

West Virginia State Board of Barbers and Cosmetologists (WVBBC) Candidate Transition FAQs

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

A – As of December 5, 2025 **at 12:01am EST**, Prometric will no longer accept or process applications. We recommend if you have not already taken and passed your practical exam, please do not submit an application with DL Roope/Prometric. Please contact the new vendor to schedule with them.

Q 2 – When will the theory testing for the WVBBC stop at Prometric?

A – December 31, 2025 will be the final testing day.

Q 3 – When will the practical testing for the WVBBC stop at Prometric?

A – December 15, 2025 will be the final testing day. Currently there are no seats available. You will need to check the availability with the new vendor.

Q 4 - If my application has been submitted and approved, how long will I have to schedule my theory exam?

A - Prometric may have available theory testing dates up until **December 31, 2025**. PLEASE SCHEDULE YOUR EXAMS AS SOON AS POSSIBLE. Seats are based on a first come first serve basis. If there are no seats available, you will need to check the availability with the new vendor.

Q 5 - 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 6 - If I mailed/submitted a paper application and my application has not been processed before the deadline date of December 5, 2025, what happens to my application?

- a. As long as your application is post marked before December 5th it will be processed. If post marked December 5th 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 7 – 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 January 5, 2026 and will take up to 2-4 weeks.

Q 8 - If I submitted an application and it was approved prior to December 5th and *I am unable to schedule or choose to not schedule* either my written and/or practical exam, will I receive a refund? How much will that refund be?

A - You will be refunded your unused exam fees after January 5, 2026.

Barber 1/Barber Styling, Cosmetology, Esthetics, Hair Design, Hair Removal, Nail Technology Exams:

Practical Examination Fee (Original or Retake) ~ \$99.00

Computer Based Written Examination Fee (Original or Retake) ~ \$87.00

If you have taken one of the exams, written or practical, you will not receive a refund for those fees.

Q 9 – When can I expect to receive my refund?

- a. This will depend on the status of your application, please see Q6, Q7 or Q8.
- 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 10 – What should I do if I have not received my refund?

A – We will not be able to answer any refund questions until after January 31, 2026. Please allow for processing time. For refund questions after January 31, 2026, please call 888-375-2020 or email DLRoopesupport@Prometric.com.

Q 11 – What type of phone or email support will I receive during this transition?

A - There will be General Support through February 28, 2026.

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

Q 12 – What type of phone or email support will I receive after February 28, 2026?

- a. Call support will stop on February 28, 2026.
- b. Email support will stop on February 28, 2026, 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 February 28, 2026.