

Idaho Barber and Cosmetology Services Licensing Board (BCB) Candidate Transition FAQs

IMPORTANT NOTE: The exam theory and practical exams will not change with the transition to the new vendor. Please visit <https://nictesting.org/candidate-information-bulletins/> to obtain the current Candidate Information Bulletins (CIBs).

Q 1 – When will Prometric no longer be accepting/processing applications?

A – On December 20th **at 12:01am EST**, Prometric will no longer accept or process applications.

Q 2 – When will testing for Idaho BCB stop at Prometric?

A – **January 30th, 2023**, will be the final testing day.

Q 3 - If my application has been submitted and approved, how long will I have to schedule my theory and/or practical exam?

A - Prometric may have available testing dates up until **January 30, 2023. PLEASE SCHEDULE YOUR EXAMS AS SOON AS POSSIBLE.** Seats are based on a first come first serve basis and will be limited due to the upcoming holiday schedule. If there are no seats available, you will need to check the availability with the new vendor.

Q 4 - What happens to my approved application once testing stops with Prometric?

A – You will receive a refund and your application information will be forwarded to the new vendor.

Q 5 - If I mailed/submitted a paper application and my application has not been processed before the deadline date of December 20th, what happens to my application?

- a. As long as your application is post marked before December 20th it will be processed. If post marked December 20th or after, your application and payment will be returned to you.
- b. If paid by check, your check and application will be returned.
- c. If paid by money order, your money order will be deposited, and you will receive a refund via check along with your application.

Q 6 – If my application was started but not completed or approved, what will happen to my pending application and fee?

A – Your fee will be refunded, and you will need to complete an application with the new vendor. Refund processing will start the week of December 27th and will take up to 2-4 weeks.

Q 7 - If I submitted an application and it was approved prior to December 20th and *I am unable to schedule or choose to not schedule* either my written and/or practical exam before January 30, 2023, will I receive a refund? How much will that refund be?

A - You will be refunded your unused exam fees after January 30th. Written - \$65.00, Practical – \$124.00, Both Written and Practical - \$189.00 If you have taken one of the exams, written or practical, you will not receive a refund for those fees.

Q 8 – When can I expect to receive my refund?

- a. This will depend on the status of your application, please see Q5, Q6 or Q7
- b. If you applied and paid online via credit card, your payment will be refunded to your credit card.
- c. If you applied via paper application and paid via check/money order, you will be refunded by check.

Q 9 – What should I do if I have not received my refund?

A – We will not be able to answer any refund questions until after March 13th. Please allow for processing time. For refund questions after March 13th, please call 888-375-2020 or email DLRoopesupport@Prometric.com.

Q 10 – What type of phone or email support will I receive during this transition?

A - There will be General Support through 3/27/2023.

- a. Email: DLRoopesupport@Prometric.com
- b. Phone: 888-375-2020

Q 11 – What type of phone or email support will I receive after March 27, 2023?

- a. Call support will stop on 03/27/2023
- b. Email support will stop on 03/27/2023 and inquiries will receive an auto reply that service was ended for emails received after that date.
- c. Emails will begin receiving an auto response on 03/28/2023