

# Beauty Educators

5150 Mayfield Road Lyndhurst, Ohio 44124 Phone: (440) 442-4500  
Email: BeautyEducators@aol.com Website: InnerStateBeautySchool.com

## CE At Home



# Continuing Education at your Convenience!

*Course Name:* CE At Home for Cosmetology, Esthetics & Nail Professionals  
*Course Number:* SC 091869 *Hours:* Four (4)

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The Ohio State Board of Cosmetology has approved both at home and online training for license renewal for the renewal period ending on January 31, 2011. This course is approved for four (4) hours of continuing education for Cosmetologists, Estheticians and Manicurists!

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## CE AT HOME ESTHETICIAN, NAIL TECH or COSMETOLOGIST

Dear Beauty Professional:

Thank you for your interest in the Beauty Educator's 4-hour correspondence course. For over 20 years, we have been dedicated to providing the highest standard of on-site cosmetology education. More than 3,000 students have received their beauty licenses through this institution, entering the field with endless opportunities for fulfilling, rewarding career options. In addition, we have been offering on-site continuing education classes since 1996. We feel this 4 hour course is an excellent supplement or alternative to an onsite class. From owning their own salons, to finding part-time options that balance family and career, our students consistently meet, and exceed, their personal and professional goals.

Continuing education has always been an important part of our mission. With today's busy schedules, taking a correspondence course from the comfort of your own home is certainly an appealing option for many beauty professionals. Like all of our course offerings this course is approved by the Ohio State Board of Cosmetology.

To take this course:

1. Simply read each of the three sections, complete the final exam at the end of the course and fill out the course evaluation. Each section includes a practice test to help prepare you for the final exam.
2. Mail the completed final examination sheet to the Beauty Educators with the test fee of \$19.95.
3. Score 75% or higher and you will receive the 4 hours of continuing education for your license renewal.
4. We mail your result within 48 hours of receiving your final examination.

Thank you for your interest in Beauty Educators. I hope you find this course a convenient, cost-effective alternative to on-site continuing education. If you have any questions, please feel free to contact us at (440) 442-4500.

Sincerely,

*Heather Walczak*

Heather Walczak  
Director of Education

# SECTION 1

## INFECTION CONTROL

### General

Recent media attention has placed a higher level of scrutiny on sanitation and disinfection procedures and practices in salons across the country. Due to highly publicized outbreaks of bacterial infections in California and elsewhere, clients have a higher level of awareness and concern for their safety. Indeed, clients should expect nothing less from their salon than the highest possible standards of disinfection and sanitation. Nothing less than strict adherence to sanitation and disinfection procedures by a salon owner and its employees will ensure its clients' health and safety.

### Bacteria

Bacteria exist everywhere on the planet, including in the air, water, soil and the human body.

These single-celled microorganisms with both plant and animal characteristics can be classified into two distinct categories, nonpathogenic and pathogenic.

Nonpathogenic bacteria are useful bacteria. In nature, these bacteria help to decompose lawn waste and can act as a natural fertilizer. In humans, nonpathogenic bacteria serve a variety of functions including metabolizing food, protecting against infection, and stimulating immune response.

Pathogenic or disease-causing bacteria can cause infection when they invade the human body. They enter the body through open wounds in the skin, and via the eyes, nose, mouth or ears, and begin to multiply quickly.

Infection is impossible without the presence of pathogenic bacteria. One of the most common pathogenic types of bacteria a salon owner might encounter are round, or spherical shaped cells known as Cocci. There are three groups of Cocci including Staphylococci, Streptococci, and Diplococci. Staphylococci are pus-forming bacteria that grow in grape-like clusters and cause localized infections such as pimples, abscesses and boils.

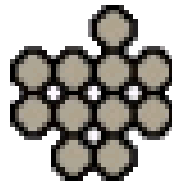


Figure 1 Staphylococci

Streptococci are also pus-forming bacteria that grow in long chains and cause blood poisoning, strep throat and other serious infections that require treatment with antibiotics.

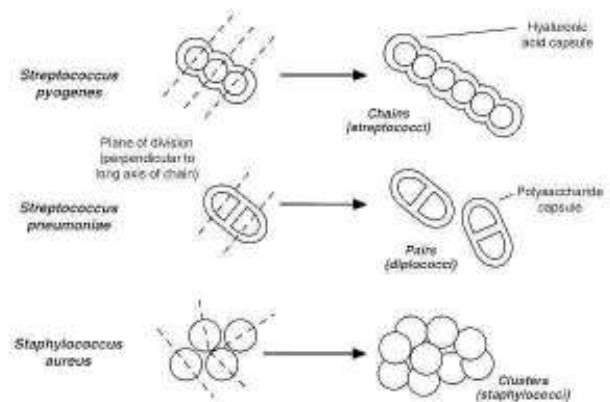


Figure 2 Streptococci Bacteria

Diplococci grow in pairs and cause infections like pneumonia.

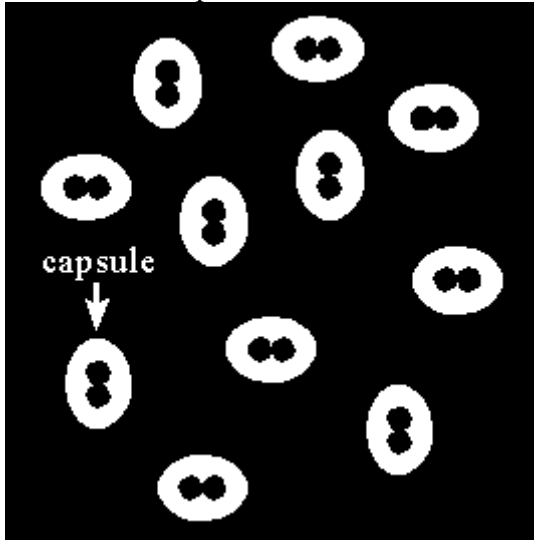


Figure 3 Diplococci Bacteria

Bacilli are the most common form of bacteria. They are rod-shaped and cause diseases like influenza, typhoid fever and diphtheria.

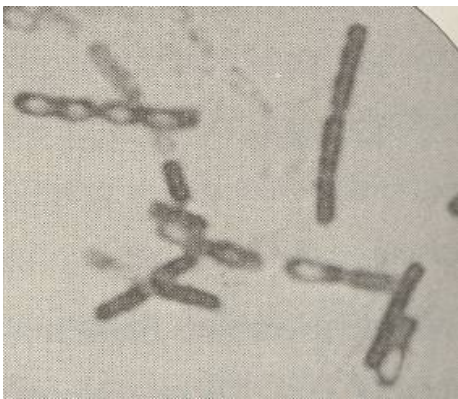


Figure 4 Bacilli Bacteria

Because bacteria are so tiny, they can travel in the air or via water. Bacteria are most frequently transferred through skin-to-skin contact, and can cause infections by invading the body through the nose, mouth or a break in the skin. They can transfer from person to person by simply shaking hands. That is why frequent hand washing can prevent the spread of bacteria. They

can also be picked up on surfaces such as doorknobs, sinks or countertops. Dirty instruments can spread bacteria to clients or to other surfaces people touch. Scratching the skin, touching the eyes or mouth or sharing glasses or utensils are all ways bacteria can spread and enter the body.

