used to hydrate client hair before performing services based on hair type and condition. K24. Knowledge of products used to hydrate client hair.

3. *Services (32%) – This area assesses the candidate's ability to cut and style hair.*

<i>Task Statement</i>	<i>Knowledge Statements</i>
T13. Perform haircutting techniques using tools to cut hair according to client's request.	K25. Knowledge of techniques used to cut client's hair. K26. Knowledge of types of tools used to cut client's hair. K27. Knowledge of methods for styling different hair types and textures.
T14. Use tools to style client's hair according to client's request.	K27. Knowledge of methods for styling different hair types and textures. K28. Knowledge of techniques used to style client's hair. K29. Knowledge of types of tools and equipment used to style hair. K30. Knowledge of the temperature setting used to style different hair types and textures using thermal tools. K31. Knowledge of methods for styling hair based on client's bone structure and face shape.
T15. Use products to style client's hair according to client's needs.	K27. Knowledge of methods for styling different hair types and textures. K28. Knowledge of techniques used to style client's hair. K31. Knowledge of methods for styling hair based on client's bone structure and face shape. K32. Knowledge of types of products used to style client's hair.
T16. Apply non-chemical hair extensions to client's hair to provide a style according to client's request.	K27. Knowledge of methods for styling different hair types and textures. K33. Knowledge of the temperature setting used to style different hair types and textures using thermal tools. K34. Knowledge of methods used to apply (glue, braid, sew) hair extensions to client's hair. K35. Knowledge of methods used to maintain hair extensions. K36. Knowledge of types of hair extensions used during hair service.
T17. Perform high frequency electric current service on client's scalp to promote cellular turnover and to provide foundation for healthy hair.	K37. Knowledge of hair and scalp disorders as they relate to trichology. K38. Knowledge of methods for performing high frequency electric current services.
T18. Perform co-wash or cleansing conditioning on client's naturally textured hair to detangle or condition different hair types.	K39. Knowledge of types of products used to detangle natural hair. K40. Knowledge of techniques used to detangle natural hair. K41. Knowledge of tools used to detangle natural hair.

4. *Safety and Sanitation (34%) – This area assesses the candidate's ability to identify and apply ethical standards for professional conduct.*

<i>Task Statement</i>	<i>Knowledge Statements</i>
T19. Sanitize hands in preparation for hairstyling services to prevent cross-contamination from client to client in accordance with laws and regulations.	K42. Knowledge of methods used to prevent the spread of bacterial, viral, and fungal infections associated with hairstylist services. K43. Knowledge of laws and regulations regarding sanitizing hands during services. K44. Knowledge of products used to sanitize hands.
T20. Disinfect tools and equipment to prepare for hairstyling services in accordance with laws and regulations.	K42. Knowledge of methods used to prevent the spread of bacterial, viral, and fungal infections associated with hairstylist services. K45. Knowledge of methods used to disinfect tools according to laws and regulations. K46. Knowledge of types of Environmental Protection Agency (EPA)-registered disinfectant products. K47. Knowledge of laws and regulations regarding disinfecting equipment.
T21. Sanitize tools after each client in accordance with laws and regulations.	K42. Knowledge of methods used to prevent the spread of bacterial, viral, and fungal infections associated with hairstylist services. K48. Knowledge of methods used to sanitize tools according to laws and regulations. K49. Knowledge of methods used to sanitize supplies according to laws and regulations.
T22. Disinfect surfaces of work area to prepare for hairstyling services in accordance with laws and regulations.	K42. Knowledge of methods used to prevent the spread of bacterial, viral, and fungal infections associated with hairstylist services. K46. Knowledge of types of Environmental Protection Agency (EPA)-registered disinfectant products. K50. Knowledge of methods used to disinfect work surface area according to laws and regulations.
T23. Identify potential hazards in products used for hairstyling services to protect client in accordance with laws and regulations.	K51. Knowledge of methods used to protect client's skin, eyes, and mouth during hairstylist services. K52. Knowledge of personal protective equipment (PPE) to protect hairstylist's skin and eyes during hairstylist services. K53. Knowledge of hazards related to hairstylist services. K54. Knowledge of methods used to obtain product ingredients and chemical breakdown (SDS).
T24. Apply first aid when injuries occur as a result of services.	K55. Knowledge of first aid procedures for blood exposure. K56. Knowledge of first aid procedures for burns. K57. Knowledge of laws and regulations related to disposal of biohazardous waste materials.
T25. Store hairstyling products and supplies in accordance with laws, regulations, and manufacturer recommendations to ensure client safety.	K58. Knowledge of laws and regulations related to storage of hazardous materials. K59. Knowledge of methods used to store hairstylist products and supplies.
T26. Label hairstyling products and supplies in accordance with laws and regulations to ensure client safety.	K60. Knowledge of laws and regulations regarding labeling of products and supplies.
T27. Store linens in accordance with laws and regulations to prevent contamination.	K61. Knowledge of laws and regulations regarding storage of clean linens. K62. Knowledge of methods used to contain soiled linens.
T28. Discard products, disposable tools, and supplies in accordance with laws and regulations.	K63. Knowledge of laws and regulations related to discarding used products and disposable tools and supplies.

Attachment D

Department of Consumer Affairs
Board of Barbering and Cosmetology

June 20, 2022

8 Board Members

Executive Officer

Kristy Underwood
636-110-8798-001

SSM III

Carrie Harris
636-110-4802-001 +

SSM II

Alexandria Torkelson
636-110-4801-001 +

CURRENT STAFFING

FY 2021-2022
Authorized Positions: 86.1
Blanket Positions: 3
TOTAL: 89.1

LEGEND

Red: Vacant
Green: Blanket Position
TI: Temp/Int
LT: Limited Term
EA: Exceptional Allocation
^: Bilingual
+: Designated CORI

LICENSING

SSM I

Melanie Allen
636-110-4800-007 +

OPERATIONS

SSM I

Vicky Saavedra
636-110-4800-003

OPERATIONS

SSM I (Specialist)

Allison Lee (EA)
636-110-4800-006

CASHIERING

MST

Beverly Sabado
636-110-5278-003

OT (T)

Annette Pratt
636-110-1139-001
Stephanie Sou
636-110-1139-042

OA (G)

Alexandra Yakovleva
636-110-1441-019

DISCIPLINARY REVIEW

AGPA

Nhi (Nina) Ton ^
636-110- 5393-020
Vladimir Chepurny
636-110-5393-800
Kay Judson
636-110-5393-807

AGPA

James Zimmerman
636-110-5393-810

SSA

Madisen Madrigal
636-110-5157-035

MST

Judith Lindwall
636-110-5278-001

Cosmetology Examiner I

Marian Chaves (EA)
636-110-8818-002

OA (T)

Thu Do ^
636-110-1379-012

Seasonal Clerk

Franchesca Vega (TI)
636-110-1120-907
Nichole Lewis (TI)
636-110-1120-907
Kristen Pacol (TI)
636-110-1120-907

PT II

Julie Saechao
636-110-9928-001

VACANT

636-110-9928-003

Velma Nunn
636-110-9928-004

Jennifer Jimenez
636-110-9928-005

VACANT

636-110-9928-006

Deidre McDonald
636-110-9928-007

Maria Lopez
636-110-9928-009

Angelina Vargas
636-110-9928-010

VACANT

636-110-9928-015

Joanne Marcelino
636-110-9928-016

VACANT

636-110-9928-017

Yoon Teurn
636-110-9928-018

Ashley McFall
636-110-9928-019

AGPA

Sal Reyes (1.0)
636-110- 5393-014 (0.5)

