

SUNSET REVIEW REPORT 2026

A REPORT TO THE SENATE AND ASSEMBLY
BUSINESS, PROFESSIONS AND ECONOMIC
DEVELOPMENT COMMITTEES





MISSION

To ensure the health and safety of California consumers by promoting ethical standards and by enforcing the laws of the barbering and beauty industry.

BOARD MEMBERS

Tonya Fairley, *President*

Kellie Funk, *Vice President*

Anthony Bertram

Michelle Edgar

Megan Ellis

Dr. Yolanda Jimenez

Colette Kavanaugh

Sinar Lomeli

Tamika Miller

Danielle Munoz

Calimay Pham

Steve Weeks

Vacant, Member

BOARD OF BARBERING AND COSMETOLOGY

Kristy Underwood, *Executive Office*

Carrie Harris, *Deputy Executive Officer*

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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
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- 4) 2021 Occupational Analysis of the Manicurist Profession
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Year-end organization charts for last four fiscal years.

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Report on the status of the apprentice program.

SECTION 1

BACKGROUND AND DESCRIPTION OF THE BOARD AND REGULATED PROFESSION



Board of Barbering and Cosmetology

BACKGROUND INFORMATION AND OVERVIEW OF THE CURRENT REGULATORY PROGRAM

As of November 17, 2025

Section 1 – Background and Description of the Board and Regulated Profession

Provide a short explanation of the history and function of the board.¹ Describe the occupations/professions that are licensed and/or regulated by the board (Practice Acts vs. Title Acts).²

History

In 1927, the Board of Barber Examiners and the Board of Cosmetology were established. The Board of Barber Examiners governed the barbering profession, and the Board of Cosmetology governed the cosmetology profession. The Board of Barber Examiners consisted of 5 members, 2 of which were public members. The Board of Cosmetology consisted of 7 members, 2 of which were public members.

Throughout the years there were minor changes to the laws of each profession. For example, the requirement of apprenticeship prior to master barber licensing for barbers and revisions to the cosmetology laws to include a separate manicurist license, electrology license, and esthetician license. In 1939 the manicurist license and the electrology license were added, and in 1978 the cosmetician (esthetician) license was added.

In 1992, the Board of Barber Examiners and the Board of Cosmetology were merged to create the Board of Barbering and Cosmetology. Chapter 10, Division 3 of the Business and Professions Code (known and cited as the Barbering and Cosmetology Act) was enacted by AB 3008 (Eastin, Chapter 1672, Statutes of 1990) and became effective July 1, 1992. In July 1997, the Board of Barbering and Cosmetology was eliminated by the California Legislature and the duties, powers, and functions of the Board were transferred directly to the Department of Consumer Affairs and were administered by the Bureau of Barbering and Cosmetology. On January 1, 2003, SB 1482 (Polanco, Chapter 1148, Statutes of 2002) reinstated the Board of Barbering and Cosmetology (Board).

¹ The term "board" in this document refers to a board, bureau, commission, committee, council, department, division, program, or agency, as applicable. Please change the term "board" throughout this document to appropriately refer to the entity being reviewed.

² The term "license" in this document includes a license, certificate, permit or registration.

Function

The Board's main function is to provide safety to consumers receiving barbering, cosmetology and electrology services. The Board does this by testing potential licensees for minimal competency primarily in infection control practices, conducting inspections to ensure health and safety statutes and regulations are followed, and initiating formal discipline when warranted.

The Board issues licenses in 6 individual professions:

- Cosmetologists - Licensed to perform all chemical services, cut and style the hair, skin care, and nail care.
- Barbers - Licensed to perform all chemical services, cut and style the hair, and shaving.
- Electrologists - Licensed to perform permanent hair removal using electrolysis.
- Estheticians - Licensed to perform skin care including various skin treatments, superficial peels, dermaplaning, etc., as well as waxing and lash services.
- Manicurists - Licensed to perform nail care including manicures and pedicures, artificial nails, and paraffin wax treatments for hands and feet.
- Hairstylists - Licensed to perform hair services that do not include any chemical services.

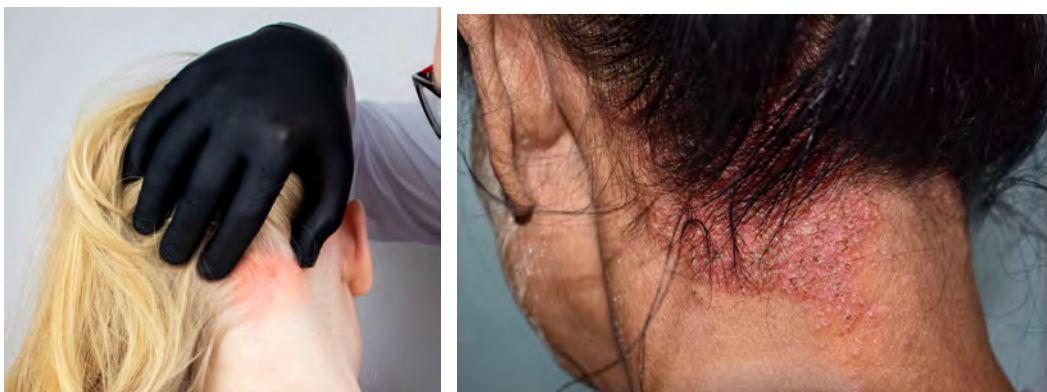
The Board also issues licenses for:

- Establishments - The businesses where all services are performed.
- Mobile Units - Businesses that are moving establishments (e.g. recreational vehicle modified into a salon).
- Person Service Permits – An additional permit that allows an individual licensee to perform certain services outside of a licensed establishment or mobile unit (e.g. inside a hotel room, at a consumer's home)

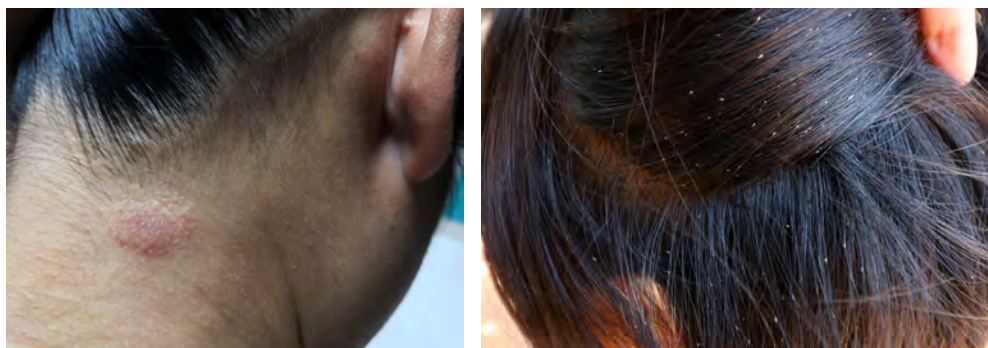
The Function of Consumer Harm in the Industry

Consumer harm is much greater today than it was when the Board was established. Originally, services to consumers were fairly basic, including simple perms, basic facials, or manicures. Today, the industry has advanced far past beautification and has become a wellness retreat for self-care. As the consumer demand for more unique services has grown, so has the risk to consumer safety.

In the 1950's, most chemical dye services were to cover gray hair. Today, individuals desire all types of colors added to their hair. However, coloring hair in a salon is not the same as coloring hair at home or from a product purchased on-line or at a local drug store. In the United States, 75% of women are coloring their hair not just for beauty, but for self-expression. At home hair color has advanced to be safer and gentler on the hair, making it safe for individuals to perform services at home. The at-home products are pre-made formulas made for all hair types. Professional hair colors can be formulated specific to an individual's unique hair. This is especially important when working with various hair textures. Color applied to light, thin straight hair is not the same as color applied to thick, coarse hair. Not applying the right formulation can damage hair and cause significant scalp burns and scarring. The pictures below show significant burns to scalps caused by a chemical hair service.



The harm that can be caused by hair services is not just related to the chemicals used on the hair. Improper disinfection of hair tools can spread bacteria, fungus, and parasites. The pictures below are of the most common fungal infection (ringworm) and parasitic infection (lice) found in hair salons and barber shops:



The skin care industry has evolved from basic skin care such as cleansing and moisturizing, to all types of treatments to target anti-aging, skin firming, texture and pigment correction, and more. In the United States, the skincare industry has a market value of \$24 billion. It is reported that the average American spends \$2,000 annually on skin care. The consumer's desire brings more and more options into the skin care world which leads to an increase of services performed by estheticians. Skin care product manufacturers are always developing new products and machines to assist estheticians in their services. Unfortunately, many services can be significantly harmful to a consumer and cross the line into the medical field. The pictures below display the types of harm possible in skin care. The first picture is a result of microneedling, a common violation found in esthetic rooms that is a medical procedure. The second picture is a burn from an eyebrow wax where the wax was so hot that it left a permanent scar. The third picture shows the damage left from a botched chemical peel. The fourth picture is a skin infection resulting from a contaminated wax pot.



Pedicures continue to be one of the highest risks to consumers. While changes in the Board's regulations requiring strict cleaning protocols have reduced the amount of harm, this service still poses a significant risk. Foot tubs that are not cleaned properly can create bacterial infections leading to serious harm. The pictures below are examples of pedicure injuries:



The types of harm that are possible in the industry are significant. This is why the Board functions to protect consumers who receive services in the barbering, cosmetology and electrology industry.

The average consumer visits a barber or cosmetologist 6 to 24 times a year. In California, barbering and cosmetology establishments are trusted spaces, where high health and safety standards are monitored and maintained. If not monitored by the Board, significant injuries to the public may occur, such as:

- Cuts and puncture wounds
- Burns from hot tools
- Chemical burns
- Allergic reactions
- Eyes, hands and feet injuries
- Improper disinfection injuries

California maintains the highest health and safety standards because of this Board's diligence in protecting the public by performing unannounced and directed inspections in response to any public complaints. The Board maintains these high standards by performing more than 6,000 inspections on an annual basis.

1. Describe the make-up and functions of each of the board's committees (cf., Section 12, Attachment B).

DISCIPLINARY REVIEW COMMITTEE

The purpose of the Disciplinary Review Committee (DRC) is to conduct informal administrative citation hearings and render 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 DRC. The Board may find a need to have an alternate member for the convenience of those members who cannot attend.

DIVERSITY, EQUITY, AND INCLUSION COMMITTEE

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.

EDUCATION AND OUTREACH COMMITTEE

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

ENFORCEMENT AND INSPECTIONS COMMITTEE

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

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

The purpose of the Legislative and Budget Committee is to review and track legislation that affects the Board. The committee shall make recommendations on what position the Board should take on 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

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, statutes and regulations.

APPRENTICESHIP PROGRAM SPONSOR APPEAL COMMITTEE

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 statutes 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.

See Attachment B2 for attendance.

Table 1b. Board/Committee Member Roster					
Member Name (Include any vacancies and a brief member biography)	Date First Appointed	Date Reappointed	Date Term Expires	Appointing Authority	Type (public or professional)
Anthony Bertram	11/15/2024	N/A	1/1/2027	Governor	Industry
Michelle Edgar	8/8/2025	N/A	1/1/2026	Governor	Public
Megan Ellis	6/25/2021	2/6/2023	1/1/2027	Governor	Public
Tonya Fairley	4/29/2021	12/12/2024	1/1/2029	Governor	Industry
Kellie Funk	7/29/2022	N/A	1/1/2026	Governor	Industry
Yolanda Jimenez	2/3/2022	12/12/2024	1/1/2029	Governor	Public
Colette Kavanaugh	9/13/2022	N/A	1/1/2026	Governor	Industry
Sinar Lomeli	5/6/2025	N/A	1/1/2029	Governor	Public
Tamika Miller	11/16/2023	N/A	1/1/2027	Governor	Industry
Danielle Munoz	6/24/2022	N/A	1/1/2026	Governor	Public
Calimay Pham	11/25/2019	1/19/2023	1/1/2027	Speaker of the Assembly	Public
Steve Weeks	6/29/2017	1/15/2025	1/1/2029	Senate Committee on Rules	Public
Vacant	-	-	-	Governor	Industry

2. In the past four years, was the board unable to hold any meetings due to lack of quorum? If so, please describe. Why? When? How did it impact operations?

The Board had to cancel one meeting in the past four years. The October 16, 2023, Board Meeting in San Diego was canceled due to lack of quorum. Two board members could not attend due to unforeseeable health issues and the other two board members could not attend due to personal matters. The Board was able to notify the public and reschedule the meeting with minimal impact.

3. Describe any major changes to the board since the last Sunset Review, including, but not limited to:

- Internal changes (i.e., reorganization, relocation, change in leadership, strategic planning)

Since the last sunset review, the Board has made several organizational changes. In May 2021, the Board established a Staff Services Manager III to act as the Deputy/Assistant Executive Officer and a Staff Services Manager II (Licensing and Operations Chief) was added. In August 2022, the Board established a Staff Services Manager II to operate as the Enforcement Chief and added additional Staff Services Manager I positions to split the Licensing and Enforcement Units. In June 2023, the Board established three Special Investigator positions to handle the most egregious consumer harm cases and in August 2025 an additional three Special Investigator positions were established as well as a Supervising Special Investigator.

In January 2022, the Board closed its two examination facilities (located in Fairfield and Glendale) as a result of the practical examination being eliminated.

In March 2024, the Board re-located its office to the headquarters of the Department of Consumer Affairs located at 1625 N. Market Blvd, Suite 202, Sacramento, CA 95834.

The Board's Strategic Plan identifies goals and objectives on the Board's statutory mandates and responds to changes in the barbering and beauty industry. The Board manages, plans, and tracks its operations through its strategic plan, which is periodically reassessed (approximately every 4-5 years). On July 26, 2022, the Board held its strategic plan meeting. On October 24, 2022, the Board adopted its plan for years 2022-2027.

In November 2024, the Board implemented a Mobile Inspection Program. The Board, DCA, and the California Veterinary Medical Board applied for funding through the California Department of Technology's Technology Modernization Fund and was approved. With this funding, the DCA and the Boards were able to implement a Mobile Inspection Program. This program allows field inspectors to complete inspection reports electronically on an iPad and the results of the inspections are emailed the same day to the licensees and the information is uploaded into BreEZe in real time. As of July 1, 2025, all Board inspectors and special investigators were using this new process in the field. The new process allows the Board to include pictures of the

violations on the inspection report that the licensees receive and to process citations within days of the inspection instead of weeks.

- All legislation sponsored by the board and affecting the board since the last sunset review.

Since the last Sunset Review, the Board has been impacted by several legislative changes. Provided below is a brief synopsis of the bills and date each became law.

AB 1514 (Assembly Members Ortega (Chair), Elhawary, Kalra, and Ward)

This bill:

Extended an exemption for licensed manicurists from California's "ABC" worker classification test to January 1, 2029.

The Board took a support position

10/03/2025 - Chaptered. (Chapter 305, Statutes of 2025)

AB 1604 (Holden)

This bill:

Required the Board to post notices of proposed changes to regulations for public comment. The bill would require the Department of Human Resources and the Board to enter into a memorandum of understanding to determine areas of compliance for non-merit related audits and to train Board staff on the areas of compliance. This bill would, no later than July 1 of each year, require each department to provide a report to the Department of Human Resources that demonstrates the department's progress made toward meeting its upward mobility goals.

09/13/2022 – Chaptered. (Chapter 313, Statutes of 2022)

AB 1661 (Davies)

This bill:

Required specified businesses and establishments to post a notice developed by the Department of Justice that contains information relating to slavery and human trafficking, including information regarding specified nonprofit organizations that a person can call for services or support in the elimination of slavery and human trafficking.

The Board took a “support if amended to include tattooing” position.

07/19/2022 – Chaptered. (Chapter 106, Statutes of 2022)

AB 2196 (Maienschein)

This bill:

Authorized a person to engage in barbering, cosmetology, or electrolysis for compensation without a license if the person is participating in an externship program from an approved school. Removed massaging, cleaning, or stimulating the scalp, face, and neck from the practice of hairstyling and added extending the hair of any person to the practice of hairstyling. Required barbering preapprentice training be administered by the Board for the length of time established by the Board in a facility approved by the Board prior to serving the general public. Specified the subjects that would be required to be included in the electrolysis course curriculum. Authorized a student to work as an extern upon completion of a minimum of 25 percent of the clock hours required for graduation in the course and change limitations on clock hour credit and expanded this provision beyond unpaid externships to apply to externships generally. Required the Board to inspect an establishment for compliance with the workplace rights and wage and hour laws notice requirement when it conducts an inspection.

The Board took a “support if amended to include remaining clean up language” position.

07/19/2022 – Chaptered. (Chapter 106, Statutes of 2022)

SB 1237 (Newman)

This bill:

Defined the phrase “called to active duty” to include active duty in the United States Armed Forces and on duty in the California National Guard.

09/17/2022 – Chaptered. (Chapter 386, Statutes of 2022)

AB 557 (Hart)

This bill:

Extended the teleconferencing provisions when a declared state of emergency is in effect, or in other situations related to public health, as specified, indefinitely. The bill also extended the period for a legislative body to make findings related to a continuing state of emergency and social distancing to not later than 45 days after the first teleconferenced meeting, and every 45 days thereafter, in order to continue to meet under the abbreviated teleconferencing procedures.

10/08/2023 – Chaptered. (Chapter 534, Statutes of 2023)

SB 236 (Pierson)

This bill:

Banned the sale, manufacture, or distribution of hair relaxers containing certain harmful chemicals starting January 1, 2030.

10/11/2025 - Chaptered. (Chapter 598, Statutes of 2025)

SB 247 (Wilk)

This bill:

Clarified for Alcohol Beverage Control (ABC) that a license or permit is not required for serving wine-5oz or beer-12oz as part of any service provided by an establishment licensed by the Board of Barbering and Cosmetology (not just a beauty salon or barber shop).

The Board took a support position.

09/22/2023 – Chaptered. (Chapter 212, Statutes of 2023)

SB 372 (Menjivar)

This bill:

Required if the Board receives government-issued documentation from a licensee or registrant demonstrating that the licensee or registrant's legal name or gender has been changed, the Board shall update their records, including any records contained within an online license verification system, to include the updated legal name or gender. If requested by the licensee or registrant, the Board shall reissue any documents conferred upon the licensee or registrant with the licensee or registrant's updated legal name or gender. The bill also required the Board to remove the licensee's or registrant's former name from its online license verification system and treat this information as confidential. The Board would be required to establish a process to provide a person's enforcement action record linked to a former name.

09/23/2023 – Chaptered. (Chapter 225, Statutes of 2023)

SB 384 (Bradford)

This bill:

Required the Board to establish by regulation a Board-offered remedial education program, in lieu of a first offense of a health and safety violation.

The Board took a support position.

10/08/2023 – Chaptered. (Chapter 603, Statutes of 2023)

SB 470 (Laird)

This bill:

Allowed the Board to hold meetings via teleconference without requiring each teleconference location to be publicly accessible or disclosed, provided certain conditions are met, until January 1, 2030.

The Board took a support position.

10/01/2025 – Chaptered. (Chapter 222, Statutes of 2025)

SB 544 (Laird)

This bill:

Until January 1, 2026, revises certain teleconference requirements under the Bagley-Keene Open Meeting Act, which requires all meetings of a state body to be open and available to the public. This bill preserves existing options for conducting meetings via teleconference while adding a new teleconference condition that requires a majority of members at one physical, publicly-accessible location, while allowing other members to participate from non-public sites if certain conditions are met. The bill would require a state body to provide a means by which the public may remotely hear audio, remotely observe, or attend the meeting on the posted agenda a teleconference telephone number, an internet website or other online platform, and a physical address for all teleconference locations.

The Board took a support position.

09/22/2023 – Chaptered. (Chapter 216, Statutes of 2023)

AB 2166 (Weber)

This bill:

Required barbers, cosmetologist, and hairstylist to receive instruction in providing services to individuals with all hair types and textures, including various curl or wave patterns, hair strand thicknesses, and volumes of hair. It would require written tests to determine the applicant's skill in, and knowledge of, providing services to individuals with varying hair types and textures.

The Board took a support position.

09/22/2024 – Chaptered. (Chapter 384, Statutes of 2024)

SB 1451 (Ashby)

This bill:

Required the hairstylist application and examination fee be the actual cost to the Board for developing, purchasing, grading, and administering the examination, and limit a hairstylist's initial license fee to \$50.

The Board took a support position.

09/22/2023 – Chaptered. (Chapter 481, Statutes of 2024)

- All regulation changes approved by the Board since the last sunset review. Include the status of each regulatory change approved by the Board.

Since the last Sunset Review, the Board has sought several regulatory changes. Provided below are the highlights of some of the major regulations either already approved by the Office of Administrative Law (OAL) or currently undergoing the rulemaking process.

2019

§ 904 – Definition of Access – this rulemaking action added that the executive officer and any authorized representative of the Board shall have access to and inspect all areas within an establishment, mobile unit, or school, including any room, closet, cabinet, drawer, container, or mobile or fixed storage or display unit. Effective October 1, 2019.

2020

§ 974, 974.3 – Fine Schedule and Payment Plan – this rulemaking action determined when a fine shall be assessed to both the holder of the establishment license and the individual licensee for the same violation and when a fine shall be assessed to only the holder of the establishment license or to only an individual licensee for the same violation. This rulemaking action also set the requirements for a licensee to request a payment plan for any administrative fine exceeding \$500. Effective January 1, 2020.

2021

§ 900, 965.2, 998 – Personal Service Permit – this rulemaking action allows licensed individuals with a Personal Service Permit to perform certain services outside of a licensed establishment. Effective October 1, 2021.

§ 970, 971 – Substantial Relationship Criteria, Criteria for Rehabilitation – this rulemaking action amended and adopted the criteria used in determining whether a crime, act, or professional misconduct is substantially related to the qualifications, functions, or duties of a licensee, or when a licensee has made a showing of rehabilitation related to a crime, act, or professional misconduct when the Board considers denial, suspension, revocation, or reinstatement of a license. These sections implement amendments to the Business and Professions Code made by AB 2138 (Ch. 995, Stats. Of 2018). Effective June 9, 2021.

2023

§ 961 – Instructional Materials – this rulemaking action made changes to the instructional materials that Board-approved schools must provide to students. It removed the requirement that textbooks be approved by the National Interstate Council of State Boards of Cosmetology (NIC) and added a requirement that the schools provide the appropriate licensing examination translation guide to students who intend to take the examination in one of the non-English languages offered by the Board. Effective January 1, 2023.

§ 950.10 – Transfer of Credit – this rulemaking action established how and when technical and practical instructions hours earned by successfully completing courses of study in one Board program may be credited towards a different Board program. Effective October 1, 2023.

2024

§ 904, 909, 928, 931, 932, 934, 937, 950.1, 950.2, 950.3, 950.4, 962, 998 – SB 803 Clean Up – these sections were amended and repealed primarily in response to the enactment of Senate Bill 803 (Ch. 648, Stats. Of 2021) and Assembly Bill 2196 (Ch. 527, Stats. Of 2022). The major changes included (1) reducing the number of hours required for courses in barbering and cosmetology to 1,000 hours; (2) codifying the minimum amount of instruction that must be included for various subjects in a course for barbering, cosmetology, hairstyling, skin care, and nail care; (3) repealing the Board's preapplication program; (4) adding a new "hairstyling" license type; (5) eliminating the requirement that an applicant for licensure pass a practical examination; and (6) codifying the minimum amount of instruction that must be included for various subjects in a course for electrolysis. Effective October 1, 2024.

2025

§ 910, 918, 919, 926, 941, 965.2, 971, 974.1, 974.2, 983, 984 – Technical Clean-Up – The Board amended these sections to adopt gender neutral language and to update cross references. The Office of Administrative Law approved these changes without regulatory effect on May 15, 2025.

§ 917 - Pre-Apprenticeship Training – The Board amended the pre-apprentice training requirements to comply with SB 803 and AB 2196. Effective July 1, 2025.

§ 988 – SB 1451 Hairstylist Licensing Fee - SB 1451 authorized the Board to charge the actual cost for developing, purchasing, grading, and administering the hairstylist examination. This rulemaking action established the hairstylist fee, an application and examination fee, set the initial license fee as well as provided notice of the statutorily required renewal and license renewal delinquency fees. Effective October 1, 2025.

§ 931 – Interpreters – The Board is amended the interpreter requirement to allow a person to act as an interpreter once per year instead of once every two years. This regulatory package also updated the Application to Use an Interpreter form. Effective January 1, 2026.

2025 Pending Regulatory Actions

§ 972 – Disciplinary Guidelines – The Board is updating its disciplinary guidelines as it contains many outdated terms and conditions of probation and does not reflect recent updates to statutes, regulations, and other changes that have occurred since the last update in 2010.

§ 974.4 - SB 384: Remedial Education Program – The Board is developing requirements to comply with SB 384 and allow licensees to complete a remedial education program in lieu of a first offense of a health and safety violation.

4. Describe any major studies conducted by the board (cf. Section 12, Attachment C).

2019 Occupational Analysis of the Barbering Profession

The Board requested that the Department of Consumer Affairs' Office of Professional Examination Services conduct an occupational analysis of barbering practice in California. The purpose of the occupational analysis was to define the practice for California barbers in terms of actual job tasks that new licensees must be able to perform safely and competently at the time of licensure. The results of this occupational analysis provide a thorough description of practice for the barbering profession. The occupational analysis was received June 2019 and is included in this report as Attachment C1.

2020 Occupational Analysis of the Electrologist Profession

The Board requested that the Department of Consumer Affairs' Office of Professional Examination Services conduct an occupational analysis of electrologist practice in California. The purpose of the occupational analysis was to define the practice for California electrologists in terms of actual job tasks that new licensees must be able to perform safely and competently at the time of licensure. The results of this occupational analysis provide a thorough description of practice for the electrolysis profession. The occupational analysis was received March 2020 and is included in this report as Attachment C2.

2021 Occupational Analysis of the Esthetics Profession

The Board requested that the Department of Consumer Affairs' Office of Professional Examination Services conduct an occupational analysis of esthetics practice in California. The purpose of the occupational analysis was to define the practice for California estheticians in terms of actual job tasks that new licensees must be able to perform safely and competently at the time of licensure. The results of this occupational analysis provide a thorough description of practice for the esthetics profession. The occupational analysis was received April 2021 and is included in this report as Attachment C3.

2021 Occupational Analysis of the Manicurist Profession

The Board requested that the Department of Consumer Affairs' Office of Professional Examination Services conduct an occupational analysis of manicuring practice in California. The purpose of the occupational analysis was to define the practice for California manicurists in terms of actual job tasks that new licensees must be able to perform safely and competently at the time of licensure. The results of this occupational analysis provide a thorough description of practice for the manicurist profession. The occupational analysis was received May 2021 and is included in this report as Attachment C4.

2022 Occupational Analysis of the Hairstylist Profession

The Board requested that the Department of Consumer Affairs' Office of Professional Examination Services conduct an occupational analysis of hairstylist practice in California. The purpose of the occupational analysis was to define the practice for California hairstylist in terms of actual job tasks that new licensees must be able to perform safely and competently at the time of licensure. The results of this occupational analysis provide a thorough description of practice for the hairstyling profession. The occupational analysis was received December 2022 and is included in this report as Attachment C5.

5. List the status of all national associations to which the board belongs.

The Board is not a member of any national associations.

- Does the board's membership include voting privileges?

N/A

- List committees, workshops, working groups, task forces, etc., which the board participates.

N/A

- How many meetings did the boards representative(s) attend? When and where?

N/A

- If the board is using a national exam, how is the board involved in its development, scoring, analysis, and administration?

The Board utilizes a "national examination" for all license types except hairstylist. The examination that is utilized for barbering, cosmetology, esthetics, manicuring and electrology is the same exam used in nine states. The hairstylist examination was developed by DCA's Office of Professional Examination Services.

The Board is involved in the examination development process, specifically, staff of the Board that are also licensees are included in the examination development workgroups. In addition, California licensees are surveyed along with other states to provide input to examination development.

SECTION 2

FISCAL AND STAFF



Section 2 – Fiscal and Staff

Fiscal Issues

6. Is the board's fund continuously appropriated? If yes, please cite the statute outlining this continuous appropriation.

The Board's fund condition is not continuously appropriated as it is developed annually and is subject to approval from the legislature.

7. Using *Table 2. Fund Condition*, describe the board's current reserve level, spending, and if a statutory reserve level exists.

The Board does not have a statutory reserve level.

Table 2. Fund Condition (list dollars in thousands)						
	FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/25	FY 2025/26	FY 2026/27
Beginning Balance	26,539	26,920	24,838	11,926	38,971	38,095
Revenues and Transfers	6,995*	11,848	21,096	23,717	24,036	23,196
Total Resources	33,534	38,768	45,934	35,643	63,007	61,269
Budget Authority	20,896	21,337	18,332	21,116	22,333	23,003
Expenditures	6,184	13,993	19,008	21,672	24,912	25,332
Loans to General Fund	0	0	-15,000	0	0	0
Accrued Interest, Loans to General Fund	0	0	0	689	0	0
Loans Repaid From General Fund	0	0	0	25,000	0	0
Fund Balance	27,350	24,775	11,926	38,971	38,095	35,959
Months in Reserve	23.5	16.2	6.6	18.8	18.0	17.0

*Includes Executive Order transfer to GF (AB 84)

8. Describe if/when a deficit is projected to occur and if/when a fee increase or reduction is anticipated. Describe the fee changes (increases or decreases) anticipated by the board.

The Board does not anticipate any fee increase or decrease in any of its fees.

9. Using *Table 2, Fund Condition*, describe year over year expenditure fluctuations and the cause for the fluctuations.

In Fiscal Year 2023/24, the Board made a loan to the General Fund of \$15 million dollars. As a result, the table above shows this fluctuation in the decrease of the Board's overall fund balance. In Fiscal Year 2024/25, the Board received a loan re-payment from the General Fund of \$25 million dollars which shows the fluctuation of the increase in the Board's overall fund balance. The \$25 million re-payment was for a FY 2020/21 loan to the General Fund to help address COVID-19 pandemic-related budget shortfalls.

10. Using *Table 3, Expenditures by Program Component*, describe the amounts and percentages of expenditures by program component, including the cause of fluctuations aside from increasing personnel costs. Provide a breakdown of the expenditures by the board in each program area. Expenditures by each component (except for pro rata) should be broken out by personnel expenditures and other expenditures.

Table 3. Expenditures by Program Component (list dollars in thousands)								
	FY 2021/22		FY 2022/23		FY 2023/24		FY 2024/25	
	Personnel Services	OE&E	Personnel Services	OE&E	Personnel Services	OE&E	Personnel Services	OE&E
Enforcement	\$4,165	\$1,516	\$4,362	\$2,120	\$4,811	\$1,617	\$5,099	\$2,417
Examination		\$1,833		\$2,053		\$2,405		\$2,699
Licensing	\$1,714	\$487	\$1,733	\$580	\$1,912	\$339	\$2,268	\$492
Administration*	\$1,648	\$426	\$1,349	\$396	\$1,466	\$231	\$1,476	\$284
DCA Pro Rata	\$0	\$5,691	\$0	\$5,531	\$0	\$5,552	\$0	\$5,916
Diversion (if applicable)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
TOTALS	\$7,527	\$9,953	\$7,444	\$10,680	\$8,189	\$10,144	\$8,843	\$11,808

*Administration includes costs for executive staff, board, administrative support, and fiscal services.

11. Describe the amount the board has spent on business modernization, including contributions to the BreEZe program, which should be described separately.

Over the last four fiscal years, the Board has spent an average of \$1.9 million dollars on contributions to the BreEZe program.

FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/25
\$2,217,220	\$2,079,000	\$1,709,000	\$1,587,000	\$1,788,000

12. Describe license renewal cycles and the history of fee changes over the last 10 years.
Give the fee authority (Business and Professions Code and California Code of Regulations citations) for each fee charged by the board.

The Board has not had any fee changes over the last 10 years.

Table 4. Fee Schedule and Revenue (revenue dollars in thousands)							
Fee	Current Fee Amount	Statutory Limit	FY 2021/22* Revenue	FY 2022/23* Revenue	FY 2023/24 Revenue	FY 2024/25 Revenue	% of Total Revenue
Apprenticeship License Fee	\$25.00	\$25.00	\$59	\$62	\$63	\$60	0.4%
Barber Application and Exam Fee	\$75.00	*	\$370	\$568	\$688	\$721	3.7%
Barber License Fee	\$50.00	\$50.00	\$154	\$205	\$233	\$247	1.3%
Barber Renewal Fee	\$50.00	\$50.00	\$29	\$177	\$711	\$711	2.5%
Barber Delinquency Renewal	\$25.00	50% of Renewal	\$15	\$21	\$95	\$105	0.4%
Cosmetology Application and Exam Fee	\$75.00	*	\$755	\$1,122	\$1,315	\$1,494	7.3%
Cosmetology Licensee Fee	\$50.00	\$50.00	\$363	\$511	\$600	\$723	3.4%
Cosmetology Renewal Fee	\$50.00	\$50.00	\$251	\$1,635	\$5,863	\$6,050	21.6%
Cosmetology Delinquency Renewal	\$25.00	50% of Renewal	\$127	\$158	\$598	\$687	2.5%
Electrologist Application and Exam Fee	\$75.00	*	\$6	\$10	\$14	\$17	0.1%
Electrologist License Fee	\$50.00	\$50.00	\$3	\$5	\$6	\$6	0.00%
Electrologist Renewal Fee	\$50.00	\$50.00	\$1	\$9	\$26	\$28	0.1%
Electrologist Delinquency Renewal	\$25.00	50% of Renewal	\$0	\$1	\$1	\$2	0.0%
Esthetician Application and Exam Fee	\$75.00	*	\$927	\$975	\$923	\$833	5.7%
Esthetician License Fee	\$40.00	\$40.00	\$343	\$376	\$367	\$324	2.2%
Esthetician Renewal Fee	\$50.00	\$50.00	\$71	\$536	\$1,967	\$2,084	7.3%
Esthetician Delinquency Renewal	\$25.00	50% of Renewal	\$36	\$45	\$181	\$220	0.8%
Hairstylist Exam Fee	None	None	-	-	-	-	-
Hairstylist License Fee	\$50.00	\$50.00	-	-	\$5	\$4	0.0%
Manicurist Exam Fee	\$75.00	*	\$568	\$642	\$611	\$603	3.8%
Manicurist License Fee	\$35.00	\$35.00	\$183	\$213	\$225	\$240	1.3%
Manicurist Renewal	\$50.00	\$50.00	\$72	\$733	\$2,402	\$2,429	8.8%
Manicurist Delinquency Renewal	\$25.00	50% of Renewal	\$37	\$49	\$169	\$180	0.7%

Table 4. Fee Schedule and Revenue (revenue dollars in thousands)							
Fee	Current Fee Amount	Statutory Limit	FY 2021/22* Revenue	FY 2022/23* Revenue	FY 2023/24 Revenue	FY 2024/25 Revenue	% of Total Revenue
Establishment License Fee	\$50.00	\$80.00	\$355	\$359	\$420	\$414	2.4%
Establishment Renewal Fee	\$40.00	\$40.00	\$14	\$215	\$769	\$762	2.8%
Establishment Delinquency Renewal	\$20.00	50% of Renewal	\$7	\$16	\$84	\$87	0.3%
Mobile Unit App Fee	\$50.00	\$50.00	\$1	\$1	\$1	\$1	0.0%
Mobile Unit Inspection/License Fee	\$100.00	\$100.00	\$2	\$2	\$2	\$1	0.0%
Mobile Unit Renewal	\$40.00	\$40.00	\$0	\$0	\$0	\$1	0.0%
Mobile Delinquency Renewal	\$20.00	50% of Renewal	\$0	\$0	\$0	\$0	0.00%
Certification Fee	\$10.00						0.00%
Duplication Fee	\$10.00	\$10	\$234	\$230	\$174	\$165	1.2%
Personal Service Permit License Fee	\$25.00	\$50.00	-	\$4	\$3	\$1	0.0%
Personal Service Renewal Fee	\$10.00	\$50.00	-	-	-	\$1	0.0%
Personal Service Delinquency Renewal	\$5.00	50% of Renewal	\$1	\$0	\$0	\$0	0.0%
TOTALS			\$4,984	\$8,880	\$18,516	\$19,201	

*The lower revenue totals in FY 21/22 and FY 22/23 are a result of the license renewal fee waivers for the COVID19 pandemic.

13. Describe Budget Change Proposals (BCPs) submitted by the board in the past four fiscal years.

The Board has not submitted any BCPs in the past four fiscal years.

Staffing Issues

14. Describe any board staffing issues/challenges, i.e., vacancy rates, efforts to reclassify positions, staff turnover, recruitment and retention efforts, succession planning.

The Board experienced higher vacancy rates in Fiscal Year (FY) 2021/22 and FY 2022/23. The Board had difficulty filling vacant Program Technician II and Inspector positions due to a reduction in the number of applicants. This can be attributed to the COVID-19 pandemic, during which many employers reported similar challenges. The number of applicants returned to pre-pandemic levels in FY 2023/24. The Board has had minimal vacancies since that time and positions that have become vacant have been filled in a timely manner. The Board had a 9% vacancy rate in August 2025.

