

**FAQs**  
**October 8, 2020**  
**Webinar with Theresa Brown**

**General Questions**

- 1. What is the difference between the distance learning time and regular hours that are supposed to be submitted to the board? To my understanding students are able to receive up to 250 hours if needed so that would mean if my students already had 800 hours then they are completed once I add those 250 hours. Is my understanding correct? If not please advise.**

There is no difference in distance learning hours versus regular learning hours. As instructors you still have ensure that your students receive the appropriate hours towards licensure within the parameters set by the Board and the parameters set by the district.

- 2. Student signatures if we are fully virtual – What procedures should we follow to get student signatures if we are totally virtual. Should we submit monthly hourly reports if we do not have the signatures on the report?**

During this pandemic, we understand that it may be almost impossible to gain the actual signatures of your students as a way of agreement to the hours that are on file for them. Before you send the monthly hours to my office it is best that you have a written exchange between you and the respective students about their hours. Especially for the ones that are falling behind.

- 3. What type of documentation do we need for distance learning when the inspectors visit our school? Should we record our distance learning sessions if we are not using Mindtap or Pivot Point?**

You should do whatever you deem necessary to prove that you and your students have been keeping up with the lesson plans/tests for each chapter. It may be beneficial to tape your classes.

- 4. Are we supposed to send the enrollment forms in with IDs?**

No, student enrollment forms and IDs stay with the school and are on file for inspection purposes.

- 5. If our students have completed 250 hours virtual, what other avenues do we have to help them get their hours?**

Yes, actual clinic floor time.

- 6. Are we able to allow our 2020 seniors to shadow a licensed Cosmetologist?**

Yes, seniors can shadow a cosmetologist, but they cannot gain hours while shadowing.

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**7. My district has special procedures and requirements for substitutes that Cosmetology or Barber Instructors may not meet. What do you suggest we do to get our administrators to hear us when tell them what is required for our students to be able to earn the required hours?**

It may help if you direct them or show them what is in the statutes and regulations and preface your conversation with here is the information that governs “this” program/school:

Section 35-10 (C) General Rules for the Operation of Cosmetology Schools

- (2) Schools must furnish to the board a list of all regular and emergency instructors and schedules.
- (3) Instructors may not teach more than one course at a time; however, supervising in the teacher training program is not considered teaching a course.
- (4) Schools shall provide separate instructors for each course offered at the ratio of one instructor for every twenty students in attendance or portion thereof, but not including student instructors.
- (5) Absence of Instructor
  - (a) If an emergency situation arises and a substitute instructor is needed, the school shall obtain a licensed instructor, if possible, to substitute and shall notify the board, within five business days, of the emergency change in instructors.
  - (b) If a licensed instructor is not available, the board may, upon request of the school, allow a currently licensed cosmetologist to teach temporarily, not to exceed thirty calendar days without board approval.
  - (c) Schools must report any change in instructors or schedules to the board in writing, including lists of the instructors and scheduled times of instruction and whether the position is temporary, permanent, part time or full time. If the position is temporary, notification must include the time scheduled for the position to be filled permanently

**8. Why are student asked to pay when they already paid?**

I believe this is in reference to PSI... I cannot fully answer this question as it should be directed to PSI, but I speculate that like most companies PSI is not setup to automatically allow individuals to register for an exam without payment. Keep in mind, that PCS was a one-stop-shop for the application and payment...now the process has changed a little with several transitions. Unfortunately, there was a hard stop as it relates to moving from one testing service to another. The two companies did not work anything out which ultimately may have caused some frustration for all. Everyone must be patient as we work through everything. Those who have previously paid will not have to pay again unless they fail an exam. I have received a listing from PCS and have passed it along to PSI. PSI has been asked to update their system.

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- 9. I have one student that was missing affidavit of eligibility form. Where or who do I send it to?**

Normally you would send it to PCS, but since they are no longer the testing service provider and LLR has taken over the application process, you must send the AOE and AOC to my office. When PSI takes over the application process you will send everything (applications, fees and supporting documents) to PSI. You will be notified when that change happens.

- 10. Who is allowed to teach hair braiding for students to earn the hair braiding registration?**

Only barber instructors and master hair care instructors can teach hair braiding for the hair braiding registration.

- 11. What happens if schools do not have the minimum required equipment and resources for a master hair care or cosmetology program?**

If schools do not have the minimum requirements, the school and instructor will be cited.

**Testing**

- 12. At one point, we understand PCS was working to meet the requirement of a backlog of students to be tested. What is the status of testing at this point?**

PCS is no longer the testing service provider and stopped offering the practical exam in March 2020. PSI stepped in in July and as of mid-September needed to test 231 people of the 798 backlog.

- 13. One of my student state board papers was not transferred from PCS to PSI. Who do I need to contact?**

Papers would not be transferred to PSI. Reach out to me and let me know the name of the student.

- 14. I have some students who still cannot register for theory even though they took practical, one lady said payment was pending but they were paid together.**

Reach out to Lynn Thomas at [lthomas@psionline.com](mailto:lthomas@psionline.com).

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**15. Is another webinar being planned with PCS to help us to better understand procedures and the progress made since the first webinar?**

The next webinar will be in June which is the annual NIC testing webinar or in-person meeting. If you need a separate meeting, you should contact Lynn Thomas with PSI.

**16. How many hours do students need and at what point can students be tested for licensure?**

High schools students need 1540 hours for licensure as outlined in the South Carolina Code of Regulations. Students can begin testing at 1350 hours. If you see that a student is not going to be able to gain/make up hours needed for graduation, you should not allow them to test early. If they do not complete/graduate from the program they must enroll in a private school if they want to continue their education. The high school academic hours do not transfer to private schools (Kenneth Shuler, Paul Mitchell...)

**17. Where do I send my students forms and fees for exams?**

Presently, all exam applications, supporting documents and fees must be sent to LLR.

**18. Where do we send checks to for testing?**

Presently, all exam applications, supporting documents and fees must be sent to LLR.

**19. How can a score be lost? Two students took practical and now they cannot find scores?**

LLR does not schedule or score the examinations. The graduates should contact Lynn Thomas with PSI [lthomas@psionline.com](mailto:lthomas@psionline.com).

**20. What is the turnaround time for sending students their license?**

Once the backlog is completed or at least slows down, we should be able to provide graduates a license within 10 business days depending on the volume that is received and if we are in the midst of a renewal. Also, this time frame depends on how quickly we receive the AOC from you.

**21. I was sent a paper application but will there no longer be an online application for next year?**

There may be an electronic application, but that would be developed by PSI if/when they take over. Right now, LLR is not developing an electronic application.

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**22. Where are the PSI Candidate test bulletins for esthetics located?**

[https://candidate.psiexams.com/bulletin/display\\_bulletin.jsp?ro=yes&actionname=83&bulletinid=933&bulletinurl=.pdf](https://candidate.psiexams.com/bulletin/display_bulletin.jsp?ro=yes&actionname=83&bulletinid=933&bulletinurl=.pdf)