Bacterial infections only occur in the presence of pathogenic bacteria. Bacterial infections can be local or general and can be treated with antibiotics.

**Local infection** is confined to a small area, such as an infected wound. Signs of infection include redness, swelling and lesions containing pus.

**General infection** is carried to all parts of the body through the bloodstream. Blood poisoning is an example of a general infection.

When a disease spreads from person to person, it is considered **contagious** or **communicable**. Without safe procedures, harmful bacteria can be transferred to clients and salon practitioners. Coughing, sneezing, unclean hands, common drinking cups, infected towels and unclean implements can all spread disease. Some of the diseases that prevent cosmetologists from working include: tuberculosis, colds, ringworm, scabies, lice and viral infections.

## Viruses

Viruses are tiny, sub-microscopic particles capable of invading plants, animals and even bacteria. When a virus invades the human body, it survives by attaching itself to healthy

cells where it can multiply. Viruses are the cause of many diseases including measles, chicken pox, smallpox, the common cold, hepatitis and HIV. Viruses cannot be treated with antibiotics. However, some viruses can be prevented through the use of vaccinations.

Hepatitis types A, B and C are bloodborne viruses that should be of concern to the cosmetologist. Hepatitis causes inflammation of the liver and is present in blood and body fluids. Symptoms can include nausea, anorexia, fatigue or jaundice.

Hepatitis Type A (HAV) is spread through contaminated food or water, poor personal hygiene, contaminated water, food or shellfish and sexual contact. There is a vaccine for Hepatitis A.

Hepatitis Type B (HBV) is transmitted through sexual contact or exposure to blood or blood products. There is a vaccine for Hepatitis B.

Hepatitis C (HCV) has no vaccine and is transmitted through sexual contact or exposure to blood or blood products.

HIV (Human Immunodeficiency Virus) is the virus that causes AIDS (Acquired Immune Deficiency Syndrome) and should be of concern to cosmetologists. The disease weakens the body's natural immune system, causing it to break down and making it susceptible to pneumonia and other diseases.

HIV is spread through blood and body fluids, such as semen, blood, breast

milk and vaginal secretions. Transmission occurs through unprotected sexual contact, specifically sexual intercourse without the use of a latex condom. This includes vaginal intercourse, oral sex and anal intercourse. It is also transferred by IV drug users sharing needles, accidents with needles by health care workers and sharing of needles for ear piercing or tattooing. Direct contact with open wounds, cuts and sores also places a person at risk.

HIV is not transmitted through casual contact such as hugging, kissing or sharing food.

In a salon setting, clients and cosmetologists are at an increased risk due to their contact with sharp implements such as razors or scissors. Shaving, hair cutting, manicures and pedicures are just some of the salon practices that put cosmetologists at an increased risk for HIV. Though the risk is very low, cosmetologists need to follow the proper procedures if a cut or nick occurs during service. Proper disinfection and sanitation procedures can prevent the spread of viruses and bacteria.

Both pathogenic bacteria and viruses can enter the body through wounds in the skin, mouth, eyes, nose or unprotected sexual contact.

### **Bloodborne Pathogens**

Any bacteria or virus that is carried through the body via the bloodstream or bodily fluids are called bloodborne pathogens. Any implement that cuts a client with a bloodborne virus such as hepatitis is contaminated.

Transmission of that disease to another client is likely unless the implement is properly cleaned and disinfected.

## Parasites

A parasite cannot live without a host, and must draw nourishment from another living organism. Parasites can be plants or animals. Fungi are plant-based parasites that produce contagious diseases such as ringworm and nail fungus. Implements that are not cleaned and disinfected properly can spread nail fungus and other plant-based parasites from one client to another.

Animal parasites include itch mites and head lice. Itch mites are parasites that burrow under human skin. Clients that contract itch mites develop a condition called scabies.

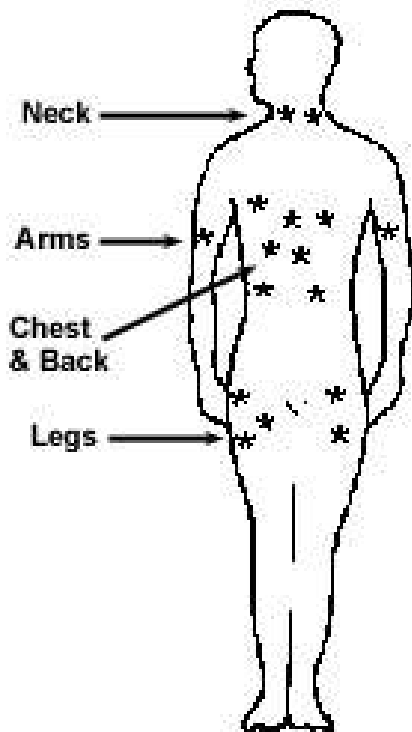


Figure 5 Itch Mite Bite Sites

Head lice cause a condition known as pediculosis capitis, and is spread by sharing combs and brushes or coming in contact with articles of clothing like hats and scarves.



Figure 6 Head lice

Any client with parasites should be referred to a physician for treatment, and any contaminated implements that have come in contact with such clients must be cleaned and disinfected with a pesticide or insecticide.

## Immunity

People in good health have strong immune systems. Immunity is the ability of the body to destroy bacteria that have entered the body, and to withstand infection. There are two types of immunity: acquired, or passive, and natural.

Acquired immunity is the immunity the body develops after it overcomes disease or is inoculated. Vaccines stimulate the body's production of antibodies, making the body immune to that disease. For example, if a person has had a polio vaccine, the body develops antibodies that fight polio.

Natural immunity is the body's natural ability to fight disease and can be influenced by factors such as nutrition, genetics, overall health and exercise.

Indeed, the cosmetologist that practices frequent hand washing, has good nutrition practices, gets enough sleep, and exercises regularly will maintain a healthier immune system and increase his/her chances of preventing some common diseases.

## **Prevention**

Controlling infection and disease is critical to the success of a salon and the health of its clients. The client is dependent upon the salon owner and his/her employees to provide them with a clean, safe environment during each and every visit.

Salon owners and operators have a responsibility to provide a safe environment for their clients, and ensure a safe working environment for their employees. Universal sanitation techniques and practices must be practiced to provide a safe, clean environment for clients and employees.

