



Kansas Board of Cosmetology

714 SW Jackson Suite 100 Topeka, KS 66603

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Policy – Examination Complaint Appeal Procedure

Policy Number: 001-19

Approved by the Board: February 11, 2019

Last Updated: January 18, 2019

- I. Purpose
 - a. The purpose of this policy is to provide guidelines for Board staff to review submitted complaints from Candidates that have completed board examinations.
- II. Authority
 - a. Any applicant taking the state board of cosmetology examinations shall be granted a license authorizing the practice of cosmetology, manicuring, esthetics, or electrology if the applicant achieves the following examination scores: 1) An average of at least 75 percent on the practical examination sections. However, each applicant shall be required to attain a score of at least 75 percent on the client protection section of the practical examination; and 2) at least 75 percent on the written examination. K.A.R. 69-1-4(a)
 - b. The licensure examinations shall be developed and administered by the board or by a board-approved examination provider. K.A.R. 69-1-4(c)
 - c. All examinations held or conducted by the board shall be in accordance with rules and regulations adopted by the board. The examinations shall include a written test administered at the completion of 1,000 hours of training. If the applicant has attended a licensed school electing to base the course of instruction and practice on credit hours as provided in K.S.A. 65-1903, and amendments thereto, the written test shall be administered at the completion of the credit hours which are the equivalent of 1,000 clock hours under the formula for conversion used by the licensed school. A practical test may be administered prior to licensure. K.S.A. 65-1905(a)
- III. Policy and Procedures
 - a. The Candidate is required to first notify the testing company of the concern or complaint. For a qualifying appeal, the Candidate is required to attempt to complete the testing company appeal process first.
 - b. If the Candidate is not satisfied with the results of the appeal or the response of the testing company to the complaint or concern, Candidate must complete the Candidate Testing Complaint/Appeal Form.
 - c. In order to qualify for Board review, the Candidate must file an appeal within thirty days of examination and one of the following must apply:
 - i. Must have failed more than one time or failed with a score of 20% or below
 - ii. Complaints are regarding poor exam site conditions and/or proctor behavior
 - d. When Board review is applicable, the applicable School(s) will be sent the Student Inquiry Testing Appeal/Complaint Form to complete.
 - e. The testing company will be sent a copy of the complaint/appeal for response.



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- f. The Candidate should provide the Board with a copy of the testing company response/findings of their previously submitted complaint/appeal and a copy the practical exam results from their exam portal, if applicable.
- g. The Board Testing Review Committee will review the information provided to make recommendation for resolution or Board action. The Board will not provide Candidates with information on what was missed on their examination.
- h. Complainant will be notified of the recommendation for resolution or Board action.

Laura Gloeckner

Acting Executive Director

Kansas Board of Cosmetology