VACANT

636-110-5393-016

Marcene Melliza
636-110-5393-022

Rachel Sulzen
636-110-5393-024

Shelby Edmiston
636-110-5393-025

Patricia Garcia
636-110-5393-801

Paul Harrison
636-110-5393-811

SSA

VACANT

636-110-5157-036

Kristy Underwood or Designee

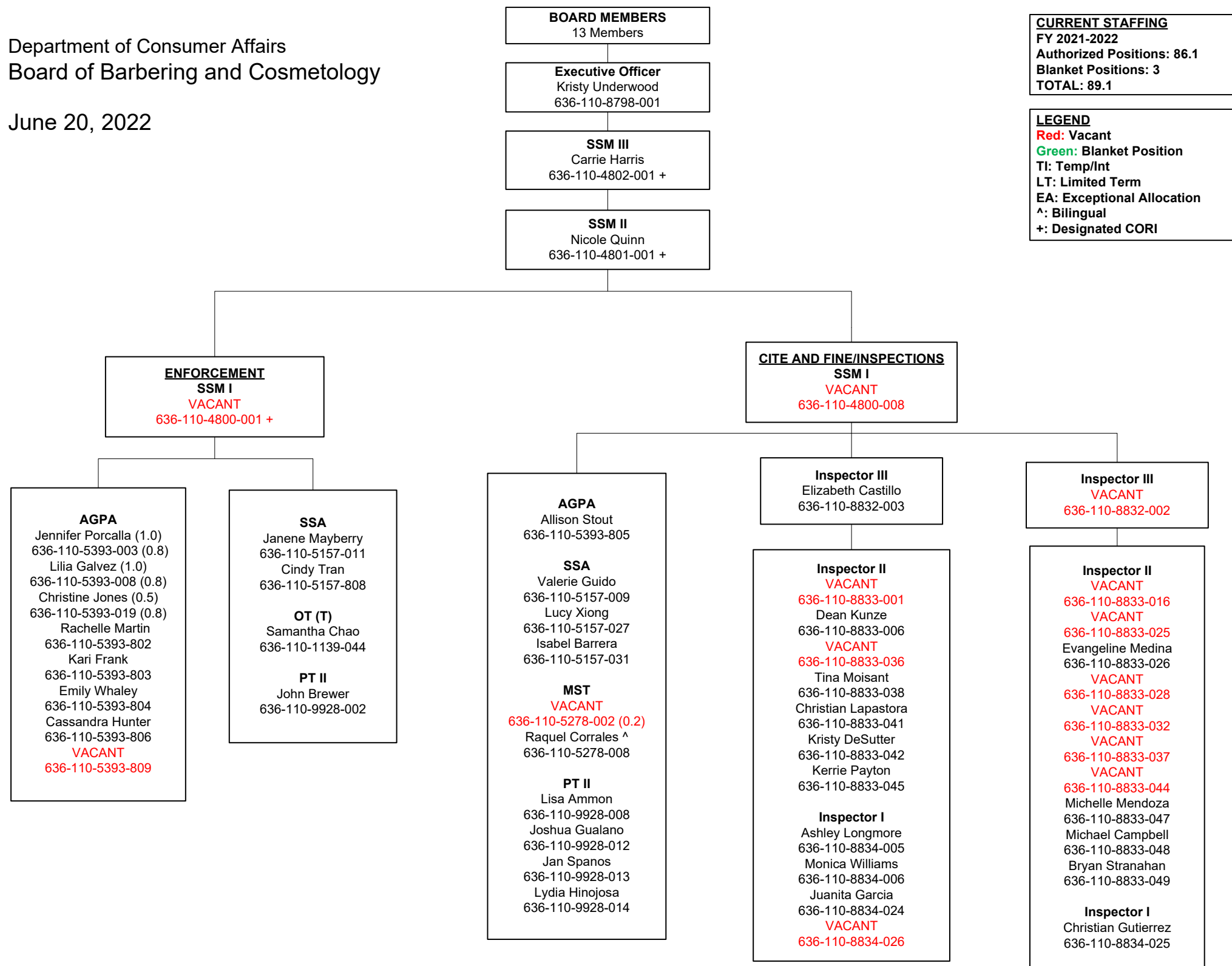
Date

Jill Field, C&R Analyst

Date

Department of Consumer Affairs
Board of Barbering and Cosmetology

June 20, 2022



CURRENT STAFFING
FY 2021-2022
Authorized Positions: 86.1
Blanket Positions: 3
TOTAL: 89.1

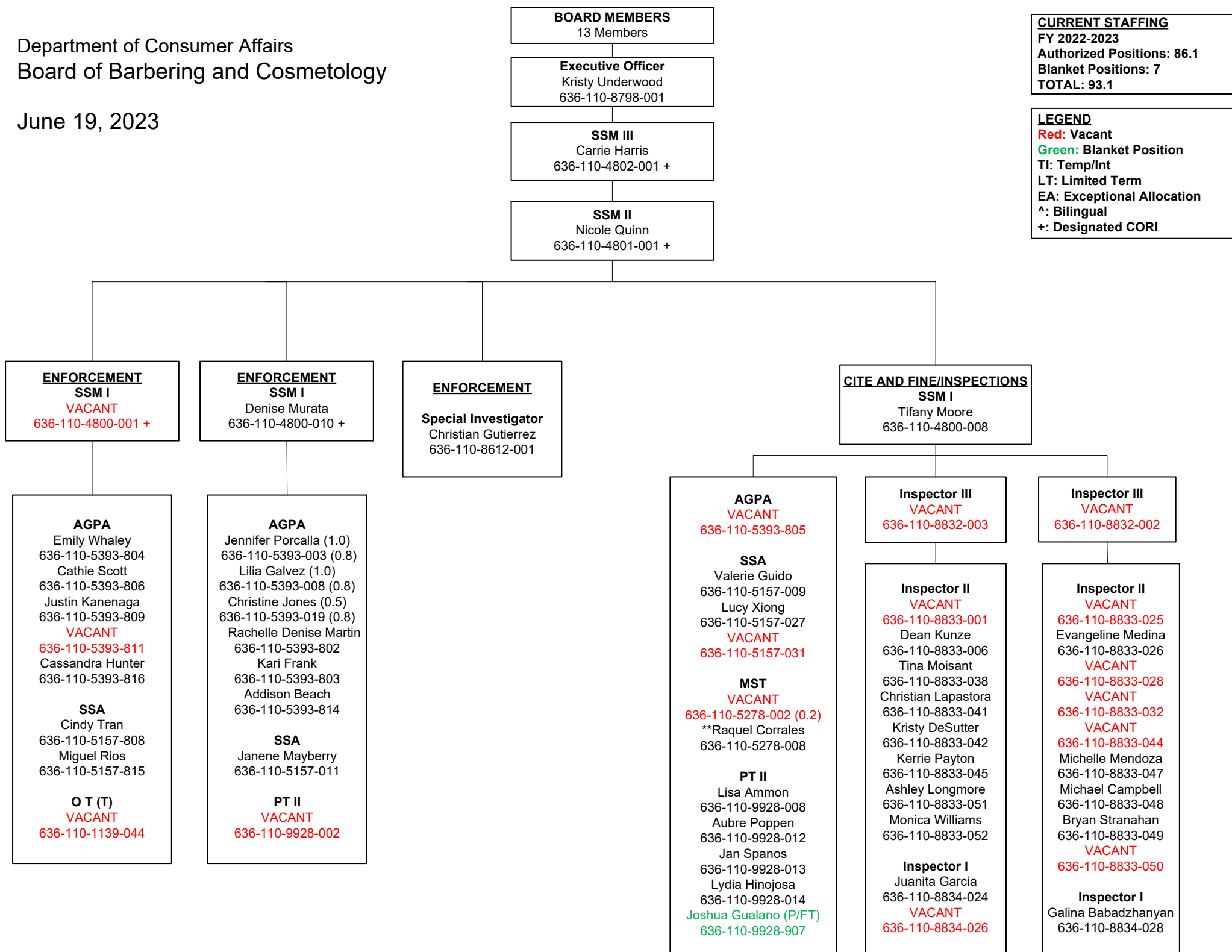
LEGEND
Red: Vacant
Green: Blanket Position
TI: Temp/Int
LT: Limited Term
EA: Exceptional Allocation
^: Bilingual
+: Designated CORI