The following guidelines should be followed as a first line of defense against the spread of disease and bacteria in salons:

- Sweep and clean floors regularly as often as needed.
- Mop floors and vacuum carpets daily.
- Keep waste in covered waste receptacles.
- Keep carpets and all surfaces free of dust.
- Keep windows, curtains and mirrors clean.
- Keep bathrooms clean and well-stocked with necessary supplies.

- All sinks and drinking fountains must be cleaned regularly.
- Make sure all containers are properly labeled and stored
- Keep tools, combs and hairpins away from the mouth
- Keep linens freshly laundered and use separate containers for used linens.
- Use neck strips or towels to avoid skin contact with shampoo capes.
- Use clean cotton, sponges or spatulas to remove and apply make-up and creams. Never use hands or fingers.
- To ensure proper air quality, check and change filters regularly on heating and cooling systems

**Decontamination** is the removal of pathogens and harmful bacteria from tools and surfaces. There are three levels of decontamination: *sterilization*, *disinfection* and *sanitation*. Of those three methods, only disinfection and sanitation are required in the salon.

**Sterilization** is the most effective way to decontaminate any surface. It is used by doctors or surgeons on tools designed to break the skin barrier. These may include surgical instruments or dental tools. Only surfaces that are nonporous can be sterilized. It is not feasible or practical for salons as a decontamination method.

**Disinfection** kills and controls most organisms, and is an effective way to control bacteria and the spread of disease within a salon. Disinfectants are chemicals used to eliminate

pathogens on implements and surfaces. They are **not** used on skin, hair or nails. Disinfectants are labeled for proper use and effectiveness. Some are effective against bacteria, fungi and viruses. At minimum, salons must use Environmental Protection Agency (EPA) registered agents. The disinfectant must also be labeled with an EPA registration number to assure the EPA has the necessary data to prove the product is effective against certain bacteria and safe to use.

Hospital grade disinfectants are the preferred disinfectant for use in a salon, and must be labeled as **bactericidal** and **fungicidal**. A bactericidal label means that the disinfectant kills harmful bacteria. Those labeled as a fungicidal kill fungus. One that is labeled both bactericidal and fungicidal is considered a **hospital grade** disinfectant. Most hospital grade disinfectants are also **viricidal**, which means they also destroy viruses. Hospital grade disinfectants can be used on all surfaces and implements in a salon setting.

Any salon implements accidentally coming in contact with blood or body fluids must be cleaned using an EPA-registered disinfectant that is formulated for hospitals and health care facilities and kills HIV-1 and Hepatitis-B virus (HBV).

**Tuberculocidal disinfectants** are labeled as effective against HIV and HBV, and are preferred disinfectants. For blood spills, hospital grade tuberculocidal disinfectants should be used to clean the spill, surrounding areas and implements coming in contact with blood.

Disinfectants should be kept near work areas at all times, and must be properly labeled in closed containers.

**Surface disinfecting** Before and after each client, an EPA-registered, hospital grade disinfectant should be used on the work surface, and left on for the full recommended time prescribed by the manufacturer's instructions. Surfaces that should be disinfected regularly include workstations, doorknobs, handles, shampoo bowls (including neck of bowl) and manicure tables.

**Implement disinfecting** Implements that come in contact with a client must be discarded or disinfected. Each implement must also be cleaned thoroughly prior to immersing in disinfectants. This step eliminates any small particles that could cling to an instrument and cause infection. Disinfectant solution used for soaking implements must be changed daily. Avoid all contact with hands by using gloves or tongs.

**Sanitation** significantly reduces the number of disease causing bacteria found on surfaces. Examples of sanitation include hand washing, antiseptic use on skin, washing brushes or combs in detergents and removing dirt from surfaces.

Hand washing, one of the most important sanitation steps a cosmetologist can take, should take place using liquid soap, warm water and a disposable towel. Cosmetologists that use effective hand washing techniques are often able to avoid contracting everyday diseases such as the common cold.



**Figure 7** Hand washing is a critical component of good sanitation practices within the salon setting.

**Proper Hand Washing Technique:**

1. Wet hands with warm water.
2. Using liquid soap, rub hands together until lather forms and continue rubbing at least 15 seconds. Rub all areas of hands, including fingers, nails, palms, wrists and backs of hands.
3. Rinse well with warm, running water.
4. Dry with disposable paper towel or with air blow dryer.

**Antiseptics** can kill or retard growth of bacteria on skin, and can be used in conjunction with hand washing prior to manicures and pedicures. However, antiseptics are weaker than disinfectants and are NEVER a replacement for disinfectants.

Laundering towels, linens and capes in hot water with detergent and bleach is another method of sanitation.

It is critical that mold and mildew be controlled in a salon. **Mold spores** feed on dirt and dust on surfaces, and can cause allergic reactions and sickness. Mold occurs frequently in damp or wet areas, and can also grow

on walls, fabrics and tile. Keeping surfaces clean and dust free protects against the growth of mold and the toxins it can carry. Serious illness and respiratory problems can be directly related to exposure to mold.



**Figure 8** Mold Spore

**Universal Precautions** are a set of guidelines published by the Centers for Disease Control and Prevention (CDC), and require salon owners and employees to assume that all human blood and specified body fluids are infectious for HIV, HBV and other pathogens.

Many of these viruses show no outward symptoms or signs of infection. Many clients may not even know they are infected with a bloodborne pathogen. Therefore, the blood of all clients should be treated as infected. Precautions include hand washing, gloving and proper handling of instruments. Exposure to blood in the salon, always presents a risk of exposure to a variety of diseases including AIDS and hepatitis.

Lancets and any other tools used to break the skin must be sterilized with steam autoclave procedures and dry heat. Nonporous tools and implements that have come in contact with blood or body fluids must be cleaned with soapy water and disinfected in a complete immersion in an EPA-registered disinfectant with demonstrated efficacy against HIV-1/HBV or tuberculosis for the amount of time specified by the manufacturer.

### **Blood Spill Procedure**

In the event of a blood spill, the beauty professional should:

1. Stop the service and wash hands.
2. Cover hands with protective gloves.
3. Give the injured client antiseptic spray and appropriate bandage. If the beauty professional is injured, clean and cover the wound before gloving.
4. Do not allow brushes or other implements to come in contact with the wound.
5. Disinfect the entire station with broad spectrum disinfectant.
6. Double-bag all blood-soiled and contaminated articles and label the bag as hazardous waste (or as directed by local regulating agency).
7. Remove gloves and rewash hands with liquid antibacterial soap.
8. Return to client and continue service.

### **OSHA**

The Occupational Safety and Health Administration (OSHA) is part of the U.S. Department of Labor, and was created to enforce safety and health

standards in the workplace. OSHA assesses hazards associated with chemicals, sets product labeling laws, and dictates rules for the mixing, storing and disposing of chemicals.

OSHA regulates the products and chemicals used by cosmetologists, and gives them the right to know what ingredients are contained in those products.

