

Barber and Cosmetology

Schools Live Session FAQ's



Presented by the Education & Examination Division

FAQ Contents

- General Questions
- Enrollments
- Reporting Hours
- Course Approval
- Exam Eligibility
- School Licenses

GENERAL QUESTIONS

Q: We have a lot of information to enter in SHEARS. Can we have more than one person log in on different computers so we can complete this more quickly?

A: No, unfortunately, having more than one computer logged into SHEARS at the same time using the same school license number and PIN will cause data corruption and errors. Only one computer can be logged into SHEARS with the same login at one time. However, once logged out, an authorized person can log in on a different computer using the login information, just not simultaneously.

Q: Is the new SHEARS going to be similarly formatted as the old SHEARS?

A: Yes. You will see some differences such as the student verification, and reporting core and specialty hours, but the majority of SHEARS will be completely familiar to what you were using before.

Q: Do any of the new updates to SHEARS impact schools who only offer the specialty courses, such as eyelash extension, manicuring, or esthetician?

A: Most of the new updates will NOT impact schools who only offer the specialty courses, such as eyelash extension, manicuring, or esthetician.
The updated section on Student Verification under Enrollments will apply for all schools.

Q: I do not have all my student permits printed, students enrolled, hours reported, or students dropped because of SHEARS being shut down. Are inspectors going to be issuing fines and violations against schools?

A: Field Inspectors are aware that SHEARS has been shut down. Inspectors will not issue fines or violations against schools during this period since issues and delays have been caused by SHEARS being unavailable to the schools.

Schools will have a **grace** period to get all caught up on reporting.

ENROLLMENTS

Q: Will barber students who were enrolled prior to 7/1/2024 finish out in the old barber SHEARS system?

A: Yes, those Class A Barber students who were enrolled by schools prior to 7/1/24, and remained enrolled, will complete the course and hours will be reported under the old barber SHEARS. The login requires the barber school 3-digit license number. These are the only students who will finish out in the old barber SHEARS.

(**Class A Barber students who were enrolled prior to 07/01/2024 but dropped, please see the instructions on the following page.)

RETURNING CLASS A BARBER STUDENTS

Q: I have a Class A Barber Student who has previous hours and wants to enroll in my school. SHEARS will not allow me to enroll the student under the old permit number. How should I enroll the student?

A: If the student had a Class A Barber student permit prior to 07/01/2024, **STOP**. Do not enroll the student in SHEARS. Contact the E&E Team and explain that you have a returning Class A Barber student who needs to be enrolled in your school. Provide the student's name and previous permit number or SSN. The team will enroll the student and apply the previous hours completed. A new permit number will be assigned to the student and provided to you. Once you receive the new permit number, you will be able to post their new earned hours in SHEARS.



Additional security features were added to SHEARS to protect student information which is required by law.

Q: I was enrolling a student in SHEARS with a correct SSN, and it keeps requiring a verification of the student's information. What should I do to get the student enrolled?

A: The student may already be in the system with a previous student permit number. Attempt to enroll the student using the student's previously assigned permit number and no verification should be needed.

******If the student has never been assigned a student permit in the past, contact E&E through the secure webform and provide the student's name, date of birth, and social security number. A screenshot of the verification page can also be helpful. A member of the E&E team will advise you on the next steps for that student's specific situation.

Q: Will there still be two permit numbers for Class A Barber and Cosmetology Operator students when SHEARS is open again, one for core and one for specialty?

A: You will only enroll the student under one course, the Class A Barber (BCA) specialty permit, and/or the Cosmetology Operator (COP) specialty permit.

The Core permit for Class A Barber and Cosmetology Operator will only exist temporarily until the remaining updates are made to SHEARS.

***** Note:** Temporarily, schools will report the Core hours to the core permit and Specialty hours to the specialty permit. Also see the section on Posting Hours.

Q: SHEARS has been shut down for awhile, what enrollment date should be entered when enrolling students?

A: Enter the date the student was enrolled, not the date you are entering the information in SHEARS. There may be a message saying it is over 60 days, but you should be able to continue past the message.

In the event SHEARS will not allow you to enter the accurate date, enter today's date. Then send the student's name, permit number, enrollment agreement, and a message stating the enrollment date needs to be corrected to the Education & Examination webform. A member of the team will correct the date.

Q: How do we transfer a student from another school? Can we enroll students that are not dropped from another school?

A: Students transferring from another school already have a student permit number. Enroll the student using their prior student permit number rather than their SSN.