The Board has reported difficulty filling Inspector positions in the past; however, the Board has maintained a low vacancy rate for these positions since 2024. The Board re-classed three vacant Inspector positions to Special Investigators who investigate cases of consumer harm in addition to conducting the necessary inspections. This improved recruitment and retention since Special Investigator is a more desirable classification for job seekers. This also provides a classification that Inspectors can promote to within the Board, rather than leaving for Special Investigator opportunities with other agencies.

The Board expanded its recruitment efforts by collaborating with community and state colleges and increasing participation in career fairs. The Board began holding virtual Meet the Employer workshops with colleges in 2022. These workshops allow the Board to connect with job seekers and most importantly, educate them on state hiring processes. The Board began increasing its participation in career fairs in 2023 and now attends a minimum of four per year. Continuing this type of outreach for jobseekers helps with the Board's succession planning.

15. Describe the board's staff development efforts and total spent annually on staff development. (cf., Section 12, Attachment D).

The Board continuously identifies training and development opportunities for staff. Staff are regularly encouraged to participate in courses offered through DCA's training program, SOLID. SOLID offers numerous training courses that cover soft, technical, and job-specific skills. All SOLID courses are provided at no cost.

Beginning in Fiscal Year (FY) 2023/24, all Board management and staff participate in quarterly customer service and diversity courses. Delivered by SOLID and customized to the Board's needs, these courses cover topics including how to provide excellent customer service to all stakeholders, communication and interpersonal skills, and de-escalation tactics.

In FY 2024/25, the Board's Special Investigators completed the National Certified Investigator and Inspector Training (NCIT) from the Council on Licensure, Enforcement and Regulation (CLEAR). This course covers professional conduct, investigative processes, evidence handling, interviewing techniques, investigative report writing and other skills necessary to effectively perform the duties of a Special Investigator.

In FY 2024/25, the Board's Inspectors and Special Investigators completed the Verbal Judo Institute's Contract Professional course. This course covers effective communication skills and conflict resolution tactics for unarmed enforcement staff.

In FY 2025/26, the Board's Staff Services Analysts and Associate Governmental Program Analysts participated in SOLID's Completed Staff Work training course. This course covers a seven-step process for successfully completing projects and developing recommendations for decision makers.

In FY 2025/26, The Board's management staff completed the Time Management: Urgent vs. Important training course. This course covers how to manage workloads by differentiating between important tasks and urgent tasks.

The chart below displays the total spent annually on staff development:

FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/25
\$3,760	\$6,480	\$5,665	\$8,751	\$6,008

SECTION 3

LICENSING PROGRAM



Section 3 – Licensing Program

Table 6. Licensee Population

		FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/25
Establishments	Active ³	52,335	52,167	49,849	49,144
	Out of State	0	0	0	0
	Out of Country	0	0	0	0
	Delinquent/Expired	3,671	5,322	8,876	10,420
	Retired Status <i>if applicable</i>	1	0	1	1
	Inactive	0	0	1	0
	Other ⁴	7	7	6	6
Mobile Units	Active	49	54	52	50
	Out of State	0	0	0	0
	Out of Country	0	0	0	0
	Delinquent/Expired	14	18	25	29
	Retired Status <i>if applicable</i>	0	0	0	0
	Inactive	0	0	0	0
	Other	0	0	0	0
Barber	Active	29,727	30,444	31,370	33,160
	Out of State	1,418	1,497	1,369	1,268
	Out of Country	1	1	0	0
	Delinquent/Expired	3,413	3,801	5,773	7,029
	Retired Status <i>if applicable</i>	15	21	28	31
	Inactive	1	1	1	1
	Other	474	515	532	731
Barber Apprentice	Active	2,160	2,559	2,509	2,423
	Out of State	0	0	0	0
	Out of Country	0	0	0	0
	Delinquent/Expired	N/A	N/A	N/A	N/A
	Retired Status <i>if applicable</i>	N/A	N/A	N/A	N/A
	Inactive	0	0	0	0
	Other	63	64	70	87
Cosmetology	Active	247,896	244,881	235,933	232,274
	Out of State	23,215	23,558	21,950	20,429
	Out of Country	87	83	79	65
	Delinquent/Expired	31,002	32,363	44,829	54,087
	Retired Status <i>if applicable</i>	83	136	144	146
	Inactive	6	6	7	6
	Other	255	250	198	177
Cosmetology Apprentice	Active	1,570	1,870	1,779	1,409
	Out of State	0	0	0	0
	Out of Country	0	0	0	0
	Delinquent/Expired	N/A	N/A	N/A	N/A
	Retired Status <i>if applicable</i>	N/A	N/A	N/A	N/A
	Inactive	0	0	0	0
	Other	8	9	8	8

³ Active status is defined as able to practice. This includes licensees that are renewed, current, and active.

⁴ Other is defined as a status type that does not allow practice in California, other than retired or inactive.

Table 6. Licensee Population					
Electrology	Active	1,176	1,170	1,135	1,117
	Out of State	149	164	156	158
	Out of Country	0	0	0	0
	Delinquent/Expired	249	242	313	359
	Retired Status <i>if applicable</i>	3	3	5	5
	Inactive	0	0	0	0
	Other	0	0	0	0
Electrology Apprentice	Active	0	0	0	0
	Out of State	0	0	0	0
	Out of Country	0	0	0	0
	Delinquent/Expired	N/A	N/A	N/A	N/A
	Retired Status <i>if applicable</i>	N/A	N/A	N/A	N/A
	Inactive	0	0	0	0
	Other	0	0	0	0
Manicurist	Active	99,632	100,224	99,099	97,995
	Out of State	10,662	10,510	9,522	8,483
	Out of Country	55	55	57	54
	Delinquent/Expired	16,122	15,906	20,129	24,270
	Retired Status <i>if applicable</i>	13	23	24	24
	Inactive	2	1	2	1
	Other	118	115	121	141
Esthetician	Active	80,927	85,275	87,249	88,344
	Out of State	6,586	6,968	6,576	6,166
	Out of Country	28	23	22	18
	Delinquent/Expired	9,025	9,866	14,423	19,020
	Retired Status <i>if applicable</i>	4	6	8	8
	Inactive	1	1	3	3
	Other	35	47	42	45
Hairstylist	Active	N/A	N/A	24	80
	Out of State	N/A	N/A	1	11
	Out of Country	N/A	N/A	0	0
	Delinquent/Expired	N/A	N/A	0	0
	Retired Status <i>if applicable</i>	N/A	N/A	0	0
	Inactive	N/A	N/A	0	0
	Other	N/A	N/A	0	0
Personal Service Permit	Active	15	133	222	230
	Out of State	0	0	0	1
	Out of Country	0	0	0	0
	Delinquent/Expired	0	0	4	33
	Retired Status <i>if applicable</i>	0	0	0	0
	Inactive	0	0	0	0
	Other	0	1	1	0

Note: 'Out of State' and 'Out of Country' are two mutually exclusive categories. A licensee should not be counted in both.

16. What are the board's performance targets/expectations for its licensing⁵ program? Is the board meeting those expectations? If not, what is the board doing to improve performance?

The Board has internal performance measures for processing applications that are not deficient as listed below:

Performance Measure	Definition	Target	Actual
Initial Applications	Average days from receipt of application to examination scheduling.	42 days	7
Establishment Applications	Average days from receipt of application to license issuance.	28 days	13
Apprentice Applications	Average days from receipt of application to license issuance.	28 days	14
Reciprocity Applications	Average days from receipt of application to license issuance.	28 days	4
Examination Scheduling	Average number of days from date of approval of qualifications to examination date.	60 days	N/A*

* As of January 1, 2022, the practical examination that the Board scheduled was eliminated. Since January 1, 2022, licensees self-schedule the written examination with the examination vendor.

As noted in the chart above, as of July 1, 2025, the Board was exceeding its performance measures for all application types.

The Board monitors its licensing performance monthly. Implementation of the BreEZe database has allowed the Board to significantly reduce its licensing processing times as more online transactions are submitted by applicants. To ensure applications are processed in the order received and expedited applications are processed accordingly, all pending applications are monitored via a report from data in BreEZe. Each morning, the licensing workload for the day is assigned based on the application received date so the oldest applications are processed first.

17. Using Table 7a, **Licensing Data by Type**, describe any increase or decrease in the board's average time to process applications, administer exams and/or issue licenses. Have pending applications grown at a rate that exceeds completed applications? If so, what has been done by the board to address them? What are the performance barriers and what improvement plans are in place? What has the board done and what is the board going to do to address any performance issues, i.e., process efficiencies, regulations, BCP, legislation?

During this reporting period, the Board has seen a decrease in the time to process applications, administer exams, and issue licenses. The elimination of the practical examination in January 2022 decreased the time it takes for applicants schedule the written exam. Since then, approved applicants can take the written exam after they self-schedule the examination with the examination vendor instead of waiting to take the written and practical exams at the same time. The Board has made most examination and licensing applications available online. Online applications can be processed up to two weeks faster because the applications are not sent via the post office and are not cashiered manually.

Pending applications have not grown at a rate that exceeds completed applications.

While there are not any performance barriers, the Board continues to look for ways to process applications quickly. The Board is currently working to have re-examination applications approve automatically, which will eliminate the manual processing time for these applications. The Board's goal is for this process to be in place by early 2026.

Table 7a. Licensing Data by Type – Barber **										
		Received	Approved/ Issued	Closed	Pending Applications			Application Process Times		
					Total (Close of FY)	Complete (within Board control)*	Incomplete (outside Board control)*	Complete Apps*	Incomplete Apps*	Total (Close of FY)
FY 2021/22	(License/ Exam)	3,417	2,933	344	452	99	353	11	51	24
	(Renewal)	14,368	14,388	779	3,430	0	3,430	3	N/A	3
FY 2022/23	(License/ Exam)	4,649	3,845	646	609	151	458	12	54	24
	(Renewal)	10,695	9,369	1,279	5,867	0	5,867	0	N/A	0
FY 2023/24	(License/ Exam)	5,300	4,664	767	480	95	385	16	63	29
	(Renewal)	16,657	14,224	641	8,069	0	8,069	4	N/A	4
FY 2024/25	(License/ Exam)	5,655	4,874	907	352	24	328	6	35	14
	(Renewal)	17,445	14,172	622	9,163	0	9,163	3	N/A	3
* Optional. List if tracked by the board. **Applications include the License and Exam process, unless the application was for reciprocity and those are included in the License/Exam data.										

Table 7a. Licensing Data by Type – Barber Apprentice **										
		Received	Approved /Issued	Closed	Pending Applications			Application Process Times		
					Total (Close of FY)	Complete (within Board control)*	Incomplete (outside Board control)*	Complete Apps*	Incomplete Apps*	Total (Close of FY)
FY 2021/22	(License)	1,441	1,430	85	136	38	98	13	66	24
FY 2022/23	(License)	1,473	1,408	66	133	16	117	11	54	21
FY 2023/24	(License)	1,525	1,393	87	178	19	159	19	60	31
FY 2024/25	(License)	1,596	1,470	115	189	21	168	13	63	29
* Optional. List if tracked by the board. ** No examination is required for an apprentice license and apprentice licenses are not renewable.										

Table 7a. Licensing Data by Type – Cosmetology **

		Received	Approved/ Issued	Closed	Pending Applications			Application Process Times		
					Total (Close of FY)	Complete (within Board control)*	Incomplete (outside Board control)*	Complete Apps*	Incomplete Apps*	Total (Close of FY)
FY 2021/22	(License/ Exam)	7,979	6,685	792	1,158	242	916	11	53	25
	(Renewal)	133,413	133,607	8,467	31,280	0	31,280	2	N/A	2
FY 2022/23	(License/ Exam)	11,347	9,498	1,490	1510	449	1,061	12	52	24
	(Renewal)	100,958	88,879	13,790	46,631	0	46,631	0	N/A	0
FY 2023/24	(License/ Exam)	12,661	12,097	1,763	1,030	305	725	16	64	30
	(Renewal)	135,586	117,003	5,283	62,588	0	62,588	4	N/A	4
FY 2024/25	(License/ Exam)	16,076	13,752	1,852	1,502	82	1,420	6	33	13
	(Renewal)	143,560	121,281	5,306	68,713	0	68,713	2	N/A	2

* Optional. List if tracked by the board. ** Applications include the License and Exam process, unless the application was for reciprocity and those are included in the License/Exam data.

Table 7a. Licensing Data by Type – Cosmetology Apprentice **

		Received	Approved /Issued	Closed	Pending Applications			Application Process Times		
					Total (Close of FY)	Complete (within Board control)*	Incomplete (outside Board control)*	Complete Apps*	Incomplete Apps*	Total (Close of FY)
FY 2021/22	(License)	979	966	45	91	38	53	13	47	20
FY 2022/23	(License)	1,088	1,040	50	88	23	65	11	45	19
FY 2023/24	(License)	1,032	941	53	123	16	107	19	62	34
FY 2024/25	(License)	842	728	112	125	24	101	13	75	36

* Optional. List if tracked by the board. ** No examination is required for an apprentice license and apprentice licenses are not renewable.

Table 7a. Licensing Data by Type – Electrology **

		Received	Approved/ Issued	Closed	Pending Applications			Application Process Times		
					Total (Close of FY)	Complete (within Board control)*	Incomplete (outside Board control)*	Complete Apps*	Incomplete Apps*	Total (Close of FY)
FY 2021/22	(License/ Exam)	75	62	9	9	0	9	10	23	1
	(Renewal)	597	598	71	250	0	250	0	N/A	0
FY 2022/23	(License/ Exam)	108	85	19	13	2	11	8	53	34
	(Renewal)	525	428	102	311	0	311	0	N/A	0
FY 2023/24	(License/ Exam)	149	120	31	11	6	5	12	30	20
	(Renewal)	655	523	49	401	0	401	2	N/A	2
FY 2024/25	(License/ Exam)	148	130	22	7	0	7	4	20	9
	(Renewal)	684	564	66	435	0	435	3	N/A	3

* Optional. List if tracked by the board. ** Applications include the License and Exam process, unless the application was for reciprocity and those are included in the License/Exam data.

Table 7a. Licensing Data by Type – Electrology Apprentice **

		Received	Approved /Issued	Closed	Pending Applications			Application Process Times		
					Total (Close of FY)	Complete (within Board control)*	Incomplete (outside Board control)*	Complete Apps*	Incomplete Apps*	Total (Close of FY)
FY 2021/22	(License)	0	0	0	0	N/A	N/A	N/A	N/A	N/A
FY 2022/23	(License)	0	0	0	0	N/A	N/A	N/A	N/A	N/A
FY 2023/24	(License)	0	0	0	0	N/A	N/A	N/A	N/A	N/A
FY 2024/25	(License)	0	0	0	0	N/A	N/A	N/A	N/A	N/A

* Optional. List if tracked by the board. ** No examination is required for an apprentice license and apprentice licenses are not renewable.

Table 7a. Licensing Data by Type – Esthetician **

		Received	Approved/ Issued	Closed	Pending Applications			Application Process Times		
					Total (Close of FY)	Complete (within Board control)*	Incomplete (outside Board control)*	Complete Apps*	Incomplete Apps*	Total (Close of FY)
FY 2021/22	(License/ Exam)	9,174	8,417	524	921	276	645	11	41	19
	(Renewal)	39,955	39,977	2,321	9,084	0	9,084	2	N/A	2
FY 2022/23	(License/ Exam)	10,146	9,101	950	1010	421	589	13	42	21
	(Renewal)	31,158	27,249	4,153	14,365	0	14,365	0	N/A	0
FY 2023/24	(License/ Exam)	10,013	9,454	1,035	534	141	393	16	49	25
	(Renewal)	46,408	39,889	1,379	20,521	0	20,521	3	N/A	3
FY 2024/25	(License/ Exam)	8,987	8,160	1,014	348	59	289	4	22	9
	(Renewal)	49,922	41,425	1,337	24,615	0	24,615	2	N/A	2

* Optional. List if tracked by the board. **Applications include the License and Exam process, unless the application was for reciprocity and those are included in the License/Exam data.

Table 7a. Licensing Data by Type – Hairstylist **

		Received	Approved/ Issued	Closed	Pending Applications			Application Process Times		
					Total (Close of FY)	Complete (within Board control)*	Incomplete (outside Board control)*	Complete Apps*	Incomplete Apps*	Total (Close of FY)
FY 2021/22	(License/ Exam)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	(Renewal)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
FY 2022/23	(License/ Exam)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	(Renewal)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
FY 2023/24	(License/ Exam)	129	64	32	33	4	29	13	57	22
	(Renewal)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
FY 2024/25	(License/ Exam)	158	105	63	14	0	14	7	54	20
	(Renewal)	8	3	3	2	0	2	38	N/A	38

* Optional. List if tracked by the board. **Applications include the License and Exam process, unless the application was for reciprocity and those are included in the License/Exam data.

Table 7a. Licensing Data by Type – Manicurist **

		Received	Approved/ Issued	Closed	Pending Applications			Application Process Times		
					Total (Close of FY)	Complete (within Board control)*	Incomplete (outside Board control)*	Complete Apps*	Incomplete Apps*	Total (Close of FY)
FY 2021/22	(License/ Exam)	5,519	5,082	319	601	190	411	12	50	20
	(Renewal)	52,723	52,794	4,530	16,255	0	16,255	2	N/A	2
FY 2022/23	(License/ Exam)	6,492	5,808	595	684	277	407	12	50	21
	(Renewal)	43,869	38,032	7,172	19,671	0	19,671	0	N/A	0
FY 2023/24	(License/ Exam)	6,902	6,520	632	434	116	318	16	58	25
	(Renewal)	56,611	48,192	3,110	26,090	0	26,090	5	N/A	5
FY 2024/25	(License/ Exam)	7,391	6,823	697	305	39	266	5	29	10
	(Renewal)	57,670	48,173	2,910	29,402	0	29,402	2	N/A	2

* Optional. List if tracked by the board. **Applications include the License and Exam process, unless the application was for reciprocity and those are included in the License/Exam data.

Table 7a. Licensing Data by Type – Personal Service Permit **

		Received	Approved/ Issued	Closed	Pending Applications			Application Process Times		
					Total (Close of FY)	Complete (within Board control)*	Incomplete (outside Board control)*	Complete Apps*	Incomplete Apps*	Total (Close of FY)
FY 2021/22	(License/ Exam)	32	16	3	13	4	9	6	19	10
	(Renewal)	N/A	N/A	N/A	0	N/A	N/A	N/A	N/A	N/A
FY 2022/23	(License/ Exam)	161	119	11	44	4	40	18	57	39
	(Renewal)	N/A	N/A	N/A	0	N/A	N/A	N/A	N/A	N/A
FY 2023/24	(License/ Exam)	95	94	31	14	0	14	24	66	55
	(Renewal)	17	11	0	16	0	16	0	N/A	0
FY 2024/25	(License/ Exam)	56	37	16	17	1	16	13	36	29
	(Renewal)	128	95	0	49	0	49	2	N/A	2

* Optional. List if tracked by the board. **No examination required.

Table 7a. Licensing Data by Type – Establishment **

		Received	Approved/ Issued	Closed	Pending Applications			Application Process Times		
					Total (Close of FY)	Complete (within Board control)*	Incomplete (outside Board control)*	Complete Apps*	Incomplete Apps*	Total (Close of FY)
FY 2021/22	(License/ Exam)	7,390	6,643	587	1,028	210	818	14	45	21
	(Renewal)	23,492	23,511	823	5,891	0	5,891	4	N/A	4
FY 2022/23	(License/ Exam)	7,683	6,387	944	1,380	374	1,006	14	62	27
	(Renewal)	18,804	14,841	3102	9,846	0	9,846	4	N/A	4
FY 2023/24	(License/ Exam)	9,213	7,756	1,499	1,338	276	1,062	22	77	38
	(Renewal)	25,396	19,025	3,548	12,840	0	12,840	4	N/A	4
FY 2024/25	(License/ Exam)	9,254	8,023	1,657	911	42	869	12	45	20
	(Renewal)	24,810	19,042	3,898	13,325	0	13,325	4	N/A	4

* Optional. List if tracked by the board. **No examination required.

Table 7a. Licensing Data by Type – Mobile Unit **

		Received	Approved/ Issued	Closed	Pending Applications			Application Process Times		
					Total (Close of FY)	Complete (within Board control)*	Incomplete (outside Board control)*	Complete Apps*	Incomplete Apps*	Total (Close of FY)
FY 2021/22	(License/ Exam)	22	12	9	13	1	12	73	139	133
	(Renewal)	17	17	3	15	0	15	0	N/A	0
FY 2022/23	(License/ Exam)	30	12	13	18	2	16	N/A	141	141
	(Renewal)	21	10	4	23	0	23	11	N/A	11
FY 2023/24	(License/ Exam)	28	10	20	16	0	16	28	175	146
	(Renewal)	23	14	6	31	0	31	19	N/A	19
FY 2024/25	(License/ Exam)	17	11	15	7	0	7	0	162	162
	(Renewal)	31	19	7	31	0	31	6	N/A	6

* Optional. List if tracked by the board. **No examination required. Inspection is required so all applications are deficient until inspection has been conducted.

Table 7b. License Denial				
	FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/25
License Applications Denied (no hearing requested)	3	7	5	17
SOIs Filed	2	3	4	2
Average Days to File SOI (from request for hearing to SOI filed)	207	225	110	75
SOIs Declined	0	0	0	0
SOIs Withdrawn	1	1	2	1
SOIs Dismissed (license granted)	0	0	0	0
License Issued with Probation / Probationary License Issued	0	1	1	0
Average Days to Complete (from SOI filing to outcome)	171	158	111	173

18. How many licenses or registrations has the board denied over the past four years based on criminal history that is determined to be substantially related to the qualifications, functions, or duties of the profession, pursuant to BPC § 480? Please provide a breakdown of each instance of denial and the acts the board determined were substantially related.

During this reporting period, the Board denied 15 applications based on criminal history that is determined to be substantially related to the qualifications, functions, or duties of the profession, pursuant to BPC § 480.

Substantially Related Convictions (BPC § 480)	
Year of Conviction	Conviction Description
2013	Lewd or lascivious act with a child who is under the age of 14 years and 10 years older than the child
2019	Pimping
2019	Pandering by Encouraging
2013	Rape by force or fear
2013	Sodomy with person under 18-years
2013	Lewd act with child under 14 years
2002	Aiding and abetting health care fraud
2013	Sexual battery
2019	Possession of Child Pornography
2012	Sexual battery
2017	Lewd or lascivious act with a child who is under the age of 14 years
2015	Lewd or lascivious act with a child who is under the age of 14 years and 10 years older than the child
2017	Human trafficking
2010	Robbery
2014	Attempted murder
2014	Child endangerment
2012	Indecent exposure
2016	Prostitution
2010	Aggravated sexual assault

19. How does the board verify information provided by the applicant?

The Barbering and Cosmetology Act establishes the requirements for licensure. The Board provides applicants with detailed instructions on the application process and the requirements to obtain licensure. For applicants who have received training in California from a Board-approved school, the Board provides the school a Proof of Training document (POT) that is completed by the school's administrator. The POT verifies how many hours of training were completed and which course of study was completed. To verify submitted POT documents a representative from the school is required to sign, under penalty of perjury, that the information is true and correct. For reciprocity candidates, the Board requires the license information be sent from the State where they were previously licensed directly to the Board. Prior discipline imposed by the Board or other Department of Consumer Affairs Board and Bureaus is verified using BreEZe.

- What process does the board use to check prior criminal history information, prior disciplinary actions, or other unlawful acts of the applicant? Has the board denied any licenses over the last four years based on the applicant's failure to disclose information on the application, including failure to self-disclose criminal history? If so, how many times and for what types of crimes (please be specific)?

The Board requires all applicants, except for Personal Service Permit applicants, to sign under penalty of perjury that all statements that are provided on the application are true and correct. Applicants are required to disclose misdemeanor or felony convictions, and if they have ever had a professional or vocational license or registration denied, suspended, revoked, placed on probation, or if any other disciplinary action was taken.

Licensees requesting a Personal Service Permit are required to submit fingerprints to check for convictions in California.

All applicants are required to self-report prior disciplinary actions on the application. The Board denied one license over the last four years for a personal service permit based on the applicant's failure to self-disclose a conviction of PC 261.5 - sexual intercourse with a minor with special circumstances.

- Does the board fingerprint all applicants?

The Board requires fingerprints for licensees who are submitting an application for a Personal Service Permit. All other applications require self-disclosure of convictions.

- Have all current licensees been fingerprinted? If not, explain.

No, only licensees who applied for a Personal Service Permit have been fingerprinted.

- Is there a national databank relating to disciplinary actions? Does the board check the national databank prior to issuing a license? Renewing a license?

There is no national databank relating to disciplinary actions.

- Does the board require primary source documentation?

The Board does not require primary source documentation.

- Does the board send No Longer Interested notifications to DOJ on a regular and ongoing basis? Is this done electronically? Is there a backlog? If so, describe the extent and efforts to address the backlog.

A report is automatically run each Monday morning that submits records via an interface with DOJ for which we are no longer interested in receiving notifications. The Board does not have a backlog.

20. Describe the board's legal requirement and process for out-of-state and out-of-country applicants to obtain licensure.

Out of State Licensing

Business and Professions Code Section 7331 specifies the requirements for the Board to issue a license via reciprocity. The Board issues licenses to individuals who meet the following requirements:

- Submit a completed application form and the licensing fee; and
- Submit proof of a current license issued by another state that has not been revoked, restricted, or suspended, and is in good standing.

Out of Country Licensing

California Business and Professions codes 7321-7330 specify qualifications for admittance to the examination and state that, for each license type, the Board shall admit to the examination an individual that has:

"Practiced outside of this state for a period of time equivalent to the study and training of a qualified person who has completed a course from a school the curriculum of which complied with requirements adopted by the board. Each three months of practice shall be deemed equivalent of 100 hours of training for qualification as specified in the chapter."

Per California Code of Regulations 910(a), applicants applying to take the examination based on education abroad must submit a completed Out of State/Out of Country School Training Record Form and transcripts showing the hours completed in each subject. Applicants applying to take the examination using credit for practice must submit a completed Out of State/Out of Country Affidavit of Experience form along with proof of licensure from that country.

21. Describe the board's process, if any, for considering military education, training, and experience for purposes of licensing or credentialing requirements, including college credit equivalency.

Per California Code of Regulations 910(b) and 910(c), applicants that are employed on a military reservation must present an authenticated statement from the military reservation verifying employment and may use the practice obtained to qualify for examination. Education, training, or experience obtained in the United States armed services may be submitted via Verification of Military Experience and Training (V-Met) records which the Board will evaluate, and the Board may use those records to qualify the applicant for the examination.

- How many applicants offered military education, training or experience towards meeting licensing or credentialing requirements, and how many applicants had such education, training or experience accepted by the board?

During this reporting period no applicants used military education, training or experience towards licensing requirements.

- How many licensees has the board waived fees or requirements for pursuant to BPC § 114.3, and what has the impact been on board revenues?

The Board waived the renewal fees for 13 active-duty members of the United States Armed Forces or the National Guard during this reporting period. There has been minimal impact of the Board's revenue (-650.00) as a result of BPC § 114.3.

Renewal Fees Waived per BPC § 114.3	
FY 2021/22	2
FY 2022/23	11
FY 2023/24	0
FY 2024/25	0
TOTALS	13

- How many applications has the board expedited pursuant to BPC § 115.5?

The Board expedited 321 applications for spouses or domestic partners of active-duty members of the Armed Forces of the United States assigned to a duty station in California.

Expedited Applications per BPC § 115.5	
FY 2021/22	51
FY 2022/23	100
FY 2023/24	83
FY 2024/25	87
TOTALS	321

Examinations

22. Describe the examinations required for licensure. Is a national examination used? Is a California specific examination required? Are examinations offered in a language other than English?

Written examinations are required for all personal license types. The national examination is used for barbers, cosmetologists, electrologists, estheticians, and manicurists. The hairstylist examination is a California-specific examination. All examinations are offered in English, Spanish, Vietnamese, Korean, and Simplified Chinese.

23. What are pass rates for first time vs. retakes in the past 4 fiscal years? Please include pass rates for **all** examinations offered, including examinations offered in a language other than English. *Include a separate data table for each language offered.*

The table below shows the pass rates for all languages combined for first time test takers and examinees that retook the examination.

Pass Rates		
Examination	First Time	Retake
Barber	55%	35%
Cosmetologist	66%	36%
Electrologist	66%	45%
Esthetician	74%	46%
Manicurist	73%	43%
Hairstylist	58%	32%

Table 8(a). Examination Data ⁶										
	California Examination FIRST TIME WRITTEN EXAMINATIONS Examination Pass Results by Language									
	English		Spanish		Vietnamese		Korean		Chinese	
	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %
FY 2023/24										
Hairstylist*	11	45%	2	50%	0	N/A	0	N/A	1	0%
FY 2024/25	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %
Hairstylist	13	69%	3	33%	3	67%	0	N/A	15	67%

*The hairstylist exam was not implemented until FY 2023/24.

Table 8(a). Examination Data										
	California Examination RETAKE WRITTEN EXAMINATIONS Examination Pass Results by Language									
	English		Spanish		Vietnamese		Korean		Chinese	
FY 2023/24	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %
Hairstylist	1	100%	0	N/A	0	N/A	0	N/A	2	0%
FY 2024/25	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %
Hairstylist	9	22%	8	25%	0	N/A	0	N/A	8	50%

*The hairstylist exam was not implemented until FY 2023/24.

Table 8(a). Examination Data										
	California Examination OVERALL WRITTEN EXAMINATION Examination Pass Results by Language									
	English		Spanish		Vietnamese		Korean		Chinese	
FY 2023/24	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %
Hairstylist	12	50%	2	50%	0	N/A	0	N/A	3	0%
FY 2024/25	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %
Hairstylist	22	50%	11	27%	3	67%	0	N/A	23	61%

*The hairstylist exam was not implemented until FY 2023/24.

⁶ This table includes all exams for all license types as well as the pass/fail rate.

Table 8(b). National Examination

	National Examination									
	FIRST TIME WRITTEN EXAMINATIONS									
	Examination Pass Results by Language									
	English		Spanish		Vietnamese		Korean		Chinese	
FY 2021/22	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %
Barber	2,533	73%	244	50%	90	80%	6	33%	1	0%
Cosmetology	4,840	79%	587	46%	433	85%	55	93%	31	0%
Esthetician	7,278	71%	76	41%	794	65%	36	66%	35	0%
Electrology	71	83%	0	N/A	0	N/A	0	N/A	0	N/A
Manicurist	2,085	65%	149	72%	2,155	82%	13	46%	25	0%
FY 2022/23	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %
Barber	2,700	42%	219	16%	48	13%	1	0%	1	0%
Cosmetology	5,542	65%	612	24%	306	28%	55	29%	190	21%
Esthetician	6,913	78%	109	50%	405	38%	38	61%	96	36%
Electrology	72	58%	0	N/A	0	N/A	0	N/A	0	N/A
Manicurist	2,329	78%	159	42%	1,918	51%	17	47%	54	56%
FY 2023/24	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %
Barber	3,465	56%	288	29%	54	37%	3	67%	5	40%
Cosmetology	6,290	67%	653	26%	457	48%	63	33%	892	67%
Esthetician	6,764	79%	86	41%	364	54%	48	58%	425	67%
Electrology	100	60%	0	N/A	0	N/A	0	N/A	1	100%
Manicurist	2,423	80%	217	45%	1,991	71%	13	46%	225	79%
FY 2024/25	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %
Barber	3,611	60%	360	32%	44	32%	7	57%	6	33%
Cosmetology	6,747	71%	769	26%	642	63%	70	56%	2,153	77%
Esthetician	6,216	78%	130	52%	307	55%	32	56%	276	75%
Electrology	116	66%	2	0%	1	0%	0	N/A	1	0%
Manicurist	2,662	81%	233	45%	2,159	75%	15	40%	200	83%

Table 8(b) National Examination

	National Examination									
	RETAKЕ WRITEN EXAMINATIONS									
	Examination Pass Results by Language									
	English		Spanish		Vietnamese		Korean		Chinese	
FY 2021/22	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %
Barber	1,582	57%	305	30%	25	88%	9	67%	2	0%
Cosmetology	2,884	51%	824	25%	210	63%	23	57%	57	0%
Esthetician	3,278	47%	68	35%	392	51%	21	71%	25	0%
Electrology	17	71%	0	N/A	0	N/A	0	N/A	0	N/A
Manicurist	900	46%	54	59%	941	54%	8	25%	19	0%
FY 2022/23	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %
Barber	2,495	29%	430	14%	54	28%	2	50%	5	20%
Cosmetology	3,434	35%	1,158	11%	340	25%	61	28%	248	25%
Esthetician	3,288	53%	94	32%	450	25%	19	47%	131	31%
Electrology	36	50%	0	N/A	0	N/A	0	N/A	0	N/A
Manicurist	1,047	57%	139	31%	1,894	30%	25	20%	89	42%
FY 2023/24	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %
Barber	3,427	37%	587	20%	80	31%	4	25%	7	14%
Cosmetology	4,154	39%	1,381	18%	528	33%	89	36%	616	45%
Esthetician	2,564	48%	123	33%	427	29%	41	49%	264	54%
Electrology	67	45%	0	N/A	0	N/A	0	N/A	0	N/A
Manicurist	752	51%	140	30%	1,677	37%	16	25%	98	58%
FY 2024/25	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %
Barber	3,455	36%	711	21%	89	26%	5	20%	4	50%
Cosmetology	4,119	38%	1,592	19%	501	40%	78	41%	874	55%
Esthetician	2,661	45%	138	28%	353	41%	35	37%	157	59%
Electrology	85	42%	7	0%	3	33%	0	N/A	2	50%
Manicurist	751	52%	219	30%	1,242	42%	21	38%	66	53%

Table 8(b). National Examination

	National Examination									
	OVERALL WRITTEN EXAMINATIONS									
	Examination Pass Results by Language									
	English		Spanish		Vietnamese		Korean		Chinese	
FY 2021/22	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %
Barber	4,115	66%	549	39%	115	82%	15	53%	3	0%
Cosmetology	7,724	69%	1,411	34%	643	77%	78	82%	88	0%
Esthetician	10,557	64%	144	38%	1,185	61%	57	68%	60	0%
Electrology	88	81%	0	N/A	0	N/A	0	N/A	0	N/A
Manicurist	2,985	59%	203	68%	3,096	73%	21	38%	44	0%
FY 2022/23	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %
Barber	5,195	36%	649	15%	102	21%	3	33%	6	17%
Cosmetology	8,976	54%	1,770	15%	646	27%	116	28%	438	23%
Esthetician	10,201	70%	203	42%	855	31%	57	56%	227	33%
Electrology	108	56%	0	N/A	0	N/A	0	N/A	0	N/A
Manicurist	3,376	72%	298	37%	3,812	40%	42	31%	143	47%
FY 2023/24	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %
Barber	6,892	46%	875	23%	134	34%	7	43%	12	25%
Cosmetology	10,444	56%	2,034	21%	985	40%	152	35%	1,508	58%
Esthetician	9,328	71%	209	36%	791	40%	89	54%	689	62%
Electrology	167	54%	0	N/A	0	N/A	0	N/A	1	100%
Manicurist	3,175	73%	357	39%	3,668	56%	29	34%	323	73%
FY 2024/25	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %	# of Candidates	Pass %
Barber	7,066	48%	1,071	25%	133	28%	12	42%	10	40%
Cosmetology	10,866	58%	2,361	21%	1,143	53%	148	48%	3,027	71%
Esthetician	8,877	68%	268	40%	660	48%	67	46%	433	70%
Electrology	201	56%	9	0%	4	25%	0	N/A	3	33%
Manicurist	3,413	75%	452	38%	3,401	63%	36	39%	266	75%

Table 8(a). Examination Data						
	Occupational Analysis					
	Barber	Cosmetologist	Electrologist	Esthetician	Manicurist	Hairstylist
Date of Last OA	June 2019	October 2017	March 2020	April 2021	May 2021	December 2022
Name of OA Developer	OPES	OPES	OPES	OPES	OPES	OPES
Target OA Date	June 2027	December 2025	June 2028	June 2029	June 2029	June 2030

24. Is the board using computer based testing? If so, for which tests? Describe how it works. Where is it available? How often are tests administered?

The Board utilizes computer based testing for all of its examinations. Once Board staff review and approve an applicant, a notification of approval is mailed. The applicant then registers with the Board's examination vendor, and they are able to select their own examination location and time. The examinations are offered at 23 locations throughout California and are offered at multiple times from Monday through Saturday.

25. Are there existing statutes that hinder the efficient and effective processing of applications and/or examinations? If so, please describe. Has the Board approved any amendments, or is the Board considering amendments to address the hindrances presented by these statutes?