The Occupational Safety and Health Act of 1970 established the Hazard Communication Rule, requiring chemical manufacturers and importers to assess the hazards associated with their products. Both Material Safety Data Sheets and product labeling are important results of this law.

Federal law states that disinfectant manufacturers must also provide information in the form of a Material Safety Data Sheet (MSDS). The sheet includes the manufacturer's address and telephone number, hazardous ingredients, physical/chemical characteristics, fire and explosion data and health hazard data. It also includes precautions for safe handling and use. Important details such as flash point, extinguishing media and fire fighting procedures may be critical for a salon owner to have in case of a fire.

Certainly, any salon owner or beauty professionals operating without a MSDS risks the health and safety of salon personnel and clients. An MSDS sheet on any and all chemicals in the salon should be easily accessible and available to everyone working in the salon.

PRODUCT IDENTIFICATION		PRODUCT IDENTIFICATION	
SECTION 2 - PHYSICAL AND CHEMICAL PROPERTIES		SECTION 3 - TOXICOLOGICAL PROPERTIES	
EFFECTS OF ACUTE EXPOSURE TO PRODUCT		EFFECTS OF ACUTE EXPOSURE TO PRODUCT	
EFFECTS OF CHRONIC EXPOSURE TO PRODUCT		EFFECTS OF CHRONIC EXPOSURE TO PRODUCT	
SECTION 4 - ENVIRONMENTAL FATE		SECTION 5 - PHYSICAL AND CHEMICAL PROPERTIES	
SECTION 6 - DISPOSAL INFORMATION		SECTION 7 - PREVENTATIVE MEASURES	
SECTION 8 - FIRST AID MEASURES		SECTION 9 - PREPARATION OF MSDS	

Figure 9 Material Safety Data Sheet

The 1997 OSHA Bloodborne Pathogens Standard requires the use of an EPA-registered disinfectant with an efficacy against HIV and HBV or tuberculocidal. This requirement applies to implements that accidentally come into contact with blood or body fluids.

### Types of Disinfectants

**Quats** Quaternary ammonium compounds are non-toxic, odorless and fast acting. Most disinfect implements within 15 minutes and are excellent for disinfecting surfaces. Certain tools, particularly fine steel, may be damaged if left too long in a quat solution. To avoid damage to implements, it is best to keep them separated during the disinfection procedure. To keep scissors and clippers working properly, oiling periodically can help combat any corrosive effects.

**Phenols** Phenolic disinfectants, or phenols, must be used according to instructions, labeled properly and kept out of reach of children because they can cause skin irritations and burns. They may also discolor rubber or plastic material. However, when used properly, they are an excellent disinfectant.

**Alcohol** Ethyl alcohol of 70 percent strength and isopropyl alcohol of 99 percent are safe low-level disinfectants. Alcohol is only effective in the proper concentration and must not be diluted. After pre-cleaning thoroughly to remove debris, implements must be immersed completely in solution for no less than fifteen minutes. Alcohol is not approved for use in blood spills, and it can cause damage to sharp edges and deteriorate plastic, rubber and metal items. It may also discolor countertops, is highly flammable and vaporous. For those reasons, alcohol is less effective and more dangerous to keep in a salon than quats or phenols.

**Bleach** Household bleach, or sodium hypochlorite, is an effective disinfectant when used in laundry. Though bleach can also be an effective disinfectant for implements, it can be corrosive to metals. Like alcohol, bleach was not designed for the disinfection of implements. Though it may have been used in the past, there are more advanced methods (such as quats and phenols) available for disinfecting implements. Bleach is known to cause eye irritation and gastric burns, and its vapors are reactive to vapors of other chemicals and should not be stored near other chemicals used in salons. Color-safe

bleach is not an effective laundry disinfectant.

**Ultrasonic Cleaners** use sound waves and liquid to powerfully clean implements and tools. Bubbles created from the sound waves can clean the smallest cracks and crevices in an implement. However, unless used with the proper disinfectant solution, ultrasonic cleaners only sanitize. Used properly, they can be a very effective (if expensive) method of disinfecting implements and tools.

In the past, a solution of **formalin** (formaldehyde in water) was a recommended disinfectant. Formaldehyde has been associated with irritation to the skin, eyes, nose, throat and lungs, and is a suspected cancer-causing agent. As such, formalin is no longer considered safe for salon use.

Salon requirements mandate that disinfectants be effective against bacteria, fungi and viruses. Hospital disinfectants must be pseudomonacidal, or effective against Pseudomonas bacteria. OSHA's Bloodborne Pathogens Standard states that the use of an EPA-registered tuberculocidal disinfectant or one labeled as effective against HIV and HBV is required when salon implements come into contact with blood or body fluids.

### **Surface Disinfection**

Any surface in a salon coming in contact with clients and beauty professionals should be cleaned and disinfected on a regular basis. This includes items like hair dryers, countertops, phones, brushes,

doorknobs and windows. Surfaces should be cleaned well with a household cleaner and then applied with disinfecting solution. Solution should sit at least 10 minutes, wiped dry, reapplied and allowed to air dry.

### **PRACTICE TEST – SECTION 1**

*All answers to the following practice test can be found in the text of Section 1.*

1. Pathogenic bacteria are useful and protect against infection.  
True                      False
2. Viruses include the measles, chicken pox and HIV.  
True                      False
3. Sterilization should be practiced in salons as a method of decontamination.  
True                      False
4. Disinfectants are safe to use on skin, hair and nails.  
True                      False
5. Hand washing should take place between clients.  
True                      False
6. Salon owners have a responsibility to provide a clean, safe environment for their clients.  
True                      False
7. Bleach is an effective disinfectant for implements.  
True                      False
8. Salons must use EPA registered disinfecting agents.  
True                      False
9. HIV is a virus spread through blood and body fluids.  
True                      False
10. The Centers for Disease Control and Prevention require salon owners and their employees to assume all human blood and body fluids are infectious for pathogens.  
True                      False

## **SECTION 2**

### **SALON OPERATION & SANITATION RULES**

#### **OHIO STATE BOARD OF COSMETOLOGY SALON OPERATION AND SANITATION RULES**

##### **General**

The Ohio State Board of Cosmetology requires that the Salon Operation and Sanitation Rules be posted in a conspicuous place within any salon in Ohio.

The Ohio State Board of Cosmetology is made up of board members appointed by the governor of the state in accordance with Chapter 4713 of the Revised Code who are vested with both statutory and discretionary authority.

The rules apply to all types of licensed cosmetology facilities. Out-of-state licenses are not valid in the State of Ohio. All cosmetologists must have a current, valid license, valid temporary pre-examination, special occasion or valid temporary work permit.

Some of the following rules have been summarized or paraphrased for testing purposes in this correspondence course.

##### **Definition of Board of Cosmetology**

The “Board of Cosmetology” or “Board” includes those members appointed by the governor of the state

and who are vested with statutory and discretionary authority.

