

## Washington DOL - Cosmetology Candidate Transition FAQs

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

**A** – As of April 8, 2026 **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 WA DOL stop at Prometric?

**A** – **April 30, 2026** will be the final testing day.

**Q 3** – When will the **practical** testing for the WA DOL stop at Prometric?

**A** – **April 30, 2026 will be the final testing day.** Please note, practical seats are limited. If 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 **April 30, 2026**. 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 April 8, 2026, what happens to my application?

- a. As long as your application is post marked before April 8<sup>th</sup> it will be processed. If post marked April 8<sup>th</sup> 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 May 11, 2026 and will take up to 2-4 weeks.

**Q 8** - If I submitted an application and it was approved prior to April 8<sup>th</sup> 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 May 11, 2026.

***Barber 1, Cosmetology, Esthetics, Advanced Practice Esthetics, Combined Practice Esthetics, Hair Design, Instructor, Nail Technology Exams:***

Practical Examination Fee – All Exams (Original or Retake) ~ \$114.00

Computer Based Written Examination Fee Barber 1, Cosmetology, Esthetics, Advanced Practice Esthetics, Hair Design, Instructor, Nail Technology Exams (Original or Retake) ~ \$180.00

Computer Based Written Examination Fee- Combined Practice Esthetics ~ \$270.00

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 May 31, 2026. Please allow for processing time. For refund questions after May 31, 2026, please call 888-375-2020 or email [DLRoopesupport@Prometric.com](mailto: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 June 30, 2026.

- a. Email: [DLRoopesupport@Prometric.com](mailto:DLRoopesupport@Prometric.com)
- b. Phone: 888-375-2020

**Q 12** – What type of phone or email support will I receive after June 30, 2026?

- a. Call support will stop on June 30, 2026.
- b. Email support will stop on June 30, 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 June 30, 2026.