The student will need to be dropped from their previous school before they can be enrolled in their new school.

Keep in mind, their previous school did not have access to SHEARS either, so please allow some time for them to update their student information in SHEARS.

Note: For Class A Barber students previously enrolled prior to 07/01/2024, please see page 9 in previous slides.

Q: What are the requirements and instructions for students who do not have a social security number?

A: If the student does not have a social security number, they cannot be enrolled in SHEARS. Please mail in the [Student Permit Application](#). Students are also required to sign the [Occupational License Application Claiming to Have No Social Security Number Affidavit](#). ***Both forms should be mailed with the fee.***

All student permit applications are processed by the Licensing Division in the order they are received. Be sure to verify that the student permit application has been filled out correctly and all information has been provided.

Please keep a copy of the Student Permit Application and money order before mailing.

Q: Can we use the ITIN number in place of the SSN to enroll students in SHEARS?

A: No. Only accurate information should be reported for students. An ITIN number is **not** an SSN and should **not** be entered in place of the SSN in SHEARS.



Student Permits

Q: Do we have to print new permits for students who came back after the updates were made?

A: No. There were no changes to permits, the previously printed permit can be used.

Q: If the student had a previous permit, is there another \$25 fee for a new permit?

A: If the student had a previous permit, there are no additional fees for enrollment. Enroll the student using the previous permit number rather than the SSN.

REPORTING HOURS

Q: When SHEARS reopens and we go to report hours, do we still report the actual completion date of the hours, or do we use the date of entry?

A: When reporting hours, you should **always** use the date of completion. Even if you still need to report hours for July, August and September, you report using the actual date of completion.

*Core and Specialty hours only apply to the Class A Barber course and the Cosmetology Operator course. The reason for this is because dual credit can be applied only for these two courses.

Q: How do I report the core and specialty hours in SHEARS for Class A Barber and/or Cosmetology Operator students?

A: Report the core hours to the core permit and the specialty hours to the specialty permit. Next month the two separate permits will be eliminated. If you go the section in SHEARS titled “List Students” you will see the core permit and the specialty permit assigned to each student.

Q: I went to the “List Students” section of SHEARS. I have students who have been assigned a BAC core permit, but they do not have a specialty permit assigned.

A: There was no way for the team to determine what course the students should be enrolled. You will need to enroll those students in the specialty course for Class A Barber and/or Cosmetology Operator.

****Note**

The Core permit for Class A Barber and Cosmetology Operator will only exist temporarily until the remaining updates are made to SHEARS.

Temporarily, schools will report the Core hours to the core permit and Specialty hours to the Specialty permit. When the final updates are made to SHEARS, all hours will be reported under the specialty permit.

EXAM ELIGIBILITIES

Q: How can I look up student hours and exam eligibility?

A: Student hours and exam eligibility can be looked up on the TDLR website:

[Search Page - Barber and Cosmetology Exam Data Search - TDLR - Texas.gov](#)

Q: I submitted student hours and/or dropped student information to the E&E webform as instructed during the Live Sessions for my students to receive their exam eligibilities. The students still have not received their exam eligibilities. What do we do at this point?

A: Once SHEARS opens, even if you submitted the student information, go ahead and report the hours in SHEARS and drop any students that need dropped. Do not wait for the team to report. We are still behind and answering as quickly as possible.

COURSE APPROVALS

Q: Our school wants to start offering distance education and new courses. What do I need to do to be approved?

A: You will need to submit the course curriculum application for the courses you want to offer distance education and the new courses you want to offer. You must be approved before you can offer new courses or distance education.

The applications can be found on the TDLR website:
[Forms for Barbering and Cosmetology Schools | TDLR.Texas.gov](https://www.tdlr.texas.gov/forms-barbering-and-cosmetology-schools)

SCHOOL LICENSES

Q: Will **all** schools receive a new license number?

A: All schools will be required to hold a 6-digit license number. If your school previously held only the 3-digit license number, then yes, you will be issued a new license number.

[New License/Permit Number Search -](#)

[New License ID Search - TDLR -](#)

[Texas.gov](#)

Q: What is the difference between the 3-digit school license number and the 6-digit school license number?

A: The 3-digit school license number is only used for access to the old Barber SHEARS for Class A Barbe students that were enrolled prior to 7/1/24. The 6-digit school license number is the school's current barber and cosmetology school license which should be used to access the new SHEARS.

Thank you

The Education and Examination Division can be contacted at [TDLR – Education Form](#)