##### **Who Must Comply with Rules**

Ohio Administrative Codes rules shall become effective the tenth (10) day after filing their final form with the Secretary of State and the Director of the Legislative Reference Bureau, as provided by Section 119.04 of the Revised Code. All rules promulgated under agency level 4713 of the Administrative Code shall apply to all types of licensed cosmetology facilities and licensees unless otherwise specified. Out-of-state licenses are not valid in this state. All service providers must be licensed by the State of Ohio.

##### **Where Cosmetology Services may be performed**

No person shall practice a branch of cosmetology for pay, free or otherwise without one of the following: A current, valid license, a current, valid temporary pre-examination, special occasion or valid temporary work permit issued under section 4713.08, 4713.22, or 4713.37 of the Revised Code.

##### **Salon Inspections**

A salon is considered open for business if no hours are posted and the doors are unlocked. Agents of the State Board of Cosmetology have the right to inspect any salon at any time during regular business hours to confirm the salon meets all rules and regulations. Reports are signed by an inspector, and by the owner of the salon, or person

authorized to sign for the owner.  
Copies will be left for the owner.

### **Independent Contractor**

Where a license for an independent contractor has been issued, the “Board” shall hold the individual operator and the salon owner responsible for the compliance with all cosmetology statutes and rules. All independent contractors shall also hold a managing license for their branch of cosmetology in order for their independent contractor license to be valid. Independent Contractors are responsible for stations and areas permanently assigned and being used when an inspection occurs. Independent Contractors are equally responsible for common areas when present.

### **License Display**

Current Board licenses of all persons practicing in any branch of cosmetology must be displayed with a recent photograph in a salon. Salon owners are responsible for hiring individuals with a current, valid Ohio license. Owners who employ persons holding a temporary work permit are responsible for ensuring that the work permit holder has a valid work permit. Pre-examination work permits are valid until the date of the examination and extended for thirty days providing the examinee successfully completes all portions of the exam. Special occasion work permits are valid for thirty days.

### **Student Internship**

Students enrolled in a cosmetology school licensed by the State of Ohio

may obtain ten percent (10%) of their required course work through an internship. All schools and salons participating in the program shall be in good standing with the “Board”. Schools are responsible for submitting necessary forms and enrollment information to the “Board”. Student interns are required to wear an identification badge provided by the “Board”.

### **Scope of Practice**

A board licensee who does not practice cosmetology services according to acceptable standards of safe cosmetology care may be subject to discipline. All licensees shall provide services within the scope of their branch of cosmetology. Licensee shall practice in accordance with the following:

- Laws regulating the practice of cosmetology;
- Rules of the “Board”;
- Any other applicable federal and state laws and rules;
- Position statements, standards for practice, or guidelines for practice from nationally recognized professional cosmetology entities, provided these are consistent with existing laws or rules.

A licensee shall demonstrate competence and accountability in all areas of practice including the following:

- The licensee obtains appropriate education from a recognized body of knowledge relative to the

cosmetology service to be provided;

- The licensees demonstrate appropriate knowledge, skills, and abilities to provide the cosmetology service;
- Procedures in the salon must not exceed the definition of the practice of cosmetology. The scope of practice is limited to beautification and relaxation services only. Practice must be non-invasive, and licensee must not provide any service that claims to have medical or healing benefits.
- Only postgraduate training and certified representatives may use chemical, mechanical or electrical service that only exfoliates cells of the stratum corneum.
- Lancet use and disposal must be performed by properly trained and certified licensees.

Licensees may perform services that are unregulated by the state in salons upon completing post-graduate training for those services as established by the policy of the “Board”. These include but are not limited to body wraps, ear piercing, hypnosis for relaxation, etc.

### **Necessity of Manager**

A manager must be present in a salon at all times in which a salon is open except that a manager may be absent from a salon for a period of sixty

minutes two times a day as long as the manager is readily accessible by phone, or the equivalent, and can return to the salon within thirty minutes. A manager must return to the salon when requested by a “Board” inspector, when requested by an employee, and whenever any situation arises which may affect any person’s safety. A person holding a current, valid managing license to manage that type of salon has charge of and immediate supervision over the salon at all times when the salon is open for business except for the following: A business establishment that is engaged primarily in retail sales but is also licensed as a salon shall have a person holding a current, valid managing license for that type of salon in charge of and in immediate supervision of the salon during posted or advertised service hours, if the practice of cosmetology is restricted to those posted or advertised service hours.

### **Service List**

Salons must post a listing of all services provided, the certificates of all specialized training for the services provided, the regulatory agency for that service and the license type of providers. The services must be posted in a conspicuous public place in the salon. The salon may make the listing on forms provided by the “Board” or an equivalent document. The listing must include three columns: (1) the services provided; (2) the regulatory agency for that service; (3) the license type of providers. If the service is unregulated the third column should list the “Board” licensee or other Ohio board licensee providing the service with a statement that the provider

meets the minimum training requirements of the “Board” for that service.

### **Licensee List**

The owner/manager must have a current list of all employees (or those leasing space in the salon) the type of license(s) they hold, the ID numbers of their license(s) and their current address.

### **Glamour Photography**

All cosmetology services provided in conjunction with glamour photography services must be provided in a licensed salon.

### **Non-Cosmetology Ohio Professional Regulatory Board Licensees**

All licensees from any Ohio professional regulatory board are eligible to work in salons in keeping with appropriate laws, rules and regulations. Issues arising must be referred to the appropriate board.

### **Retailing of Items in Salons**

Salons are permitted to retail any legal merchandise as long as they pose no health, safety or sanitation risk. Items should be displayed in an organized manner in a well-lit, visible area. Salon owners should be knowledgeable about the products they carry, so they can recommend appropriate products for their clients’ hair care/beauty needs. Owners should follow state guidelines for the proper taxation of retail items in the salon.

### **Demonstrations at Trade Shows or Special Events**

Demonstrations on models are allowed, but services on the public shall not be performed at public events or trade shows. Models must have a written contract with performance payment.

### **Other Business Co-Located in a Licensed Facility**

Non-cosmetology related businesses may be located in the same building, but shall have their own entrance and separate rooms/walls.

### **Special Services Certification**

Salons or schools must not provide any special service or procedure, including those using special devices, until the Board has reviewed and approved the service. Special services include any procedure causing entry into skin, or the application of chemicals, electricity or non-medical service to skin or hair. Examples: Ear piercing, microdermabrasion.

Requirements include:

- Owners must ensure only licensees receiving approved training operate any special devices;
- Certificate of training for the device from the manufacturer must be posted in the room the service is provided;
- Operators must comply with all manufacturers’ directions for proper use of equipment and products;

- Clients must be advised of any recommended follow-up care to the procedure;
- Only licensed salons may provide the board approved special service;
- Products and devices used in salons must meet all Federal Drug Administration, Cosmetic Ingredient Review and guidelines of the Esthetics Manufacturers Alliance.

