



THE SOCIETY FOR CLINICAL & MEDICAL HAIR REMOVAL, INC. (SCMHR)



Candidate Information Bulletin

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General Testing Information

The Society for Clinical and Medical Hair Removal (SCMHR) offers certification exams for electrologists, physicians, nurses and medical estheticians, aimed to demonstrate a professional’s knowledge in the electrology and laser hair removal industries. SCMHR has contracted with Prov, Inc. to administer the examinations for its certification programs. This bulletin has been developed to explain the rules and processes necessary to undertake and complete the certification programs.

The certification is valid for five years. After that time, one must either retake the exam or complete 75 hours of SCMHR-approved continuing education.

Contact Information

For questions not addressed in this bulletin contact:

For Certification Questions

SCMHR

2424 American Lane
Madison, WI 53704
Phone: (608)-443-2470
Fax: (608) 443-2474
www.scmhr.org

For Testing Questions

Prov Inc.

13614 Progress Blvd.
Alachua, FL 32615
Toll Free: (866) 720-7768
Fax: (386) 518 - 6419
www.provexam.com
Office Hrs: 8 a.m. to 6 p.m.

Examination Categories

The following is a list of the examinations administered by Prov for certification through SCMHR. All exams are closed book and are timed. Detailed information about exam content, and duration can be found in the Exam Descriptions section of this document.

Certified Clinical Electrologist (CCE)

The CCE exam is the first level of certification for electrologists and is based on one's current knowledge and practice. A candidate must be a practicing electrologist or have completed (or nearly completed) electrology training to sit for this exam. In addition, it is recommended but not required that an electrologist have one year of practical experience prior to sitting for the CCE exam. This exam is a prerequisite of the CME exam.

Certified Medical Electrologist (CME)

The CME exam is intended for electrologists who also practice laser hair removal and requires the candidate to hold a valid CCE designation. While many of the 100 questions pertain to laser use, there are also advanced questions addressing issues covered in the CCE exam.

Certified Laser Hair Removal Professional® (CLHRP®)

The CLHRP exam is for anyone who practices laser hair removal, including physicians, nurses, medical estheticians, electrologists and physician assistants. To sit for the CLHRP® exam, one must currently practice laser hair removal. It is highly recommended that appropriate laser courses be completed prior to sitting for this exam. Experience in or knowledge of other hair removal modalities is a plus.

Exam Administration Method

Prov provides its examinations through computer testing centers located throughout the country. Computer testing provides you access to daily testing and rapid score processing.

Computer-Based Testing

Prov has taken every effort to make its computer testing system as easy to use as possible. No specific computer experience or typing skills are needed to take the test. Candidates who take a computer-based test will be given verbal and written instructions and will complete an interactive tutorial prior to testing.

The written instructions for computerized exams are included in this bulletin. Please refer to the Computer Based Testing Candidate Notice for these instructions and a visual of the screen layout.

For an opportunity to preview Prov's computer-based testing system before arriving at the test center, candidates can watch a demonstration video by visiting <https://www.provexam.com/Movies/CBT2.swf>. This short movie provides a basic demonstration of how to take a test on Prov's computer system.

Test Center Locations and Availability

Prov has established numerous testing centers across the Nation where candidates can take their examinations. Below is a list of the available sites. If you do not have a site within 45 minutes to an hour of your location, please contact Prov for special arrangements.

- AK - Anchorage - UAA
- AL - Auburn - AU
- AL - Birmingham - JSCC - Jeff State Campus***
- AL - Birmingham - JSCC Shelby-Hoover Campus***
- AL - Enterprise - ESCC***
- AL - Huntsville - OU***
- AL - Mobile - USA***
- AL - Montgomery - ASU***
- AL - Sheffield - NAE JATC***
- AL - Tuscaloosa - SSCC
- AR - Conway - UCA***
- AR - El Dorado - SACC***
- AR - Fayetteville - UA***
- AR - Fort Smith - UAFS***
- AR - Little Rock - UALR***
- AR - Paragould - BRTC***
- AZ - Buckeye - EMCC
- CA - Fresno - CSU
- CA - Northridge - CSUN
- CA - Redding - SU