There are no statutes that hinder the efficient and effective processing of applications and examinations.

26. When did the Board last conduct an occupational analysis that validated the requirement for a California-specific examination? When does the Board plan to revisit this issue? Has the Board identified any reason to update, revise, or eliminate its current California-specific examination?

The last occupation analysis for the California-specific hairstylist examination was conducted in 2022 and the next occupational analysis for this examination is scheduled for 2030. Currently the Board does not have a reason to update, revise or eliminate this California-specific examination.

School Approvals

27. Describe legal requirements regarding school approval. Who approves your schools? What role does BPPE have in approving schools? How does the board work with BPPE in the school approval process?

All barbering, cosmetology and electrology schools are required to be approved by the Board and by the BPPE. Generally, a new school applies with the Board and the BPPE at the same time. The BPPE will issue an intent to approve and provide the Board with a copy of that notice. The Board conducts a review of the application that includes the floor plan and the full curriculum. Once the Board has the BPPE's intent to approve, an inspection is the final

step to determining if the school meets the qualifications to be approved.

28.How many schools are approved by the board? How often are approved schools reviewed? Can the board remove its approval of a school?

The Board currently has 274 schools approved. The Board has no authority to review a school’s approval and there is no renewal requirement nor is there a fee to cover the costs to the Board (this is discussed further under section 10 New Issues). The Board does have authority to remove approval, however, the Board believes it needs additional authority to inspect student records for violations that may warrant action.

29.What are the board’s legal requirements regarding approval of international schools?

The Board has no legal requirement to approve international schools.

Continuing Education/Competency Requirements

30.Describe the board's continuing education/competency requirements, if any. Describe any changes made by the board since the last review.

The Board does not require continuing education.

Continuing Education			
Type	Frequency of Renewal	Number of CE Hours Required Each Cycle	Percentage of Licensees Audited
N/A	N/A	N/A	N/A

- How does the board verify CE or other competency requirements? Has the Board worked with the Department to receive primary source verification of CE completion through the Department's cloud?

The Board does not require continuing education.

- Does the board conduct CE audits of licensees? Describe the board’s policy on CE audits.

The Board does not require continuing education.

- What are consequences for failing a CE audit?

The Board does not require continuing education.

- How many CE audits were conducted in the past four fiscal years? How many fails? What is the percentage of CE failure?

The Board does not require continuing education.

- Who approves CE courses? What is the board's course approval policy?

The Board does not require continuing education.

- Who approves CE providers? If the board approves them, what is the board application review process?

The Board does not require continuing education.

- How many applications for CE providers and CE courses were received? How many were approved?

The Board does not require continuing education.

- Does the board audit CE providers? If so, describe the board's policy and process.

The Board does not require continuing education.

- Describe the board's effort, if any, to review its CE policy for purpose of moving toward performance based assessments of the licensee's continuing competence.

The Board does not require continuing education.

SECTION 4

ENFORCEMENT PROGRAM



Section 4 – Enforcement Program

31. What are the board's performance targets/expectations for its enforcement program? Is the board meeting those expectations? If not, what is the board doing to improve performance?

Measure	Target	Actual FY 2024/25
Average number of days to complete complaint intake.	10 Days	3 Days
Average number of days to complete closed cases not resulting in formal discipline.	120 Days	112 Days
Average number of days to complete cases resulting in formal discipline.	540 Days	766 Days
Average number of days from the date a probation monitor is assigned to a probationer to the date the monitor makes first contact.	15 Days	1 Day
Average number of days from the time a violation is reported to the program to the time the monitor responds.	5 Days	1 Day

The Board is meeting all performance targets except for the number of days to complete cases resulting in formal discipline. The Board averages 383 days to investigate and refer cases to the Attorney General's Office. In order to meet the target of 540 days, the Attorney General's Office only has 157 days to adjudicate the cases. The Board has implemented processes to improve efficiencies in referring cases to the Attorney General in a timelier manner. The majority of cases that are referred to the Attorney General's Office are for employing unlicensed operators and that usually consists of three inspections to verify the establishment owners are not going to come into compliance. With the implementation of the Mobile Inspection Process, the time frames between inspections will be less so the Board will be able to reduce the days to investigative the cases, which will allow more days for the Attorney General's Office to adjudicate the cases.

32. Explain trends in enforcement data and the board's efforts to address any increase in volume, timeframes, ratio of closure to pending cases, or other challenges. What are the performance barriers? What improvement plans are in place? What has the board done and what is the board going to do to address these issues, i.e., process efficiencies, regulations, BCP, legislation?

During this reporting period, the Board has seen an increase in complaints received of about 12% per year. The Board has managed this workload by redirecting staff. In January of 2024, the Board managers began giving weekly case assignments to enforcement staff to keep them focused on keeping the cases worked timely. The average days for processing cases spiked in FY 23/24 due to enforcement staff focusing on working their oldest cases. FY 24/25

processing times are lower than FY 23/24 and the Board is meeting performance measures.

Due to staffing issues in the Cite and Fine Unit in FY 23/24, the Board did not issue citations as timely as in FY 21/22 and FY 22/23. By the end of FY 24/25, the Board was fully staffed and worked through the backlog. Staff learned how to process the inspection records from the new Mobile Inspection Process and as of August 29, 2025, the backlog is cleared, and the Board is issuing citations within 3 days of the inspection.

Table 9. Enforcement Statistics				
	FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/25
COMPLAINTS				
Intake				
Received	4,514	5,158	5,639	6,269
Closed without Referral for Investigation*	0	2	2	1,135
Referred to INV	4,559	5,135	5,642	5,082
Pending (close of FY)	25	46	43	121
Conviction / Arrest				
CONV Received	12	9	10	12
CONV Closed Without Referral for Investigation*	0	0	0	1
CONV Referred to INV	12	9	10	11
CONV Pending (close of FY)	0	0	0	0
Source of Complaint ⁷				
Public	1,277	1,453	1,561	1,619
Licensee/Professional Groups	19	9	1	0
Governmental Agencies	15	30	6	1
Internal	671	443	315	816
Other	17	26	7	1
Anonymous	2,527	3,210	3,759	3,844
Average Time to Refer for Investigation (from receipt of complaint / conviction to referral for investigation)	3	4	3	2
Average Time to Closure (from receipt of complaint / conviction to closure at intake)	N/A	5	1	3
Average Time at Intake (from receipt of complaint / conviction to closure or referral for investigation)	3	4	4	2
INVESTIGATION				
Desk Investigations				
Opened	4,567	5,138	5,637	5,089
Closed	4,669	4,197	6,490	4,731
Average days to close (from assignment to investigation closure)	64	58	90	63
Pending (close of FY)	711	1,651	827	1,202
Non-Sworn Investigation				

Opened	1,379	1,848	1,854	1,452
Closed	1,234	1,623	2,093	1,567
Average days to close (from assignment to investigation closure)	160	145	164	147
Pending (close of FY)	643	864	639	532
Sworn Investigation				
Opened	14	43	30	13
Closed	9	40	21	26
Average days to close (from assignment to investigation closure)	190	155	251	230
Pending (close of FY)	9	9	26	13
All investigations ⁸				
Opened	5,960	7,850	7,521	6,554
Closed	5,912	4,138	6,796	6,324
Average days for all investigation outcomes (from start investigation to investigation closure or referral for prosecution)	112	121	149	114
Average days for investigation closures (from start investigation to investigation closure)	112	119	142	112
Average days for investigation when referring for prosecution (from start investigation to referral for prosecution)	455	480	512	379
Average days from receipt of complaint to investigation closure	114	123	151	116
Pending (close of FY)	1,342	2,492	1,449	1,629
CITATION AND FINE				
Citations Issued	6,451	7,271	5,805	7,485
Average Days to Complete (from complaint receipt / inspection conducted to citation issued)	38	43	65	65
Amount of Fines Assessed	\$3,159,826	\$3,329,293	\$2,810,575	\$3,977,796
Amount of Fines Reduced, Withdrawn, Dismissed	\$341,375	\$599,015	\$476,570	\$768,114
Amount Collected	\$1,773,920	\$2,278,985	\$1,876,142	\$2,354,630
CRIMINAL ACTION				
Referred for Criminal Prosecution	0	1	6	0
ACCUSATION				
Accusations Filed	20	46	51	108
Accusations Declined	0	0	0	0
Accusations Withdrawn	1	0	1	5
Accusations Dismissed	0	2	0	2
Average Days from Referral to Accusations Filed (from AG referral to Accusation filed)	151	121	173	117

INTERIM ACTION				
ISO & TRO Issued	0	0	0	0
PC 23 Orders Issued	1	3	3	3
Other Suspension/Restriction Orders Issued	0	0	0	0
Referred for Diversion	0	0	0	0
Petition to Compel Examination Ordered	0	0	0	0
DISCIPLINE				
AG Cases Initiated (cases referred to the AG in that year)	29	73	78	121
AG Cases Pending Pre-Accusation (close of FY)	11	32	34	24
AG Cases Pending Post-Accusation (close of FY)	30	49	44	79
DISCIPLINARY OUTCOMES				
Revocation	9	8	28	41
Surrender	4	2	3	12
Suspension only	3	0	0	0
Probation with Suspension	21	12	12	29
Probation only	3	3	2	14
Public Reprimand / Public Reproval / Public Letter of Reprimand	0	0	1	1
Other	0	0	1	0
DISCIPLINARY ACTIONS				
Proposed Decision	4	2	4	9
Default Decision	6	7	25	20
Stipulations	7	16	17	35
Average Days to Complete After Accusation (from Accusation filed to imposing formal discipline)	337	570	297	222
Average Days from Closure of Investigation to Imposing Formal Discipline	504	712	356	355
Average Days to Impose Discipline (from complaint receipt to imposing formal discipline)	820	1,173	908	844
PROBATION				
Probations Completed	19	27	50	30
Probationers Pending (close of FY)	144	133	106	115
Probationers Tolled *	30	35	28	23
Petitions to Revoke Probation / Accusation and Petition to Revoke Probation Filed	0	1	6	11
SUBSEQUENT DISCIPLINE⁹				
Probations Revoked	0	0	0	5
Probationers License Surrendered	1	1	0	4
Additional Probation Only	0	0	0	0

Suspension Only Added	0	0	0	0
Other Conditions Added Only	0	0	0	0
Other Probation Outcome	0	0	0	0
SUBSTANCE ABUSING LICENSEES **				
Probationers Subject to Drug Testing	N/A	N/A	N/A	N/A
Drug Tests Ordered	N/A	N/A	N/A	N/A
Positive Drug Tests	N/A	N/A	N/A	N/A
PETITIONS				
Petition for Termination or Modification Granted	0	0	0	0
Petition for Termination or Modification Denied	0	0	0	0
Petition for Reinstatement Granted	0	1	1	5
Petition for Reinstatement Denied	0	2	0	3
DIVERSION **				
New Participants	N/A	N/A	N/A	N/A
Successful Completions	N/A	N/A	N/A	N/A
Participants (close of FY)	N/A	N/A	N/A	N/A
Terminations	N/A	N/A	N/A	N/A
Terminations for Public Threat	N/A	N/A	N/A	N/A
Drug Tests Ordered	N/A	N/A	N/A	N/A
Positive Drug Tests	N/A	N/A	N/A	N/A

Table 10. Enforcement Aging						
	FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/25	Cases Closed	Average %
Investigations (Average %)						
Closed Within:						
90 Days	2,983	2,340	3,304	3,047	11,674	58%
91 - 180 Days	683	704	1,497	979	3,863	19%
181 - 1 Year	472	660	1,292	546	2,970	15%
1 - 2 Years	323	227	545	257	1,352	7%
2 - 3 Years	79	53	72	62	266	1%
Over 3 Years	5	8	31	14	58	.2%
Total Investigation Cases Closed	4,545	3,992	6,741	4,905	20,183	
Attorney General Cases (Average %)						
Closed Within:						
0 - 1 Year	5	4	5	12	26	15%
1 - 2 Years	5	7	9	17	38	22%
2 - 3 Years	15	4	14	30	63	36%
3 - 4 Years	6	3	12	14	35	20%
Over 4 Years	3	1	2	5	11	7%
Total Attorney General Cases Closed	34	19	42	78	173	

33. What do overall statistics show as to increases or decreases in disciplinary action since last review?

The Board has seen an increase year over year in the number of cases referred to the Attorney General's Office resulting in an increase of accusations filed and discipline imposed. The number of days to impose discipline has decreased because the Board is working the cases more efficiently.

During Fiscal Year (FY) 2023/24, the Board's probation monitor diligently worked the probation cases and was able to either get the probationers into compliance or file petitions to revoke probation for those that would not comply. In FY 2024/25, the Board revoked the licenses of 5 probationers and 4 probationers surrendered their licenses.

The Board has seen an increase in petitions for license reinstatements during the last year and a half and has heard 8 reinstatement cases. Of those 5 licenses were reinstated and 3 petitions were denied.

34. How are cases prioritized? What is the board's complaint prioritization policy?

Complaints are prioritized according to the most egregious violation alleged in the complaint. Consumer harm, gross negligence and incompetence, or similar violations, are considered the highest priority. The highest priority cases are distributed amongst the Board's Special Investigators who can process the complaint, interview complainants and licensees, conduct inspections, and request expert opinions, if necessary. Complaints alleging health and safety or unlicensed activity violations are considered a high priority and are worked by Enforcement Analysts with inspections conducted by Board Inspectors. Cases that are opened as the result of random inspections where egregious health and safety violations or unlicensed activity were found are also considered high priority cases.

- Please provide a brief summary of the Board's formal disciplinary process.

The Board files a Statement of Issues or an Accusation and requests administrative hearings for cases involving criminal convictions, cheaters, consumer harm, bribery, and inspector assault. The Board files Accusations and attempts to stipulate settlement terms with establishment owners who are employing unlicensed operators or who have repeated health and safety violations. The settlement terms consist of probation, cost recovery, and in some cases remedial education. These probationary terms allow the Board to conduct regular inspections to ensure compliance with the Board's statutes and regulations and probationers that do not comply with the probationary terms or the Board's statutes and regulations are sent to the Attorney General's Office for subsequent discipline.

35. Are there mandatory reporting requirements? For example, requiring local officials or organizations, or other professionals to report violations, or for civil courts to report to the board actions taken against a licensee. Are there problems with the board receiving the required reports? If so, what could be done to correct the problems?

The Board has no mandatory reporting requirements.

- What is the dollar threshold for settlement reports received by the board?

N/A

- What is the average dollar amount of settlements reported to the board?

N/A

36. Describe settlements the board, and Office of the Attorney General on behalf of the board, enter into with licensees.

At the time an accusation is filed the Board provides the Attorney General's office with proposed settlement terms. Cases with allegations of egregious consumer harm, cases initiated as the result of an examination candidate cheating, and applicants with criminal convictions such as sexual assaults or violent crimes, are not offered settlement terms.

- What is the number of cases, pre-accusation, that the board settled for the past four years, compared to the number that resulted in a hearing?

The Board does not settle cases pre-accusation.

- What is the number of cases, post-accusation, that the board settled for the past four years, compared to the number that resulted in a hearing?

Over the past four years, the Board settled 75 cases and 19 cases resulted in a hearing.

- What is the overall percentage of cases for the past four years that have been settled rather than resulted in a hearing?

Over the past four years, 80 percent of cases were settled, and 20 percent of cases resulted in a hearing.

37. Does the board operate with a statute of limitations? If so, please describe and provide citation. If so, how many cases have been lost due to statute of limitations? If not, what is the board's policy on statute of limitations?

The Board does not operate with a statute of limitations.

38. Describe the board's efforts to address unlicensed activity and the underground economy.

Unlicensed activity violations are considered a high priority by the DCA and the Board. As a result of an inspection, owners who are operating unlicensed establishments and owners who employ unlicensed individuals are fined up to \$1,000.00. Each unlicensed individual is also cited and fined up to \$1,000.00. Cases involving establishment owners who have personal licenses who have been repeatedly cited for operating an unlicensed establishment or employing unlicensed operators are forwarded to the Attorney General's Office to have their license(s) disciplined. Discipline may include license suspension, probation, and/or revocation.

Since the COVID 19 pandemic, services provided in unlicensed homes by unlicensed individuals and advertised on social media have increased. For these cases, the analysts reach out to the operators via social media and work with local business licensing entities to get the operators in compliance or shut down the business. Board analysts have developed good working relationships with many local business licensing entities and in many cases have worked together to gain compliance.

To decrease the number of establishment owners cited for operating unlicensed establishments, the Board's Enforcement Analysts work with the establishment owners to bring them into compliance. This education-based approach began in the Spring of 2014 and continues to bring establishment owners into compliance before inspections are conducted and reduces the instances of resistance when inspections are conducted for those that have become licensed. In cases where the owner is not complying Board, Enforcement Analysts reach out to local business licensing or code enforcement entities to determine if they are properly licensed and if not, a complaint is filed with those entities. As mentioned before the Board has established working relationships with local business licensing entities throughout the state.

The Board uses many tools to enforce licensing statutes and regulations, but if the establishment owner does not come into compliance by licensing the establishment and hiring licensed operators, the Board does not have licenses to discipline. If there are no licenses to discipline, the Board must rely on the local District Attorney's (DA) offices to cite and prosecute unlicensed owners and operators. Unfortunately, DA's offices have higher profile cases that take up their resources and unlicensed activity cases do not result in an impact that may persuade owners to comply.

Cite and Fine

39. Discuss the extent to which the board utilizes cite and fine authority. Discuss any changes from last review and describe the last time regulations were updated and any changes that were made. Has the board increased its maximum fines to the \$5,000 statutory limit? Does the board have authority to issue fines greater than \$5,000? If so, under what circumstances?

The Board relies heavily on its cite and fine program to correct and prevent violations. The Board issues an average of 6,700 citations on an annual basis. Business and Professions Code (BPC) 7406 gives the Board authority to assess administrative fines for violations of any section of Chapter 10 of Division 3 or the violation of any rules and regulations adopted by the Board.

BPC § 7407 directs the Board to establish by regulation a schedule of administrative fines violations of this chapter. In January 2022, this statute was updated to indicate that the schedule of administrative fines for violations of this chapter shall be based on those "that impact consumer safety" and that the schedule shall indicate whether the violation can be corrected.

The Board's committees (Enforcement and Inspection and Health and Safety) have been discussing the fine amount for violations for the last several years. Proposed regulations are being presented to the full Board in November 2025 with final recommendations for updating the administrative fine schedule.

The Board has internal practices to review each inspection report and determine if the violation found is egregious or if a citation without a fine is warranted. This includes a review of the establishment and licensee's history to determine if the violations are being repeated on a regular basis as well as a review of the severity of each violation.

BPC § 7407.1 directs the Board to determine by regulation when a fine shall be assessed to both the holder of the establishment license and the individual licensee or only assess the fine to the establishment owner or the individual licensee.

In January of 2024, SB 384 added BPC § 7407.1(b)(1) and (b)(2) which directs the Board to establish by regulation a board-offered remedial education program in lieu of a first offense of a health and safety violation. The Board is in the process of implementing this and is seeking statutory clean-up language (see section 10).

The Board has not increased its maximum fines to the \$5,000.00 statutory limit.

The Board does not have the authority to issue fines greater than \$5,000.00.

40. How is cite and fine used? What types of violations are the basis for citation and fine?

As previously noted, the Board relies heavily on its cite and fine process to correct and prevent violations. To ensure compliance with the Board's health and safety and licensing

statutes and regulations, random and directed inspections of establishments are conducted. Administrative fines are assessed for violations of the Board's statutes and regulations on a sliding scale. Fines amounts are based on the number of times the same violation has been cited within the last 5 years.

Based on a review of the evidence found during the inspections, fines are assessed for violations that impact consumer safety.

41. How many informal office conferences, Disciplinary Review Committees reviews and/or Administrative Procedure Act appeals of a citation or fine in the last 4 fiscal years?

The Board's Disciplinary Review Committee heard 903 citation appeals in the last 4 fiscal years.

42. What are the five most common violations for which citations are issued?

Over the last four fiscal years, the most common violations for which citations are issued are:

- CCR § 979 Disinfecting Non-Electrical Tools and Equipment,
Example: May include when an inspector observes the use of a dirty tool on a client. Using dirty tools allows for the spread of parasites and fungal infections (such as lice and ringworm).
- CCR § 981 (a) No Disposal of Non-Disinfected Items
Example: Re-using wax stick or a nail buffer on multiple people. Using a dirty item that cannot be disinfected can lead to the spread of bacteria and cause an infection.
- CCR § 986 Neck Dusters/Brushes Not Clean or Sanitary
Example: When a tool is visibly dirty. Using a neck brush that is not clean can spread parasites, fungus and bacteria causing harm to the consumer.
- CCR § 988 Liquids, Creams, Powders, and Cosmetics Not in Clean and/or Labeled Containers
Example: May include a wax pot that is found to be in a dirty condition. A dirty wax pot can create a breeding ground for bacteria. This bacterium can spread to multiple consumers causing harm.
- CCR § 965 Display of Licenses
Example: The license is not displayed so that the consumer can view it. This results in the consumer not being able to identify the licensee.

43. What is average fine pre- and post- appeal?

Disciplinary Review Committee decisions with effective dates during the last four fiscal years had a pre-appeal average fine of \$939.00 and the post-appeal average was \$698.00.

44. Describe the board's use of Franchise Tax Board intercepts to collect outstanding fines. If the board does not use Franchise Tax Board intercepts, describe the rationale behind that decision and steps the board has taken to increase its collection rate.

The Board sends request for payment notices for outstanding fine balances at 30-day intervals starting 30 days from the citation due date. If the balance is not paid 30 days after the third notice is sent and the Board a social security number for the respondent, then the citation is referred to the Franchise Tax Board intercept program via the Department of Consumer Affairs Accounts Receivables Unit. The Board has sent 2,158 records to the Franchise Tax Board for collection over the past four fiscal years.

Cost Recovery and Restitution

45. Describe the board's efforts to obtain cost recovery. Discuss any changes from the last review.

The Board requests full recovery of Attorney General's (AG) Office costs and any Department of Consumer Affairs Division of Investigation costs when the accusation is sent to the AG's Office for filing. Administrative Law Judges may impose cost recovery amounts that are less than the costs the Board submitted, so the Board is not always able to recover all costs for cases that result in a hearing. When negotiating settlement terms with respondents, the Board only reduces cost recovery amounts as a last resort. Cost recovery ordered with a license revocation or stipulated surrender is usually ordered to be paid upon a successful petition for reinstatement.

46. How many and how much is ordered by the board for revocations, surrenders and probationers? How much do you believe is uncollectable? Explain.

The Board believes that \$156,269 ordered for probationers is collectable. The \$318,235 ordered for revocations and surrenders is uncollectable. This amount is uncollectable unless the respondent petitions to reinstate their license(s). The Board sends request for payment notices for costs that are ordered that are not based on reinstatement of licenses and if the respondent does not comply with those requests the Board sends the outstanding balance to the Franchise Tax Board.

47. Are there cases for which the board does not seek cost recovery? Why?

The Board does not seek cost recovery in a statement of issues against an applicant, petitions to revoke probation, public reprovals, or default decisions, as it does not have the authority to do so. Although cost recovery may be ordered in surrender and revocation cases, the majority of this cost recovery will not be collected until the Board grants a petition for reinstatement of the license. The Board also does not seek cost recovery for petitions for reinstatement or to modify or terminate probation. A decision granting a petition for reinstatement or to terminate probation would include a provision for the petitioner to satisfy all cost reimbursement orders in the underlying disciplinary order.

48. Describe the board's use of Franchise Tax Board intercepts to collect cost recovery. If the board does not use Franchise Tax Board intercepts, describe methods the board uses to collect cost recovery.

During this reporting period, the Board referred 26 cost recovery cases to the Franchise Tax Board.

The Board's probation monitor works with probationers to develop a payment plan so cost recovery is paid 6 months prior to the end of the probation term. If the probationers are not complying with the payment plan probation violation notices are sent to the probationer. If the probationer does not come into compliance, the case is referred to the Attorney General's Office for subsequent discipline. The probation monitor also sends the three required request for payment notices. If the probationer does not comply with the request for payment notices the outstanding balance is referred to the Franchise Tax Board for collection.

Table 11. Cost Recovery¹⁰					(list dollars in thousands)
	FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/25	
Total Enforcement Expenditures	\$906	\$333	\$661	\$764	
Potential Cases for Recovery *	15	18	48	88	
Cases Recovery Ordered	9	15	20	44	
Amount of Cost Recovery Ordered	\$50	\$77	\$106	\$292	
Amount Collected	\$32	\$66	\$143	\$108	
* "Potential Cases for Recovery" are those cases in which disciplinary action has been taken based on violation of the license practice act.					

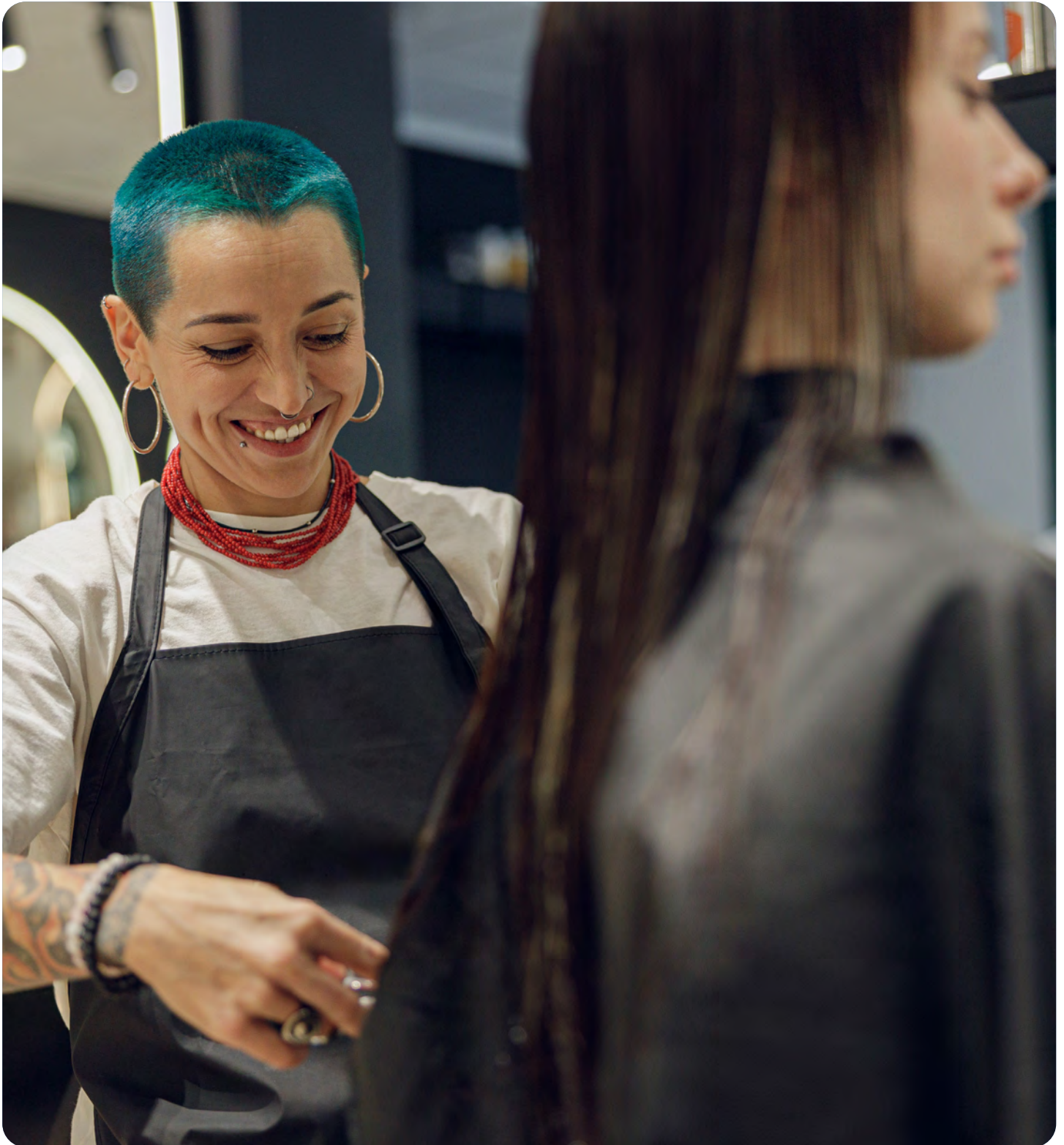
49. Describe the board's efforts to obtain restitution for individual consumers, any formal or informal board restitution policy, and the types of restitution that the board attempts to collect, i.e., monetary, services, etc. Describe the situation in which the board may seek restitution from the licensee to a harmed consumer.

The Board may consider seeking restitution for the complainant as part of a proposed decision or stipulated agreement which contains probation terms (Government Code Section 11519). The Board may impose a probation term requiring restitution if it is appropriate to the nature and circumstances of the particular violation. Restitution can be ordered in consumer harm cases involving the practice of medicine, use of metal instruments, illegal instrument methods, or incompetent/gross negligence when providing services. Evidence relating to the amount of restitution is introduced at the administrative hearing or provided during settlement negotiations. Failure to pay restitution is considered a violation of probation and can result in further discipline or license revocation. To date, the Board has not requested restitution in any case.

Table 12. Restitution (list dollars in thousands)				
	FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/25
Amount Ordered	\$0	\$0	\$0	\$0
Amount Collected	\$0	\$0	\$0	\$0

SECTION 5

PUBLIC INFORMATION POLICIES



Section 5 – Public Information Policies

50. How does the board use the internet to keep the public informed of board activities? Does the board post board-meeting materials online? When are they posted? How long do they remain on the board's website? When are draft-meeting minutes posted online? When does the board post final meeting minutes? How long do meeting minutes remain available online?

The Board uses the internet to provide information to the public by updating the website regularly and posting information regarding all Board meetings.

The Board has significantly increased its social media presence over the last several years. The Board has 23,000 followers on Facebook and 14,000 followers on Instagram. On September 3, 2024, the Board launched a separate Facebook page for the Vietnamese community and on August 1, 2025, a new page was launched in Spanish. The Board posts information directed to consumers as well as information to licensees.

Board meeting materials are posted online on our website approximately one week prior to the Board meeting. The Board has Board meeting materials on our website that date back to January 2015.

The Board does not post draft minutes, however, minutes are approved at the next scheduled meeting and, once approved, are posted to the website. The Board has Board meeting minutes posted on our website that date back to January 2015.

51. Does the board webcast its meetings? What is the board's plan to webcast future board and committee meetings? How long will archived webcast meetings remain available online?

The Board webcasts all Board meetings. These webcasts are available for view via links on the website and date back to July 2016. There is no current plan to remove the webcasts. The Board plans to continue to webcast all meetings indefinitely.

52. Does the board establish an annual meeting calendar and post it on the board's website?

The Board reviews the annual calendar during the last Board Meeting each year. The Board meeting dates and locations (region) are posted on the website in January of each year.

53. Is the board's complaint disclosure policy consistent with DCA's *Recommended Minimum Standards for Consumer Complaint Disclosure*?

- Does the board post accusations and disciplinary actions consistent with BPC § 27, if applicable?

The Board follows the complaint disclosure policies of the DCA. The Board posts accusations and disciplinary actions consistent with BPC section 27.

- Does the board post complaint data on its website? If so, please provide a brief description of each data point reported on the website along with any statutory or regulatory authorization.

The Board posts Enforcement Statics on its website by fiscal year, which include:

- Complaints Received
- Referred for Investigation
- Cases Referred to the AG
- Disciplinary Findings (Accusations filed, Statement of Issues filed)
- Accusation and Statement of Issues Withdrawals or Dismissals
- Disciplinary Outcomes
- Decisions by Violation Type

The Board provides the following information to the public regarding its licensees and permit holders:

- Licensee's name;
- Address of record; (establishments only)
- License status;
- License type;
- Issue date;
- Expiration date;
- Certification; and,
- Disciplinary/enforcement actions.

54. What information does the board provide to the public regarding its licensees (i.e., education completed, awards, certificates, certification, specialty areas, disciplinary action, etc.)?

The Board provides information through the BreEZe database regarding licenses and permits issued by the Board, including formal disciplinary action taken and the current status of the license or permit, but does not include any awards, certificates, or education information.

55. What methods does the board use to provide consumer outreach and education?

The Board maintains a strong social media presence, with 23,000 followers on Facebook and 14,000 on Instagram. It posts weekly to educate consumers on how to stay safe when receiving services. These posts include reminders to verify that service providers are licensed, where to find the license on display, and what to expect during services.

To expand its outreach, the Board launched a dedicated Facebook page for the Vietnamese community on September 3, 2024, and another in Spanish on August 1, 2025. Translating posts into Vietnamese and Spanish has allowed the Board to better reach and engage with consumers who are proficient in those languages.

Outreach Events

The Board also participates in various outreach events. Highlights of the outreach program include:

- Participation in wellness fairs, town hall meetings, conventions, and seminars to educate the public on health and safety issues
- Booths at trade shows throughout California, such as Face and Body Spa and Expo, NailPro, and the International Salon & Spa Expo
- Visits to beauty colleges across the state to familiarize students with Board regulations and foster professional development
- Engagements at high schools and colleges to inform students about careers in barbering and cosmetology, as well as opportunities with the State

During the COVID-19 pandemic, in-person outreach was limited. However, the Board adapted by participating in virtual events in collaboration with organizations such as:

- Barbicide
- Beauty Go
- Professional Beauty Federation of California
- PSI Exams
- California Senior Legislature
- The Los Angeles Department of Public Health
- The Professional Beauty Association
- Viet Nails TV

Consumer Publications

The Board produces and distributes a variety of publications, which are also available for download on its website. These materials are offered in Korean, Spanish, Vietnamese, and Simplified Chinese.

- Consumer Fact Sheets
 - Chemical Hair Services
 - Complaint Process
 - Infection Control in the Salon
 - In-Home Services
 - Medical Spas
 - Skin Tags/Mole removal
 - Whirlpool Foot Spa Safety
- Consumer Publications
 - About the Board
 - Barbering
 - Barbers Scope of Practice
 - Chemical Exfoliation Safety Tips
 - Cosmetology
 - Cosmetologists Scope of Practice
 - Electrology
 - Esthetics
 - Estheticians Scope of Practice
 - Eyelash Extensions Safety Tips
 - Hairstylists Scope of Practice
 - Manicuring
 - Manicurist Scope of Practice
 - Pedicure Safety Tips
 - Waxing Safety Tips

Industry Bulletins

Industry bulletins that provide the Board's official position on various topics are posted on the website. The bulletins are divided up by license type to aid in easy access and are available in Korean, Spanish, Vietnamese, and Simplified Chinese. The Board currently offers bulletins on the following subjects:

- Cosmetology
 - Ear Candling/Coning
 - Eyelash-Eyebrow Services
 - Eyelash and Eyebrow Tinting
 - Headspas

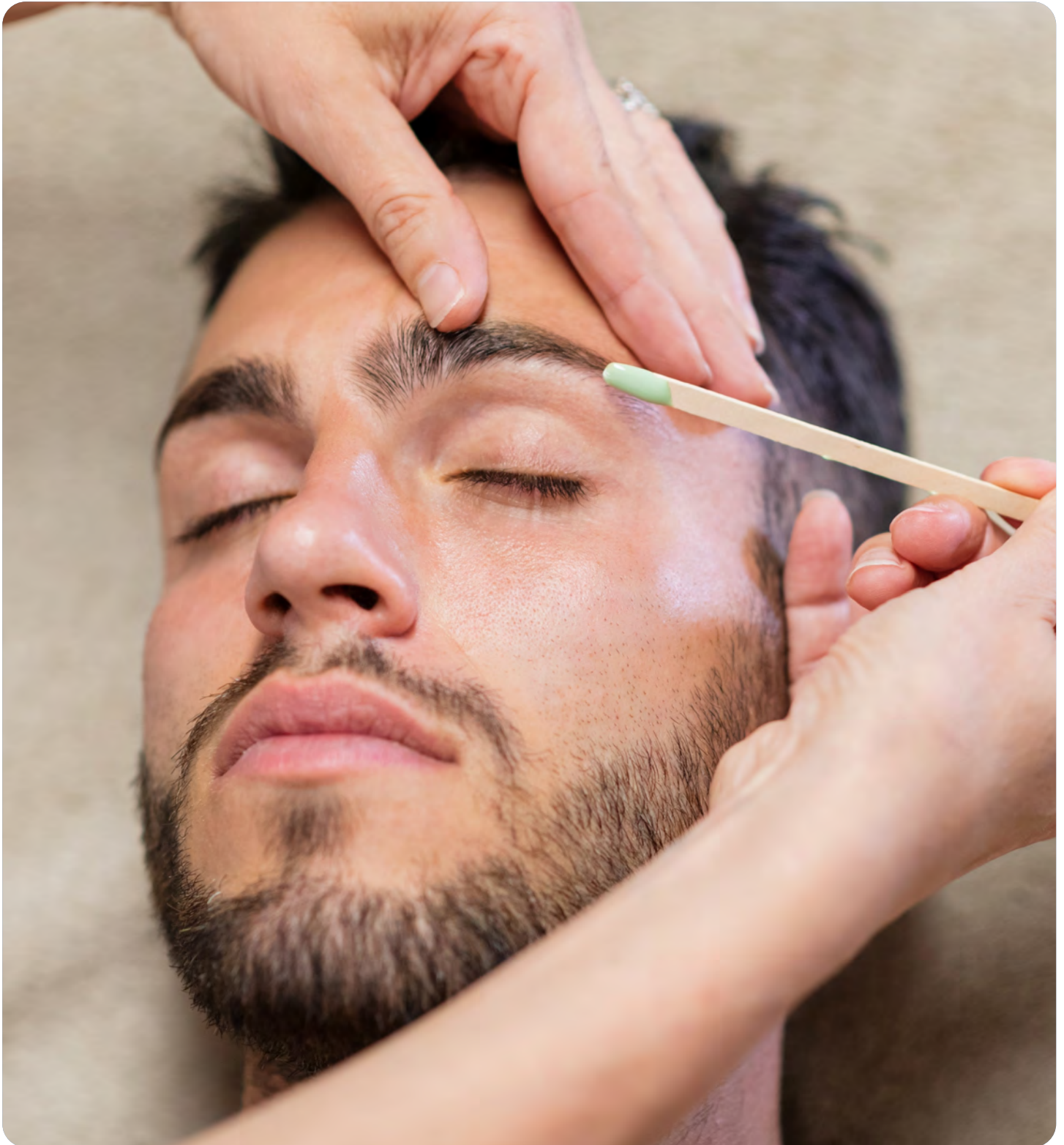
- Establishments
 - Disinfecting and Storing Client-Owned Tools
 - Establishment Owner Responsibility
 - Interference and Refusal of Inspection
 - Licensee in Charge
 - Nursing/Rehabilitation Homes
 - Salon Suites
 - Unlicensed Mobile Activity
- Esthetics
 - Dermaplaning
 - Electrical Muscle Stimulators
 - Eyelash-Eyebrow Services
 - Eyelash and Eyebrow Tinting
 - Fibroblast
 - Hyaluron Pen
 - Lasers
 - Lash and Brow Perming
 - LED
 - Microblading
 - Micro Needling/Derma Rolling
 - Needles Are Prohibited
 - Skin Care Machines/Devices
- Manicuring
 - Callus Removal
 - Detox Foot Spas
 - Disinfecting Nail Files
 - Fish Pedicures
 - Methyl Methacrylate Monomer (MMA)
 - Use of Ultra Violet Sterilizer Units

Newsletter

Additionally, the Board publishes a quarterly newsletter, "The BarberCosmo Update" that is distributed to all interested parties. Topics often include what consumers should know before, during, and after a service, new products or services they should be aware of, and how to verify a license.