June 19, 2023



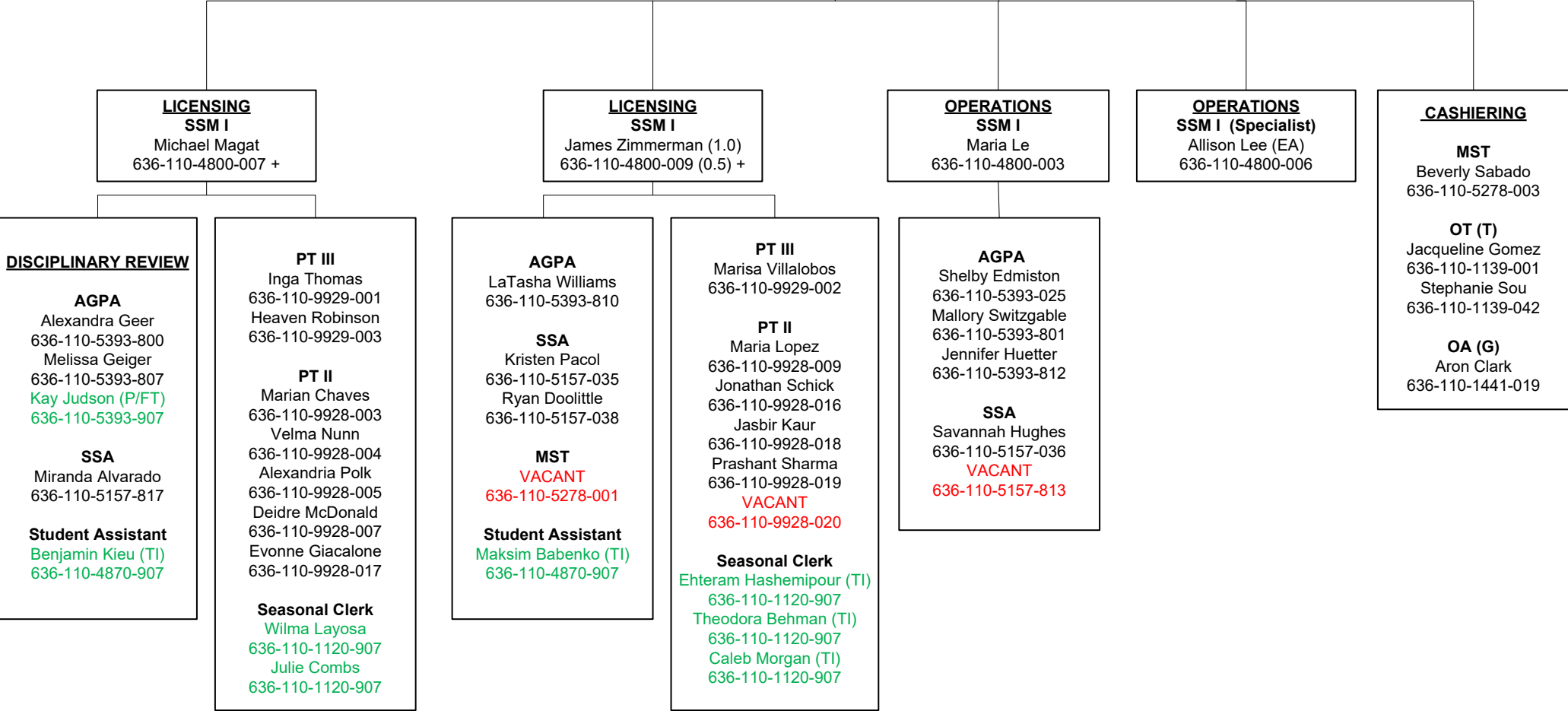
Department of Consumer Affairs
Board of Barbering and Cosmetology

June 19, 2023



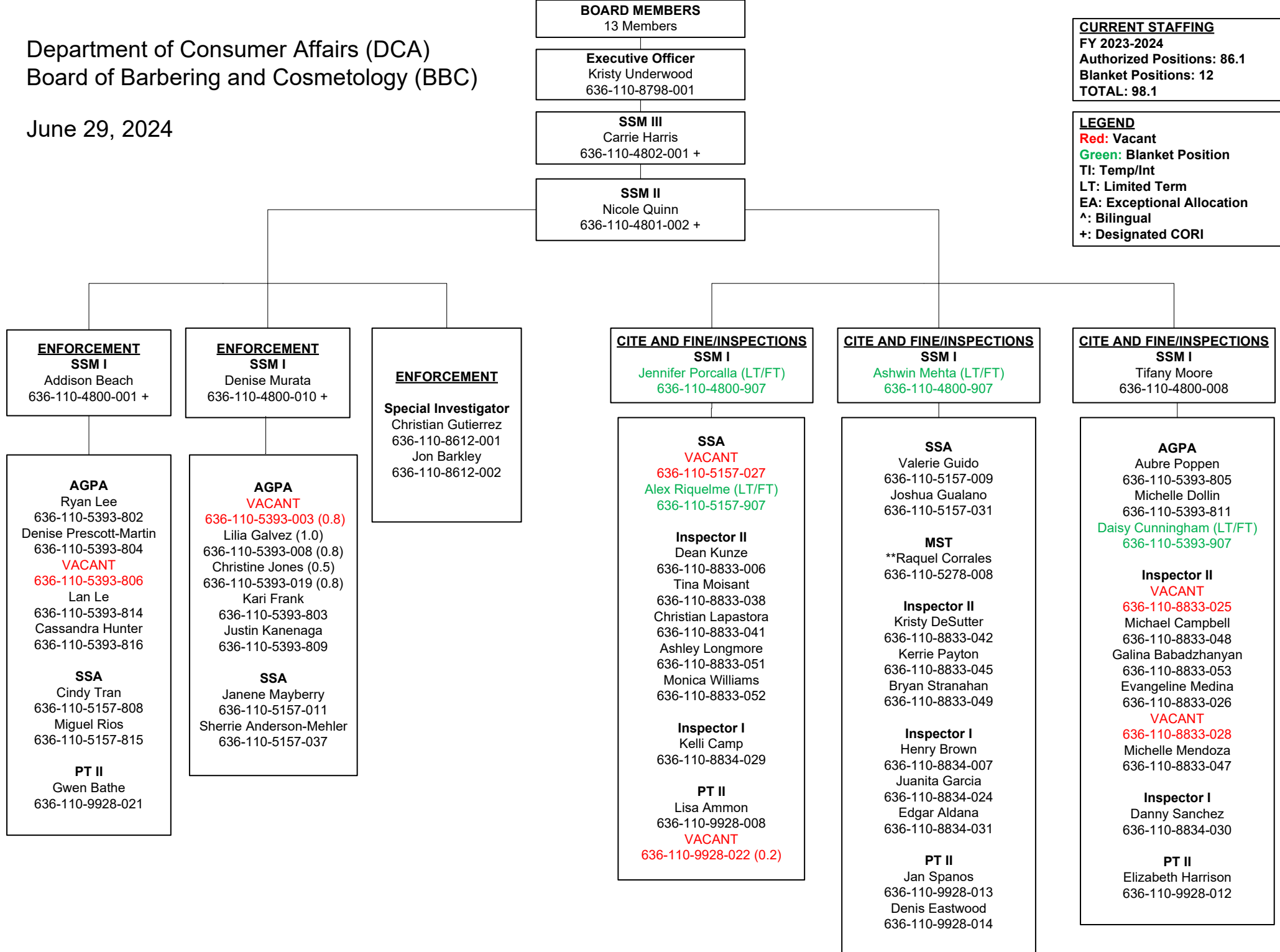
Department of Consumer Affairs (DCA)
Board of Barbering and Cosmetology (BBC)