### **Food in Salon**

Salons serving food shall comply with local health board requirements.

### **Resident Salons**

Salons in residential buildings must maintain a separate entrance, which does not open off the living quarters or have doors leading to the living quarters. Entrance through garages or any other rooms into the salon shall not be permitted. Mobile homes, motor homes, trailers or any type of recreational vehicle are not designed for commercial use under the Ohio building codes and therefore prohibited for licensure as any type of salon or tanning facility.

### **Change of Ownership**

Salon facility licenses are not transferable from one address to another or from one owner to another. A new license application must be filed within 30 days of any change of ownership. Salons may offer services while the application is processed.

### **Salon Dispensary**

All locations where cosmetology

services are performed shall designate a cabinet or other similar storage container or units that are adequate to safely store chemicals, covered wet sanitizers and other cosmetological substances. This replaces the requirement that a salon contain a full dispensary. The size of the cosmetological substance storage containers should be adequate to provide for the number of licensees providing services and square footage of the location. Any deviations from this standard are subject to a vote by the members of the board. Examples include but are not limited to: color bars, cabinets and storage closets.

### **Restrooms**

Salons must be equipped with at least one restroom providing a toilet, hand washing sink and hot/cold running water. Restroom must be clean, functional and provide pump soap container, covered waste receptacle and paper towels for hand drying. Any salon located in a mall or nursing home with available public restroom is not required to have a separate restroom in the salon.

### **Walls and Floors**

All walls, floors and fixtures must be kept clean and sanitary at all times. Floor covering must be non-absorbent and extend at least 5 feet from styling or shampoo service chairs.

### **Floor Plan**

Any altered floor plans or added services must be filed as revised floor plans and approved by the Board prior to new construction.

### **Exhaust Fumes from Service Areas**

Properly maintained exhaust fans or air filtration equipment must be present in salon service area, properly maintained and meet with local and state building codes.

### **Water Supply/Waste Disposal**

Salons must be equipped with hot and cold running water and proper plumbing. Standards include the following:

- Salons must have a safe water supply;
- Sewage and liquid waste must be disposed of in a sanitary manner;
- Storage and collection of solid waste shall be conducted to avoid creation of health hazards;
- Solid waste shall be stored in waste containers;
- Solid wastes shall be collected at least once per week.

### **Proper Laundering Methods and Storage**

All cloth towels, robes and other items must be laundered in a washing machine with detergent and chlorine bleach used according to manufacturer's direction for sanitation purposes. Dust-proof cabinets must be provided for storing clean linen, and covered hampers or receptacles provided for all soiled towels, linen, etc.

### **Policy on Prohibiting Pets**

Dogs (except those providing assistance to individuals with physical

disabilities), cats, birds or other animals shall not be permitted in a cosmetology salon. Fish, properly maintained, are permitted.



**Figure 10 Seeing eye dogs or other animals providing assistance to clients with disabilities are welcome in a salon setting.**

### **Personal Hygiene**

Practitioners of cosmetology must wash hands with soap and water immediately before serving each patron. All licensees must wear a clean, washable outer garment while serving a patron in a salon. No instruments shall be carried or stored in pockets, belts or aprons.

### **Contagious/Communicable Diseases**

No patron with visible open sores or exhibiting symptoms of infectious or contagious disease, disorder of the skin or parasitic infestation will be serviced unless written permission from a physician has been presented. No licensee shall provide service if they knowingly have an infectious or contagious disease.

### **Proper Protection of Neck**

Clean towels or paper neckbands must line shampoo aprons preventing direct contact with the patron's skin. Paper neckbands must be disposed of after single use.

## **General Sanitation**

Sanitation procedures shall be followed for the general cleaning of tools, implements, surfaces surrounding workstations and shampoo areas.

### **Sanitation, Disinfection and Blood & Bodily Fluid Spills**

Implements and surfaces must be thoroughly cleaned prior to disinfection with clean, fresh solution. Implements must be cleaned of visible dirt, debris or bodily fluids with warm soapy water before disinfectant procedures. Non-porous implements must be disinfected with protection agency registered, hospital grade bactericidal, virucidal and fungicidal disinfectant according to the manufacturer's directions. Non-porous implements or surfaces coming in contact with blood/body fluids shall be cleaned before application of appropriate disinfectant. Disinfection with environmental protection agency registered tuberculocides or products registered against HIV/HBV, or household bleach in a ten percent solution for ten minutes must take place. Cleanup should be administered using protective gloves, gowns, and eye protection for large spills. Alcohol shall not be used for blood spills. Alcohol and household bleach must be used and stored properly, with proper labeling. Cleanup items from minor cuts must be double-bagged and placed in biohazard containers. Large volume materials used to clean spills, shall be weighed, logged and double bagged for disposal in normal trash. Local health board can be contacted for details on proper disposal methods.

## **Equipment Sanitation**

All equipment used in a salon shall be maintained in a sanitary manner. Proper manuals must be kept and filed for all equipment in service. Electrical equipment including pedicure stations and facial machines must be cleaned and disinfected after each use and on a bi-weekly basis. Records of cleaning must be maintained on forms provided by the Board and made available during inspections. Cleaning includes the use of hospital grade disinfectants, 10% bleach solutions or equivalent. Other electrical equipment must be cleaned and disinfected according to manufacturer's directions. Clippers and attachments must be cleaned and disinfected after each use by removing hair and debris and completely saturating in disinfectant solutions.

### **Special Solution Containers**

Product containers must be used in all licensed salons to prevent contamination of unused solution.

### **Use of Powder, Creams & Styptics**

Powder must be dispensed from a shaker and applied with disposable puffs or applicators. All creams, makeup and semi-solid substances must be removed from containers with clean, sanitized spatulas. Wood must be discarded after single use, while washable nonabsorbent materials must be sanitized after each use. Styptics shall be used in liquid or powder form and applied with clean gauze or cotton.

## Chemicals and Service Approval

All chemicals used in cosmetology service by licensed salons are subject to approval by the Board to ensure health and safety of licensees and patrons. Material Safety Data Sheets must be provided for all chemicals used in the salon.

## Therapeutic Medical or Therapeutic Massage Services

Massage therapists must hold a current license issued by the Ohio State Medical Board and must abide by all cosmetology sanitary rules. Cosmetologists and estheticians who meet post-graduate requirements may provide relaxation massage.

## License Renewal and Continuing Education

Any license issued by the State Board of Cosmetology is valid until the last day of January of the odd numbered year following its original issuance or renewal. Renewal may be refused if outstanding unpaid fines exist. All licensees must meet the continuing education requirement of 8 hours per biennium. Licensees holding multiple branches of licenses must complete continuing education requirements for each branch. Those 65 and older prior to the beginning of a renewal period are exempt from continuing education requirements.