- CA – Sacramento - STPS
- CA - San Diego – SDSU
- CA – San Jose - SJSU
- CO - Colorado Springs - PPCC
- CO - Denver - RU
- DE - Dover - DSU
- FL – Alachua – Prov***
- FL – Cocoa – ESC
- FL – Doral - MDC (West Campus)
- FL - Fort Myers – FGCU
- FL – Fort Pierce - IRSC
- FL – Hialeah – MDC
- FL – Homestead – MDC
- FL – Jacksonville - FSCJJC***
- FL – Miami - FIU
- FL – Miami - MDC (Medical)
- FL - Miami - MDC (North Campus)
- FL – Miami - MDC (Wolfson)
- FL – Ocala - CCF
- FL - Orlando – VC
- FL – Palatka – SJRSC
- FL – Pensacola – PSC***
- FL – Sanford – SSCF***
- FL – St. Petersburg – PTEC***
- FL - Tampa - USF
- GA - Atlanta – GSU
- Guam – Upper Tumon - GCATA
- HI - Honolulu – HCC
- ID – Boise - CWI
- IL - Carbondale - SIU
- IL - Joliet - JJC
- IN - Evansville - HC***
- IN - Fort Wayne - IPFW***
- IN - Hammond - PUC***
- IN - Indianapolis - IUPUI***
- IN - Lafayette - HC***
- IN - New Albany - IUS***
- IN - South Bend - IUSB***
- KS - Lawrence - UK
- KS - Wichita - WSU
- KY - Lexington - BCTC
- KY - Louisville - UL
- LA - Hammond – SLU
- LA – Lafayette - UL
- MA - Boston – UMB
- ME – Portland - USM
- MI - Ann Arbor – WCC
- MI – Farmington Hills – OCC
- MI – Gaylord – UC
- MN – Brooklyn Park - HTC
- MS - Jackson – JSU
- MT – Bozeman – MSU
- MT – Great Falls – GFMSU
- NC – Cary - NCECSE
- NC - Durham - NCCU
- NC - Fayetteville – FTCC
- NC – Wilmington – NCECSE
- NC – Winterville - PCC
- ND - Fargo - NDSU
- NE - Bellevue - BU
- NJ - Washington - WCCC
- NM - Portales - ENMU
- NV - Las Vegas - UNLV
- OH – Cleveland - CSU
- OH - Columbus - CSCC
- OH - Toledo - UT
- OH - Youngstown - YSU
- OK - Tulsa - TCC
- PA - Harrisburg – HACC
- SC – Charleston - BCS
- SC - Clemson - CU
- SC - Conway – CCU
- SC – Greenville - BJUP
- SC - Greenville - GTC
- SC - Irmo - MTC
- SD - Brookings - SDSU
- TN - Clarksville - APSU
- TN - Memphis - UM
- TN - Murfreesboro - MTNSU
- TX - Austin - ACC
- TX - Carrollton – ETCLC
- TX – El Paso – UTEP
- TX – Houston - LSCNH
- TX - Houston – TSU
- TX – Lewisville - ETCLC
- TX - Weatherford – WC
- UT – Ogden – WSU
- UT – Salt Lake City – SLCC
- VA – Chesapeake – SLC
- VA – Richmond - GITS
- VA - Roanoke - RHEC
- WA - Bellingham - WWU
- WA - Ellensburg - CWU
- WI - La Crosse - UW
- WI - Oshkosh – UW
- WV – Berkeley Springs - BRCTMCC
- WV – Charleston - Prov***
- WV - Martinsburg – BRCTC***
- WV - Morgantown - MTEC***
- WV - Wheeling - WVNC***

*** These sites have predetermined schedules; All other sites have open schedules and are available Monday – Friday 9:00 AM – 5:00 PM.