June 29, 2024



Department of Consumer Affairs (DCA)
Board of Barbering and Cosmetology (BBC)

June 29, 2024



Department of Consumer Affairs (DCA)
Board of Barbering and Cosmetology (BBC)

June 17, 2025

13 Board Members

Executive Officer
Kristy Underwood
636-110-8798-001

SSM III
Carrie Harris
636-110-4802-001 +

SSM II
James Zimmerman
636-110-4801-001 +

CURRENT STAFFING

FY 2024-2025
Authorized Positions: 86.1
Blanket Positions: 14
TOTAL: 100.1

LEGEND

Red: Vacant
Green: Blanket Position
TI: Temp/Int
LT: Limited Term
EA: Exceptional Allocation
^: Bilingual
+: Designated CORI

LICENSING
SSM I

Michael Magat
636-110-4800-007 +

LICENSING
SSM I

VACANT (L Kingsbury)
636-110-4800-009 (0.5) +

OPERATIONS
SSM I

Noel Cassens
636-110-4800-003

OPERATIONS
SSM I (Specialist)

Allison Lee (EA)
636-110-4800-006

CASHIERING

MST

Beverly Sabado
636-110-5278-003

OT (T)

Jacqueline Gomez
636-110-1139-001
Stephanie Sou
636-110-1139-042

OA (G)

Aron Clark
636-110-1441-019

DISCIPLINARY REVIEW

AGPA

Alexandra Geer
636-110-5393-800
Melissa Geiger
636-110-5393-807
Miranda Alvarado
636-110-5393-817

Student Assistant

Benjamin Kieu (TI)
636-110-4870-907

PT III

Inga Thomas
636-110-9929-001
Heaven Lomanta
636-110-9929-003

PT II

Marian Chaves
636-110-9928-003
Ehson Pirasteh
636-110-9928-004
Alexandria Polk
636-110-9928-005
Deidre McDonald
636-110-9928-007
Evonne Giacalone
636-110-9928-017
Ahmari Gilchrist (LT)
636-110-9928-907
Ebru Gulteki-Ayik (LT)
636-110-9928-907

Seasonal Clerk

Wilma Layosa (TI)
636-110-1120-907
Julie Combs (TI)
636-110-1120-907

AGPA

LaTasha Williams
636-110-5393-810

SSA

Kristen Pacol
636-110-5157-035
Ryan Doolittle
636-110-5157-038

MST

VACANT (R Doolittle)
636-110-5278-001

Student Assistant

Maksim Babenko (TI)
636-110-4870-907

PT III

Marisa Villalobos
636-110-9929-002
Maria Lopez (LT)
636-110-9929-907

PT II

VACANT (M Lopez)
636-110-9928-009
Jonathan Schick
636-110-9928-016
Jasbir Kaur
636-110-9928-018
Theodora Behman
636-110-9928-019
Ehteram Hashemipour
636-110-9928-020
MayXia Cha-Lee (LT)
636-110-9928-907

Seasonal Clerk

Caleb Morgan (TI)
636-110-1120-907
Desiree Ortiz Gonzalez (TI)
636-110-1120-907
Visalia Dobie (TI)
636-110-1120-907

AGPA

Shelby Edmiston
636-110-5393-025
Mallory Switzgable
636-110-5393-801
Jennifer Huetter
636-110-5393-812
Monica Burris
636-110-5393-813
Savannah Hughes
636-110-5393-819