### PRACTICE TEST - SECTION 2

*All answers to this Practice Test can be found in Section 2.*

1. Salon facility licenses are transferable from one address to another or from one owner to another.  
True                      False
2. Salons must post a list of all services provided, including the certificates of any specialized training of the providers.  
True                      False
3. Continuing education requirements are optional for all licensees.  
True                      False
4. Inspections by the Ohio State Board of Cosmetology may take place at any time during a salon's normal business hours.  
True                      False
5. Glamour photography studios providing cosmetology services are not required to meet the same criteria as licensed salons.  
True                      False
6. Merchandise may be sold in a salon as long as the items are legal and meet health and safety requirements.  
True                      False
7. Licensees may store implements in their aprons as long as the implements have been properly disinfected.  
True                      False
8. Personal pets of patrons, if properly restrained, are welcome additions to any salon.  
True                      False

## SECTION 3

### COMMUNICATING FOR SUCCESS

#### General

Effective communicators tend to be successful in their field of expertise. Communication skills become particularly important in businesses such as cosmetology, which serve the public. Successful salons and stylists typically have satisfying, professional relationships with both clients and co-workers. Whether you are a salon owner, manager, stylist or manicurist, your ability to consult effectively with your clients and interact professionally with colleagues is critical to your success.

#### The Process of Communication

Communication is the act or instance of transmitting information in the form of symbols, gestures or behaviors with the goal of expressing an idea or concept so that it is understood. It can take place through a verbal exchange of thoughts in a face-to-face conversation, written notes or messages, or through the use of a system such as a telephone.

Though stylists must be able to express themselves effectively with co-workers and clients, their most important function may be to help their clients communicate their desired results in an effective manner.

People communicate verbally and non-verbally, directly and indirectly. Perceptive stylists listen for verbal

cues that may help them understand their clients' wishes. Indeed, "reading between the lines" has helped many a stylist get to the heart of the matter.

Nonverbal communication is sometimes referred to as body language, and can include facial expressions, gestures or behaviors. Indeed, even stretches of silence can be an effective nonverbal form of communication. All of these cues can offer insight when interpreting a client's wishes.

At the same time, a cosmetologist must convey non-verbal body language to his/her clients to invoke a sense of confidence and good listening. The client should be able to sense that they have your undivided attention.

#### Non-Verbal Techniques for the Cosmetologist

Good posture, eye contact, and smiles are all signs of a positive interaction with a client. A client must sense that you are confident and most of all, positive during their time with you. Remember: A client's time is valuable. He/she has many salons to choose from. They have a right to expect good service and value for their hard-earned money! Here are some non-verbal techniques a cosmetologist can use when communicating with a client:

- Good posture invokes a sense of pride and confidence in your work.
- Smiles tell a client you are happy to be in the salon serving them.
- Eye contact suggests confidence and encourages good communication.

- Slightly leaning forward towards the client suggests you are interested in what they have to say.

### Verbal Communication Techniques

The words you choose and how you speak can be as important as the non-verbal cues you are sending during a conversation with a client. Both your voice level and tone should be well modulated and clear to the listener. Other tips for good communication include:

- Proper use of grammar lends an air of professionalism.
- Make certain your voice isn't too quiet, too loud or too shrill. Clients want to feel relaxed during a visit, not stressed from being screamed at or trying to listen to a whispering stylist!
- Be careful not to talk too fast. Clients may miss key instructions or feel like they are being rushed during an appointment.
- Talking too slow might seem slightly patronizing to a client. Be careful when explaining how to maintain a new hairstyle or how to use a new product, not to talk "down" to a client.

### Client Consultation

From the moment a client enters a salon to the time they leave, communication plays a critical role in how they interpret their visit, and whether they will decide to return.

One of the most critical phases of the visit is the client consultation. It is the time when communication between the client and the stylist is focused on determining desired results, and should be performed for newcomers and long-standing customers. Though a first-time customer may require more time on an initial visit to determine their wishes, salon practitioners should revisit their client's needs at every appointment. Ultimately, the client should feel that you understand their needs and are able to interpret their desires.

### Communication Tools and Techniques

When defining a client's needs, a stylist's job is to help them articulate their thoughts. **Symbols** are effective tools stylists can use to help a client explain what they want to achieve from their salon visit. Hairstyle photos, color swatches and color charts are all examples of symbols that can help clients express themselves most effectively.

Once a stylist has a general idea of the client's needs, the next task is to **clarify**. By asking specific questions, stylists can clarify the finer points of a style, cut or color. Finally, a technique called **reflective listening** confirms that both the client and stylist are "on the same page." The stylist simply repeats back to the client, in their own words, what they think the client has in mind.

Occasionally, during the course of a discussion, the stylist determines that the client's wishes are not in their best interest. This is where sensitivity can

come into the forefront. Keeping in mind a client's feelings while sensitively pointing out what might be best for that client, will assure that the client is happy with the final result.

### **Other Communication Techniques**

Clients must feel that you have their needs in mind during their entire visit. The age-old adage, of treat someone as you like to be treated goes a long way in the salon industry. Here are a few other tips to keep in mind during a client consult/visit.

- Greet the client pleasantly no matter what your mood, or how busy your schedule is that day.
- Be honest and tactful. Always keep the clients feelings in mind!
- Be a good listener.
- Be confident in your own skills and ideas, and express them clearly.
- Avoid negative overtones or comments.
- Keep in mind you are there to serve the client that has stepped through your doors. A client in the salon should always take priority over a phone call.
- Be polite and always maintain proper manners.
- Maintain emotional control and a positive attitude.

**Consultation cards** can be helpful in determining a client's changing needs, and should be kept on file in the salon. The cards may be detailed questionnaires designed for introductory visits, or a record of a client's changing style or color preferences.

Finally, nothing replaces the power of **observation**. Choices of hair, nail and clothing styles often reflect lifestyle and fashion preferences. Is the client classic or trendy? Do they prefer clean lines or lots of accessories? Using observation to complement verbal and non-verbal communication offered by the client can offer a more complete picture of the client as a person.

### **Communicating Under Difficult Circumstances**

Unfortunately, situations do arise that are beyond the salon owner's control. Salons service the public, and people are often unpredictable. Clients are sometimes late, and expect their appointment to be honored. There are times when people are unhappy with their service. Some clients are difficult to please under the best of circumstances.

No matter how tense a situation may get, it is critical for salon owners and employees to remember the old adage, "The customer is always right." Even when the customer is wrong, they deserve to be treated with respect.

Treating people how you like to be treated, with honesty and respect, can go a long way towards smoothing over difficult situations. It is important to give the client the benefit of the doubt at all times, and remember that placing blame is never an effective solution to a problem.