Application & Scheduling Process

Applying to test

To be eligible for testing, you must first contact SCMHR and receive approval for testing. Once you have been approved, SCMHR will provide you testing information which includes an email telling you to call Prov to register and make payment for the test you have been approved to take, along with a voucher number you will need to provide to Prov when registering for your test. Prov will provide you with a receipt for your payment. SCMHR registers each approved candidate with Prov using the information provided on their order form.

Scheduling your test

After you receive the confirmation email from SCMHR, you are eligible to schedule your examination with Prov. You may contact Prov at 866.720.7768 and Prov staff will ask for your voucher number provided in your letter from SCMHR and a test site of your choice. Prov will also ask for a proctoring payment when scheduling your exam. Once the candidate has contacted Prov and selected their preferred testing date and location, the scheduling process is complete. Candidates will be sent an appointment letter which includes their testing session details and a receipt for their payment.

Cancel/Rescheduling Policy

If candidates need to change or cancel their testing appointment, they must contact Prov at least three business days prior to their scheduled date. Changes will be made at no cost if candidates notify Prov by the deadline.

If candidates fail to appear for their test or fail to cancel or reschedule their testing session by the close of business three days prior to their scheduled test date, they will forfeit their exam fees.

Acceptable Method of Payment

Candidates paying for their proctoring fees provided by Prov can use the following methods of payment:

- Money Orders
- Cashier's Checks
- Certified Checks
- Credit Cards (American Express, Discover, Master Card, Visa)

No personal or company checks will be accepted and all registrations that include personal or company checks will be returned without processing.

What it costs to test

The cost for proctoring fees paid to Prov to take the SCMHR test is \$85.00 per test. This fee is in addition to exam fees collected by SCMHR.

Retesting Policy

Candidates cannot retake an exam until they go back to SCMHR and get approved.

Candidates who fail the exam or who fail to take the exam by the end of their eligibility must contact SCMHR and pay the retesting fee. Please contact SCMHR if you have any questions regarding retesting rules.

Cancel/Rescheduling Policy

If candidates need to change or cancel their testing appointment, they must contact Prov at least three business days prior to their scheduled date. Changes will be made at no cost if candidates notify Prov by the deadline.

If candidates fail to appear for their test or fail to cancel or reschedule their testing session by the close of business three days prior to their scheduled test date, they will forfeit their proctoring fees.

Results Reporting

Because the examination process is a requirement for certification with SCMHR, candidates automatically consent to permit Prov to share their test results with SCMHR. Upon completion of an examination, a candidate's test will be scored and electronically sent to SCMHR.

Prov's scoring system will grade your exam immediately upon completion of your test and will automatically forward the results to SCMHR. You will receive a copy of this same report the day of your test from the testing center. You must achieve a 70% score in order to pass the exams.

Exam Challenge Process

If during your computer exam, you encounter a question you think is inaccurate or otherwise incorrect, you can enter an Exam Comment into Prov's system detailing why you feel the question is in error.

Any comments will be reviewed by SCMHR for validity.

Test Day Rules and Procedures

Check-in Deadline

The doors to each testing center will open at least 30 minutes before all scheduled testing appointments in order to check candidates into the testing center. Candidates should plan to arrive early to make sure they are seated by the time the testing begins. If candidates are late in arriving, AND the testing session has already begun, CANDIDATES WILL BE TURNED AWAY and will forfeit their exam fees and will be required to reschedule for a future testing date.

Proof of Identity

Upon arriving at the testing center, candidates will be required to show government-issued, photo-bearing identification. The photo-bearing ID must be current and valid. Forms of valid photo-bearing ID are a driver's license, passport, or military ID. Candidates will also be required to sign a test center log. If candidates cannot produce a valid government-issued photo ID, or refuse to participate in signing the test center log, they will be dismissed from the testing center and forfeit all testing fees for that testing session.

There may be times for religious reasons, a candidate does not have a photo ID. In this situation, if they have a State driver's license without a photo, a State ID card without a photo that is issued by the DMV, or a birth certificate, we will accept these as valid identification.