SECTION 6

ONLINE PRACTICE ISSUES



Section 6 – Online Practice Issues

56. Discuss the prevalence of online practice and whether there are issues with unlicensed activity.

- How does the board regulate online/internet practice?
- How does the board regulate online/internet business practices outside of California?
- Does the Board need statutory authority or statutory clarification to more effectively regulate online practice, if applicable?

While barbering and cosmetology services cannot be offered on-line, there is a substantial number of services advertised on-line. The Board established a process in 2020, where staff work directly with local business licensing entities to address services that are offered outside of a licensed establishment and are often offered at an individual's home.

These services have been found to be offered from both unlicensed and licensed individuals. The Board has confirmed consumer harm has taken place in these situations. In one instance an individual received a serious infection from a manicure received in someone's home.

The Board has received cooperation from many local business licensing entities to address these concerns. Many local business licensing entities have certain ordinances where a business is not allowed to be in operation at a residence or chemicals (often used in this industry) are not allowed to be disposed via residential drains.

The Board does not have any issues with on-line practice for out of state businesses nor is there a need for any statutory changes to address this issue.

SECTION 7

WORKFORCE DEVELOPMENT AND JOB CREATION



Section 7 – Workforce Development and Job Creation

57. What actions has the board taken in terms of workforce development?

During the Board's last sunset review, significant changes were made to reduce barriers to entry of the professions, including reducing the number of required educational hours as well as eliminating the practical exam. This has shown an increase in the number of licenses issued by 14% from pre-pandemic numbers to 2022, the first year the practical exam was not required.

58. Describe any assessment the board has conducted on the impact of licensing delays.

The Board's processing times for examination applications is lower than it has ever been at 3-4 weeks. Often, applications are processed within days of receipt. Re-examination applications are often processed in 2-3 days. Regardless, the Board always looks for process improvements and discusses options on a regular basis.

59. Describe the board's efforts to work with schools to inform potential licensees of the licensing requirements and licensing process.

The Board's main contact with students in school are the industry trade shows. These trade shows are open to licensees and students and the promoters regularly provide the Board with an exhibitor booth at no cost. These shows are promoted to California barbering and cosmetology students and many come to the Board's booth and engage with staff. In addition, the Board offers to speak to students at schools. This allows Board representatives to explain the importance of health and safety in the industry to students prior to them entering the industry.

60. Describe any barriers to licensure and/or employment the board believes exist.

One barrier to entry and employment that exists is the low passage rates on the examination for candidates who received education via the apprenticeship program. As discussed in detail under Section 10, Question 3 as well as in Attachment E, there are various concerns with the operation of the apprentice program. As a result, individuals are enrolling in the program but are not being successful in passing the examination. The low passage rates for the program are a direct indicator that this is creating a barrier to employment. The Board has made several recommendations on how we believe the program can be strengthened.

61. Provide any workforce development data collected by the board, such as:

- a. Workforce Shortages
- b. Successful Training Programs

The Board does not collect data on workforce shortages or successful training programs.

62. What actions has the board taken to help reduce or eliminate inequities experienced by vulnerable communities, including low- and moderate-income communities, communities of color, and other marginalized communities, or otherwise avoid harming those communities?

The Board takes a progressive stance in ensuring that diversity, equity and inclusion (DEI) serve as the foundation for all its activities. Language access continues to be a top priority for the Board. The Board developed in-house training that is mandatory for all staff and conducted on an annual basis. In addition, the Board's monthly internal newsletter contains a DEI section that provides new ways to promote and encourage diversity, equity and inclusion.

Aside from training for staff, the Board provides all examinations in English, Vietnamese, Spanish, Korean and Simplified Chinese. Any applicant who does not speak one of those languages can bring their own interpreter to the examination (at no extra cost to the applicant). The Board also provides certified interpreters for any informal disciplinary review hearing at no cost to the appellant.

The Board's website and all publications are translated into Vietnamese, Spanish and Korean and Simplified Chinese is in process.

The Board also utilizes three separate Facebook pages to provide information to both consumers and licensees. These Facebook pages are in English, Spanish and Vietnamese.

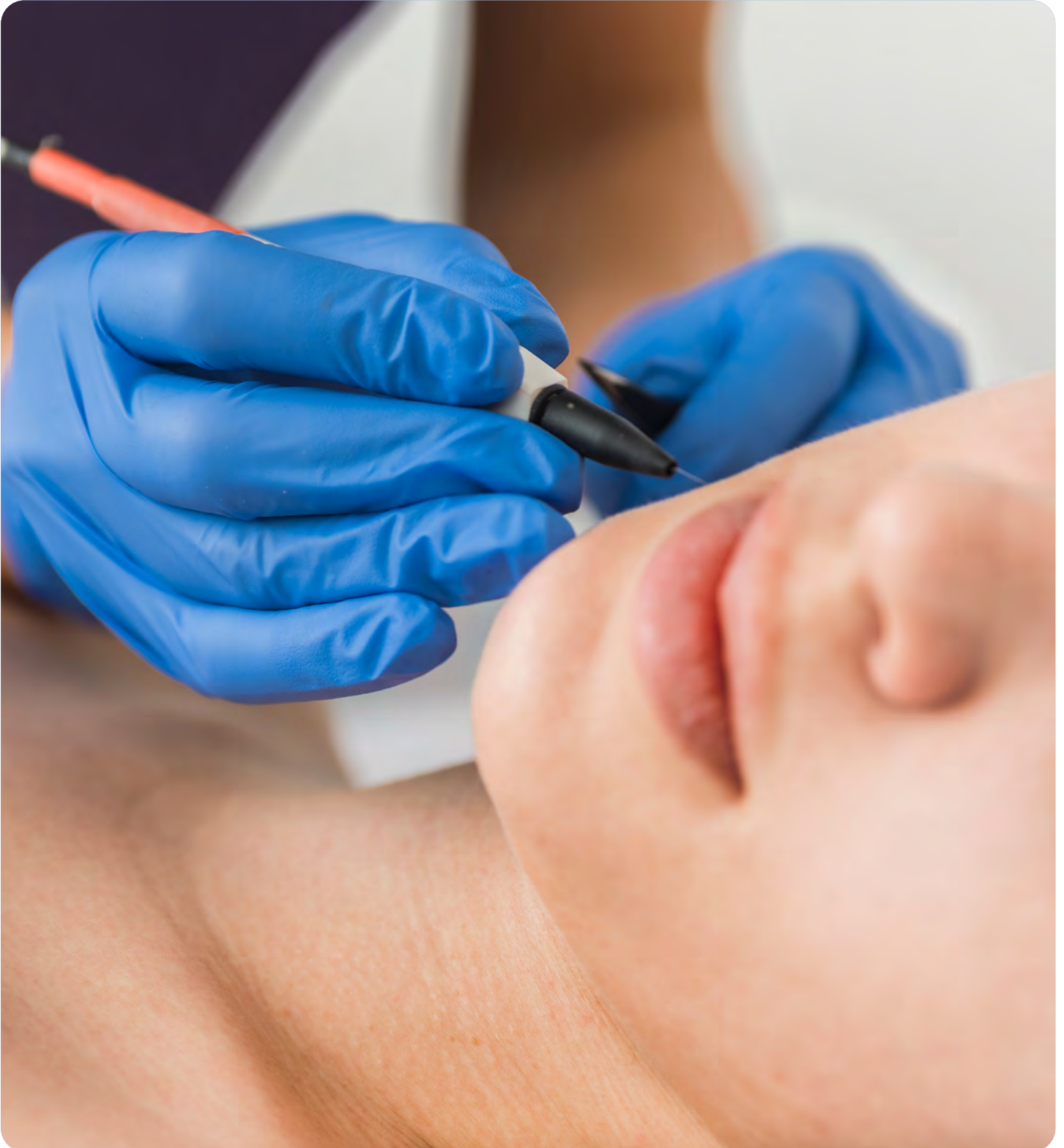
In addition, the Board partners with other entities to provide education and information to consumers and potential licensees. In 2023/2024, the Board attended three events with the Consulate General of Mexico to provide information on staying safe when receiving services and information on becoming a licensee.

In April 2023, the Board established its Diversity, Equity and Inclusion Committee. The committee first conducted a survey of licensees to determine which underrepresented communities are prevalent in the license population and to ask for improvements that they believed the Board could make to improve DEI in the industry. The Board received over 2,000 responses and of note were the fact that 85% identify as female, 22% describe themselves as Hispanic or Latino, 12% identify as Asian Pacific Islander and 15% have a disability. The Board uses these findings to further enhance communication efforts and ensure all communities are included.

The DEI committee then developed information to be placed on the Board's website to highlight information on "What can you do?" and provides suggestions to help clients feel welcome. The website also offers videos that focus on DEI and various links to organizations that provide information on DEI.

SECTION 8

CURRENT ISSUES



63. Describe how the board is participating in development of online application and payment capability and any other secondary IT issues affecting the board.

- Is the board utilizing BreEZe? What Release was the board included in? What is the status of the board's change requests?

The Board was in release 1 for implementing BreEZe, which was in October 2013. The Board currently has 23 change requests that are in process. Each year, the Board has about 50 change requests that are implemented for BreEZe. We are always looking for ways to improve our processes, so we continue to submit change requests.

- If the board is not utilizing BreEZe, what is the board's plan for future IT needs? What discussions has the board had with DCA about IT needs and options? Is the board currently using a bridge or workaround system?

N/A

SECTION 9

BOARD ACTION AND RESPONSE TO PRIOR SUNSET ISSUES



Section 9 – Board Action and Response to Prior Sunset Issues

Include the following:

- Background information concerning the issue as it pertains to the Board.
- Short discussion of recommendations made by the Committees during prior sunset review.
- What action the Board took in response to the recommendation or findings made under prior sunset review.
- Any recommendations the Board has for dealing with the issue, if appropriate.

1. (BOARD COMPOSITION) Does BBC's composition need to be updated?

Committee Staff Recommendation: The Committees should work with the BBC and the appointing authorities to determine how to best ensure diversity in perspective and broad representation among professional members appropriately reflect the beautification services industry.

Update: As a result of the Board's last sunset review, changes were made to the Board's composition which stated that each of the licensing categories under the Board shall have a designated seat. The Board currently has a member that represents cosmetologists, barbers, electrologists, estheticians, and manicurists. The Board currently has one vacant industry position for an establishment owner. This composition of the Board has been extremely beneficial as each member is able to provide their unique industry perspective to protect consumers.

2. (REGULATIONS) As an entity within the DCA organization, BBC is required to follow certain DCA-established processes to promulgate regulations. What is the current timeframe for BBC regulatory packages to be approved and finalized.

Committee Staff Recommendation: BBC should provide the Committees with an update on pending regulations and the current timeframes for regulatory packages. In addition, the BBC should inform the Committees of any achieved efficiencies in promulgating regulations in recent years.

Update: The Board has promulgated several regulatory packages since the last sunset review. Below is a chart that displays each regulatory package, when it was initiated, and the timeline for completion:

Topic	Start Date	Status
AB 2138 Substantial Relationship & Rehab Criteria	05/18/2019	Approved by OAL on 06/09/2021, Effective on 06/09/2021.
Personal Service Permit	02/12/2019	Approved by OAL on 07/23/2021, Effective on 10/01/2021.
Instructional Materials	02/11/2019	Approved by OAL on 09/20/2022, Effective on 01/01/2023.
Transfer of Credit	05/25/2018	Approved by OAL on 08/10/2023, Effective on 10/01/2023.
SB 803 Clean-Up	12/03/2021	Approved by OAL on 08/28/2024, Effective on 10/01/2024.
Technical Clean-up, Section 100	01/26/2024	Approved by OAL on 05/15/2025, Effective on 05/15/2025.
Pre-Apprentice Training	01/01/2022	Approved by OAL on 04/16/2025, Effective on 07/01/2025.
SB 1451 Hairstylist Licensing Fees	09/22/2024	Approved by OAL on 08/07/2025, Effective on 10/01/2025.

3. (PERSONNEL FLEXIBILITY) BBC is limited in its ability to make staffing changes in a budget year. Are updates necessary in order to ensure BBC can reorganize staff and respond to changes in its staffing structure?

Committee Staff Recommendation: The Act should be amended to provide BBC with flexibility to address staffing needs by striking this language.

Update: As part of the Board's last sunset review, amendments were made to the Act that allowed for more flexibility in the hiring of enforcement staff. Since then, the Board has been able to hire three special investigator positions. These positions have allowed for greater investigation of the Board's most egregious complaints. The Special Investigators handle all aspects of the consumer harm cases including interviewing the complainant and respondent and conducting inspections.

4. (MEDICAL PRACTICE) Are clarifications necessary to specify that BBC-regulated beautification services do not constitute the practice of medicine?

Committee Staff Recommendation: The Committees may wish to amend the Act to provide clear direction on the prohibition of BBC licenses providing medical services. Update: As part of the Board's last sunset review, the Act was amended to clarify that Board licensees cannot perform or offer any service that is considered the practice of

medicine. Since then, the Board has issued 646 citations for Board licensees offering or performing services that are considered the practice of medicine. The Board does not believe additional amendments are necessary.

5. (SCHOOLS AND STUDENT OVERSIGHT) BBC approves curriculum, facilities, equipment, and textbooks at schools offering training programs for eventual licensees. The issue of what appropriate role the BBC should play in school program approval has been raised in every recent prior sunset review and has been the subject of proposed legislation, legislative amendments, and legislative oversight hearings for over 10 years. What steps should be taken to ensure appropriate oversight of schools and student success?

Committee Staff Recommendation: BBC should again provide the Committees with an update on its current working relationship with the BPPE. The Committees may wish to explore providing BBC with additional resources from fees BBC-approved schools pay BPPE in order to support BBC's subject matter expertise and school approval efforts. The Committees may wish to take steps to enhance the Act so that BBC has the tools that it needs to maintain oversight of schools and promote student success. BBC should update the Committees on the workload and impacts of additional authority. BBC should advise the Committees if certain student populations and applicants are disproportionately impacted by fraudulent schools.

Update: The Board continues to believe that resources are needed to provide efficient oversight of barbering and cosmetology schools. The Board is required to approve new schools, curriculum, approve any additional course, approve space and equipment with no cost to schools. The Board requests that statutory changes be made to allow for an application and renewal fee for schools. The Board also requests statutory authority to cite and fine for an unapproved school.

The Board continues to receive information from the BPPE such as when the BPPE is performing compliance inspections and a monthly report on open complaints, however, the Board does not receive information on formal discipline or citations. In order to receive this vital information, the Board must search the BPPE website. The Board is required by BPC 7313 (b) to provide the BPPE with a copy of all inspections conducted at schools. The Board believes there should be a statutory requirement for the BPPE to provide the Board with formal discipline including accusations, final decisions, as well as citations. One main reason for this request is that the BPPE may issue a citation to an unapproved school, and an unapproved school is likely providing services to consumers, which is a significant risk to consumer safety.

Board inspectors inspect schools on a regular basis. Since Board inspectors are in the field daily, they have firsthand knowledge of unapproved schools but are unable to take any action. The Board should be able to cite for an unapproved school.

If the Board is required to oversee schools, it should have the statutory authority to obtain the fees to support effective and efficient functions to protect consumers.

6. (AB5) What are the remaining implications for the BBC licensees in light of the passage of AB 5 and the clarity the bill provided as to how individuals providing beautification services should be classified for employment purposes?

Committee Staff Recommendation: BBC should provide an update on discussions at the board level, including feedback from interested parties like nail professional advocates, among others, received since the passage of AB 5. The Committees need to better understand the implications of a "booth renter" or "booth rental" permit on BBC and beautification services providers alike.

Update: On January 1, 2025, the exemption for licensed manicurists from the ABC test expired. As a result, a manicurist can no longer be an independent contractor. The ABC test states that the answer to each question must be YES in order to be considered an independent contractor:

- A. The worker is free from the control and direction of the hiring entity in connection with the performance of the work, both under the contract for the performance of the work and in fact;
- B. The worker performs work that is outside the usual course of the hiring entity's business; **and**
- C. The worker is customarily engaged in an independently established trade, occupation, or business of the same nature as that involved in the work performed.

The Board issues licenses to an establishment regardless of the types of services that are performed, therefore, a manicurist will always perform services that are within the usual course of the hiring entity's business. All other license types (barber, cosmetologist, esthetician, and electrologist) are exempt from the ABC test. While this subject does not impact the Board directly as the Board does not have authority to enforce labor laws, the Board believes that all licensees should be equally exempt and allowed to choose their own employment status. In November 2024, the Board made a statement at its Board meeting that all licensees should have the right to choose their own classification. In October 2025, Governor Newsom signed AB 1514 that restores the manicurist exemption from the ABC test until January 1, 2029.

7. (SCOPE OF PRACTICE) The Act provides narrow exemptions for certain services and captures a wide variety of beautification practices that may not require the education and training necessary for licensure. While BBC has explored narrowing licensure categories to allow an individual to only practice one aspect of what is today considered the practice of barbering or the practice of cosmetology, questions remain about whether those steps are necessary to prevent consumer harm and whether an evaluation of risk to the public health is a more appropriate means by which to determine the practices that require licensure. Are changes necessary? Committee Staff Recommendation: The Committees may wish to consider removing certain practices from the definition of barbering and cosmetology based on the evaluation of risk and an analysis of BBC enforcement data.

Update: The Board continues to disagree with breaking up the existing scope of practice of any regulated license types. The Board acknowledges that some believe a haircut and style does not pose a risk, and it is true that the physical risk may be less than a chemical service, however, the cost to a consumer is also a concern. While there are options to receive an inexpensive haircut, many consumers spend a minimum of \$50 for a simple haircut and this can go up to \$200. A consumer who is spending their money expecting a professional service should also have the confidence that they will be safe in receiving that service.

A simple shave from a barber poses the risk of infection including HIV, hepatitis B and C. A cosmetologist not following proper safety control can burn an individual's skin using professional heat tools. In addition, hair tools that have not been disinfected can cause the spread of lice and ringworm.

The Board inspects establishments to ensure they are following the proper infection control procedures. Changing the scope of practice would create a burdensome process for inspectors to determine what services are actually being provided by each individual in an establishment.

Barbering and cosmetology is regulated in every state for a reason. It poses a continual risk to all consumers who receive services, regardless of whether that risk is physical or financial, California consumers deserve to be protected.

8. (HOURS) What is the continues justification for individuals to complete so many hours of training in order to safely provide beautification services? Do current requirements and costs associated with training, benefit students and the public? Is an evaluation over risk ever part of the rationale for requiring so many hours?

Committee Staff Recommendation: It is important that future licensees receive training in key health and safety topics like infection control, sanitation standards, infection control, and basic labor laws. The committees may wish to decrease the amount of hours required for licensure in order to allow individuals a swifter path to completing necessary curriculum that will lead to safe beautification services practice. BBC should provide the Committees with demographic statistics, if available, about student populations most significantly impacted by the current requirements to complete so many hours. BBC should provide information to the Committees about the impact this change could have on licensure portability and the ability for California practitioners to easily become licensed in other states. BBC should provide information to the Committees about federal financial aid eligibility related to clock hour requirements.

Update: Prior sunset legislation, SB 803, reduced the hours in the barbering and cosmetology professions. Barbering was reduced from 1500 to 1000 hours and Cosmetology was reduced from 1600 to 1000 hours. The Board has received feedback from individuals that believe the hours are too low and employers must now spend more time training new licensees before providing services to consumers. Some schools and individuals, however, have stated that they have adapted to the reduced hours and are experiencing sufficient pass rates in the examinations.

The Board does not track demographics, nor does the Board track enrollments in schools. In addition, the Board is not involved in any type of financial aid.

9. (EXAMS) BBC required individuals seeking licensure as a barber, cosmetologist, esthetician, electrologist or a manicurist to take and pass both a written examination and a practical examination. BBC relies on NIC tests, the same tests utilized in 39 states. Is the national written exam the best means by which to evaluate licensee competency? Is the practical exam still necessary?

Committee Staff Recommendation: Strong consideration should be given to eliminating the practical examination. Board should provide the Committees an update on the NIC exam and whether it is necessary to maintain a contract for a national exam, or whether BBC on its own can better craft something to ensure basic minimal competency in the aspects of practice that actually impact consumers like those related to health and safety.

Update: The practical examination was eliminated on January 1, 2022. Many individuals within the industry regularly comment to the Board that they believe this examination is still needed as the industry is a hands-on profession, however, the passing rates for the examinations have improved over the years since the examination was eliminated. The Board also hears from establishment owners stating that individuals are not prepared to perform services on consumers when they enter the workforce and state that education has shifted to focus on theory and not practical operations.

The Board contracted with PSI on July 1, 2022, to offer a national exam to all license types. This examination is focused on infection control and disinfection and sanitation. The Board believes this exam is essential to ensuring that a new licensee will provide safe services. However, the Board believes there could be an additional requirement applied to approved schools that mandate a school not graduate a student unless they meet minimum practical standards. This may be accomplished by mandating schools to administer a practical examination prior to graduation.

10. (ENDORSEMENT) BBC offers licensure reciprocity to individuals licensed and in good standing in other states. It may no longer be necessary for current limitations on this type of recognition and amendments to the Act may allow individuals to become licensed more quickly.

Committee Staff Recommendation: The Committees may wish to amend the Act to streamline the process for licensure based on an individual's possession of a license in good standing from another state.

Update: Prior sunset legislation allowed for license to license across state lines. This has increased the number of reciprocity applications as seen below:

License Type	2019	2020	2021	2022	2023	2024	2025
Barber	116	64	81	116	112	229	132
Cosmetologist	944	618	750	896	1454	2207	1368
Electrologist	2	0	0	0	3	4	1
Esthetician	218	173	234	498	554	673	358
Manicurist	242	193	254	451	748	1079	526
Total	1,522	1,051	1,319	1,961	2,871	4,192	2,385*
*As of 7/1/2025							

The Board has found that this has also allowed for an increase in fraud. The Board has discovered several issues with the license-to-license processes and most importantly the possibility of an individual receiving a license with no education or never having taken an examination.

The Board believes that a statutory change is required to ensure that only individuals who have received education and have passed an examination testing minimal competency receive a license in California. The Board asks that an amendment be made to require that certification of licensure from other states include that the examination has been passed. This issue is discussed further in section 10 under New Issues.

11. (APPRENTICESHIPS AND EXTERNSHIPS) BBC allows individuals to obtain training toward licensure through an apprenticeship and externship. Examination passage rates for apprentices are not high and apprenticeship candidates may not have all of the information necessary in order to make an informed decision about this pathway. Externs are required to comply with a number of standards when working in an establishment as a student. Are changes necessary to ensure future licensees are provided fair opportunities through these pathways?

Committee Staff Recommendation: The Committees may wish to enhance oversight of apprenticeships and provide opportunities for future applicants to more easily access this training option by allowing BBC to establish a course necessary for apprentices to complete in order to become licensed and practice throughout their apprenticeship.

Update: The Board developed a pre-apprentice training course on basic patron protection that was implemented on July 1, 2025. In the last several years, the Board has launched several investigations into excessive fraud within the apprenticeship program. The Board has been discussing these issues at public board meetings as well as establishing an apprentice task force.

Due to the enormous amount of information that the Board believes is pertinent to the sunset review, this subject is discussed in detail under section 10. The Board is hopeful

that the legislature will make significant statutory changes to allow the program to continue but remove the fraud and lack of education that apprentices are subject to.

12. (PSP) BBC has worked the past number of years to implement a personal service permit to authorize licensees to have the flexibility in where they offer beautification services. Amendments to the Act may be necessary to recognize this option for licensees.

Committee Staff Recommendation: BBC should provide the Committees an update on the status of the PSP and when it is expected to be implemented. The Committees may wish to determine whether all services outlined in the PSP are necessary or whether individuals can safely perform some without obtaining a PSP if they are low risk to a consumer. BBC should inform the Committees whether statutory changes are necessary and provide amendments to the Act to implement the PSP.

Update: The Board implemented the PSP on October 1, 2021, since then 265 permits have been issued. The Board does not believe any changes are necessary to the current PSP authority.

13. (MOBILE UNITS) Services can be provided in a licensed "mobile unit" but the standards for these may be outdated and updates may be necessary.

Committee Staff Recommendation: The Committees may wish to amend the Act to remove unnecessary barriers to mobile unit licensure.

Update: Prior sunset legislation, SB 803, was enacted to update the requirements for mobile units. Since January 1, 2022, the Board has issued 41 new Mobile Unit licenses. The Board believes the updated language allowed this business option to be more accessible to individuals.

14. (CITATIONS) A BBC inspection is more likely than not to result in at least some type of citation. The majority of citations are appealed and individuals flood BBC's Disciplinary Review Committee (DRC) hearings. BBC has explored offering remedial education in lieu of fines, as licensees and licensee advocates have long argued that individuals receiving citations for violations, they were never even aware of. Does the DRC still make sense? Should the BBC update its cite and fine efforts to ensure that individuals are cited for violations impacting consumer safety that the licensee is actually aware of?

Committee Staff Recommendation: BBC should provide the Committees about the types of citations and fines issued that stem from potential consumer harm and whether those should be eligible for appeal. The Committees should evaluate whether the DRC remains necessary or if instead the Board should be required to update its administrative fine schedule to be relevant to the intended purpose of protecting the public.

Update: The Board has been reviewing its administrative fine schedule to ensure that the fines are an appropriate deterrent to prevent violations. The Board has changed its internal processes to gain compliance from licensees. This includes re-training inspectors on when to cite violations during the inspections and citation analysts on how to apply fines to the most egregious violations. For example, if an inspector enters an establishment and only observes a violation of a cabinet of clean towels not being closed, they will simply educate the licensee on the proper storage of linens. Additionally, a citation analyst will review the licensee history and if it is the first time an individual has been cited for a non-egregious violation, the analyst will issue the citation but without a monetary fine.

These internal processes have decreased the workload for the DRC. For example, in 2019 the Board held 9 DRC meetings, however in 2024, there were only 3 DRC meetings. In addition, the Board implemented a mobile inspection platform on November 12, 2024. This new process allows the final inspection report to be immediately emailed to a licensee with the photographs of the violations. The Board believes this will likely reduce the number of appeals as licensees will have the evidence of violations immediately.

The Board will continue to review its administrative fine schedule as well as its workload for the DRC to ensure that the most egregious violations are strictly upheld. The Board believes that the DRC should remain as a licensee must have the right to appeal a citation and even with the reduced number of hearings, this committee is the proper avenue to handle these appeals.

15. (LICENSEE IN CHARGE) BBC proposed establishing a "licensee in charge" designation. Is the intent to further consumer protection laws or absolve establishment owners from accountability for the actions in a particular establishment.

Committee Staff Recommendation: BBC should provide information to the Committees as to whether this model will benefit establishment or the public.

Update: The Board maintains that there should be a licensee in charge of the establishment. That licensee should be someone who holds a personal license or be the establishment owner. During the last sunset review, the Board asked for statutory language to clarify who can be a licensee in charge. While this language was not included in the sunset language, the Board still believes the following language should be adopted:

BPC section 7348:

An establishment shall at all times that barbering, cosmetology, esthetic, manicuring or electrology, hairstyling services are being performed be in the charge of a person licensed pursuant to this chapter except an apprentice. A person licensed pursuant to this chapter means an individual who holds a cosmetologist, barber, esthetician, manicurist, electrologist, hairstylist or establishment license.

16. (MANDATORY INSPECTION FOLLOWING LICENSURE) Is it feasible for BBC to be required to inspect every newly licensed establishment within 90 days of licensure?

Committee Staff Recommendation: In order to ensure that the BBC inspection activity is focused on maintaining public, licensee, and consumer health and safety, the Committee should amend the Act to allow BBC to focus its inspection on consumer harm.

Update: Prior sunset legislation, SB 803, removed the requirement for the Board to inspect an establishment immediately. The Board agreed with this change as new establishments do not tend to have significant violations. The Board has not seen any concerns or increase in harm with this change.

17. (WHAT EFFECTS HAS THE COVID-19 PANDEMIC HAD ON BBC?) Since March 2020, there have been a number of waivers issued through Executive Order which impact licensees and future licensees alike. Are any of the waivers applicable to BBC? Do any waivers warrant extension or statutory changes? What is BBC doing to address the pandemic?

Committee Staff Recommendation: BBC should update the Committees on the impact to licensees and the public stemming from the pandemic and the potential future challenges. The BBC should update the Committees on any recommendations from the last Health and Safety Committee Meeting.

Update: The Board reported during the last sunset review that the Health and Safety Advisory Committee reviewed health and safety regulations to determine any necessary changes as a result of the pandemic. The Board has strong regulations already in place that are intended to prevent cross-contamination or the spreading of viruses. For example, the Board requires handwashing between clients, disinfection of tools, maintaining a clean environment for services, etc. Now that the pandemic has passed, the Board believes the impact has diminished and current regulations are valid for any future events.

18. (TECHNICAL CHANGES MAY IMPROVE EFFECTIVENESS OF THE ACT AND BBC OPERATIONS) There are amendments to the Act that are technical in nature but may improve BBC operations and enforcement of the Barbering and Cosmetology Act.

Committee Staff Recommendation: The Committees may wish to amend the Act to include technical clarifications.

Update: The last sunset review included technical changes to allow the Health and Safety Advisory Committee members to receive per diem and this provision has been fully implemented.

19. (CONTINUED REGULATION BY THE BOARD OF BARBERING AND COSMETOLOGY) Should the licensing and regulation of individuals providing beautification services and beautification services establishments be continued and be regulated by the current BBC membership?

Committee Staff Recommendation: BBC should be continued, to be reviewed again on a future date to be determined, however the Committees should consider making significant modifications to the Act aimed at reducing barriers to entry in the beautification services industry.

Update: During the last sunset review, the Board saw some of the most significant modifications to the Act. These changes have reduced barriers to entry to the industry, as evident by the number of applications for new licenses. In 2019 (pre-pandemic) the Board received 22,345 initial exam applications, compared to 2024 where the Board received 32,436 initial exam applications.

As described in section 1 of this report, the industry is drastically changing, and these changes pose more and more risks to consumer. As such, the Board believes that continued oversight of the industry is essential to protecting California consumers.

SECTION 10

NEW ISSUES



This is the opportunity for the Board to inform the Committees of solutions to issues identified by the Board and by the Committees. Provide a short discussion of each of the outstanding issues, and the Board's recommendation for action that could be taken by the Board, by DCA or by the Legislature to resolve these issues (i.e., policy direction, budget changes, and legislative changes) for each of the following:

- Issues raised under prior Sunset Review that have not been addressed.
- New issues identified by the Board in this report.
- New issues not previously discussed in this report.
- New issues raised by the Committees.

1. Oversight of Schools

Discussion

The Board shares oversight of barbering and cosmetology schools with the Bureau for Private and Postsecondary Education (BPPE), both having statutory authority to approve schools as a legal condition for them to operate. The Board's oversight is limited to:

- Approval of the curriculum.
- Approval of the facility, including square footage and equipment.
- Ensuring health and safety laws and regulations are followed within the school to protect consumers.

In the 2014 Sunset Report, the Board stated the following:

The Board believes that it is the best positioned regulatory entity to have sole oversight of schools. Dual oversight is not cost-effective and it is redundant to have two DCA entities regulating the same business. The Board cannot be removed from oversight because schools offer industry specific, Board regulated services, to consumers. Therefore, the Board should be the sole DCA in charge of regulating beauty schools. With regard to tuition recovery assurances, there are three options (a) cosmetology, barbering and electrology schools can be required to post bonds (as was required before the Student Tuition Recover Fund); (b) BPPE will continue to handle this for barbering, cosmetology and electrology schools (as they do with all other private postsecondary's); or (c) this function can be transferred to the Board.

The Board continues to believe that it should have sole-oversight over barbering, cosmetology and electrology schools.

Should the Board not be granted sole oversight of schools, it is believed that additional authority and resources are needed. The Board completes its current mandate by reviewing

and approving initial school applications, conducting initial inspections prior to approval, and conducting routine inspections. A school is not required to renew their approval, although the Board may revoke their approval, and approved schools do not pay an application fee to the Board.

In addition to the review and approval of a new school application, the Board also provides schools with their pass/fail rates on a quarterly basis. This information is needed for schools to maintain their accreditation status.

The Board also receives various applications for schools, such as adding or removing a course, updating the authorized personnel, and updating the school contact information. These changes do not have a processing fee.

The Board has limited authority regarding enforcement. Business and Professions Code section 7313(b) states that: "To ensure compliance with health and safety requirements adopted by the board, the executive officer and authorized representatives shall, except as provided in Section 159.5, have access to, and shall inspect the premises of, all schools in which the practice of barbering, cosmetology, or electrolysis is performed on the public. Notices of violation shall be issued to schools for violations of regulations governing conditions related to the health and safety of patrons. Each notice shall specify the section violated and a timespan within which the violation must be corrected. A copy of the notice of violation shall be provided to the Bureau for Private Postsecondary Education."

This section limits the Board's authority to protecting the public who may patronize a school for services. However, the Board often receives complaints alleging a school is selling hours and producing fraudulent Proof of Training documents (a Board-required document that is for examination admittance). For the Board to properly investigate these allegations, increased authority is necessary.

The Board is also mandated to share information with the Bureau for Private and Postsecondary Education (BPPE), specifically BPC section 7313 (b) requires any notice of violation issued by the Board to be provided to the BPPE. However, the BPPE has no such reciprocal requirement to share information with the Board. The BPPE has the authority to issue a citation to an unlicensed school, but the Board does not. There is a significant threat to consumer safety if an unapproved school is offering services to consumers, however, the Board is not informed by the BPPE when a citation or formal discipline is issued.

Legislative Request

Option 1: Sole Oversight

Amend section 7362 (a):

7362.

(a) A school shall be approved by the board ~~is one that is first approved by the board and subsequently approved by the Bureau for Private Postsecondary Education or is a public school in this state, and provides a course of instruction approved by the board. However, notwithstanding any other law, both the board and the Bureau for Private Postsecondary Education may simultaneously process a school's application for approval.~~

Option 2: Increased Oversight

Amend BPC section 7313(b):

To ensure compliance with all requirements set forth by this chapter and any regulations pertaining to the operation of approved schools ~~health and safety requirements adopted by the board, the executive officer and authorized representatives shall, except as provided in Section 159.5, have access to, and shall inspect the premises of, all schools. in which the practice of barbering, cosmetology, or electrolysis is performed on the public.~~ Notices of violation shall be issued to schools for violations of regulations governing conditions related to the health and safety of patrons. Each notice shall specify the section violated and a timespan within which the violation must be corrected. A copy of the notice of violation shall be provided to the Bureau for Private Postsecondary Education.