Kristy Underwood or Designee

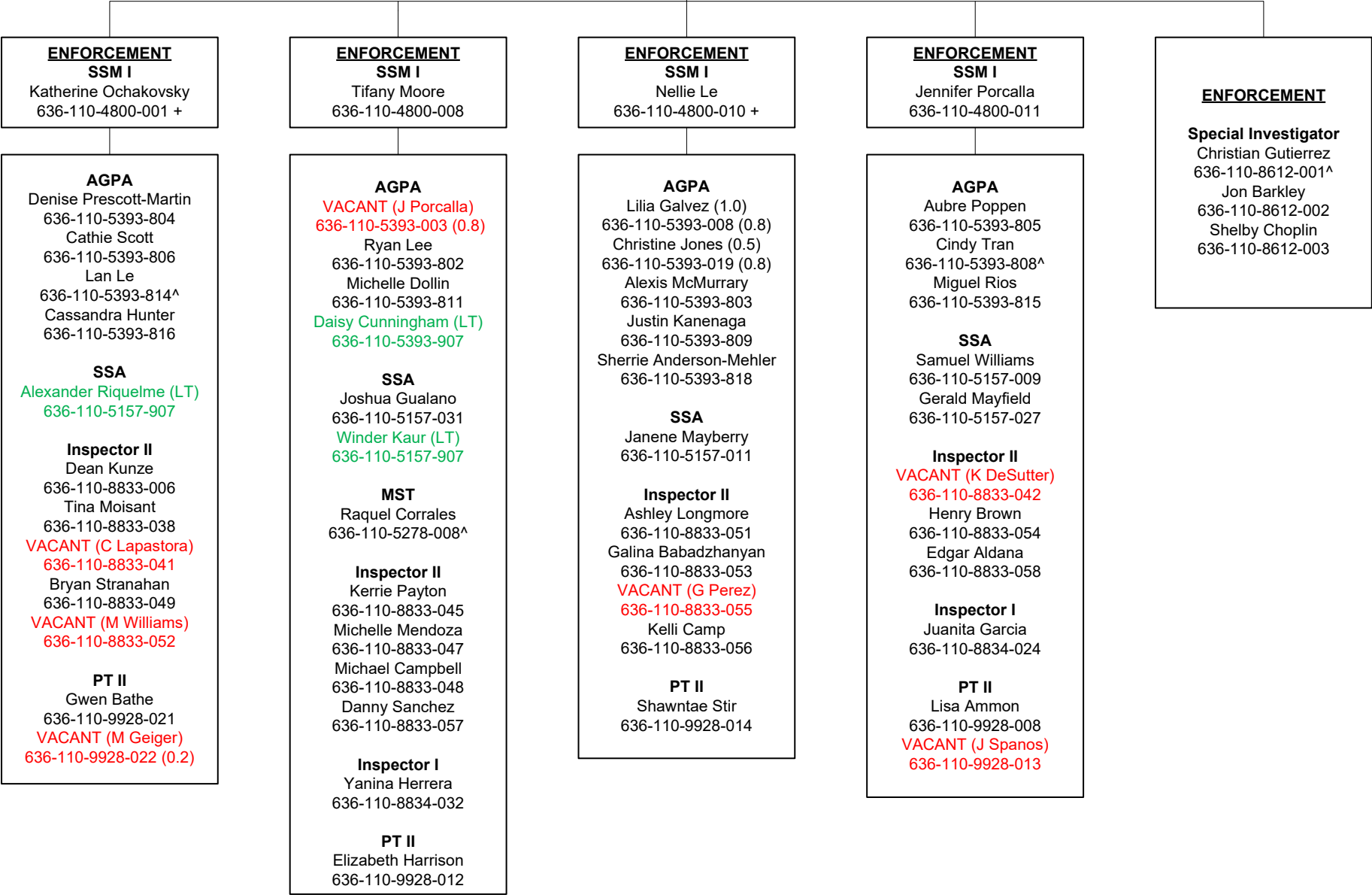
Date

Chelsea Paavola, C&R Analyst

Date

Department of Consumer Affairs (DCA)
Board of Barbering and Cosmetology (BBC)

June 17, 2025



Department of Consumer Affairs (DCA)
Board of Barbering and Cosmetology (BBC)

October 28, 2025

13 Board Members

Executive Officer
Kristy Underwood
636-110-8798-001

SSM III
Carrie Harris
636-110-4802-001 +

SSM II
James Zimmerman
636-110-4801-001 +

CURRENT STAFFING
FY 2025-2026
Authorized Positions: 83.1
Blanket Positions: 14
TOTAL: 97.1

LEGEND
Red: Vacant
Green: Blanket Position
TI: Temp/Int
LT: Limited Term
EA: Exceptional Allocation
^: Bilingual
+: Designated CORI

LICENSING
SSM I

VACANT (M Magat)
636-110-4800-007 +

LICENSING
SSM I

Alexandra Geer (1.0)
636-110-4800-009 (0.5) +

OPERATIONS
SSM I

VACANT (N Cassens)
636-110-4800-003

OPERATIONS
SSM I (Specialist)

Allison Lee (EA)
636-110-4800-006

CASHIERING

MST

Beverly Sabado
636-110-5278-003

OT (T)

Jacqueline Gomez
636-110-1139-001
Stephanie Sou
636-110-1139-042

OA (G)

Aron Clark
636-110-1441-019

DISCIPLINARY REVIEW

AGPA

Kristen Pacol
636-110-5393-800
Melissa Geiger
636-110-5393-807
Miranda Alvarado
636-110-5393-817

Student Assistant
Benjamin Kieu (TI)
636-110-4870-907

PT III

Inga Thomas
636-110-9929-001
Heaven Lomanta
636-110-9929-003

PT II

Marian Chaves
636-110-9928-003
Ehson Pirasteh
636-110-9928-004
Alexandria Polk
636-110-9928-005
Deidre McDonald
636-110-9928-007
Evonne Giacalone
636-110-9928-017
Ebru Gulteki-Ayik (LT)
636-110-9928-907
Desiree Ortiz Gonzalez (LT)
636-110-9928-907

Seasonal Clerk

Wilma Layosa (TI)
636-110-1120-907
Julie Combs (TI)
636-110-1120-907

AGPA

LaTasha Williams
636-110-5393-810
Ryan Doolittle (LT)
636-110-5393-907

SSA

VACANT (K Pacol)
636-110-5157-035
VACANT (R Doolittle)
636-110-5157-038

Student Assistant
Maksim Babenko (TI)
636-110-4870-907

PT III

Marisa Villalobos
636-110-9929-002
Maria Lopez (LT)
636-110-9929-907

PT II

Ahmari Gilchrist
636-110-9928-009
Jonathan Schick
636-110-9928-016
VACANT (J Kaur)
636-110-9928-018
Theodora Behman
636-110-9928-019
Ehteram Hashemipour
636-110-9928-020
Maleen Yang (LT)
636-110-9928-907
Joseph Le (LT)
636-110-9928-907

Seasonal Clerk

Leah Huling (TI)
636-110-1120-907

AGPA

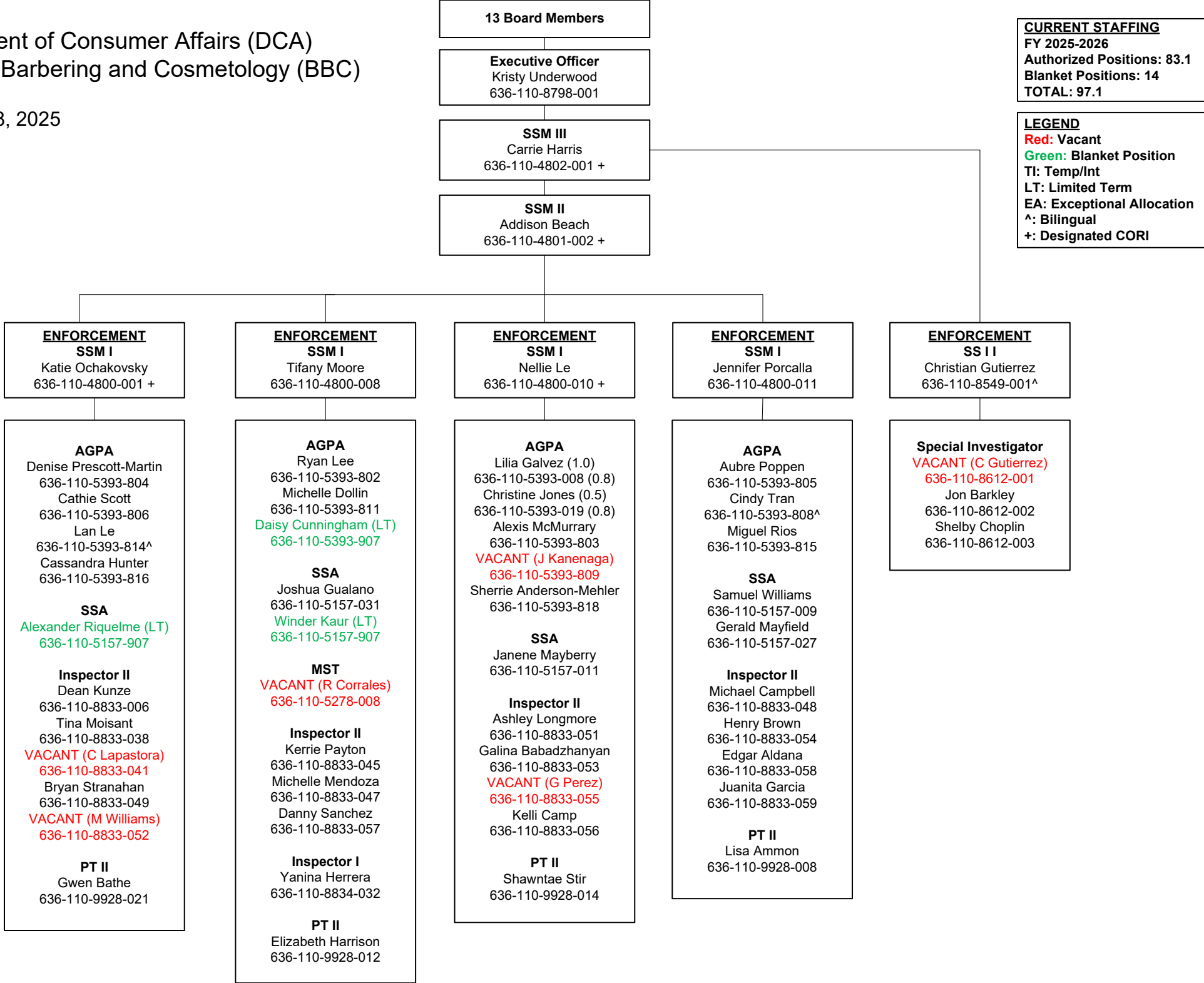
Shelby Edmiston
636-110-5393-025
Mallory Switzgable
636-110-5393-801
VACANT (J Huetter)
636-110-5393-812
Monica Burris
636-110-5393-813
Savannah Hughes
636-110-5393-819