Prohibited Items

No cameras, recorders, cell phones or other communication devices are allowed in the testing room. Talking and smoking are not allowed in the testing room.

Reference Material Rules

All exams are closed book. Prov asks that candidates leave all unauthorized materials in their vehicle. If candidates are caught using unauthorized materials during testing, these materials will be confiscated, their testing will be terminated with fees forfeited, and SCMHR will be notified of their actions.

The exams are closed book, but you may use **ONLY** a translation dictionary. This cannot be a medical dictionary, but just a basic English to Spanish, French, Russian, etc. translation dictionary.

Visitor Policy

No one other than the candidate will be allowed in the testing room. Non-testing visitors are NOT permitted to wait in the lobby while candidates test.

Unethical Conduct Policy

Any individual caught giving or receiving assistance during or after the examination, or caught using unauthorized materials during the examination will be reported directly to SCMHR. Those caught in the act of cheating will be dismissed from the examination and their testing results will be frozen. Furthermore, the candidate will forfeit the examination fees paid. Finally, anyone caught with test questions in their possession, either during or following the examination will be prosecuted for theft of copyrighted testing materials.

Prov's Non-Discrimination Statement

Prov provides equal access to its exams and testing programs for all eligible persons. Although individual jurisdictions that Prov represents are wholly responsible for determining eligibility of candidates, it is the policy of Prov to maintain an environment free of discrimination and to prohibit discrimination and harassment against any person on the basis of race, color, national origin, gender, religion, age, disability, political beliefs, sexual orientation, and veteran, marital or family status.

Harassment of Prov program participants, proctors, staff or candidates will not be tolerated. If candidates wish to express concerns about discrimination, they should contact Prov at 866-720-7768 or write to: Prov, Inc., 13614 Progress Blvd., Alachua, FL 32615.

Special Accommodations

Prov complies with the Americans with Disabilities Act (ADA) in providing special accommodations for candidates that require additional assistance during the testing process. If candidates feel that they qualify for a special accommodation during testing, they should contact Prov at (866) 720-7768. Prov will require written documentation from a licensed physician or psychologist documenting the disability and further require a request describing the requested remedy. Prov will then work directly with the candidates to make the accommodations they will need in order to complete their examination.

Preparing for Your Exams

Studying for your Exam

The test questions used on the examinations cover the wide range of topics candidates would normally encounter in their particular field. Prov recommends that candidates prepare for their tests by familiarizing themselves with the exam subject areas listed in each exam description.

The areas tested include knowledge and skill you develop from being in practice, as well as those learned from initial training. If you are a good practitioner and have had quality training, you should have no difficulty passing the examination.

Purchasing Study Guide

To purchase the study guide without completing the exam application, please contact SCMHR's Home Office (608-443-2470 or HomeOffice@scmhr.org) for a study guide order form. Certification study guides may also be purchased on SCMHR's website at www.scmhr.org by clicking on Store > SCMHR Publications and selecting the appropriate guide.

Exam Descriptions

Certified Clinical Electrologist (CCE)

Number of Questions 100
Time allowed (hours) 3

Subject Area	# Quest.
Assessment - Patient History	26
Assessment - Screening	2
Treatment - Preparation of Patient Psychological	3
Treatment - Preparation of Patient Topical Agents, Positioning, Draping	4
Treatment - Examination of Skin/Hair	29
Treatment - Sterilization and Sanitation	10
Treatment - Epilation Techniques	20
Treatment - Post-Treatment Care	1
Treatment - Equipment Maintenance	5

Certified Medical Electrologist (CME)

Number of Questions 100
Time allowed (hours) 3

Subject Area	# Quest.
Assessment	30
Evaluation	50
Treatment Plan	20

Certified Laser Hair Removal Professional

Number of Questions 100
Time allowed (hours) 3

Subject Area	# Quest.
Assessment	44
Ethics	4
Evaluation	10
Treatment Plan	42

Candidate Instructions Handout

Please take a moment to read the testing rules below. If you have any questions or need clarification then please let your proctor know. Failure to follow these testing rules can have serious consequences. Be advised, the testing center and testing room may be under video surveillance.