Amend BPC section 7362:

- (a) A school approved by the Board is one that is first approved by the Board and subsequently approved by the Bureau for Private Postsecondary Education or is a public school in this state and provides a course of instruction approved by the board. However, notwithstanding any other law, both the board and the Bureau for Private Postsecondary Education may simultaneously process a school's application for approval.
- (b) Any person, firm, or corporation desiring to operate a school shall make an application to the Board for a license accompanied by the fee prescribed by this chapter. The application shall be required whether the person, firm, or corporation is operating a new school or obtaining ownership of an existing school. The applicant, if an individual, or each officer, director, and partner, if the applicant is other than an individual, shall not have committed acts or crimes which are grounds for denial of licensure in effect at the time the new application is submitted pursuant to Section 480. An approval issued pursuant to this section shall authorize the operation of the school only at the location for which the approval is issued.
- (c) ~~(b)~~ Notwithstanding any other law, the Board may revoke, suspend, or deny approval of a school, in a proceeding that shall be conducted in accordance with Chapter 5 (commencing with Section 11500) of Part 1 of Division 3 of Title 2 of the Government

Code, when an owner or employee of the school has engaged in any of the acts specified in paragraphs (1) to (8), inclusive.

Add section 7425.1 Fee:

The amounts of the fees payable under this chapter relating to approval of barbering, cosmetology and electrology schools are as follows:

- (a) The application and initial approval fee shall not be more than two-hundred fifty dollars (\$250).
- (b) The renewal fee shall not be more than two-hundred fifty dollars (\$250).

Amend BPC:

To require the BPPE provide notice of citations and formal discipline to the Board.

2. Licensure by Endorsement

Discussion

Business and Professions Code section 7331 allows the Board to issue a license to an individual who holds a valid license in another state. An individual must request a license certification from their state and that certification is provided to the Board directly from the licensing state. In recent months, the Board has been working with multiple states on addressing fraud in the industry. One area of concern is that individuals are submitting fraudulent records to other states, obtaining a license and then transferring that license to California. It is believed that these individuals are doing this to circumvent taking the minimal competency examination.

Failure to ensure that an individual meets the competency requirements places California consumers at risk of harm. To ensure consumer safety, proof of an examination from a U.S. state or territory should be required.

Legislative Request

Amend section 7331:

The Board shall grant a license to practice to an applicant if the applicant submits all of the following to the Board:

- (a) A completed application form and all fees required by the Board.
- (b) Proof of a current license issued by another state to practice that meets all of the following requirements:
 - (1) It is not revoked, suspended, or otherwise restricted.
 - (2) It is in good standing.
- (c) Proof of passing a licensure examination in the United States or territory.

3. Oversight of Apprenticeship Programs

Discussion

The apprenticeship program in the barbering and cosmetology industry is one area that needs significant changes. The Board has been researching and investigating several aspects of the program for the last few years and has determined that for the program to be successful, there must be changes on how the program is regulated.

Attachment E is a detailed report that the Board has been working on throughout 2025. This report shows the shortfalls of the apprentice program that are ultimately impacting individuals who choose the apprentice pathway. The Board's legislative requests are summarized below and explained in detail in the attachment. Many of these legislative requests are already required under other State laws (labor code, education code) however, the Board believes that having it within the BPC will allow the Board to increase enforcement in order to protect apprentices from being taken advantage of.

Legislative Request (Summary)

Clarify that an apprentice must be an employee and that proof such as paycheck stubs must be submitted to the Board upon request.

Establish an initial fee and renewal fee, along with requirements for the approval of program sponsors.

State that a program sponsor cannot franchise, sponsor, affiliate or loan their approval to a separate business entity.

Clarify that an apprentice must only enroll with an approved program sponsor.

Establishments employing an apprentice must offer all services within the scope of practice of the apprentice.

Establishments must maintain workers compensation insurance the entire time the apprentice is employed and make proof available upon request.

Establish a formal disciplinary process for the enforcement of program sponsors who violate the laws and regulations of the board.

Establish a process where an establishment who is in violation of the Board's laws and regulations is prevented from having an apprentice within their establishment for a specified number of years.

Establish a process where a licensee who is serving as a trainer to an apprentice who violates the Board's laws and regulations is prevented from having an apprentice for a specified number of years.

Establish a fee for the maintenance work done for the apprenticeship program (transfers, cancellations, etc.)

4. Establishing Combined License Types for Barber/Cosmetology and Manicurist/Esthetician

Discussion

On January 1, 2022, SB 803 was enacted, which made improvements in reducing the barriers to entry into the barbering and cosmetology professions. These changes reduced the number of hours required to be completed at an approved school to qualify for the examinations.

The Board has recently seen an increase in individuals who wish to hold multiple licenses. Most common is holding both a manicuring and esthetic license, however, the Board has also seen an increase in individuals that want to hold a barber and a cosmetology license. To obtain both licenses, an individual must re-enroll in an approved school and complete additional hours and apply and pass the examination.

The Board currently has 23,061 individuals who hold both a manicuring and esthetic license and 5,033 individuals who hold both a barber and cosmetology license. The Board believes this trend will only increase as manicurists and barbers want to perform waxing services and cosmetologists want to provide beard grooming services.

Establishing combined license types will reduce barriers to entry allowing an individual to attend one course of study, take and pay for only one examination, and maintain only one license.

Other states are already offering combined programs:

- Alabama and Texas both have a manicuring/esthetic license.
- Iowa and Utah both have a cosmetology/barber license.
- Florida offers a specialist registration that combines skin care and nail care.

Legislative Request

Add section 7327. Qualification for Admittance to Take Barber/Cosmetologist Exam

The Board shall admit to the examination for a license as a barber/cosmetologist to practice both barbering and cosmetology, any person who has made application to the board in proper form, paid the fee required by this chapter, and is qualified as follows:

- (a) Is not less than 17 years of age.
- (b) Has completed the 10th grade in the public schools of this state or its equivalent.
- (c) Is not subject to denial pursuant to Section 480.
- (d) Has done any of the following:
 - (1) Completed a course in barbering/cosmetology from a school approved by the Board.

(2) Practiced barbering and cosmetology as defined in this chapter outside of this state for a period of time equivalent to the study and training of a qualified person who has completed a course in barbering/cosmetology from a school the curriculum of which complied with requirements adopted by the board. Each three months of practice shall be deemed the equivalent of 100 hours of training for qualification under paragraph (1) of this subdivision.

Add section 7328. Qualification for Admittance to Take Manicurist/Esthetician Exam

The Board shall admit to examination for a license as a manicurist/esthetician to practice nail care and skin care, any person who has made application to the board in proper form, paid the fee required by this chapter, and is qualified as follows:

(a) Is not less than 17 years of age.

(b) Has completed the 10th grade in the public schools of this state or its equivalent.

(c) Is not subject to denial pursuant to Section 480.

(d) Has done any of the following:

(1) Completed a course in manicuring/esthetics from a school approved by the board.

(2) Practiced nail care and skin care, as defined in this chapter, outside of this state for a period of time equivalent to the study and training of a qualified person who has completed a course in nail care from a school the curriculum of which complied with requirements adopted by the board. Each three months of practice shall be deemed the equivalent of 100 hours of training for qualification under paragraph (1).

Add section 7366.1: Barber/Cosmetologist; Hours of Practical Training

(a) A course combined of barbering and cosmetology established by a school shall consist of not less than 1,400 hours of practical and technical instruction in the practice of both barbering and cosmetology

(b) The curriculum for a combined barbering/cosmetology course shall, at a minimum, include technical and practical instruction in the following areas:

(1) One hundred hours in health and safety, which includes hazardous substances, chemical safety, safety data sheets, protection from hazardous chemicals, preventing chemical injuries, health and safety laws and regulations, and preventing communicable diseases.

(2) One hundred hours in disinfection and sanitation, which includes disinfection procedures to protect the health and safety of consumers as well as the technician and proper disinfection procedures for equipment used in establishments.

(3) (A) Two hundred hours in chemical hair services, which includes coloring, straightening, waving, bleaching, hair analysis, predisposition and strand tests, safety precautions, formula mixing, and the use of dye removers.

(B) Instruction in chemical hair services shall include instruction regarding the provision of services to individuals with all hair types and textures, including, but not limited to, various curl or wave patterns, hair strand thicknesses, and volumes of hair.

(4) (A) Two hundred hours in hairstyling services, which includes arranging, blow drying, cleansing, curling, dressing, hair analysis, shampooing, waving, and nonchemical straightening, and hair cutting, including the use of shears, razors, electrical clippers and trimmers, and thinning shears, for wet and dry cutting.

(B) Instruction in hairstyling services shall include instruction regarding the provision of services to individuals with all hair types and textures, including, but not limited to, various curl or wave patterns, hair strand thicknesses, and volumes of hair.

(5) Two hundred hours in shaving and trimming of the beard, which includes preparing the client's hair for shaving, assessing the condition of the client's skin, performing shaving techniques, applying aftershave antiseptic following facial services, and massaging the face and rolling cream massages.

(6) One hundred fifty hours in skin care services, which includes chemical and manual facials and massaging, stimulating, exfoliating, cleansing, or beautifying the face, scalp, neck, or body by the use of hands, esthetic devices, cosmetic products, antiseptics, lotions, tonics, or creams that do not result in the ablation or destruction of the live tissue.

(7) Fifty hours in hair removal and lash and brow beautification, which includes tinting and perming eyelashes and brows and applying eyelashes to any person, and includes removing superfluous hair from the body of any person by use of depilatories, tweezers, sugaring, nonprescription chemicals, or waxing, or by the use of devices and appliances of any kind or description, except by the use of lasers or light waves, which are commonly known as rays.

(8) One hundred hours in manicure and pedicure, which includes water and oil manicures, hand and arm massage, foot and ankle massage, nail analysis, and artificial nail services, including, but not limited to, acrylic, liquid and powder brush-ons, dip, tips, wraps, and repairs.

Add section 7366.2: Esthetics/Manicuring; Hours of Practical Training

(a) A combined course in skin care and nail care established by a school shall consist of not less than 800 hours of practical and technical instruction.

(b) The curriculum for a skin care course shall, at a minimum, include technical and practical instruction in the following areas:

(1) One hundred hours in health and safety, which includes hazardous substances, chemical safety, safety data sheets, protection from hazardous chemicals, preventing chemical injuries, health and safety laws and regulations, and preventing communicable diseases.

(2) One hundred hours in disinfection and sanitation, which includes disinfection procedures to protect the health and safety of consumers as well as the technician and proper disinfection procedures for equipment used in establishments.

(3) Three hundred fifty hours in skin care, which includes chemical and manual facials and massaging, stimulating, exfoliating, cleansing, or beautifying the face, scalp, neck, or body by the use of hands, esthetic devices, cosmetic products, antiseptics, lotions, tonics, or creams that do not result in the ablation or destruction of the live tissue.

(4) Fifty hours in hair removal and lash and brow beautification, which includes tinting and perming eyelashes and brows and applying eyelashes to any person and includes removing superfluous hair from the body of any person by use of depilatories, tweezers, sugaring, nonprescription chemicals, or waxing, or by the use of devices and appliances of any kind or description, except by the use of lasers or light waves, which are commonly known as rays.

(5) One hundred fifty hours in manicure and pedicure, which includes water and oil manicures, hand and arm massage, complete pedicures, foot and ankle massage, nail

analysis, nail repairs, and application of artificial nails, liquid, gel, powder brush-ons, dip, nail tips, and wraps.

Amend section 7423 to add:

(j) (1) A barber/cosmetology application and examination fee shall be the actual cost to the Board for developing, purchasing, grading, and administering the examination.

(2) A barber/cosmetology initial license fee shall be not more than fifty dollars (\$50).

(k) (1) A manicuring/esthetics application and examination fee shall be the actual cost to the board for developing, purchasing, grading, and administering the examination.

(2) A manicuring/esthetic initial license fee shall be not more than fifty dollars (\$50).

(j) Notwithstanding Section 163.5 the license renewal delinquency fee shall be 50 percent of the renewal fee in effect on the date of renewal.

5. Limited Liability Companies

Discussion

The Board has historically issued establishment licenses to Limited Liability Companies (LLC's); however, current statute is not clear if this business structure is allowed. The Board has not experienced any concerns in the past with LLCs holding an establishment license and has determined that other Boards/Bureaus currently allow LLCs to hold a business license.

In addition, the Board also issues establishment licenses to formally established partnerships.

Legislative Request

Amend section 7347 as follows:

(a) Any person, firm, partnership, limited liability company or corporation desiring to operate an establishment shall make an application to the Board for a license accompanied by the fee prescribed by this chapter. The application shall be required whether the person, firm, partnership, limited liability company or corporation is operating a new establishment or obtaining ownership of an existing establishment. The application shall include a signed acknowledgment that the applicant understands that establishments are responsible for compliance with any applicable labor laws of the state and that the applicant understands the informational materials on basic labor laws, as specified in Section 7314.3, the applicant is provided by the board with the application. Every electronic application to renew a license shall include a signed acknowledgment that the renewal applicant understands that establishments are responsible for compliance with any applicable labor laws of the state and that the applicant understands the informational materials on basic labor laws, as specified in Section 7314.3, that the renewal applicant is provided by the Board with the renewal application. If the applicant is obtaining ownership of an existing establishment, the Board may establish the fee in an amount less than the fee prescribed by this chapter. The applicant, if an individual, or each officer, director, and partner, if the applicant is other than an individual, shall not have committed acts or crimes which are grounds for denial of licensure in effect at the time the new application is submitted pursuant to Section 480. A license issued pursuant to this section shall authorize the operation of the establishment only at the location for which the license is issued. Operation of the establishment at any other

location shall be unlawful unless a license for the new location has been obtained upon compliance with this section, applicable to the issuance of a license in the first instance.
(b) The amendments made to this section by the act adding this subdivision shall become operative on July 1, 2017.

6. Remedial Education Clean-Up

Discussion

On January 1, 2024, SB 384 was enacted, which allowed the Board to establish a remedial education program in lieu of a first offense of a health and safety violation. During the implementation process, the Board determined that clean-up language would establish a process that is more user-friendly and cost-effective.

Current language states that the remedial education will be "Board-offered". This prevents the Board from working with an outside vendor to establish a remedial program that would be less costly to an individual.

Legislative Request

Amend section 7407.1(b)(1) as follows:

- (c) (1) The Board shall establish by regulation a ~~board-offered~~ Board-approved remedial education program, in lieu of a first offense of a health and safety violation.

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'S ADMINISTRATIVE MANUAL



Board Member

GUIDELINES AND PROCEDURE MANUAL

(2025)



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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.

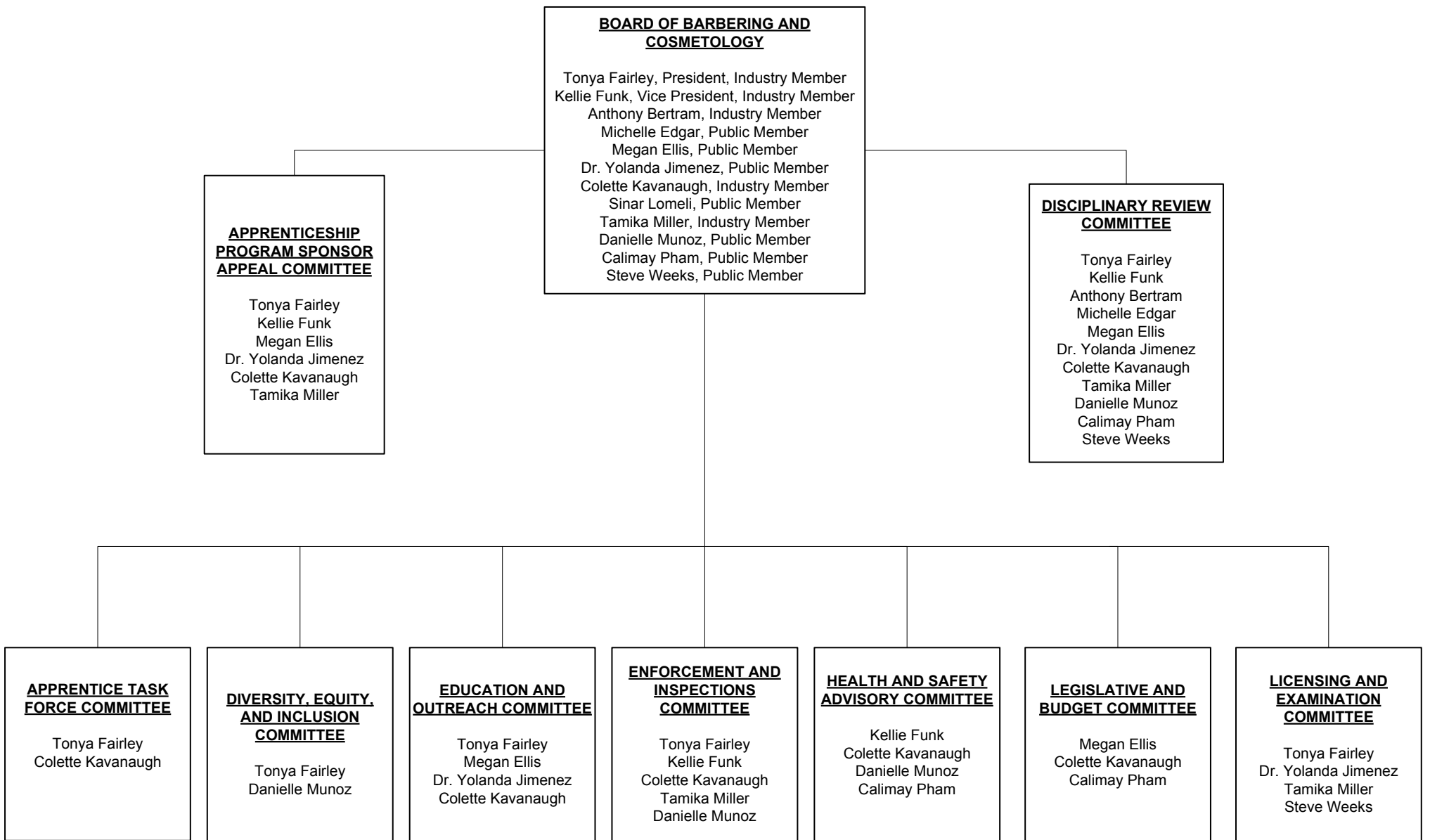
ATTACHMENT B

- 1) CURRENT ORGANIZATIONAL CHART SHOWING RELATIONSHIP OF COMMITTEES TO THE BOARD AND MEMBERSHIP OF EACH COMMITTEE (CF., SECTION 1, QUESTION 1).
- 2) ATTENDANCE.



ATTACHMENT B1

**CURRENT ORGANIZATIONAL CHART SHOWING
RELATIONSHIP OF COMMITTEES TO THE BOARD
AND MEMBERSHIP OF EACH COMMITTEE
(CF., SECTION 1, QUESTION 1)**



ATTACHMENT B2

ATTENDANCE

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	Teleconference	Teleconference	Teleconference	Teleconference	Burbank
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	June 4, 2021	July 26, 2021	October 25, 2021	January 24, 2022	April 25, 2022
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																					
<div><div></div>Attended<div></div>Absent<div></div>Not Applicable</div>																					

Attended

Absent

Not Applicable

Board of Barbering and Cosmetology (BBC) Board Meeting Member Roster and Attendance Fiscal Years (FYs) 2022/2023 - 2025/2026														
Location	Sacramento	Sacramento	San Diego	Sacramento	Burbank	Sacramento	Sacramento	Burbank	Sacramento	Sacramento	Burbank	Sacramento	Burbank	Sacramento
Dates	July 25, 2022	July 26, 2022	October 24, 2022	January 23, 2023	April 17, 2023	July 17, 2023	February 26, 2024	May 6, 2024	June 24, 2024	August 12, 2024	November 4, 2024	February 10, 2025	May 19, 2025	August 18, 2025
Board 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 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														
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														
Anthony Bertram Industry Member / Governor November 15, 2024 - January 1, 2027														
Sinar Lomeli Public Member / Appointed By Governor May 6, 2025 - January 1, 2029														
Michelle Edgar Public Member / Appointed By Governor August 8, 2025 - January 1, 2026														

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	Sacramento	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	June 23-24, 2025	September 8-9, 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		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

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 C1

2019 OCCUPATIONAL ANALYSIS OF THE BARBERING PROFESSION



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

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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

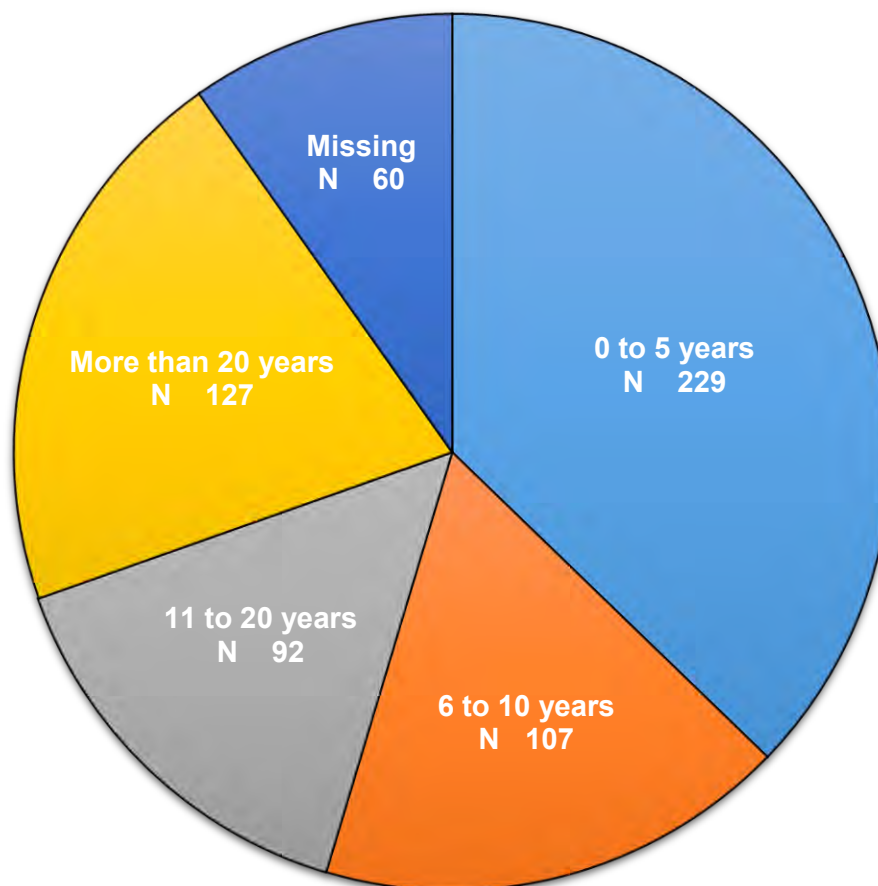


TABLE 2 – HOURS WORKED PER WEEK

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

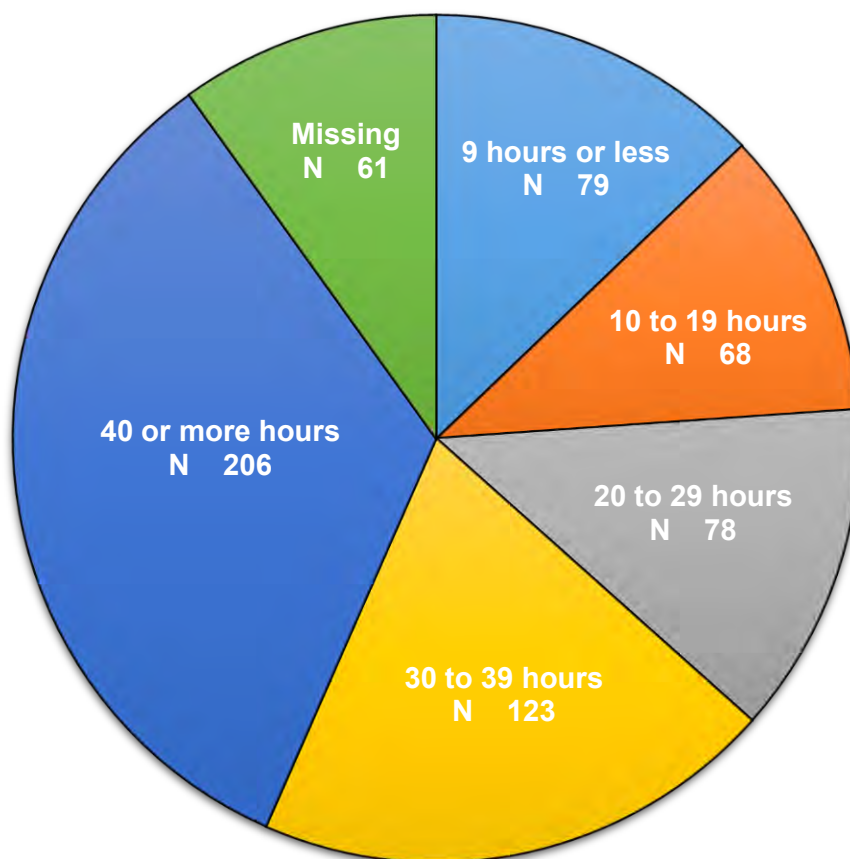


TABLE 3 – OTHER LICENSED BARBERS AT FACILITY*

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

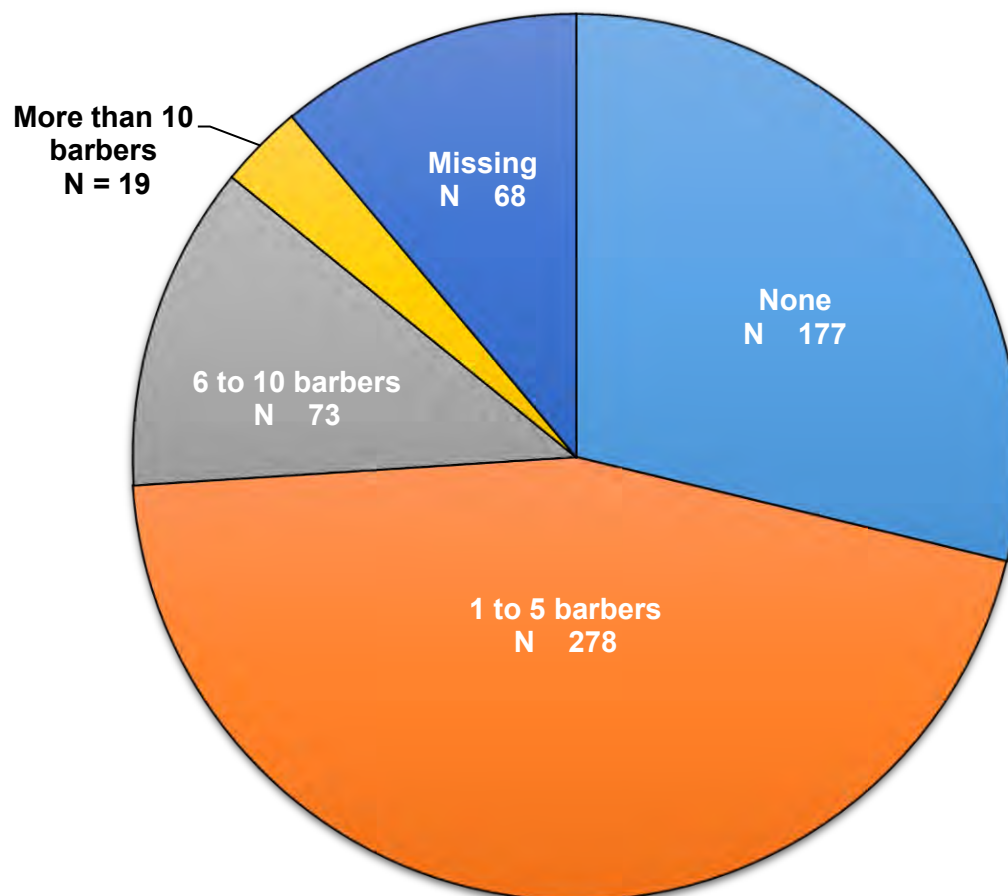


TABLE 4 – CLIENTS SEEN PER DAY

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

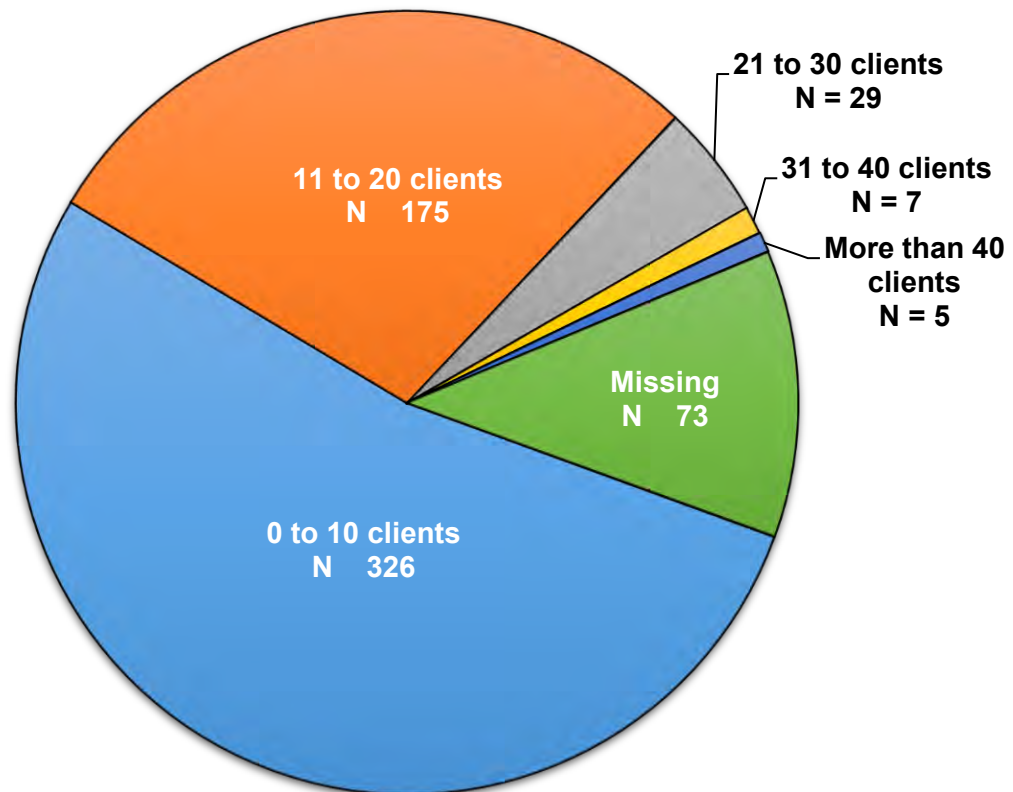


TABLE 5 – PRIMARY WORK SETTING

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

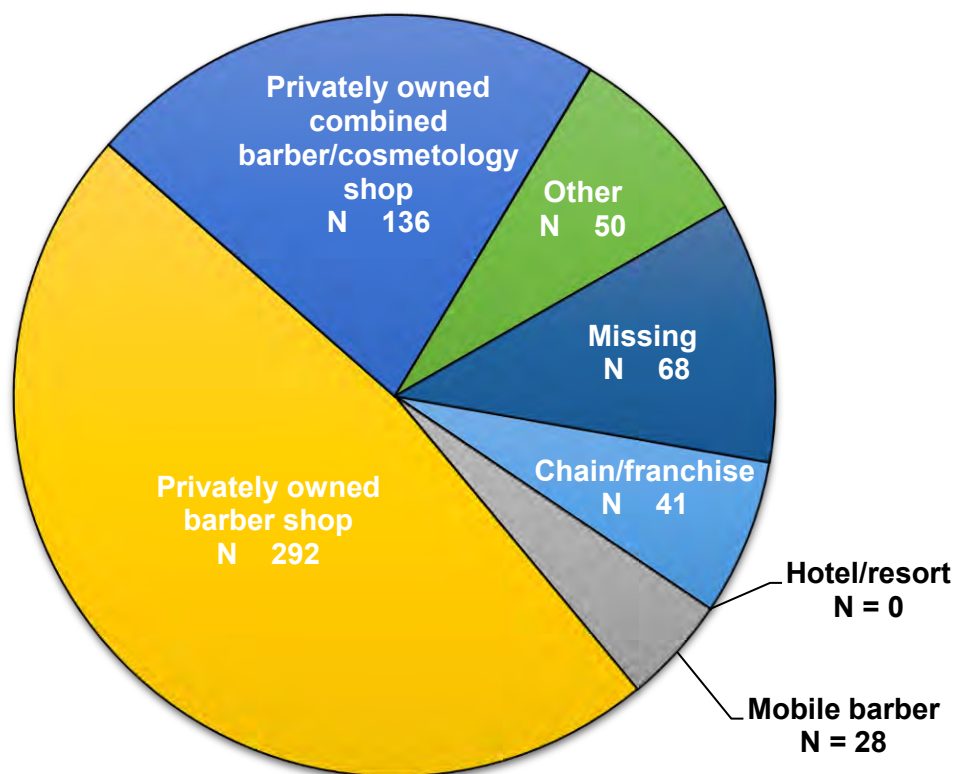


TABLE 6 – LOCATION OF PRIMARY WORK SETTING

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

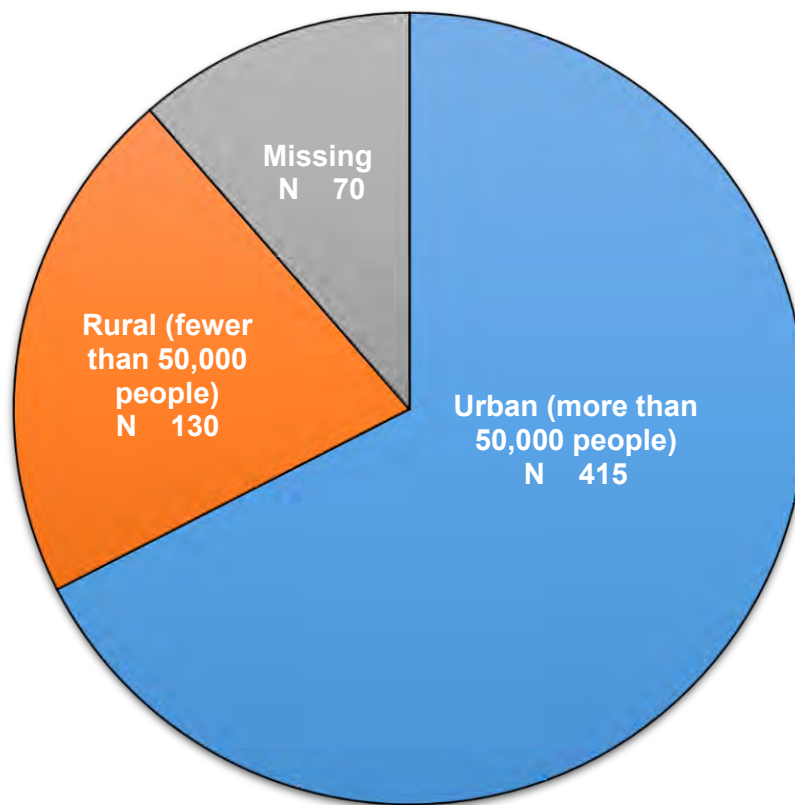


TABLE 7 – HIGHEST LEVEL OF EDUCATION

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

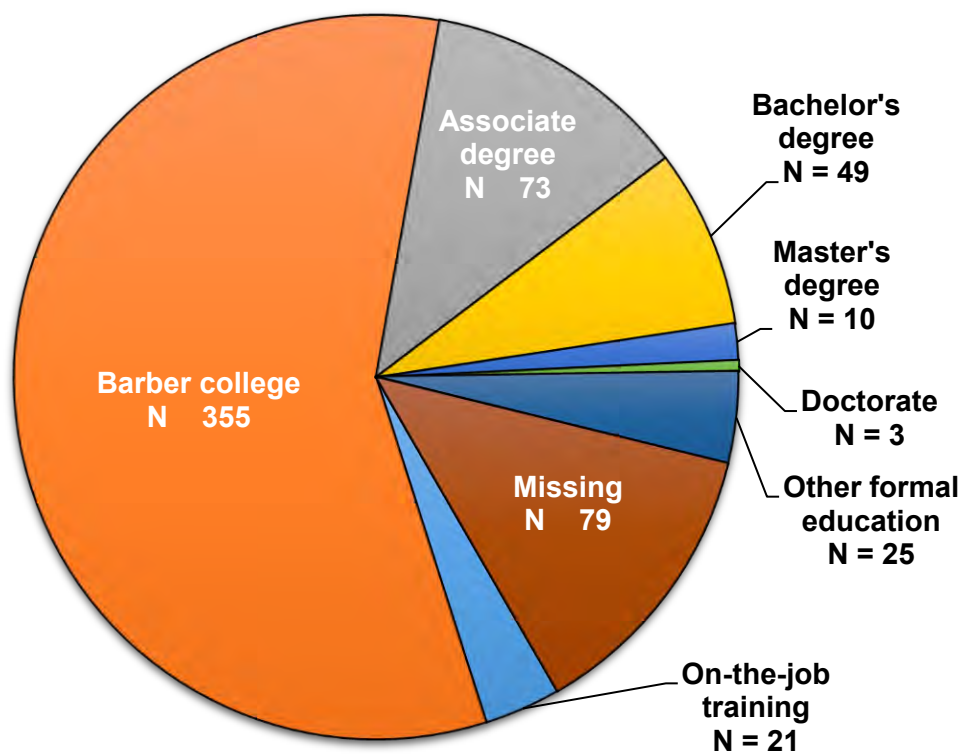


TABLE 8 – OTHER CALIFORNIA-ISSUED OCCUPATIONAL LICENSES HELD*

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

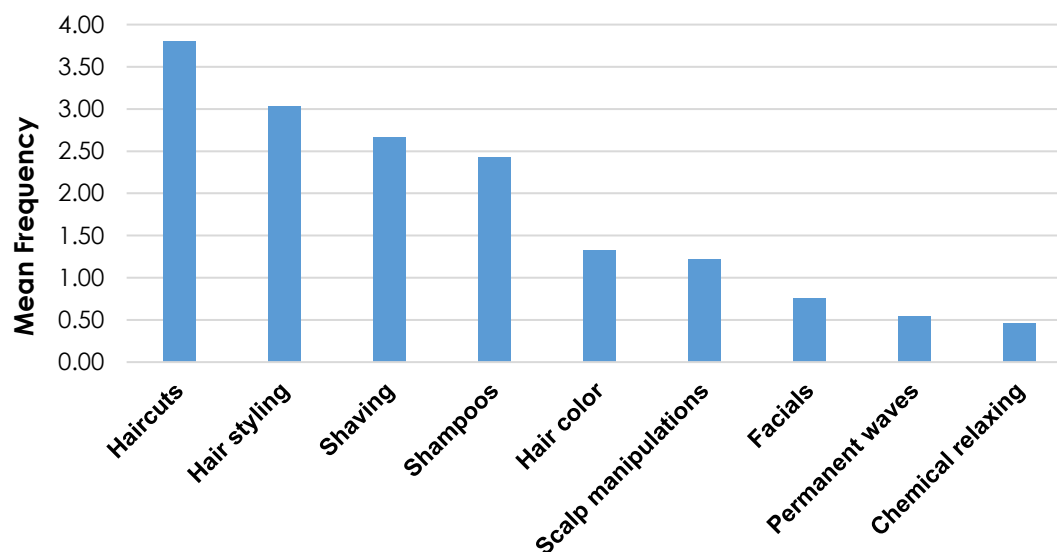


TABLE 10 – RESPONDENTS BY REGION*

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

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

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair color	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Haircuts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair styling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Permanent waves	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scalp manipulations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shampoos	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shaving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