Kristy Underwood or Designee

Date

Department of Consumer Affairs (DCA)
Board of Barbering and Cosmetology (BBC)

October 28, 2025



CURRENT STAFFING
FY 2025-2026
Authorized Positions: 83.1
Blanket Positions: 14
TOTAL: 97.1

LEGEND
Red: Vacant
Green: Blanket Position
TI: Temp/Int
LT: Limited Term
EA: Exceptional Allocation
^: Bilingual
+: Designated CORI

Attachment E

Board of Barbering and Cosmetology
Report on the Status of the Apprentice Program
DRAFT REPORT 11-2025

The Board of Barbering and Cosmetology (Board) offers an apprentice program as a pathway to licensure. This program allows an individual to receive on-the-job training while also receiving classroom training. There are several components to the apprentice program as well as several entities that provide oversight.

Throughout the past several years, the Board has seen significant issues develop within the apprentice program, these are:

- Tuition and Fees
- Low Passage Rates (Especially Spanish Pass Rates)
- Training Facilities/Academies
- On the Job Training Concerns
- Funding
- Wages and Workers Compensation
- Lack of Enforcement
- Overall Success of the Program
- Board Dedicated Resources

Apprenticeships and Oversight

This report is intended to address the issues noted above, however, it is important to understand the background of apprenticeships and the oversight of the programs.

What are Apprentice Programs?

An Apprenticeship Program is a work-based learning model that combines paid on-the-job training with classroom instruction to prepare for skilled careers. Apprenticeships are a partnership between the industry, education, and government.

Who has Oversight?

The Apprentice Program has multiple agencies that play a role in the oversight of the program:

- The Board of Barbering and Cosmetology
- The Division of Apprenticeship Standards (DAS)
- Local Education Agencies (LEA)

The Board:

The Board issues an approval to a Program Sponsor to offer an Apprenticeship Program. The Apprenticeship Program must first be approved by DAS before the Board will approve it. Program Sponsors must follow the Shelley-Maloney Apprentice Labor Standards Act of 1939 which is part of

the CA Labor Code. For the Board to approve a Program Sponsor and program, the following must be provided:

- A completed application
- Proof of DAS approval
- A detailed outline of the training program
- A copy of the apprenticeship agreement

No application fee or renewal fee is required for the Program Sponsor application process.

The Board also issues a license to an apprentice. A person who enters into an agreement with an approved Program Sponsor first completes a pre-apprentice training course for basic patron protection. The apprentice then finds an establishment and a trainer that are willing to take them on as an employee and as an apprentice and provides that information to the Program Sponsor. The Program Sponsor then submits all the paperwork for the apprentice to obtain the license from the Board. The apprentice license is issued for two-years. The total requirement for an apprentice to complete a program is 3,200 hours of on-the-job training over that two-year period. The apprentice is required to work a minimum of 32-hours per week and not exceed 42 ½ hours and attend in-person classes ranging from 216-220 classroom hours, referred to as related training hours or related supplemental instruction (RSI).

Once the program is complete the apprentice can apply for the examination to become fully licensed.

During the two-year term, many changes may occur. The apprentice can change employers or trainers multiple times during the two-year program. Each of these processes, requires a form to be submitted to the Board by the Program Sponsor and a new license must be issued. The Board has no authority to charge for any of these tasks. The only fee the Board receives for all apprentice activities is the \$25.00 processing fee for the initial apprentice license.

The Division of Apprenticeship Standards:

The Division on Apprenticeship Standards (DAS) is a division within the Department of Industrial Relations. The DAS creates opportunities for Californians to obtain skills leading to gainful employment and provides employers with a highly skilled and experienced workforce while strengthening California's economy.

The DAS carries out this mission by administering California apprenticeship law and enforcing apprenticeship standards regarding wages, hours, working conditions, and the specific skills required for state certification as a journeyman in an occupation that is appropriate for apprenticeship.

The DAS approves Program Sponsors and their programs, as well as registers apprentices.

The Local Education Agency:

A Local Education Agency (LEA) is a local entity involved in education, including but not limited to school districts, county offices of education, district funded charter schools, etc. Program Sponsors

must have an LEA that they are working with and the LEA provides some oversight of the RSI hours and the facilities where the RSI is offered.

Federal Apprenticeship Programs:

The U.S. Department of Labor also approves apprenticeship programs. This would allow a program to operate in other states. In California though, a Program Sponsor must be approved by both the Board and the DAS in order to allow an apprentice to qualify for the examination.

Apprentice Task Force:

In June 2025, the Board established a task force to provide feedback on the current issues facing the apprenticeship program. The task force consisted of:

Board Members
Board Staff
3 Approved Program Sponsors
3 Local Education Agencies
1 Licensee/Owner (Past Apprentice)

The task force held two meetings and discussed the issues presented in this report.

Review of Issues

#1 Tuition and Fees

An apprenticeship program allows an individual to earn while they learn. It is an alternative to traditional school. However, Board staff have found that apprentice programs are charging the apprentices tuition fees. Labor Code section 3091 provides, “[a]cceptance of an application for entrance into an apprenticeship training program shall not be predicated on the payment of any fee. Reasonable costs for expense incurred may be charged after an applicant has been accepted into the program.” Nonetheless, some approved programs appear to charge fees in excess of that permitted under the Labor Code, including:

- Enrollment Fee
- Registration Fee
- Attendance Records
- On the Job Training (OJT) Logs
- Tuition Fee
- Late Fees and Payment Plans with Interest on Tuition
- Penalty Fees – Apprentice being out of uniform
- Administrative Fees and Fines – Records requests and printing costs per page

Some programs are withholding completion forms for apprentices who owe money on their tuition and/or fees.

In 2022, Board staff found the fees that are charged to apprentices in various programs can range from between \$5,500 to \$20,508. These fees include tuition, books, and various other fees.