You will receive a survey by email from Prov, please let us know how we did!

Testing Rules:

- Non-testing visitors are not permitted to wait in the lobby while candidates test.
- Cell phones and other electronic devices are not allowed in the testing room under any circumstance.
- Eating, drinking, or tobacco use in the testing center is not permitted.
- Please be courteous by entering and leaving the testing room without disturbing others who may be testing.
- During your test keep your eyes on your own station and do not communicate with other testers.
- During your test, you may not write, highlight, or mark in your text book.
- You are only permitted to leave the testing room during the test if you need to use the restroom or in the case of an emergency. In these situations, you must turn in all testing materials. Your time will be reset in the case of an emergency. If you take a restroom break your allotted test time will continue to countdown while you are away and the lost time cannot be recovered.
- At the end of your test, remain seated, raise your hand and wait for the proctor to start the check-out process with you. Once all testing materials have been accounted for by your proctor, you may collect your belongings and leave the testing center.

Unethical behavior:

Individuals caught giving or receiving assistance during or after the examination, or caught using unauthorized materials during the examination will be reported to SCMHR. Those caught in the act of cheating will be dismissed from the examination and their testing results will be frozen. Furthermore, the candidate will forfeit the examination fees paid. Finally, anyone caught with test questions in their possession, either during or following the examination will be prosecuted by Prov for theft of copyrighted testing materials.

Computer Test Navigation:

On the back of this handout and prior to starting your exam, you will be presented with a tutorial instruction screen that tells you how to answer questions, navigate through the test, make comments, etc. Please review this page carefully to ensure that you are familiar with these functions. If you have any questions regarding these instructions, please notify your proctor.

- Question Comments - During the assessment, you may find that you have a question or concern about a particular test question. **The proctor cannot answer questions about test content at any time**; however, you can send a comment to Prov's Test Development Department by clicking the 'Make Comment' button. Please leave a specific description. Staff will process your comments/questions within two weeks. You can refer to your candidate information bulletin for more information on how comments are processed.
- Technical Issues - If at any point during the exam you have a technical problem (e.g., computer freezes or shuts down, test will not proceed to next question, etc.) please notify your proctor immediately.

Exam Results:

If permitted by your jurisdiction, you will be provided with your testing results within a few minutes of completing your test; otherwise, you'll be notified of your testing results in writing by your jurisdiction.

Please return these instructions to the proctor and let them know that you are ready to begin.

Exam: Sample exam - Knowledge of states

Question 3 of 10

This Question is Marked

What is the state capital of Pennsylvania?

- A** Harrisburg
- B** Philadelphia
- C** Scranton
- D** Pittsburgh

End Test

Time Remaining

00:05

Unanswered Questions

7

Marked Questions

1

Make Comment (M)

Unmark Question (Q)

Show Question List (S)

< Previous (P)

Jump to Question Go

Next (N) >

Navigating in the Computer Testing System

You can use either the Keyboard or the Mouse to select test answers.

- Press a letter (**A**, **B**, **C**, or **D**) to select an answer (either with the keyboard or mouse). The answer is highlighted when selected (as in the example of Harrisburg shown above).
- Press **Next** to move forward. Press **Previous** to move backward. You can use either your mouse to select the Next or Previous buttons, or you can use a hotkey button that will perform the same action. **All Hotkeys are shown in parentheses.** For example, pressing the letter **N** will move to the next question. Pressing **P** will move to the prior question.
- Press **Mark Question** to help you keep track of questions you wish to return to at a later time. Marking questions has no impact in scoring. Press the button again to Unmark the question.
- Press **Show Question List** to see which questions are unanswered or which you have marked.
- Press **End Test** when you are ready to leave the test. The test will also end automatically when the time remaining reaches 0:00.

Ask the test proctor for help if you need assistance.