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



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.	<input type="text"/>	<input type="text"/>
T2. Analyze condition of client hair and scalp by combing through hair to determine whether barber services should be performed.	<input type="text"/>	<input type="text"/>
T3. Consult with client to obtain a history (e.g., lifestyle, past services, medication) to determine whether barber services can be provided.	<input type="text"/>	<input type="text"/>



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



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.	<input type="text"/>	<input type="text"/>
T11. Perform styling techniques by using products (e.g., hair spray) to style hair according to client needs.	<input type="text"/>	<input type="text"/>
T12. Perform styling techniques by using equipment (e.g., blow dryer) to style hair according to client needs.	<input type="text"/>	<input type="text"/>
T13. Perform permanent wave service on client by using Board-approved techniques.	<input type="text"/>	<input type="text"/>
T14. Perform hair-relaxing service on client by using Board-approved techniques.	<input type="text"/>	<input type="text"/>
T15. Perform color service on client by using Board-approved techniques.	<input type="text"/>	<input type="text"/>
T16. Trim beard or mustache by using implements (e.g., trimmers, razors, combs, shears) and equipment (e.g., clippers, blades) according to client needs.	<input type="text"/>	<input type="text"/>



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.	<input type="text"/>	<input type="text"/>
T18. Prepare client hair for shave services by applying a hot towel and lather to soften the hair.	<input type="text"/>	<input type="text"/>
T19. Perform shaving techniques by using implements (e.g., razors) to shave beard or mustache according to client needs.	<input type="text"/>	<input type="text"/>
T20. Apply aftershave antiseptic to client following shave services.	<input type="text"/>	<input type="text"/>



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.	<input type="text"/>	<input type="text"/>
T22. Cleanse client face and apply facial scrubs to exfoliate and remove dead skin cells.	<input type="text"/>	<input type="text"/>
T23. Apply hot towels or steamers to client to soften skin and open pores.	<input type="text"/>	<input type="text"/>
T24. Perform massage manipulations to face to relax client facial muscles and stimulate circulation.	<input type="text"/>	<input type="text"/>
T25. Apply moisturizer, toner, and astringent to client after facial services to close pores.	<input type="text"/>	<input type="text"/>



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



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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K2. Knowledge of medical conditions that indicate that chemical services should not be performed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K3. Knowledge of diseases or disorders that indicate that barber services should not be performed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K4. Knowledge of barber services within the scope of practice.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K5. Knowledge of conditions (e.g., skin, scalp) that indicate a medical referral.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K6. Knowledge of types of lifestyles (e.g., swimming) that may indicate that chemical treatment should not be performed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K7. Knowledge of methods used to elicit information from client regarding past hair services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K8. Knowledge of products used in past chemical hair services that could affect current chemical service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K9. Knowledge of procedures used to analyze client hair condition to determine if chemical service can be performed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K10. Knowledge of methods to determine whether client service expectations are realistic and can be performed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K11. Knowledge of barber service maintenance requirements (e.g., time, number of revisits) needed to complete service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



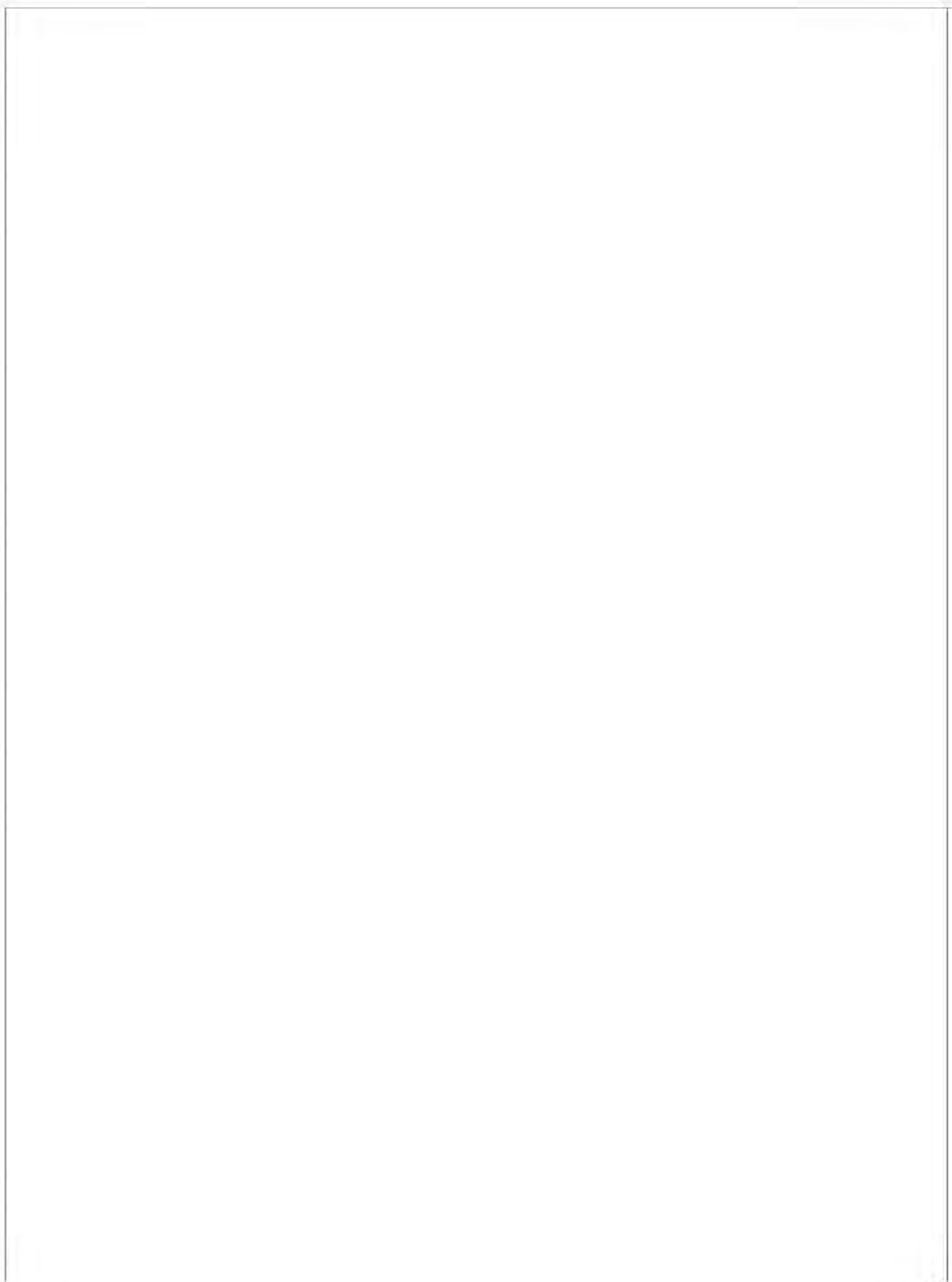
BARBER OCCUPATIONAL ANALYSIS SURVEY

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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K13. Knowledge of indicators of a reaction to barber products and services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K14. Knowledge of methods to prepare workstation for barber services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K15. Knowledge of methods used to cleanse client hair before performing services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K16. Knowledge of products used to cleanse client hair.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K17. Knowledge of Board-approved methods used to mix hair chemical products.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K18. Knowledge of manufacturer's recommendations used to mix hair chemical products.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K19. Knowledge of implements (e.g., bowls) used to mix hair chemical products.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K20. Knowledge of methods used to protect client during barber services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K21. Knowledge of products used to protect client during barber services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K22. Knowledge of methods used to perform conditioning treatment on client hair or scalp.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K23. Knowledge of products used for conditioning treatment on client hair or scalp.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>





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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K25. Knowledge of methods used to section client hair before service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K26. Knowledge of types of products used in permanent wave services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K27. Knowledge of types of products used in hair-relaxing services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K28. Knowledge of techniques used to cut client hair.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K29. Knowledge of types of implements and equipment used to cut client hair.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K30. Knowledge of types of implements and equipment used to style client hair.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K31. Knowledge of techniques used to style client hair.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K32. Knowledge of types of products used to style client hair.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K33. Knowledge of techniques used to wrap hair on rods during permanent wave service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K34. Knowledge of methods used to apply permanent wave chemicals to hair.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K35. Knowledge of methods used to apply hair-relaxing chemicals to hair.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K36. Knowledge of methods used to apply hair color chemicals to hair.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K38. Knowledge of methods used to rinse permanent wave chemicals from hair to complete permanent wave service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K39. Knowledge of methods used to rinse hair-relaxing chemicals from hair to complete hair-relaxing service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K40. Knowledge of methods used to rinse color, tint, and chemicals from hair to complete color service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K41. Knowledge of types of implements and equipment used to trim client beards or mustaches.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K42. Knowledge of techniques used to shape client beards or mustaches.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K43. Knowledge of techniques to protect client from chemical services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K44. Knowledge of products used to protect client from chemical services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K46. Knowledge of procedures used in applying hot towels to soften hair prior to shave services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K47. Knowledge of methods used to apply lather to soften hair prior to shave services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K48. Knowledge of types of razors to be used during shave services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K49. Knowledge of razor techniques to be used during shave services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K50. Knowledge of the effects that hair growth pattern, skin irregularities, and skin conditions have on shaving techniques.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K51. Knowledge of manipulation movement techniques used during shave services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K52. Knowledge of Board-approved techniques used for lather application in preparation for shave services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K53. Knowledge of products used on skin before and after shave services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K55. Knowledge of products used to cleanse and exfoliate the face.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K56. Knowledge of methods used to cleanse and exfoliate the face.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K57. Knowledge of the effects of skin irregularities and skin conditions on facial techniques.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K58. Knowledge of procedures used in applying hot towels and steamers to soften skin and open pores.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K59. Knowledge of products used with hot towels to provide aroma for relaxation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K60. Knowledge of implements and equipment used on skin during facial services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K61. Knowledge of Board-approved manipulation techniques used during facial massage.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K62. Knowledge of products used on skin following facial services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K64. Knowledge of Board regulations regarding sanitizing hands during services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K65. Knowledge of products used to sanitize hands.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K66. Knowledge of Board regulations regarding disinfecting equipment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K67. Knowledge of methods used to sanitize supplies according to Board regulations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K68. Knowledge of products used to sanitize supplies according to Board regulations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K69. Knowledge of methods used to sanitize and disinfect implements according to Board regulations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K70. Knowledge of methods used to disinfect work surface area according to Board regulations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K71. Knowledge of methods used to protect client's skin, eyes, and mouth from chemicals during barber services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K72. Knowledge of personal protective equipment (PPE) to protect barber's skin and eyes from chemicals during barber services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K73. Knowledge of chemical hazards related to barber services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K75. Knowledge of methods used to obtain product ingredients and chemical breakdown (e.g., SDS).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K76. Knowledge of Board regulations regarding storage of clean linens.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K77. Knowledge of methods used to contain soiled linens.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K78. Knowledge of methods used to store barber products and supplies.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K79. Knowledge of Board regulations regarding storage of products and supplies.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K80. Knowledge of Board regulations regarding labeling of products and supplies.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K81. Knowledge of types of Environmental Protection Agency (EPA)-registered disinfectant products.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K82. Knowledge of first aid procedures for burns, cuts, or allergic reactions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



BARBER OCCUPATIONAL ANALYSIS SURVEY

Thank you

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

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ATTACHMENT C2

2020 OCCUPATIONAL ANALYSIS OF THE ELECTROLOGIST PROFESSION



OCCUPATIONAL ANALYSIS OF THE ELECTROLOGIST PROFESSION



OFFICE OF PROFESSIONAL EXAMINATION SERVICES

BOARD OF BARBERING AND COSMETOLOGY

OCCUPATIONAL ANALYSIS OF THE ELECTROLOGIST PROFESSION



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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%

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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

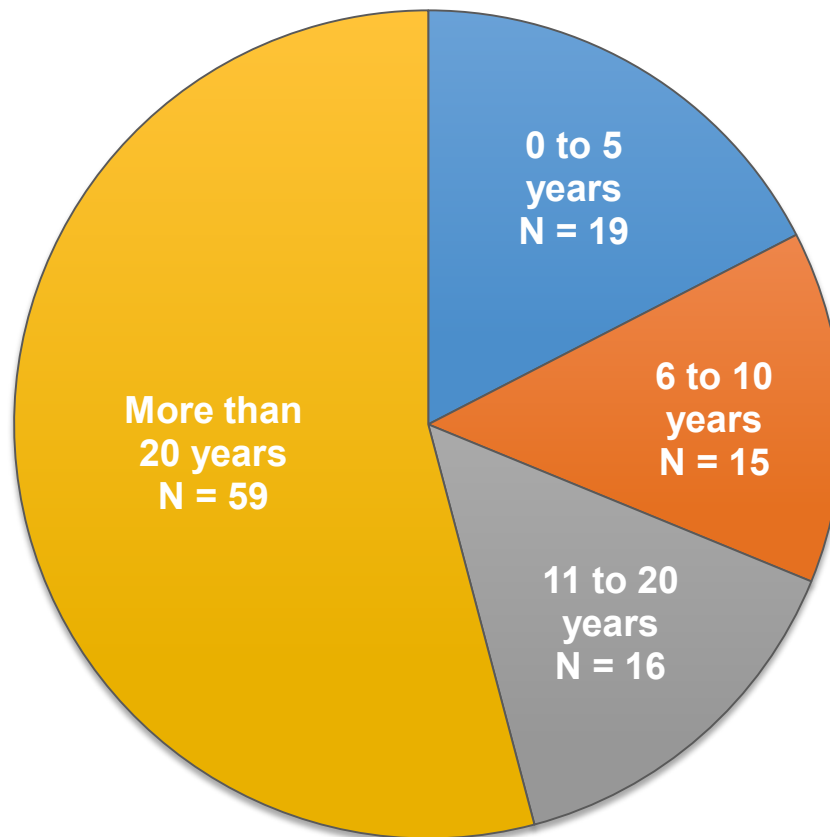


TABLE 2 – HOURS WORKED PER WEEK

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

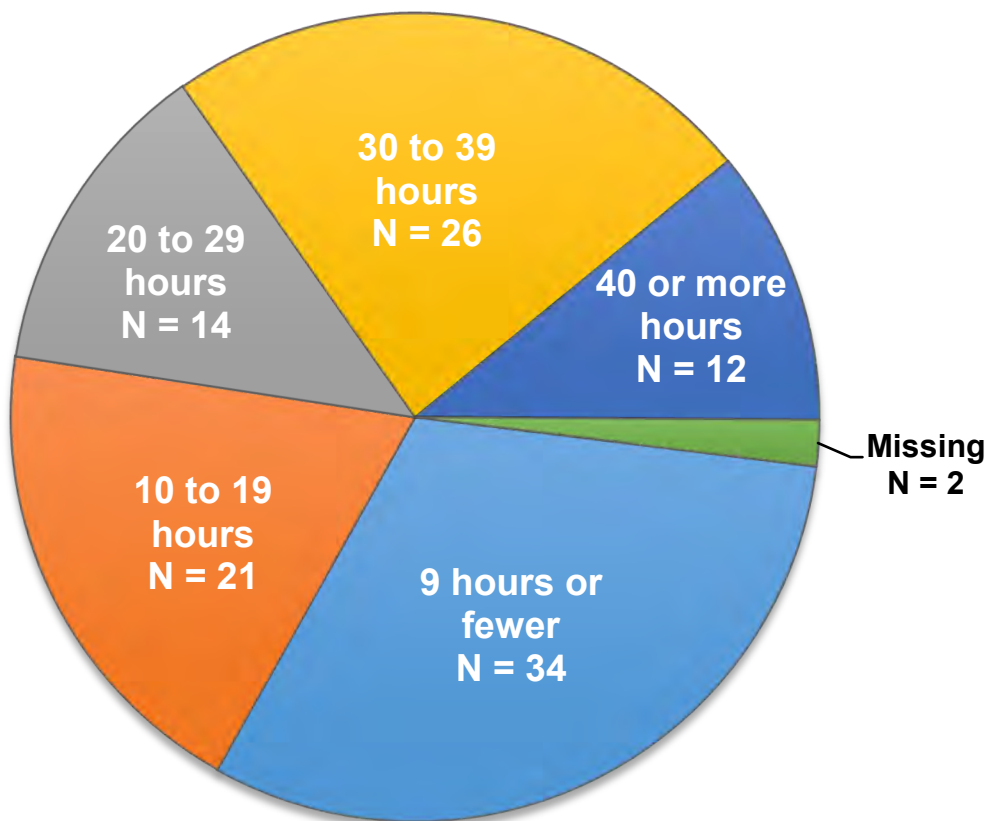


TABLE 3 – CLIENTS SEEN PER DAY

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

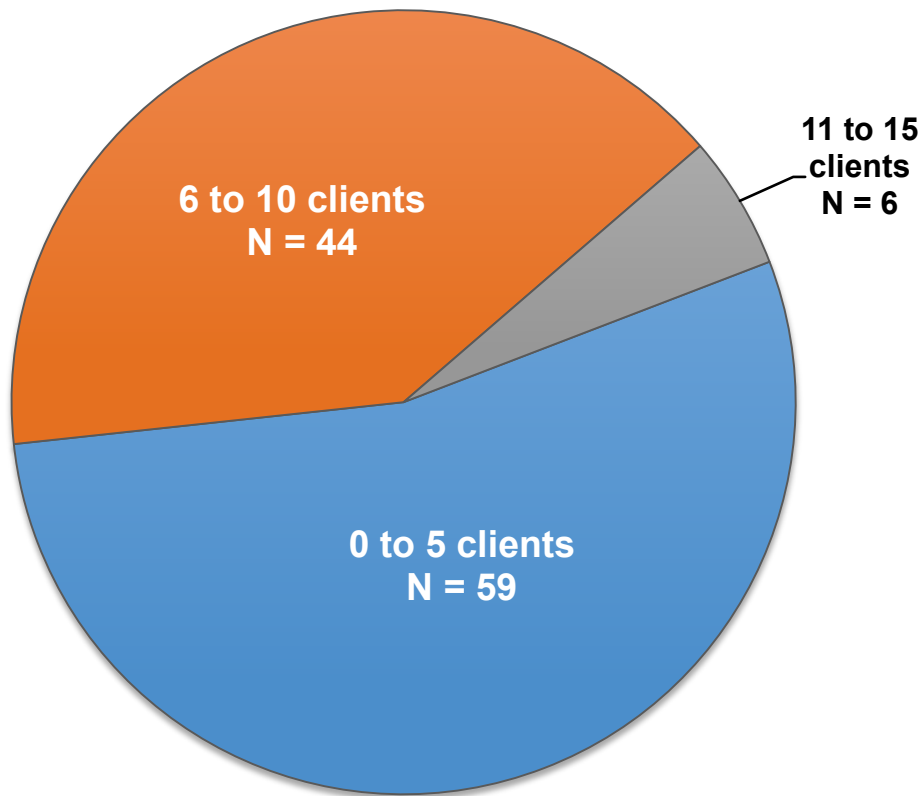


TABLE 4 – PRIMARY BUSINESS ENTITY

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

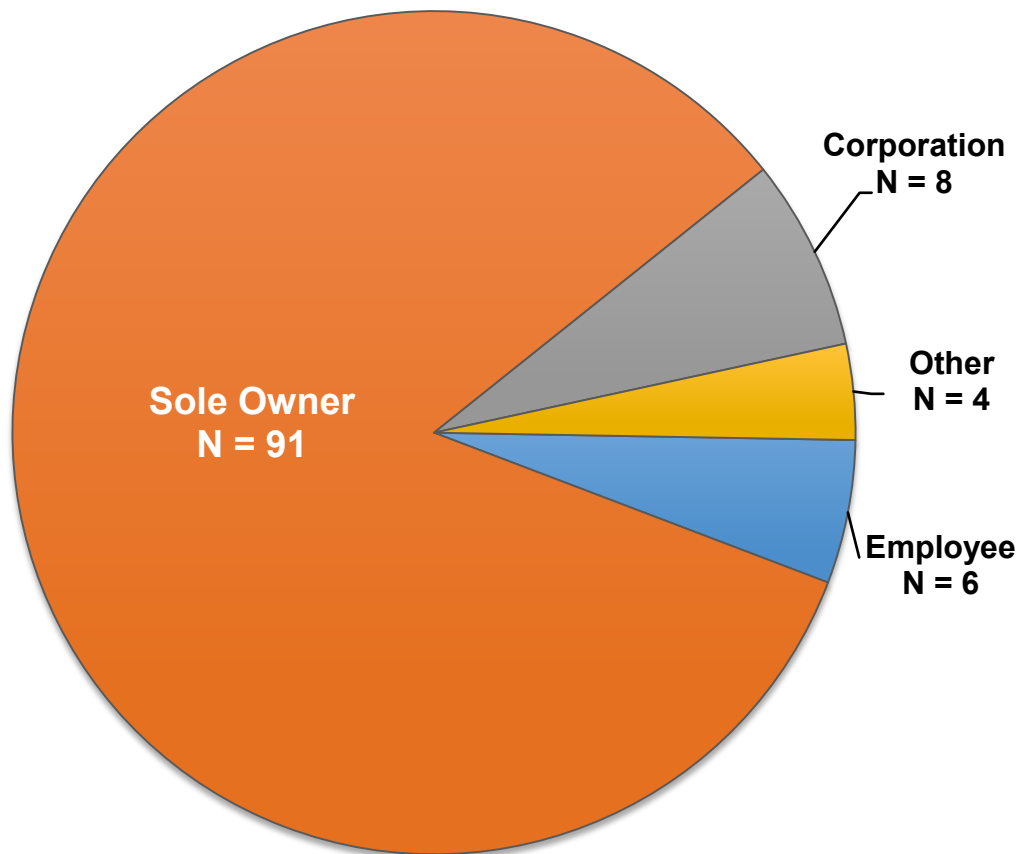


TABLE 5 – LOCATION OF PRIMARY WORK SETTING

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

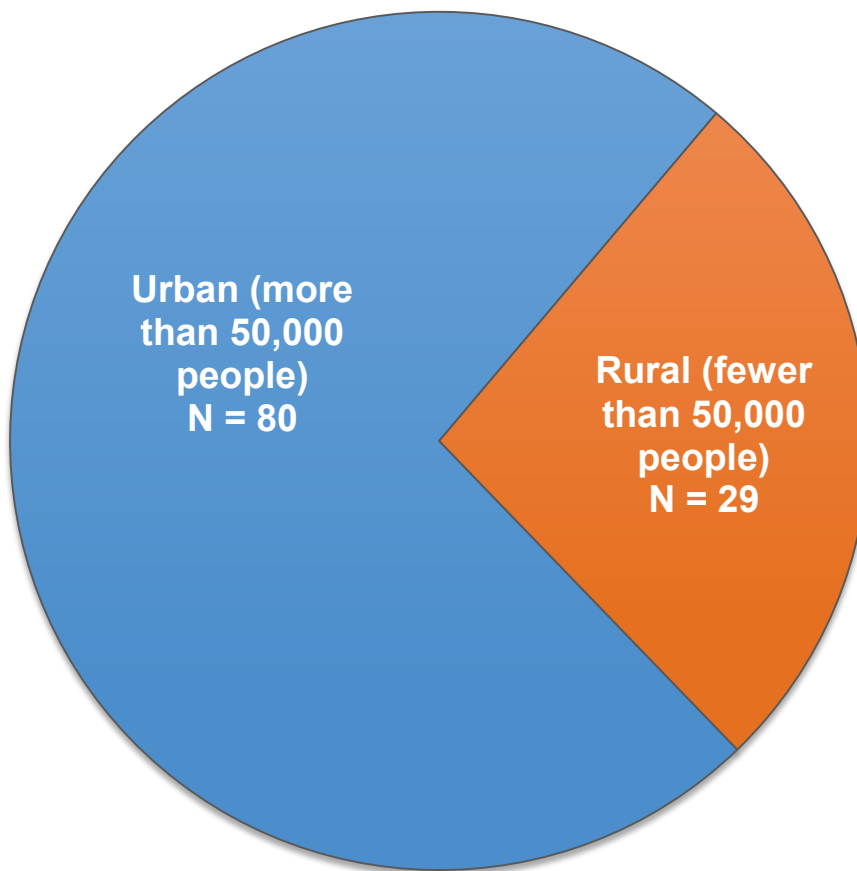


TABLE 6 – HIGHEST LEVEL OF EDUCATION

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

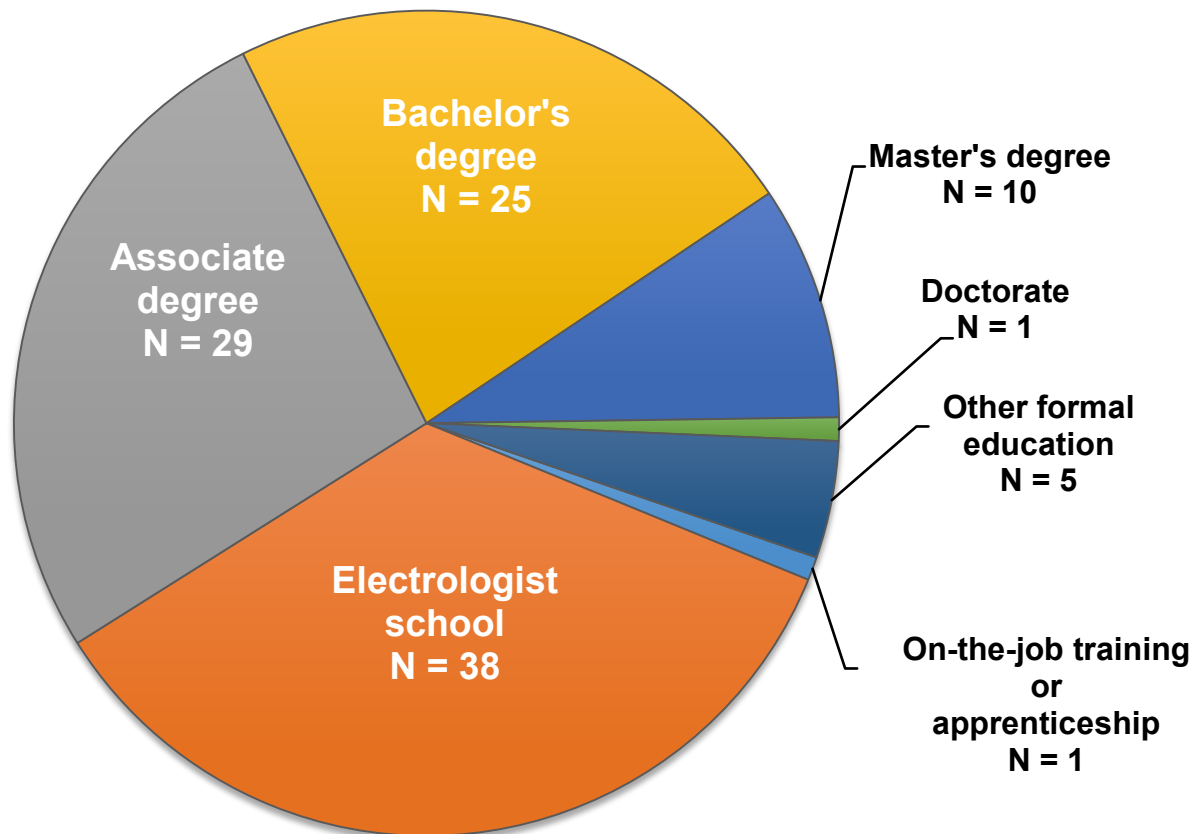


TABLE 7 – MODALITIES USED DURING TREATMENT*

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

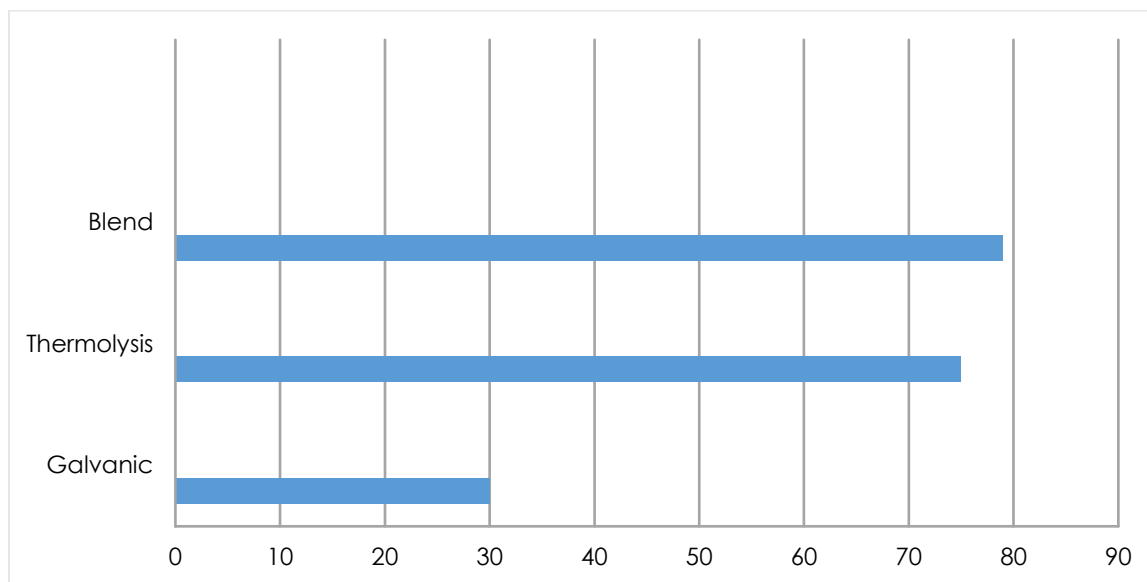


TABLE 8 – OTHER CALIFORNIA-ISSUED OCCUPATIONAL LICENSES HELD*

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

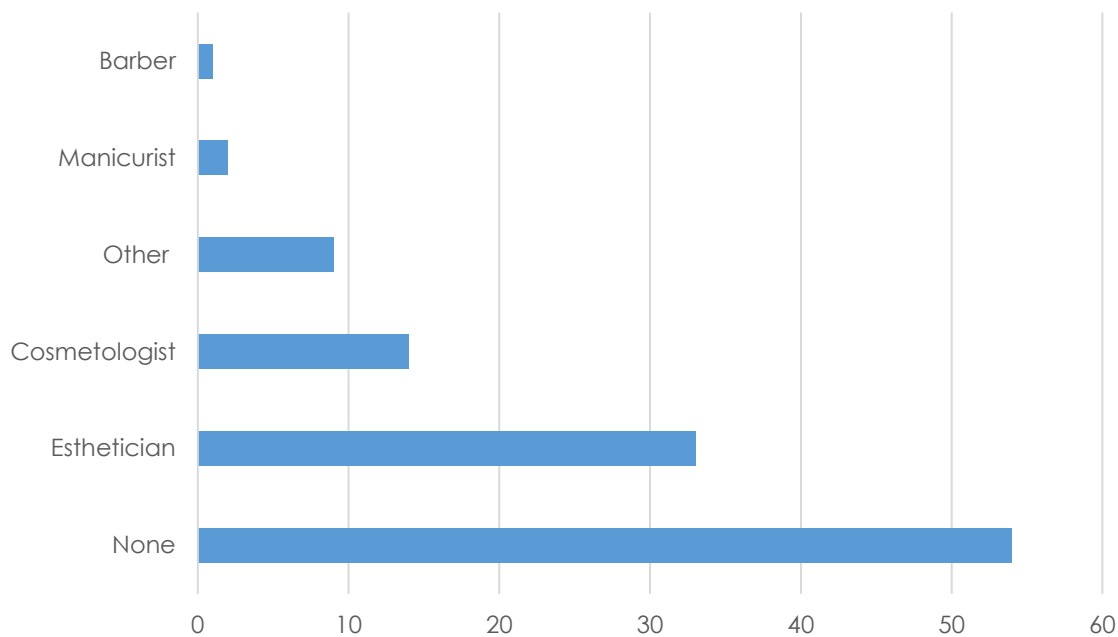


TABLE 9 – FREQUENCY OF VISITING BOARD WEBSITE

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

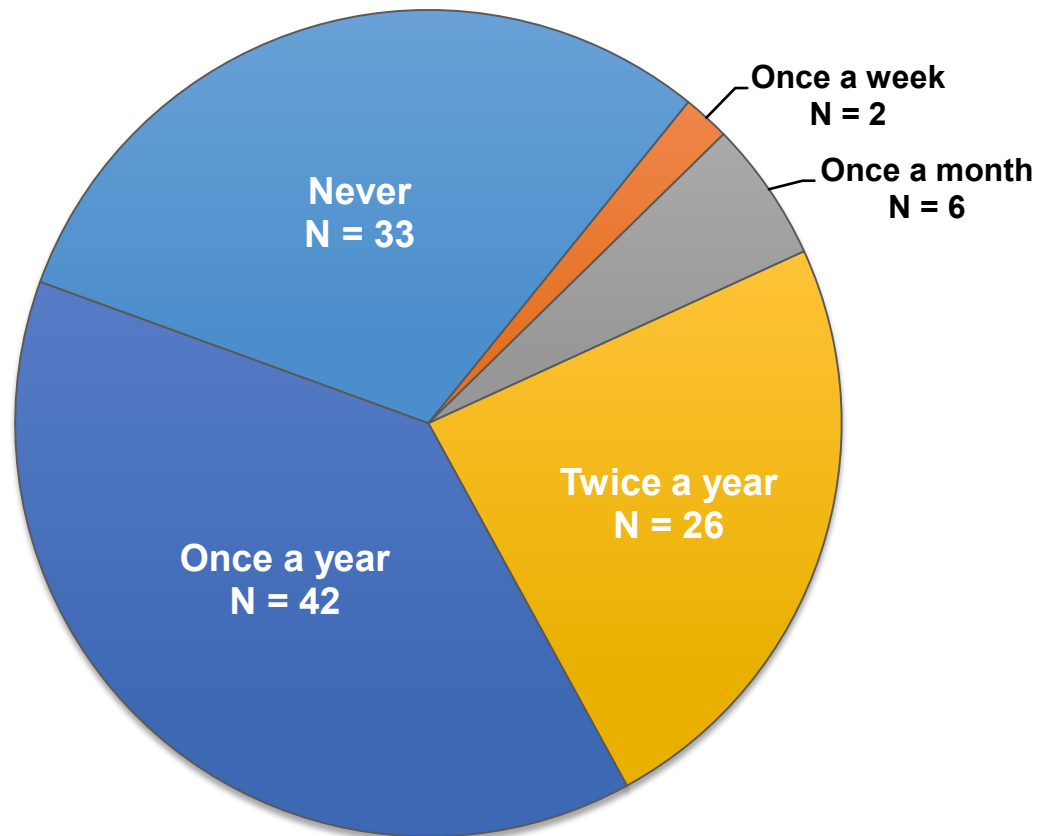


TABLE 10 – RESPONDENTS BY REGION

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?