In March 2025, Board staff spoke with 115 apprentices and found the following:

- 25 apprentices stated they paid \$2,500 to \$2,800
- 7 apprentices stated they paid \$3,000 to \$3,500
- 2 apprentices stated they paid \$4,000 to \$4,500
- 28 apprentices stated they paid \$5,000 to \$5,900
- 19 apprentices stated they paid \$6,000 to \$6,500
- 22 apprentices stated they paid \$7,000 to \$7,500
- 4 apprentices stated they paid \$8,000 to \$8,500
- 5 apprentices stated they paid \$9,000 to \$9,500
- 3 apprentices stated they paid \$10,000
- 2 apprentices stated they paid \$15,000

This information was provided to both the DAS and the LEA and no action has been taken.

In July 2022, the Board, DAS, and the Bureau for Private Postsecondary Education (BPPE) authored a joint letter to all apprentices. The DAS portion of the letter stated:

At any establishment where an apprentice is employed, the apprentice is an employee who must be covered by workers' compensation insurance (Lab. Code, §§ 3351, 3700) and paid at least the applicable wage package stated in the approved apprenticeship program standards. (Cal. Code of Regs, tit. 8, § 208.) Apprentices are being trained under a learn-and-earn model and their participation should not entail significant costs, because any costs incurred by an apprentice for their training must be "reasonable." (Lab. Code, § 3091.) Training programs for which participants must pay unreasonable sums are not apprenticeships as defined in the law.

Unfortunately, there is no clear limit on what an apprenticeship program can charge and the legal standard permitting "Reasonable costs" is difficult to enforce.

Task Force Discussion

The task force brought up several concerns when they discussed charges to an apprentice. The programs that were part of the task force have a range of fees, however, they explained why some of these fees were valid. For example, an apprenticeship program is responsible for providing a physical location for the related training to take place. They also employ staff to handle the necessary paperwork and employ instructors. For a program to operate, they must charge a fee to cover their rent, salaries and any overhead.

The task force discussed several options on how to limit the amount of money an apprentice can be charged. However, the concern of establishing a limit can cause future issues. A program may grow requiring higher fees or a small program may charge a higher amount when not needed.

Recommendation:

Apprenticeship programs are not intended to have a fee for the apprentice. A reasonable fee would be for the required items that are needed to complete the training and job skills. For example, a barber or cosmetology kit is usually \$300-\$500. This is what an apprentice should be expected to pay.

#2 Low Passage Rates (Especially Spanish Test Takers)

The apprentice program has struggled for years in educating individuals to meet the minimum standards of licensure. This is evident in the passage rates for each program. In a review of pass rates from 2019 to 2024, the following average pass rates were found:

License Type	Pass	Fail	Total	Pass %
Barber	947	1,630	2,577	37%
Cosmetology	1,346	2,185	3,531	32%

The apprentice program is often utilized by Spanish-speaking individuals. Based on the examination results from 2019 through 2024, 40% of apprentice cosmetology test takers are Spanish speaking, while 17% of apprentice barber test takers are Spanish speaking.

APPRENTICE SPANISH EXAMINATIONS 2024

License Type	Pass	Fail	Total	Pass %
Barber	24	59	83	29%
Cosmetology	63	229	292	22%

APPRENTICE NON-SPANISH EXAMINATIONS 2024

License Type	Pass	Fail	Total	Pass %
Barber	292	372	664	44%
Cosmetology	199	334	533	37%

There are many factors that could be attributed to the low passage rates. One significant difference between the apprentice program and traditional schools is the theory education or the classroom education. Apprenticeship programs are required to conduct related training in the classroom and the requirement is 216 hours for barber and 220 hours for cosmetology.

The theory portion of any educational program is critical to the success of an applicant. This is where the apprentice will learn the “why” of a topic as opposed to just the “how”. As the Board’s main goal is consumer protection, there is a strong need for the theory portion of the program. The Board is concerned with how safe a licensee can perform a service and not necessarily how good the service is. For example, a client may want their hair a specific shade of blonde and the licensee was not able to fulfil this request but in providing the service, professional standards were followed, and no harm was caused.

In addition to the minimal time in the classroom and the minimal time learning the technical aspect of the profession, the following are also possible contributors to low pass rates:

- Lack of oversight of the related training and no instructor requirements
- No requirement for Spanish speaking students to be provided education in Spanish
- No requirement for Spanish speaking students to have the Spanish approved textbooks
- Sponsors are franchising out their approval (See Issue #3)
- Unknown if there are any pre-admittance requirements for an apprentice that is verified by a Sponsor (i.e. 10th Grade Education)

Task Force Discussion

The task force discussed the length of the apprentice program may be too long and impacting the pass rates. Currently, an apprentice must complete 3,200 hours in a two-year period. The task force stated that often the apprentice is ready to take their exam much earlier and are required to take their examination long after their theory education is over. The task force agreed that reducing an apprenticeship program to 2,000 hours may help pass rates improve. This is the minimum required hours by the DAS and the federal minimum as well.

#3 Training Facilities/Academies

One of the most significant issues in the apprentice program is the increase of “training facilities”. These are locations that have been approved by the program’s LEA to provide the required related training (classroom theory education). Over the past several years, there have been more and more training facilities that are now operating as approved apprentice programs. These facilities claim to be a “franchise” or an “affiliate” of an approved Program Sponsor. The facilities are advertising, enrolling, contracting, and charging potential apprentices under their own business name and not under the approved Program Sponsor. In fact, most apprentices that have contracted with these training facilities have no idea who the approved Program Sponsor is. These training facilities are operating as Approved Sponsors, and many are targeting Spanish-speaking individuals.

Most of these training facilities are licensed establishments. Therefore, when the Board does an inspection there are licensed apprentices working with trainers and there are no violations. If the BPPE does an inspection to determine if it is an unlicensed school, the facility states they are affiliated with an approved Program Sponsor and are not a school.

On August 7, 2024, a letter was sent to all of the identified training facilities to advise them that they cannot operate as an approved apprentice Program Sponsor unless approved by the Board and the DAS. It is acceptable for these facilities to provide the related training, however they have no authority to advertise, enroll via a contract, or charge a fee to a potential apprentice. The Board mailed 29 letters and did not receive any responses. The Board also sent a letter to all approved Program Sponsors advising them there is no authority that allows them to franchise out their approval.

In 2024, the Board documented 76 “training facilities” listed as an RSI location for approved programs. Approximately 40% of these training facilities are enrolling their own apprentices, under their own business names and collecting monies paid by the apprentice.

Task Force Discussion

The task force believes that the issue of franchising out training facilities is a problem. Most members agreed that the Board should establish a statute that prohibits this activity. Some LEA's have taken their own steps in no longer allowing this structure however some LEA's continue to approve multiple training facilities. Then these facilities begin operating as an approved program.

#4 On the Job Training Concerns

An integral part of being an apprentice is to earn while you learn. An apprentice is a full-time employee who should be regularly supervised. An apprentice program for many other industries is established to hire an individual as an apprentice and then ultimately hire them once their apprenticeship is completed. In the barbering and cosmetology industry, one of the main forms of workforce is booth rental which means that often these employers are bringing on an apprentice knowing that they will only have them for a short amount of time.

Board staff is finding that, often, the apprentice is not receiving training on the job at all and is being utilized as a full-time licensed employee. The staff regularly finds:

- Apprentices left alone in establishments providing services
- No required on-the-job training logs are available
- Required on-the-job training logs are being pre-filled out
- On-the-job training logs are being completed at the end of the program as opposed to throughout the program.
- No supervision or training is being provided.