Other problem-solving techniques include:

- Smile and be courteous at all times

- Apologize for any inconvenience
- Offer to get the client coffee or water while you discuss the problem
- Avoid arguing and placing blame
- Ask for specifics when a client complains
- Try to change what the client dislikes
- If change is not possible, offer an extra treatment such as deep conditioning as a peace offering
- Avoid discussing the situation with other clients or stylists in front of customers.
- Confer with the salon owner/manager privately after the incident to set policy for the future.

### Communicating with Colleagues

Effective communication with co-workers is critical to a successful working environment. Maintaining a professional manner within the close-knit confines of a salon can be challenging. However, a few basic principles can be used as guidelines in a variety of situations to maintain open, professional communication with managers and co-workers.

- Treat everyone with respect.
- Remain objective.
- Be honest and sensitive.
- Remain neutral.
- Seek help from someone you respect.
- Do not take things personally.
- Keep your private life private.

The manner in which employees and salon owners behave is a reflection on

the professionalism of the salon. If clients sense unrest, witness immature behavior, or hear gossip or arguments between co-workers, these behaviors reflect poorly on the salon. In time, they can destroy a business. Good working relationships call for positive interaction and communication.

#### PRACTICE TEST – SECTION 3

*All answers to the following practice test can be found in Section 3.*

1. Clients should be told in a blunt manner that their ideal style is just not suitable for them.  
True                      False
2. Non-verbal communication and visual observation can be just as important as verbal communication with a client.  
True                      False
3. Customers tend to view a salon as professional if they are included in the gossip between stylists.  
True                      False
4. No matter how difficult a client may be, they should always be treated with respect.  
True                      False
5. Reflective listening utilizes mirrors to help clients see themselves clearly.  
True                      False
6. One of the most critical phases of a salon visit is the client consultation.  
True                      False
7. If a client is unhappy with service, the stylist should ask for specifics and try to change what the client dislikes.  
True                      False

**FINAL EXAMINATION  
SECTIONS 1-3**

**Mark your answers on the answer sheet found on page 27 of this course booklet. To receive credit your score must be 75% or higher.**

1. Agents of the State Board of Cosmetology may inspect a salon during normal business hours.  
True                      False
2. Communication is the act or instance of transmitting information in the form of symbols, gestures or behaviors with the goal of expressing an idea or concept so that it is understood.  
True                      False
3. Local infection is carried to all parts of the body through the bloodstream.  
True                      False
4. Viruses can be cured with antibiotics.  
True                      False
5. Salon owners must have a current list of all employees, their current addresses and the type of license they hold.  
True                      False
6. When a disease spreads from person to person it is considered a communication disease.  
True                      False
7. Inspection reports must be signed by the inspector and the owner of a salon.  
True                      False
8. In communicating with a client, the stylist's most important function is to tell the client what is best for them.  
True                      False
9. Floor coverings in a salon should be carpeted.  
True                      False
10. The two main categories of bacteria are pathogenic and nonpathogenic.  
True                      False
11. Client consults should only be performed for new customers.  
True                      False
12. Laundering towels and hand washing are examples of sanitation.  
True                      False
13. Hairstyle photos, color swatches and color charts are communication symbols.  
True                      False
14. Decontamination is the removal of pathogens and harmful bacteria from tools and surfaces.  
True                      False
15. Salon licenses are not transferable from one address to another or from one owner to another.  
True                      False
16. Soaking an implement in alcohol is a good example of sanitation.  
True                      False
17. Hepatitis types A, B and C are bloodborne viruses that cause inflammation of the liver.  
True                      False
18. Lancet use and disposal must be performed by properly trained and certified licensees.  
True                      False
19. The client consult is a good time to determine if the client is pleased with the overall appearance of the salon.  
True                      False
20. HIV is spread through casual contact such as kissing or sharing food.  
True                      False
21. A cosmetologist may provide services that claim to have medical benefits, as long as they believe in the practice.  
True                      False
22. HIV is the virus that causes AIDS.  
True                      False
23. Implements must be cleaned with soap and water prior to immersing in disinfectants.  
True                      False
24. Sterilization is feasible and practical for salons to use as a disinfection method.  
True                      False
25. Stylists can use symbols to help a client explain what they want to achieve from their salon visit.  
True                      False

26. People communicate verbally and non-verbally, directly and indirectly.  
True                      False
27. The three levels of decontamination are sterilization, disinfection and sanitation.  
True                      False
28. The four types of disinfectants are quats, phenols, alcohol and hand soap.  
True                      False
29. Consultation cards can be helpful in determining a client's changing needs.  
True                      False
30. The manner in which employees and salon owners behave is a reflection on the professionalism of a salon.  
True                      False
31. Bleach is an ideal choice for disinfecting salon implements.  
True                      False
32. During normal business hours, a salon must always have a person with a valid management license supervising the establishment.  
**True**                      False
33. Chicken pox, measles, hepatitis and HIV are all examples of bacterial infection.  
True                      False
34. Pathogenic bacteria serve a variety of useful functions including protecting against infection.  
True                      False
35. Salon owners have a responsibility to provide a safe environment for their clients.  
True                      False
36. Any specialized training certificates; current licenses and photos must be posted within a salon.  
True                      False
37. Independent contractors are not responsible for their station during an inspection. That is the sole responsibility of the salon owner.  
True                      False
38. Alcohol is the best choice of disinfectant to use on sharp implements.  
True                      False
39. A cosmetologist must limit the scope of practice to beautification and relaxation services.  
True                      False
40. Salon owners are required to post a list of all services offered by the salon.  
True                      False
41. Antiseptics are a good form of sanitation to use prior to manicures or pedicures.  
True                      False
42. As long as licenses are current, there is no need for managers to keep them at the salon.  
True                      False
43. Salons must post the The Ohio State Board of Cosmetology Salon Operation and Sanitation Rules in the restroom facility.  
True                      False
44. Exhaust fans or air filtration devices are nice additions to a salon, but are not required by the Board.  
True                      False
45. If a cosmetologist has an infectious or contagious disease, it is OK for them to provide service as long as they take the proper precautions.  
True                      False
46. If a glamour photography studio provides cosmetology services, they must be licensed to operate a salon.  
True                      False
47. Quats are an excellent choice for a salon to use as a disinfecting agent.  
True                      False
48. In the case of a blood or bodily fluid spill, non-porous implements must be cleaned and disinfected with environmental protection agency registered tuberculocides or products registered against HIV/HBV.  
True                      False
49. A board licensee who does not practice cosmetology services according to acceptable standards may be subject to discipline.  
True                      False
50. A manager must be present in the salon at all times during business hours, or be readily accessible by phone.  
True                      False



## Continuing Education Course Evaluation

This is the attendee's evaluation of the continuing education course (any comments will be appreciated).

CE No.: SC 091869

Course Name: CE At Home for Cosmetology, Esthetics & Nail Professionals

I would rate this course (circle one) 1 2 3 4 5 6 7 8 9 10

I would recommend this course (circle one) Yes No

Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

The completed form should accompany final examination sheet.