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



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.	<input type="text"/>	<input type="text"/>
T2. Determine treatment plan based on hair type and body area requiring electrolysis treatment.	<input type="text"/>	<input type="text"/>
T3. Educate client about electrolysis procedure and discuss realistic results.	<input type="text"/>	<input type="text"/>
T4. Perform sample electrolysis treatment to evaluate client reaction to treatment.	<input type="text"/>	<input type="text"/>
T5. Collect relevant medical information from client to determine feasibility of electrolysis treatment.	<input type="text"/>	<input type="text"/>
T6. Evaluate client skin condition, such as acne or dryness, to determine electrolysis treatment plan.	<input type="text"/>	<input type="text"/>
T7. Review client prior hair removal methods to plan for future treatments.	<input type="text"/>	<input type="text"/>



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.	<input type="text"/>	<input type="text"/>
T9. Select type of probe by visually inspecting client hair type and diameter.	<input type="text"/>	<input type="text"/>
T10. Determine epilator settings based on hair type and area.	<input type="text"/>	<input type="text"/>
T11. Identify equipment malfunctions during electrolysis procedures.	<input type="text"/>	<input type="text"/>



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.	<input type="text"/>	<input type="text"/>
T13. Prepare client for treatment by sanitizing their skin to prevent infection.	<input type="text"/>	<input type="text"/>
T14. Assess client skin condition to determine current intensity and amount of time.	<input type="text"/>	<input type="text"/>
T15. Insert probe into hair follicle to deliver the current.	<input type="text"/>	<input type="text"/>
T16. Perform post-treatment care on client's skin at the end of session to reduce inflammation and possibility of infection.	<input type="text"/>	<input type="text"/>
T17. Educate client about home care by providing instructions to prevent infection.	<input type="text"/>	<input type="text"/>



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.	<input type="text"/>	<input type="text"/>
T19. Sanitize hands to prepare for electrolysis service.	<input type="text"/>	<input type="text"/>
T20. Discard disposable probes in covered, marked sharps containers after each client to prevent cross contamination.	<input type="text"/>	<input type="text"/>
T21. Sterilize non-disposable implements to prevent cross contamination.	<input type="text"/>	<input type="text"/>
T22. Store electrolysis implements and supplies according to state laws and regulations.	<input type="text"/>	<input type="text"/>
T23. Use personal protective equipment to protect client and electrologist from potential cross contamination and accidents.	<input type="text"/>	<input type="text"/>
T24. Maintain complete and thorough client records.	<input type="text"/>	<input type="text"/>



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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K2. Knowledge of advantages and disadvantages of electrolysis compared with other hair removal techniques.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K3. Knowledge of how to guide clients expectations of electrolysis treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K4. Knowledge of stages of hair growth.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K5. Knowledge of skin conditions, such as sunburns, that are contraindicated for electrolysis treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K6. Knowledge of hair conditions, such as curved hair follicle, distorted hairs, and ingrown hairs, that affect hair growth.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K7. Knowledge of body areas that do not allow for electrolysis treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K8. Knowledge of how hair type and body area affect electrolysis treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K9. Knowledge of factors that affect hair growth.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K11. Knowledge of skin reactions after electrolysis that affect treatment plan and modality selection.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K12. Knowledge of effects of client pain tolerance on treatment plan.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K13. Knowledge of pretreatment care to prepare for electrolysis treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K14. Knowledge of body areas that are more sensitive to electrolysis treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K15. Knowledge of skin abnormalities that affect electrolysis treatment, such as lesions and rashes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K16. Knowledge of most common types of prescription medications and supplements that impact electrolysis treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K17. Knowledge of skin conditions that require physician authorization before performing electrolysis treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K18. Knowledge of health conditions that require physician authorization before performing electrolysis treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K19. Knowledge of hormonal conditions, such as puberty and menopause, that affect hair growth.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K20. Knowledge of basic anatomy of skin and hair.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K21. Knowledge of basic endocrine system as it pertains to hair growth.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K22. Knowledge of electrology treatment needs specific to transgender clients.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K24. Knowledge of the effect of skin type on electrolysis modality selection.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K25. Knowledge of the effect of hair type on electrolysis modality selection.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K26. Knowledge of types of probes used for electrolysis.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K27. Knowledge of sizes of probes used for electrolysis.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K28. Knowledge of potential consequences to skin if using incorrect probe size.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K29. Knowledge of how current is dispersed based on type of probe.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K30. Knowledge of basic characteristics of electricity and electrical measurement.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K31. Knowledge of the characteristics and uses of the galvanic method.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K32. Knowledge of the characteristics and uses of the blend method.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K33. Knowledge of the characteristics and uses of the thermolysis method.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K34. Knowledge of techniques to balance current intensity and timing.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K35. Knowledge of the effects of current intensity and timing on hair follicle.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K36. Knowledge of signs of epilator malfunction.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K37. Knowledge of signs of sterilizer malfunction.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K38. Knowledge of methods for troubleshooting epilator.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K39. Knowledge of spore testing procedures.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K40. Knowledge of characteristics and uses of cataphoresis.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



ELECTROLOGIST OCCUPATIONAL ANALYSIS SURVEY

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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K42. Knowledge of client body positioning for electrolysis treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K43. Knowledge of how to maintain safe body posture while providing electrolysis treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K44. Knowledge of purposes of skin antiseptic products used during treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K45. Knowledge of products to sanitize the skin before and during electrolysis treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K46. Knowledge of the signs of skin overtreatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K47. Knowledge of electrolysis treatment that requires draping.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K48. Knowledge of methods to adjust modality according to pain tolerance and hair type.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K49. Knowledge of angles to insert probe according to body treatment area.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K50. Knowledge of angles to insert probe according to type of hair.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K51. Knowledge of depth to insert probe according to body treatment area.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K52. Knowledge of depth to insert probe according to type of hair.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K54. Knowledge of products and methods that reduce inflammation after electrolysis treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K55. Knowledge of posttreatment care procedures to reduce the possibility of infection.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K56. Knowledge of risks and side effects associated with posttreatment care.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K57. Knowledge of postelectrolysis treatment home care to reduce the possibility of infection.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K58. Knowledge of uses and contraindications of posttreatment cataphoresis.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K59. Knowledge of the characteristics of hair that has been epilated by electrolysis.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K60. Knowledge of procedures to maintain client treatment records.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K61. Knowledge of how electrolysis treatment is affected by prior treatment sessions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K63. Knowledge of state regulations about methods and products to disinfect electrolysis equipment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K64. Knowledge of methods and products to sanitize hands before performing treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K65. Knowledge of methods and equipment to ensure client safety during treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K66. Knowledge of state regulations about disposal of used instruments and supplies that cannot be disinfected or sterilized.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K67. Knowledge of procedures to control blood exposure contamination.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K68. Knowledge of methods to sterilize electrolysis instruments.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K69. Knowledge of methods to package instruments for sterilization.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K70. Knowledge of state regulations about storage of electrolysis implements and supplies.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K71. Knowledge of state regulations about labeling of electrolysis implements and supplies.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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 C3

2021 OCCUPATIONAL ANALYSIS OF THE ESTHETICS PROFESSION



OCCUPATIONAL ANALYSIS OF THE ESTHETICIAN PROFESSION

BOARD OF BARBERING AND COSMETOLOGY

OCCUPATIONAL ANALYSIS OF THE ESTHETICIAN PROFESSION



April 2021

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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

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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

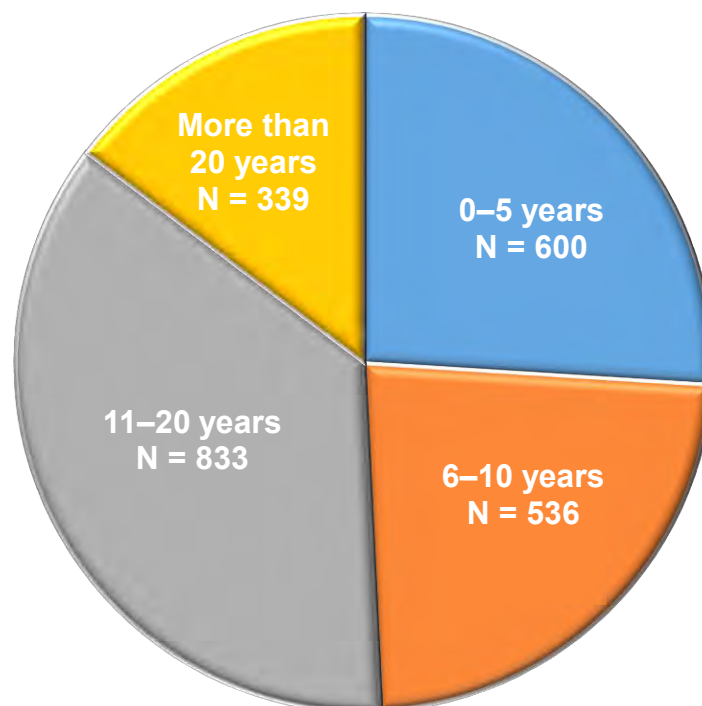


TABLE 2 – HOURS WORKED PER WEEK

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

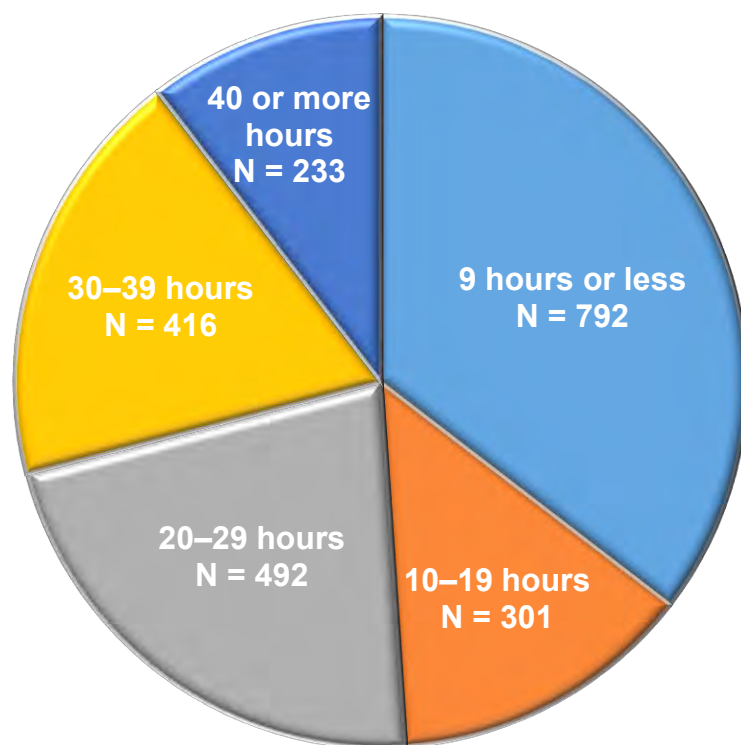


TABLE 3 – CLIENTS SEEN PER DAY

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

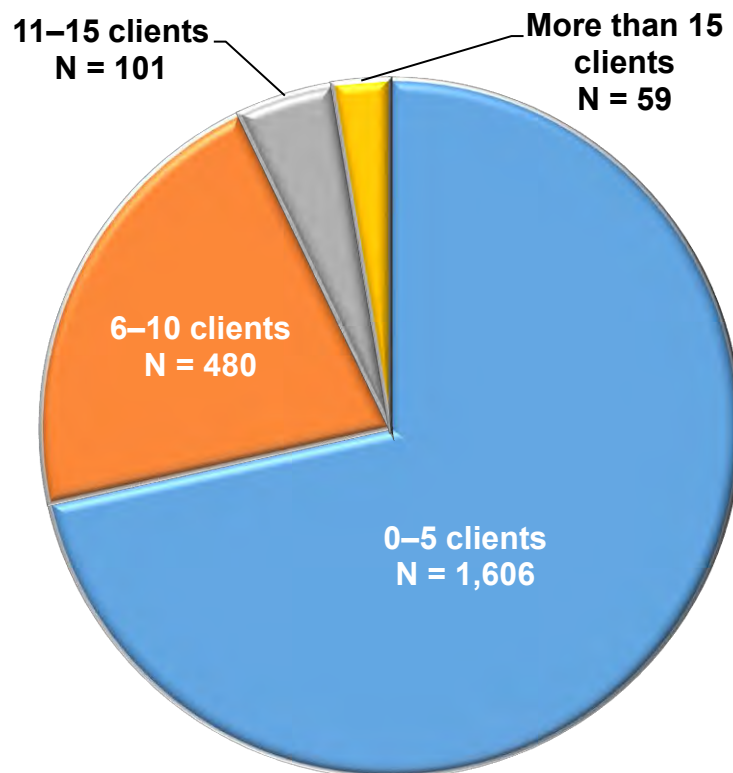


TABLE 4 – BUSINESS ENTITY TYPE

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

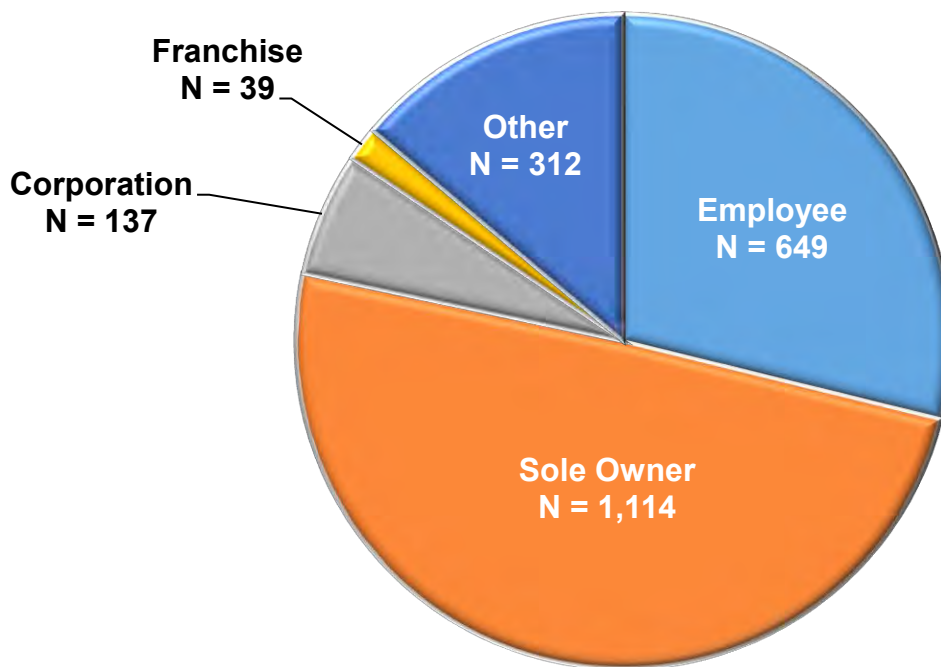


TABLE 5 – LOCATION OF PRIMARY WORK SETTING

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

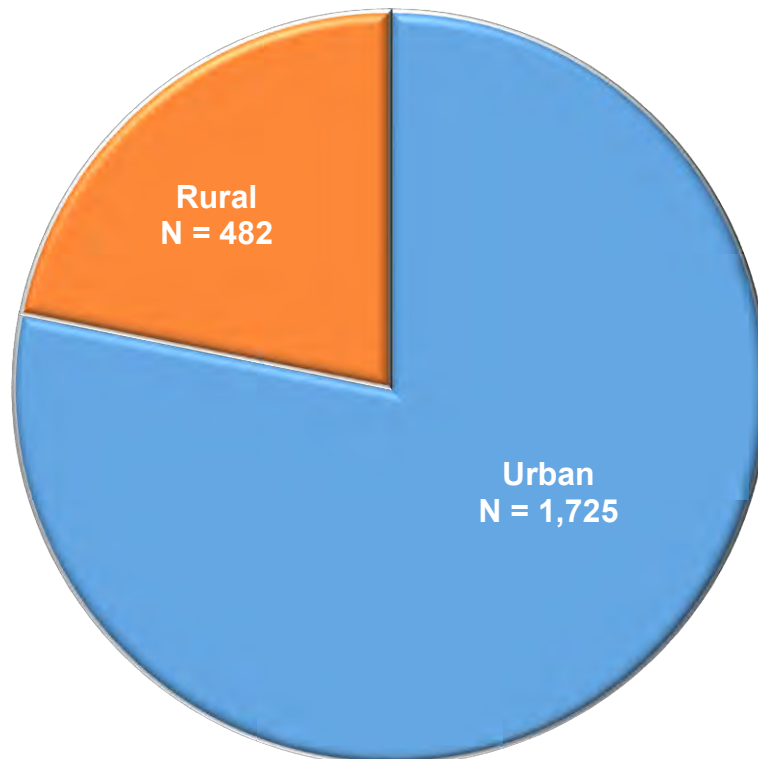


TABLE 6 – HIGHEST LEVEL OF EDUCATION

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

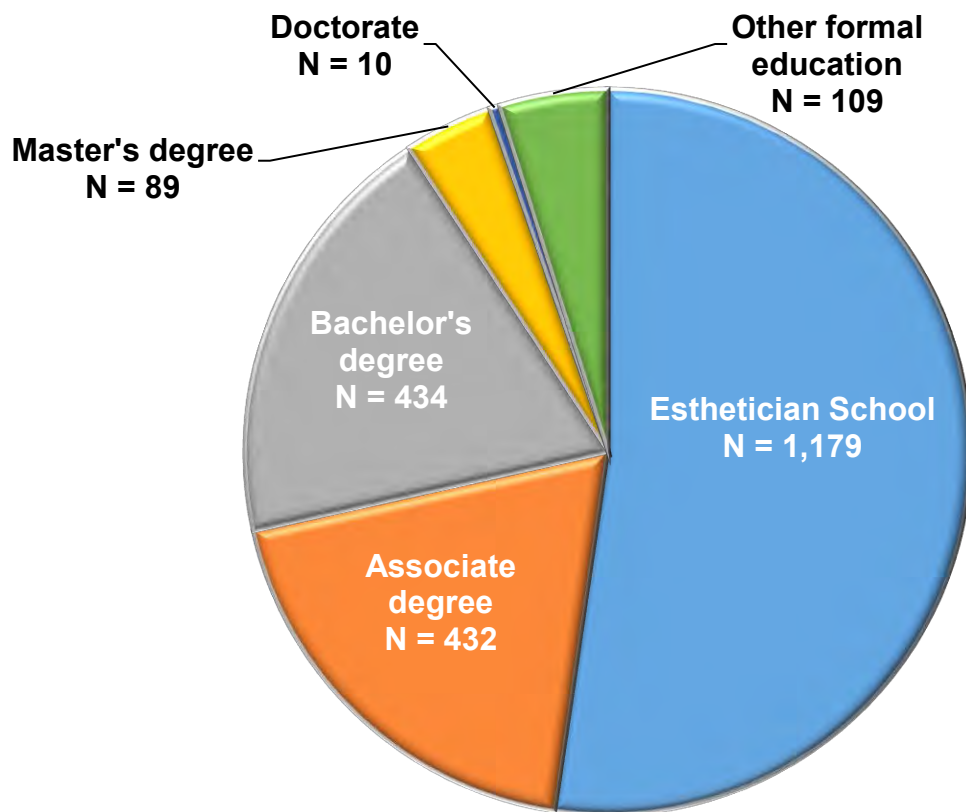


TABLE 7 – OTHER CALIFORNIA-ISSUED OCCUPATIONAL LICENSES HELD*

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.
			96	Knowledge of types of lash adhesives, primers, and removers.
	45	Prepare eyelashes and lashes for lash application.	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.
			100	Knowledge of methods for lash extension adhesive cures.
	46	Adhere lash extensions to enhance the appearance of eyelashes.	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.*	4.38
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.**	4.24
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.	
98. Knowledge of the implements used for adhering lash extensions.	
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?

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

Part II – Task Ratings

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

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

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

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

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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Knowledge of methods used to obtain client history related to esthetic services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Knowledge of methods to assess skin type and condition.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Knowledge of methods to provide esthetic treatments within esthetician scope of practice.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Knowledge of how to use implements and modalities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Knowledge of services within the esthetician scope of practice.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Knowledge of skin conditions that require a medical referral.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Knowledge of effect of client lifestyle, medication, and health conditions on esthetic treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Knowledge of methods to determine skin care products to use during treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Knowledge of potential hazards of mixing chemical ingredients.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Knowledge of how skin care products work when applied to skin.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Knowledge of ingredients that make mixing products for combined usage unsafe.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Knowledge of skin level on the Fitzpatrick scale to determine products to use during esthetic treatments.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Knowledge of skin diseases and conditions that make the use of ingredients unsafe.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. Knowledge of purposes for using different skin care products (e.g., toner, masks) on different skin conditions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. Knowledge of methods to test skin for reactions to skin care products.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. Knowledge of indicators of a negative reaction to skin care products.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. Knowledge of skin care ingredients to use during at-home treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. Knowledge of lifestyle behaviors that affect at-home skin care routine.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. Knowledge of requirements to maintain client records.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. Knowledge of methods to maintain records of esthetic treatments and client reactions to treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. Knowledge of products approved for use to disinfect, sterilize, and sanitize according to State Board regulations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25. Knowledge of methods to launder and sanitize linens.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. Knowledge of Board regulations pertaining to disinfecting, sanitizing, and sterilizing esthetic equipment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27. Knowledge of requirement to maintain documentation of autoclave function.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28. Knowledge of methods to sanitize, sterilize, and disinfect the surfaces and reusable implements for use in esthetic treatments.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29. Knowledge of methods used to prevent spread of pathogens (i.e., bacterial, fungal, and viral) during esthetic services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30. Knowledge of Board regulations pertaining to the storage of esthetic products, implements, linens, and equipment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31. Knowledge of Board regulations pertaining to the labeling of esthetic products, implements, linens, and equipment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
32. Knowledge of Board regulations regarding disinfectant strength, cleanliness, and fluid level.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
33. Knowledge of products and equipment used for esthetic services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
34. Knowledge of methods used to prepare products and equipment for use during esthetic services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
35. Knowledge of Board regulations regarding maintaining a sanitary maintenance area (SMA).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
36. Knowledge of methods to prepare work area for esthetic services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
37. Knowledge of types of attire worn by client during esthetic services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
38. Knowledge of Board regulations related to cleaning hands before esthetic treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
39. Knowledge of Board regulations pertaining to safety and infection control procedures.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
41. Knowledge of methods to drape client to protect from products.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
42. Knowledge of methods to reduce spread of pathogens during esthetic services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
43. Knowledge of Board regulations pertaining to the disposal of single-use items.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
44. Knowledge of Board regulations regarding removal and storage of soiled linens.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
45. Knowledge of methods to maintain sanitary makeup products and tools.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
46. Knowledge of potential for cross-contamination with improper makeup storage and usage.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
48. Knowledge of grades of acne.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
49. Knowledge of methods to cleanse skin.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
50. Knowledge of skin care products used for cleansing the skin.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
51. Knowledge of types of products to treat skin (e.g., cleanser, toner, serum, mask, moisturizer).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
52. Knowledge of requirements to apply skin care products during esthetic treatments.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
53. Knowledge of methods to apply skin care products.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
54. Knowledge of sensory nerves affected by facial treatment (e.g., massage, heat or cold, pressure).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
55. Knowledge of health conditions that indicate massage should be avoided during facial treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
56. Knowledge of muscles affected by facial massage.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
57. Knowledge of techniques to perform facial, neck, and décolletage massage.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
58. Knowledge of methods to remove dead skin cells (e.g., microdermabrasion, hydrodermabrasion, chemical peels, ultrasonic spatula).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
59. Knowledge of methods to use steam depending upon client skin conditions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
60. Knowledge of health and safety recommendations regarding the use of steam.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
61. Knowledge of methods to extract comedones.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
62. Knowledge of whether to use heat or cold on skin based upon purpose for use and skin condition.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
63. Knowledge of warm or cold temperature devices (e.g., jade rollers or balls) to stimulate lymphatic drainage and reduce inflammation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
65. Knowledge of the effects of using positive or negative ionic charges on the skin.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
66. Knowledge of purposes for using LED light therapy.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
67. Knowledge of conditions that do not allow safe use of LED light therapy.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
68. Knowledge of indirect and direct uses for high-frequency devices.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
69. Knowledge of protocol for using high-frequency devices.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
70. Knowledge of electrical treatments (e.g., pacemakers) and health conditions (e.g., diabetes, cancer) that make high-frequency device use unsafe.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
71. Knowledge of anatomy and physiology of facial muscles.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
72. Knowledge of electrical treatments (e.g., pacemakers) and health conditions (e.g., diabetes, cancer) that make microcurrent device use unsafe.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
74. Knowledge of skin conditions that indicate hair removal products should be avoided.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
75. Knowledge of techniques to test wax temperature.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
76. Knowledge of methods to apply hair removal product (e.g., wax, sugaring product, hair removal creams).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
77. Knowledge of methods to hold skin during wax or sugaring product removal.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
78. Knowledge of methods to remove wax or sugaring product from skin.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
79. Knowledge of methods to remove hair removal products from skin.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
80. Knowledge of types of skin care products that reduce inflammation of the skin.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
81. Knowledge of types of implements used to remove hair (e.g., thread, wax, tweezers).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
82. Knowledge of techniques to tweeze hair.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
83. Knowledge of facial structures related to the application of makeup.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
84. Knowledge of methods used to assess skin tone and type for application of makeup.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
85. Knowledge of color theory to select makeup colors.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
86. Knowledge of facial structures related to application of makeup.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
87. Knowledge of types of products and tools for makeup application.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
88. Knowledge of color theory to conceal skin.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
89. Knowledge of techniques used to apply makeup to reduce the appearance of skin conditions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
90. Knowledge of techniques to apply makeup to enhance facial features.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
91. Knowledge of eyebrow mapping technique.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

Thank you

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

ATTACHMENT C4

2021 OCCUPATIONAL ANALYSIS OF THE MANICURIST PROFESSION



OCCUPATIONAL ANALYSIS OF THE MANICURIST PROFESSION



BOARD OF BARBERING AND COSMETOLOGY

OCCUPATIONAL ANALYSIS OF THE MANICURIST PROFESSION



May 2021

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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%	

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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

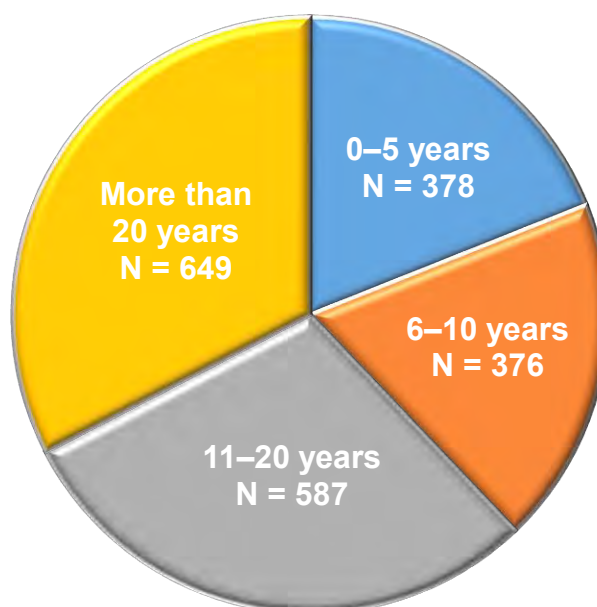


TABLE 2 – HOURS WORKED PER WEEK

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

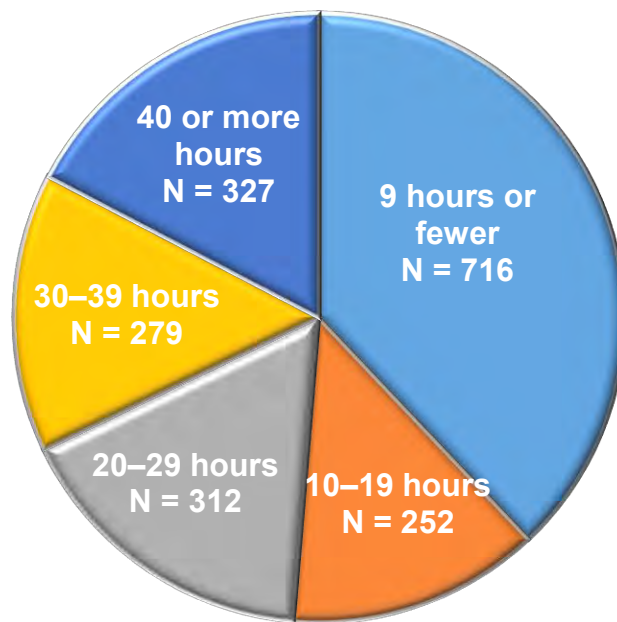


TABLE 3 – CLIENTS SEEN PER DAY

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

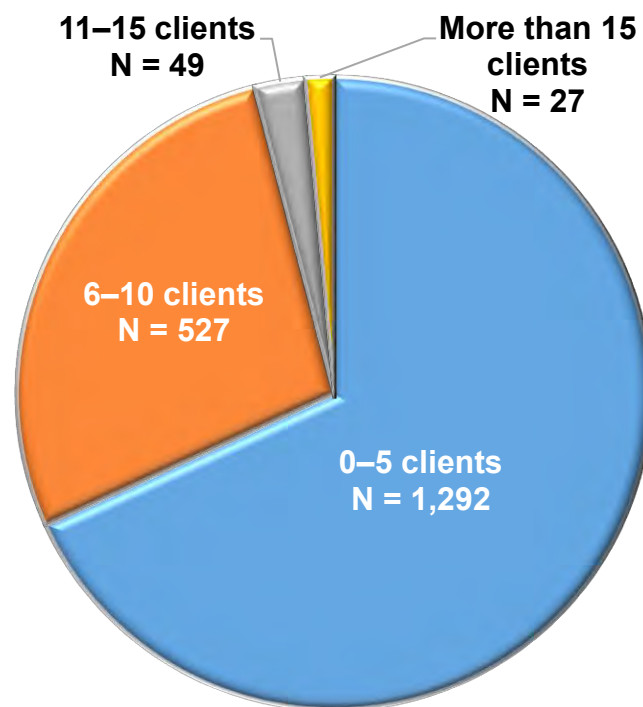


TABLE 4 – BUSINESS ENTITY TYPE

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

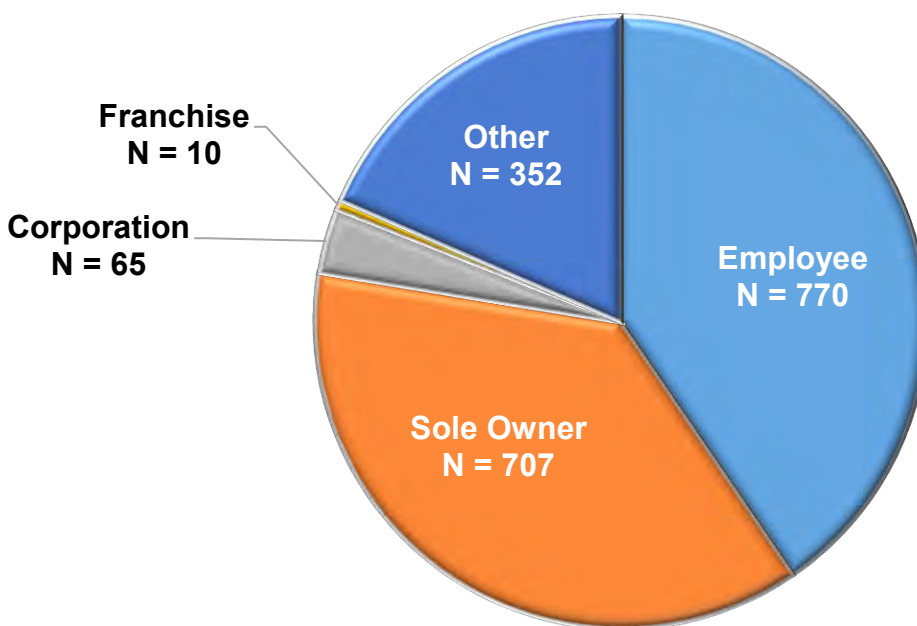


TABLE 5 – PRIMARY WORK SETTING

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

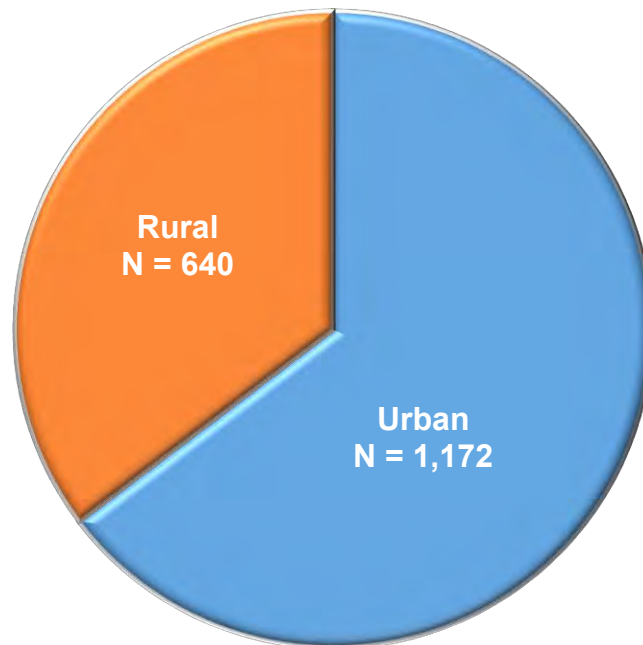


TABLE 6 – HIGHEST LEVEL OF EDUCATION

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

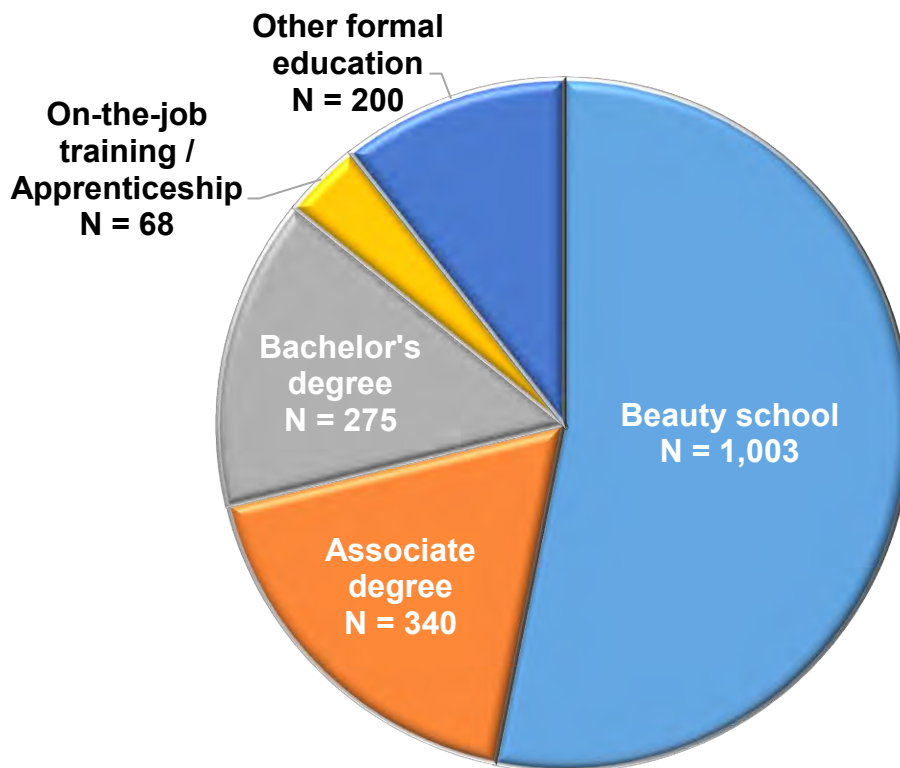


TABLE 7 – OTHER CALIFORNIA-ISSUED OCCUPATIONAL LICENSES HELD

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 (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 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).
				7	Knowledge of products that compromise air quality.
		5	Maintain a well-ventilated workspace.	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.
				10	Knowledge of requirements to maintain a clean workspace.
		6	Prepare and maintain clean workstation for client services.	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.
		7	Store tools and products in clean, labeled containers.	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.