In addition, the only requirement for a trainer is that they hold a valid license and that they have no outstanding fines or formal discipline. The trainer often does not understand that they are agreeing to provide training and simply sign off to bring the apprentice on board.

Task Force Discussion

The task force discussed that there are no consequences for a trainer or establishment owner who has violated the laws and regulations of the apprenticeship program. The task force agreed with strengthening laws to hold trainers and establishment owners responsible for participation on the program.

#5 Funding

There are various opportunities for funding for apprenticeship programs. These range from federal funds and state funds that are intended to off-set the cost of administering the program. Below are examples of funding that many programs receive:

1. Reimbursement for related training hours.
A Program Sponsor can submit an invoice to their LEA and receive a reimbursement for each apprentice per hour of related training. For example: Cosmetology requires 220 hours of related training, if the reimbursement is \$9.00 an hour, the Program Sponsor can invoice their

LEA 220 hours X \$9.00 = \$1,980 that would be provided to the Program Sponsor per apprentice.

2. Workforce Innovation and Opportunity Act (WIOA)

The WIOA funds are federal funds intended to off-set the cost of administering an apprentice program. WIOA funds are available via the Employment Development Department through CalJobs training programs. For example, one program is currently listed on the CalJobs list as charging a tuition of \$10,000. This program has received this amount 33 times.

3. Apprentice Innovation Funds (AIF)

The AIF are state funds that are awarded by the DAS. A review of the DAS website shows that two programs have received AIF funds, with one of these programs receiving \$484,375.00. For this same program the Board has confirmed that they are charging \$7,500 tuition. AIF funds are awarded based on enrollment of apprentices and not the success of the program.

There are no “checks and balances” to ensure that a Program Sponsor is not receiving funds for the same apprentice that was required to pay tuition. Most importantly, there should not be tuition but regardless of how many times the Board has reported this to other entities, minimal to no action has been taken.

Some programs are receiving WIOA funds, AIF funds, related training funds and charging tuition and the apprentices never apply for the examination or fail the examination.

#6 Wages and Workers Compensation

All apprentice employers are required to provide an hourly wage to the apprentice and the establishments are required to maintain workers compensation insurance. During several interviews with licensed apprentices, the Board learned that apprentices are:

- Paid under the table
- Paid only based on the services provided
- Establishments do not have workers compensation insurance

The Board spoke to 103 apprentices who reported:

- 52 are booth renters
- 27 are paid by commission only
- 17 are paid only by the service provided
- 7 are not paid at all

The Board's statutes and regulations have no requirements for an establishment to provide proof of insurance or proof that an apprentice is an employee receiving a hourly wage.

Task Force Discussion

The task force agreed that the Board should propose statutory changes that require the apprentice to be an employee and not a booth renter and require worker's compensation insurance to be maintained the entire duration of the apprentice's employment and provide proof of insurance upon request. It was discussed that establishments are obtaining workers compensation insurance but cancelling the policy after they have shown proof of obtaining it.

#7 Lack of Enforcement

In the review of the apprentice program, it appears there is an overall lack of enforcement. While multiple agencies play a role in oversight of apprenticeships, there is little to no enforcement by any other agency. Often, the Board is citing apprentices for violations that ultimately are not their fault. For example, an apprentice is subject to a \$1,000 fine if found to be working in an establishment without their trainer.

As described under issue number 8, the Board is dedicating significant resources to addressing the fraud that has taken place in the program. The Board has issued 15 Notices to Show Cause with one resulting in an appeal hearing with a Deputy Attorney General and an Administrative Law Judge. The Board currently has 9 open investigations on apprentice programs.

The Board has issued XXX Notices to Show Cause with two requiring a hearing before an ALJ and the Board being represented by a Deputy Attorney General. The average amount of costs for this process is \$10,000 per hearing.

The DAS and the LEA's do not appear to have an enforcement component to the oversight of apprenticeships and often rely on the Board's activities to take action.

#8 Overall Success of the Program

The issues addressed in this report raise the concern regarding the overall success of the program. In a review of the data, it was found that very few individuals that receive an apprentice license ever apply for the examination.

From 2018 to 2021, 47% of individuals that received a barber apprentice license, never applied for the examination.

BARBERS	2018	2019	2020	2021
Apprentice Licenses Issued	882	804	764	1224
# That Applied for Exam	432	377	436	689
# That Never Applied for Exam	450 (51%)	427 (53%)	328 (43%)	535 (44%)

From 2018 to 2021, 42% of individuals that received a cosmetology apprentice license, never applied for the examination.

COSMOTOLOGY	2018	2019	2020	2021
Apprentice Licenses Issued	725	771	533	788
# That Applied for Exam	394	402	350	499
# That Never Applied for Exam	331 (46%)	369 (48%)	183 (34%)	289 (37%)

Task Force Discussion

As noted under item 2, one area that the task forces discussed is the length of the apprentice program. The Board currently requires 3,200 hours (which is a two-year license). Task force members brought up that apprentices are ready to test earlier in their program but due to the required length are often not prepared for the examination. The DAS requires an apprentice program be a minimum of 2,000 hours. Task force members believed reducing the hours could increase the success of the program.

#9 Board Dedicated Resources

The Board must dedicate a significant number of staff to address the apprentice program. The Board currently has 51 complaint cases under investigation. There is one full-time Special Investigator that handles these investigations. The Board has 2 full time staff dedicated to the licensing functions of the program. In addition, one manager, the Deputy Executive Officer and the Executive Officer are dedicating 50%-90% of their time to dealing with apprentice program issues.

Statutory Recommendations to be Requested via the Board's Sunset Report

- Clearly state that an apprentice is an employee (paid via a W-2) who must earn an hourly wage and cannot be a booth renter or be compensated only by commission.
- Establish a process for the review and approval of new Program Sponsors including an initial application and renewal fee.
 - ✓ State that an approved program can only utilize one LEA.
 - ✓ State that all approved programs must be within 60 miles of their LEA.
 - ✓ Require Program Sponsors to have all related training locations approved by the Board and the Board must always have a list of current locations.
 - ✓ Require a Program Sponsor to be approved to teach in multiple languages.
 - ✓ Approved programs must hold committee meetings on a quarterly basis and include the Board, DAS and the LEA.
 - ✓ State that approved Program Sponsors must maintain OJT logs with daily activities and make them available upon request of the Board.
- An approved Program Sponsor cannot franchise, sponsor or in any way share their approval.
- All enrollments in the apprentice program must be between the approved Program Sponsor and the apprentice.
- Establishments employing apprentices must offer all services within the scope of practice.
- Establishments must maintain worker's compensation insurance for the entire time an apprentice is employed and must provide the Board proof of insurance upon request.
- Establish a formal disciplinary process for enforcement of Program Sponsors including the option to suspend new enrollments if violations are found.
- Establish a fee for the maintenance transactions (transfers, discontinuances).

- Establish a process where if a trainer is in violation of the apprenticeship program (i.e. not completing proper OJT logs, leaving the apprentice to work alone) they are no longer able to serve as a trainer for a specified amount of time.
- Establish a process where if an employer (establishment) who is in violation of the apprentice laws (no workers compensation, allowing for booth rent, allowing the apprentice to work alone) is no longer able to have an apprentice within the establishment for a specified amount of time.