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?

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

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.	<input type="text"/>	<input type="text"/>
2. Dispose of single-use products and tools.	<input type="text"/>	<input type="text"/>
3. Sterilize tools by placing in an autoclave to reduce the spread of pathogens.	<input type="text"/>	<input type="text"/>
4. Disinfect high-touch surfaces by spraying or wiping with disinfectant product.	<input type="text"/>	<input type="text"/>
5. Maintain a well-ventilated work space.	<input type="text"/>	<input type="text"/>
6. Prepare and maintain clean work station for client services.	<input type="text"/>	<input type="text"/>
7. Store tools and products in clean, labeled containers.	<input type="text"/>	<input type="text"/>
8. Clean and disinfect pedicure equipment.	<input type="text"/>	<input type="text"/>
9. Use personal protective equipment (e.g., mask, shield, gloves) to reduce the spread of pathogens between manicurist and client.	<input type="text"/>	<input type="text"/>
10. Wash own hands with soap and water before beginning client services.	<input type="text"/>	<input type="text"/>
11. Instruct clients to wash their hands with soap and warm water before nail services.	<input type="text"/>	<input type="text"/>
12. Maintain clean towels for use during client services.	<input type="text"/>	<input type="text"/>
13. Ask clients to complete an intake form to obtain client information (e.g., health status, allergies, emergency contact information).	<input type="text"/>	<input type="text"/>
14. Use hand sanitizer to reduce the risk of spreading pathogens.	<input type="text"/>	<input type="text"/>
15. Perform patch test to determine if client is sensitive to nail service products.	<input type="text"/>	<input type="text"/>
16. Store, use, and dispose of cosmetic products in a manner that prevents cross-contamination.	<input type="text"/>	<input type="text"/>

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.	<input type="text"/>	<input type="text"/>
18. Refer clients to other professionals for services outside of scope of practice.	<input type="text"/>	<input type="text"/>
19. Assess client lifestyle to select services and products.	<input type="text"/>	<input type="text"/>
20. Remove polish from nails to prepare nails for service.	<input type="text"/>	<input type="text"/>
21. Trim nails with clippers to shape or shorten.	<input type="text"/>	<input type="text"/>
22. Shape the free-edge of nails with a file.	<input type="text"/>	<input type="text"/>
23. Change the surface of the nails in preparation for nail service.	<input type="text"/>	<input type="text"/>
24. Prepare cuticles with tools or products.	<input type="text"/>	<input type="text"/>
25. Massage clients with a moisturizing product (e.g., elbows to fingertips or knees to toes).	<input type="text"/>	<input type="text"/>
26. Remove debris from under free edge of nails with tool.	<input type="text"/>	<input type="text"/>
27. Remove excess oil and lotion from nail plates to prepare nails for product application.	<input type="text"/>	<input type="text"/>
28. Smooth calluses with product or tool.	<input type="text"/>	<input type="text"/>
29. Apply paraffin wax to client hand or foot to soften skin.	<input type="text"/>	<input type="text"/>
30. Remove debris from nails before applying products.	<input type="text"/>	<input type="text"/>
31. Apply polishes to nails.	<input type="text"/>	<input type="text"/>
32. Use exfoliant to remove dead skin.	<input type="text"/>	<input type="text"/>
33. Soak client hands or feet in water or solution.	<input type="text"/>	<input type="text"/>
34. Dry nails and skin after soaking hands or feet.	<input type="text"/>	<input type="text"/>
35. Assess quality of nail service and client satisfaction after service completion.	<input type="text"/>	<input type="text"/>
36. Apply moisturizing product to client cuticles and nails.	<input type="text"/>	<input type="text"/>

	Frequency	Importance
37. Partially or completely remove existing enhancements from client nails.	<input type="text"/>	<input type="text"/>
38. Extend the length of client nails.	<input type="text"/>	<input type="text"/>
39. Apply enhancement products to client nails.	<input type="text"/>	<input type="text"/>
40. Follow manufacturer instructions for curing enhancement products.	<input type="text"/>	<input type="text"/>
41. Remove inhibition layer from enhancements.	<input type="text"/>	<input type="text"/>
42. Use file to smooth surface of enhancements.	<input type="text"/>	<input type="text"/>

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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Knowledge of requirements to dispose of single-use products and tools in accordance with State Board regulations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Knowledge of methods to sterilize tools in accordance with State regulations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Knowledge of requirements to maintain a sanitary work area.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Knowledge of disinfectant products (e.g., active ingredients, mix ratio, and contact time).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Knowledge of products that compromise air quality.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Knowledge of equipment to maintain a well-ventilated work space (e.g., fan, air purifiers, windows, ventilation systems).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Knowledge of methods to reduce the amount of dust inhaled during enhancements.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Knowledge of requirements to maintain a clean workspace.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Knowledge of products and tools that should be prepared in advance of nail services in accordance with State Board regulations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Knowledge of regulations for storing tools and products in clean, labeled containers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Knowledge of requirements to maintain manufacturer safety data sheets.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Knowledge of manufacturer-recommended procedures for nail product storage.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Knowledge of regulations for documenting the cleaning and disinfecting of pedicure equipment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. Knowledge of methods and regulations to disinfect equipment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. Knowledge of state requirements for wearing personal protective equipment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. Knowledge of types of personal protective equipment to reduce the spread of pathogens through air and touch.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. Knowledge of methods to reduce the amount of pathogens on hands in accordance with State Board regulations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. Knowledge of cleaning products for skin.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. Knowledge of methods to reduce transmission of pathogens through hand-to-hand contact.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Does not apply to my job;	Not	Of minor	Fairly important	Moderately	Very	Critically
	required	importance			important	important	important
22. Knowledge of methods to clean and sanitize towels.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. Knowledge of regulations for cleaning, storing, and labeling linens.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. Knowledge of questions to ask client pertinent to health and safety (e.g., contagious diseases and conditions that make nail services unsafe).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25. Knowledge of methods to protect private client information if collected.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. Knowledge of antimicrobial products for use on hands that reduce spread of pathogens.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27. Knowledge of how chemicals in nail products affect nails and surrounding skin.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28. Knowledge of indicators of skin reaction to nail service products.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29. Knowledge of reactions caused by mixing nail product chemicals together.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30. Knowledge of the action and reaction of chemicals used in nail products (e.g., polymers, monomers, solvents, creams, lotions, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31. Knowledge of basic chemistry related to nail products and services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
32. Knowledge of state laws and regulations regarding storage, use, and disposal of cosmetic products.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
34. Knowledge of nail conditions that make nail services unsafe (e.g., brittle nails, fungus, signs of infection, damaged nail plates).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
35. Knowledge of causes for nail discoloration.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
36. Knowledge of manicurist scope of practice and ability.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
37. Knowledge of lifestyle habits that can cause rapid deterioration of nail services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
38. Knowledge of features and benefits of different categories of nail service products.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
39. Knowledge of client expectations for service maintenance.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
40. Knowledge of activities that reduce the effects of nail polish or remove nail polish.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
41. Knowledge of types of polish removers (e.g., acetone, non-acetone).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
42. Knowledge of methods to remove polish from nails.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
43. Knowledge of indicators of a reaction to products.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
44. Knowledge of methods to shape or shorten nails with tools.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
45. Knowledge of nail shapes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
46. Knowledge of nail anatomy related to trimming nails.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
47. Knowledge of methods and tools to shape and smooth the free-edge of nails.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
48. Knowledge of methods and products to change the surface of the nails in preparation for service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
49. Knowledge of problems associated with over-filing (e.g., friction burn or filing through nail plate).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
50. Knowledge of methods to remove superficial nail discoloration.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
51. Knowledge of products that promote adhesion to nails.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
53. Knowledge of nail conditions that make buffing or filing unsafe.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
54. Knowledge of methods to loosen, soften, or remove cuticles.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
55. Knowledge of nail or skin conditions that make the use of cuticle remover unsafe.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
56. Knowledge of pressure levels to reduce risk of injury to clients while using tools.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
57. Knowledge of differences between eponychium and cuticle.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
58. Knowledge of massage techniques.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
59. Knowledge of pressure levels to reduce risk of injury to clients while massaging.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
60. Knowledge of ergonomic massage techniques to reduce risk of injury to self and clients while giving massage.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
61. Knowledge of methods used to clean debris from under nails.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
62. Knowledge of methods to remove oil and lotion from nails.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
63. Knowledge of products that remove oil from nails.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
64. Knowledge of methods and tools to smooth calluses without removing them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
65. Knowledge of strength of callus remover products and safety precautions for their use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
66. Knowledge of safety precautions for using heated paraffin wax (e.g., heat and sanitary practices).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
67. Knowledge of methods to prepare client skin for paraffin wax.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
68. Knowledge of methods for removing debris from nails.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
69. Knowledge of types of polishes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
70. Knowledge of methods to apply polishes to nails.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
71. Knowledge of products that exfoliate skin.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
72. Knowledge of levels of pressure to use while exfoliating client skin.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
73. Knowledge of methods to apply and remove products from client skin.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
74. Knowledge of nail types (e.g., weak, bendy, brittle) and conditions that make soaking nails unsafe.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
75. Knowledge of effects of soaking nails on nail services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
77. Knowledge of requirement to use clean towels while performing nail services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
78. Knowledge of indicators that nail service is inadequate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
79. Knowledge of methods to correct nail imperfections after service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
80. Knowledge of products to moisturize client cuticles and nails (e.g., oil, lotion).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
81. Knowledge of methods and tools to identify enhancement products on client nails.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
82. Knowledge of methods to remove enhancement products from client nails.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
83. Knowledge of methods and products to extend length of nails (e.g., nail tips, forms, press-on nails).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
84. Knowledge of methods to apply nail enhancement products to client nails.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
85. Knowledge of enhancement products.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
86. Knowledge of methods and equipment to cure enhancements (e.g., air dry, heat lamp, UV or LED light).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
87. Knowledge of methods and products to remove inhibition layer from enhancements.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
88. Knowledge of methods for using files to smooth enhancement surface.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Thank you!

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

ATTACHMENT C5

2022 OCCUPATIONAL ANALYSIS OF THE HAIRSTYLIST PROFESSION

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.*

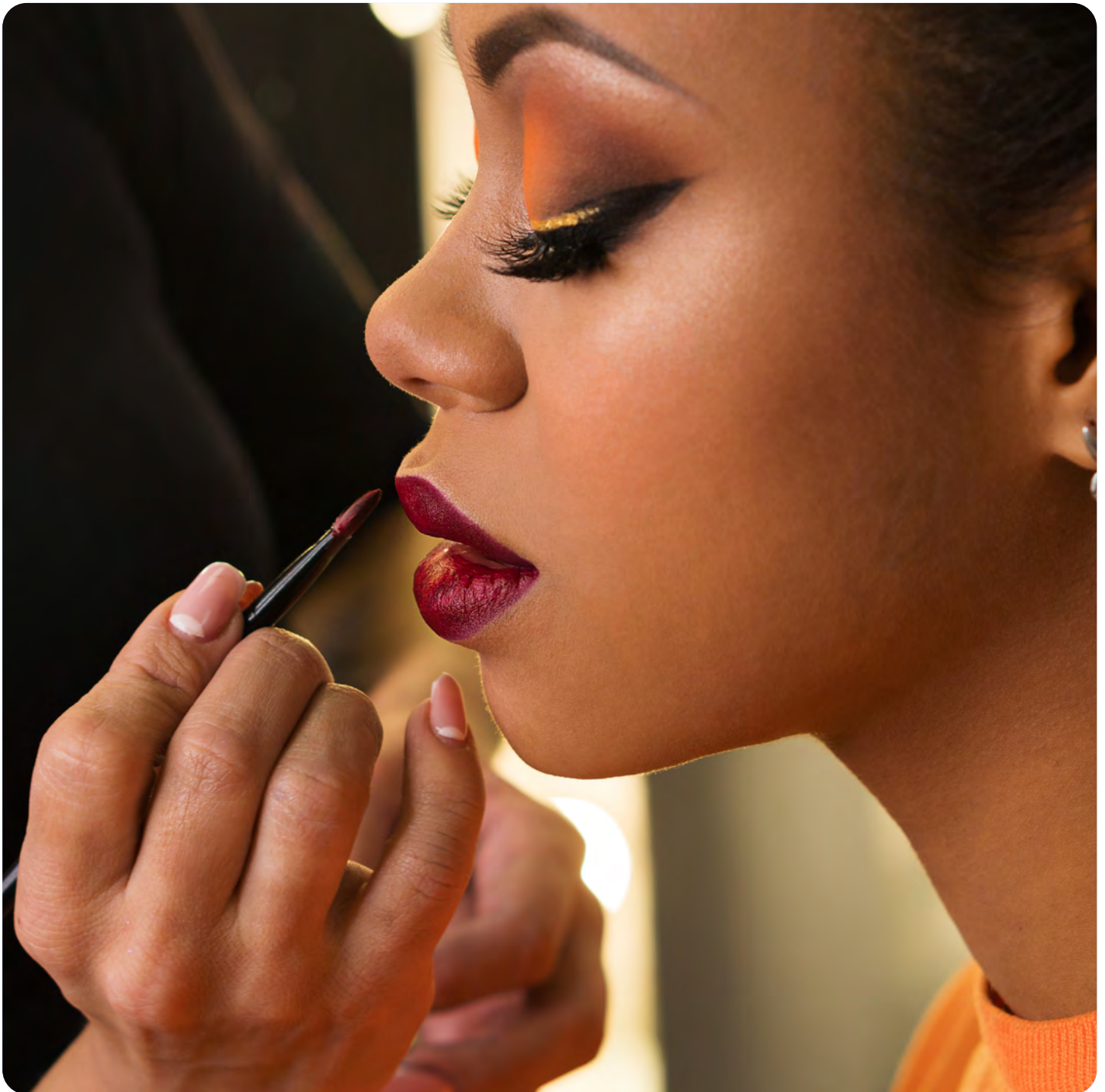
<i>Task Statement</i>	<i>Knowledge Statements</i>
T13. Perform haircutting techniques using tools to cut hair according to client's request.	K25. Knowledge of techniques used to cut client's hair. K26. Knowledge of types of tools used to cut client's hair. K27. Knowledge of methods for styling different 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

YEAR-END ORGANIZATION CHARTS FOR LAST FOUR FISCAL YEARS



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

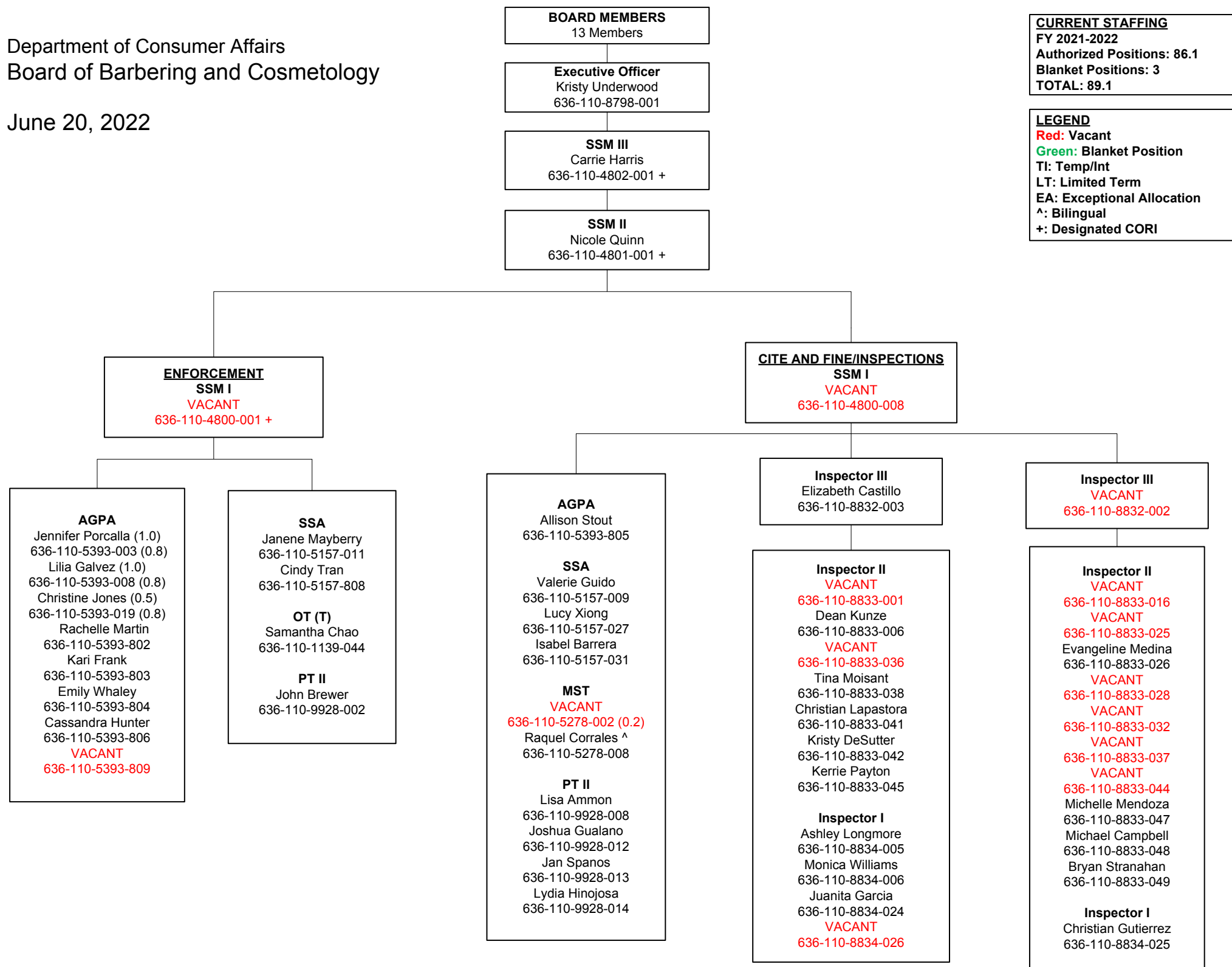
Date

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

Department of Consumer Affairs
Board of Barbering and Cosmetology

June 19, 2023

BOARD MEMBERS

13 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 2022-2023
Authorized Positions: 86.1
Blanket Positions: 7
TOTAL: 93.1

LEGEND

Red: Vacant
Green: Blanket Position
TI: Temp/Int
LT: Limited Term
EA: Exceptional Allocation
^: Bilingual
+: Designated CORI

**LICENSING
SSM I**

Jasmine Shaw
636-110-4800-007 +

**LICENSING
SSM I**

James Zimmerman (1.0)
636-110-4800-009 (0.5) +

**OPERATIONS
SSM I**

VACANT
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 Voudouris
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 ^
Alexandra Geer
636-110-5393-800
Kay Judson
636-110-5393-807

Student Assistant

Benjamin Kieu (TI)
636-110-4870-907

PT II

VACANT

636-110-9928-001
Marian Chaves
636-110-9928-003
Velma Nunn
636-110-9928-004

VACANT

636-110-9928-005

Dante Guin
636-110-9928-006
Deidre McDonald
636-110-9928-007
Sherrie Anderson-Mehler
636-110-9928-017

Seasonal Clerk

Nichole Lewis (TI)
636-110-1120-907
Yuqing Yin (TI)
636-110-1120-907
De'Jon Williams (TI)
636-110-1120-907

AGPA

LaTasha Williams
636-110-5393-810

SSA

Kristen Pacol
636-110-5157-035

MST

VACANT
636-110-5278-001

PT II

Maria Lopez
636-110-9928-009

VACANT

636-110-9928-010

VACANT

636-110-9928-016

VACANT

636-110-9928-018

VACANT

636-110-9928-019

Inga Thomas
636-110-9928-020

Kaylene Jacobson (LT)

636-110-9928-907

Jonathan Schick (LT)

636-110-9928-907

AGPA

Shelby Edmiston
636-110-5393-025
Mallory Switzgable
636-110-5393-801
Jennifer Huetter
636-110-5393-812

SSA

Savannah Hughes
636-110-5157-036
Natalie Mitchell
636-110-5157-813

Kristy Underwood or Designee

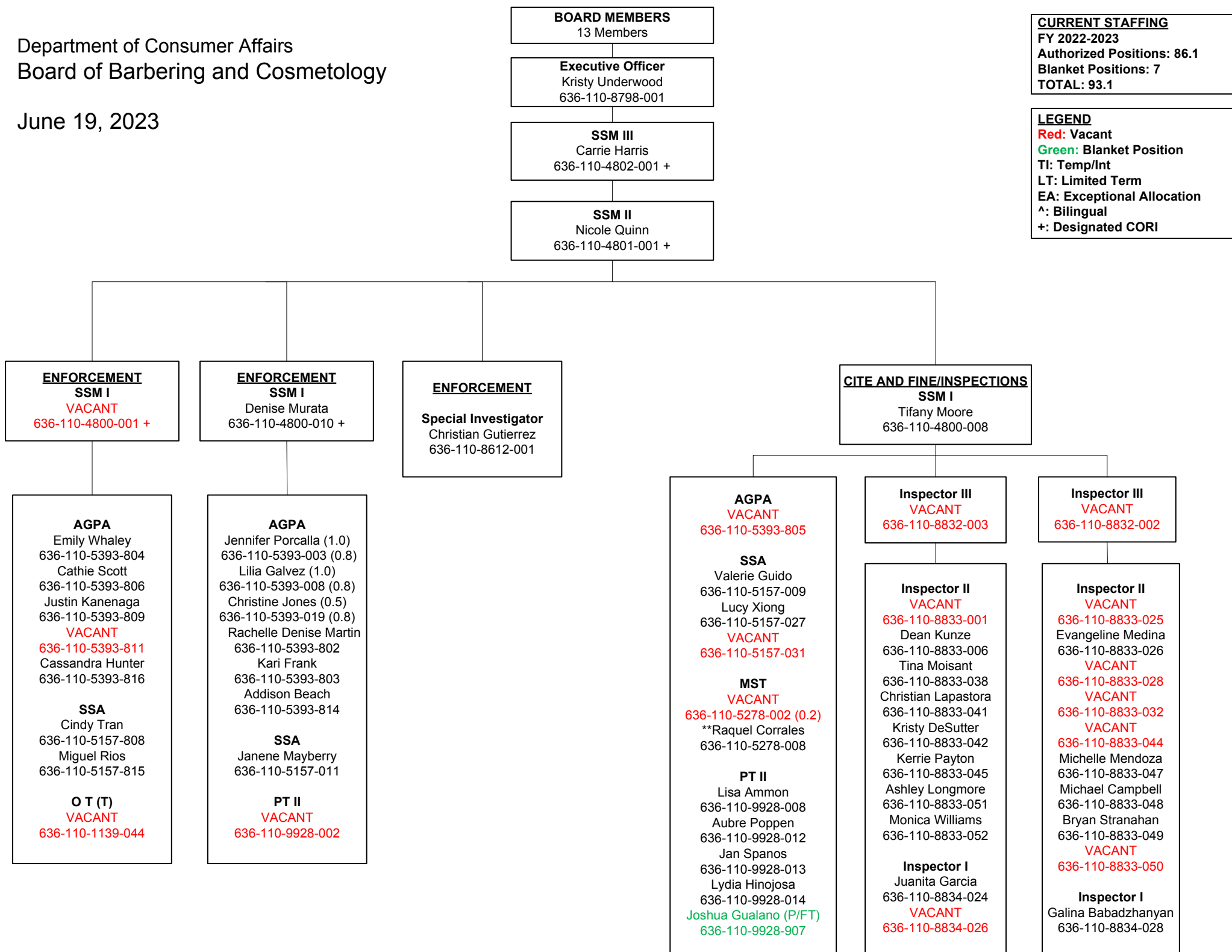
Date

Jill Field, C&R Analyst

Date

Department of Consumer Affairs
Board of Barbering and Cosmetology

June 19, 2023

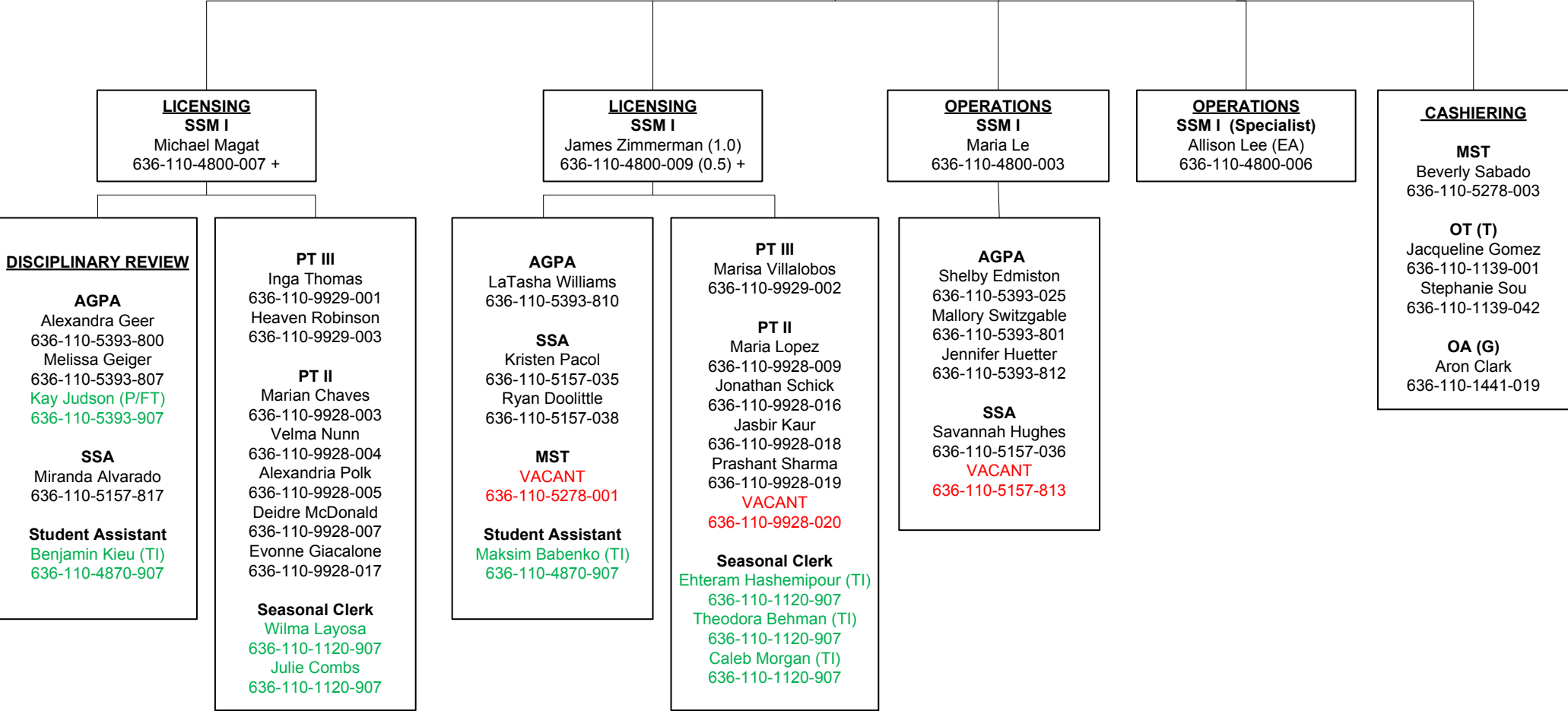


CURRENT STAFFING
FY 2022-2023
Authorized Positions: 86.1
Blanket Positions: 7
TOTAL: 93.1

LEGEND
Red: Vacant
Green: Blanket Position
TI: Temp/Int
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^: Bilingual
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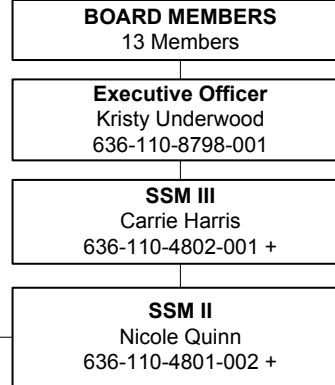
Department of Consumer Affairs (DCA)
Board of Barbering and Cosmetology (BBC)

June 29, 2024



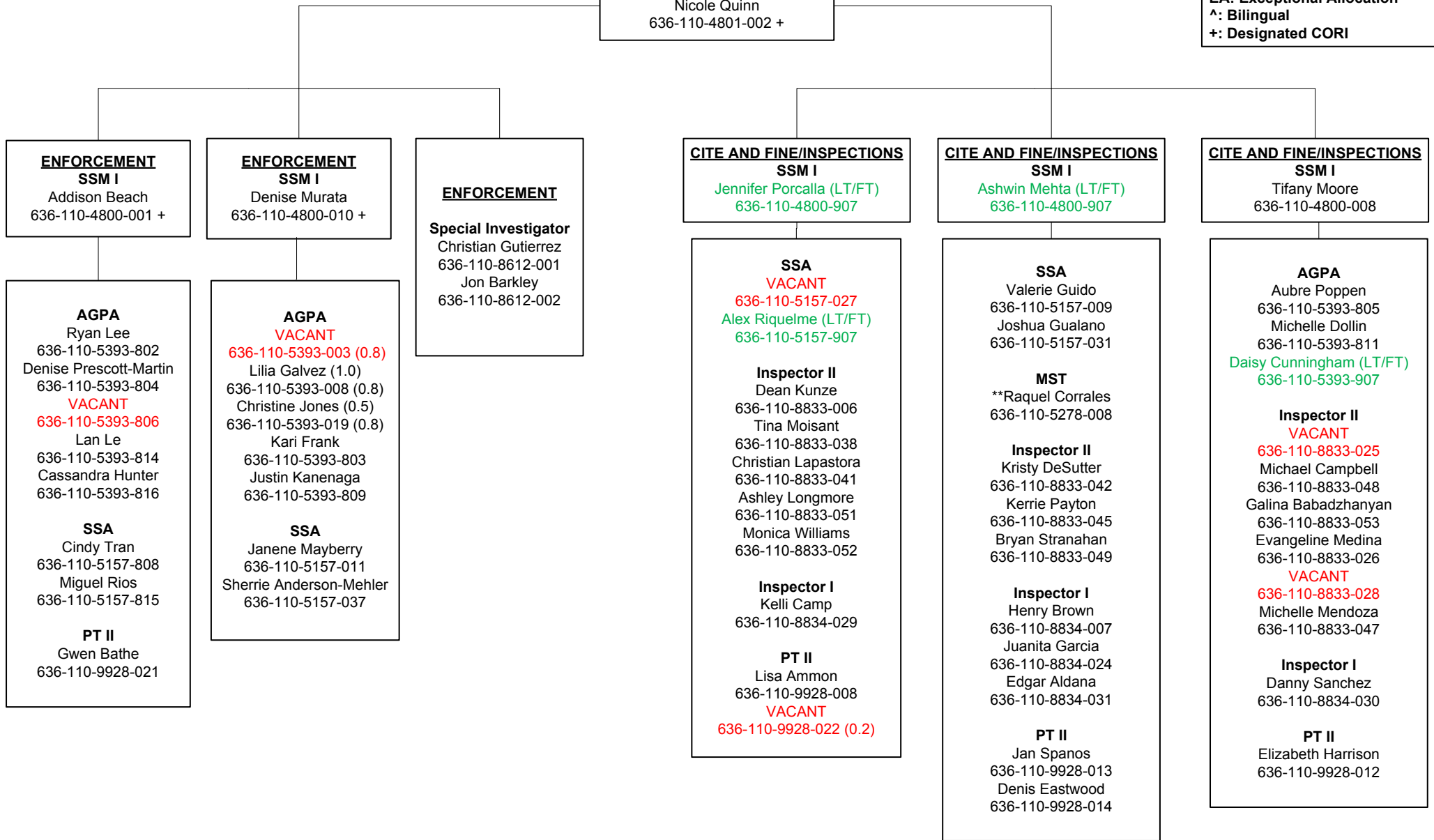
Department of Consumer Affairs (DCA)
Board of Barbering and Cosmetology (BBC)

June 29, 2024



CURRENT STAFFING
FY 2023-2024
Authorized Positions: 86.1
Blanket Positions: 12
TOTAL: 98.1

LEGEND
Red: Vacant
Green: Blanket Position
TI: Temp/Int
LT: Limited Term
EA: Exceptional Allocation
^: Bilingual
+: Designated CORI



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

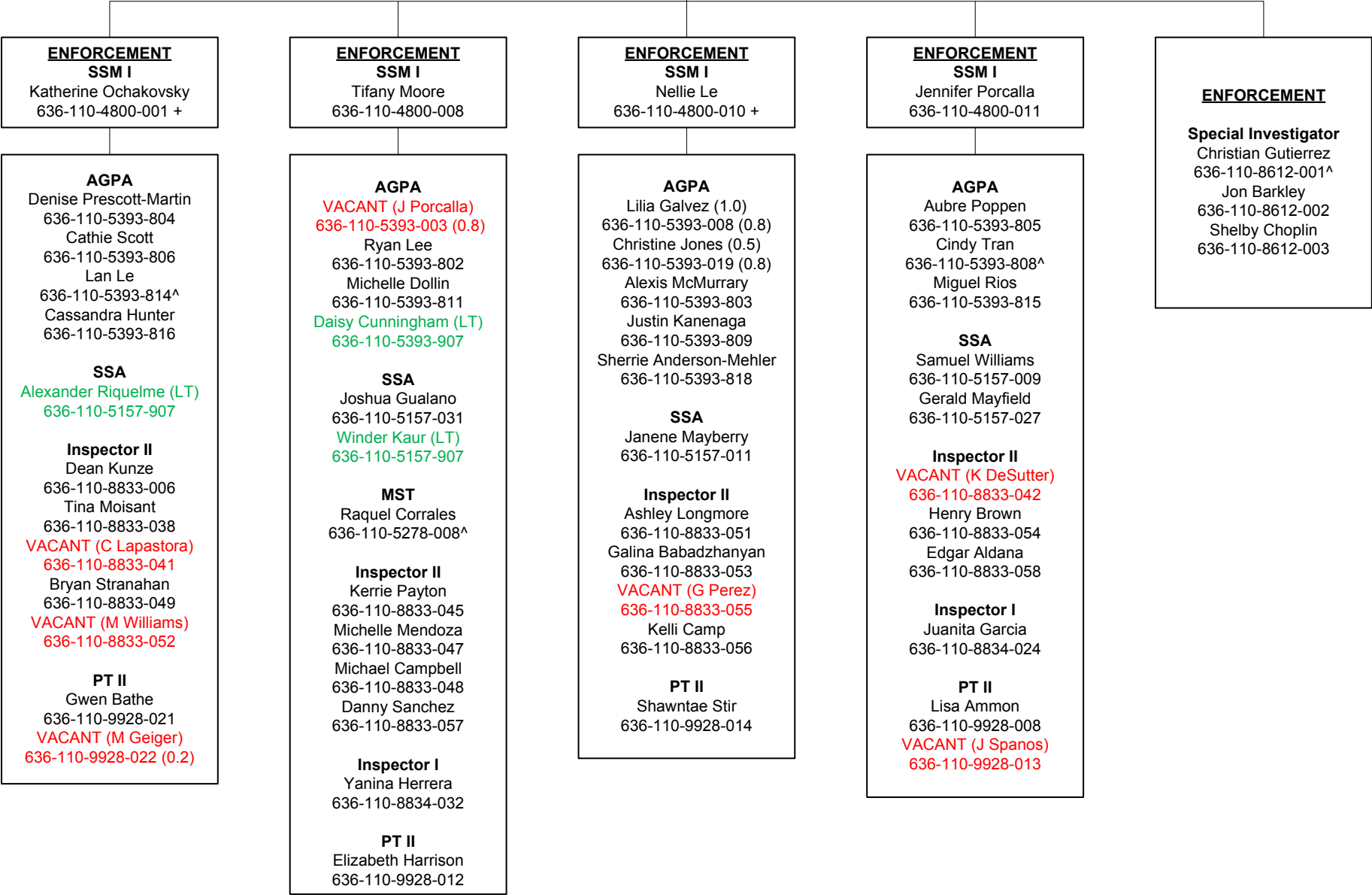
Department of Consumer Affairs (DCA)
Board of Barbering and Cosmetology (BBC)

June 17, 2025



CURRENT STAFFING
FY 2024-2025
Authorized Positions: 86.1
Blanket Positions: 14
TOTAL: 100.1

LEGEND
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ATTACHMENT E

REPORT ON THE STATUS OF THE APPRENTICE PROGRAM



Board of Barbering and Cosmetology

Report on the Status of the Apprentice Program

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 journey person 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 LEAs have taken their own steps in no longer allowing this structure however some LEAs 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 $220 \text{ hours} \times \$9.00 = \$1,980$ 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.



BOARD OF BARBERING AND COSMETOLOGY

SUNSET REVIEW REPORT 2026

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