



STATE OF ALABAMA
ESTHETICIAN EXAMINATIONS



CANDIDATE INFORMATION BULLETIN

This *Candidate Information Bulletin* ("CIB") is intended for your use in preparing for and understanding the processes and procedures for applying for licensure and scheduling to test. The Alabama Board of Cosmetology (the "Board") is responsible for licensing and regulating the profession of cosmetology in the State of Alabama. The Board has contracted with Professional Credential Services ("PCS") to provide administrative examination services. The Board, through PCS, will exclusively use the National-Interstate Council of State Boards of Cosmetology ("NIC") examinations. Any questions regarding your Board Application should be directed to the Board at:

AL State Board of Cosmetology
RSA Union Building
100 North Union Street, Ste 320
Montgomery, AL 36130-1750

Phone: (334) 242-1918
Toll Free #: 1-800-815-7453
Fax: (334) 242-1926
cosmetology@aboc.state.al.us

Professional Credential Services
Attn: Alabama Cos Coordinator
150 Fourth Ave North, Ste 800
Nashville, TN 37219-2496

Toll-Free: 888-822-3272
Fax: 615-846-0153
E-mail: alcos@pcshq.com
Web site: www.pcshq.com

A candidate who wishes to obtain an esthetician license must pass a theory and a practical examination within 2 years of completing school or apprenticeship hours. To take either of these examinations, a candidate must be approved by the Alabama State Board of Cosmetology. Once you have been approved to take the practical examination, the Board will then notify PCS. Approved candidates are required to call PCS at 1-888-822-3272 in order to schedule to take the practical examination.

How To Schedule and Take the Practical Examination: Approved candidates are required to call PCS at 1-888-822-3272 to schedule to take the practical examination. PCS will issue an **Admission Notice** for the practical examination approximately 7-10 business days prior to the test date. If you do not receive your admission notice on Monday prior to the approved examination date, please call PCS for further instructions. Visit www.pcshq.com for a current list of practical examination dates and deadlines. Any questions regarding scheduling for the practical exam should be directed to PCS.

Americans with Disabilities: Candidates that require special accommodations under the Americans with Disabilities Act must receive prior approval through the Alabama Board of Cosmetology. Prior approval must be submitted in writing to the Board.

Fees: All fees should be paid directly to the Board.

Practical Examination Admission Requirements:

1. You must present your **Admission Notice**, provided by PCS, with a recent 2x2 passport type photo attached along with one form of government issued identification with a photograph and your signature (i.e. driver's lic., resident card or passport) at the **practical examination** site in order to be admitted into the examination room.
2. The identification must be current, clearly recognizable or you will not be admitted to test. If your photo does not have a signature, you must bring a second form of signature identification.
3. It is your responsibility to be at the test center on time. Candidates will not be permitted into the examination room after your scheduled testing time. It is strongly suggested that you visit the site before the day of the examination so you are familiar with the route and the travel time. Candidates are not permitted to bring anyone into the examination room. Candidates are not permitted to talk to one another once inside the examination room.

General Policies and Procedures for Practical Examinations:

Security Policies: Suspected security breaches during the practical exam administration, such as an act of impersonation, creating a disturbance, giving or receiving unauthorized information or aiding other candidates, attempting to remove test information by any means, possessing prohibited materials or sharing supplies may be sufficient cause to dismiss you from the examination site or to invalidate or cancel your scores. Suspected breaches may be identified by observation or suspicion by the test center staff, or may be evidenced by subsequent statistical analysis of examination materials. PCS reserves the right to investigate each incident of misconduct and will report such incidents directly to the Board. The Board will make all final decisions on examination score invalidations or cancellations. **No visitors, guests or children are allowed in the test center.**

Prohibited Items: No food, beverages, notebooks, magazines, backpacks, briefcases, hats, caps, reference books or **all electronic devices** such as cameras, walkmans, radios, all types of i-pods, portable fax machines, cellular telephones, calculator watches, reproduction equipment, beepers or pagers are permitted in the examination room. If any of the aforementioned items are found in a candidate's possession, the Test Center Administrator will collect the item until the end of the examination and provide a written report of the incident to the Board and PCS. Smoking or the use of tobacco is strictly prohibited in the examination room. PCS is not responsible for any personal items brought into the examination site.

Environmental Distracters: Although every attempt is made to provide a quiet and comfortable test environment, noise and room temperature may be an unforeseen and unavoidable distracter. It is suggested that you wear the type of clothing that would allow you to adapt to a cooler or warmer climate at the testing site.

Emergency Policy: In the event of inclement weather or similar emergency, a scheduled examination may be canceled or delayed. However, this decision is made only in rare instances and at the discretion of PCS. If you have reason to question whether or not a practical exam facility will be closed, please call PCS to make inquiries.

Refunds and Rescheduling Policies: Rescheduling is **not** permitted for the practical examination. Unless you are hospitalized or are involved in a traffic accident on the way to the test center that prevents you from arriving on time, refunds are **not** issued nor are fees transferable for the practical examination. Written documentation of the above-noted exceptions is required.

Score Information: For the practical examination, an overall score of 70 must be achieved. Test results are confidential and are not provided over the telephone.

Passing Candidates: When you have passed the practical examinations, the Board will automatically send a "Congratulations" letter to you. Complete and mail this Congratulations letter to the Board with required fees (Money Order or Cashier's Check ONLY) in order to receive your license. Please be sure to notify the Board of any mailing address changes.

Failing Candidates: Failing candidates will receive a score report from the Board, as well as information on how to retest.

CONTENT OUTLINE FOR THE PRACTICAL EXAMINATION:

SPECIAL INSTRUCTIONS

- Do not leave the examination area without permission. Permission must be obtained to leave the examination area for any reason, including restroom usage or at the completion of the examination.
- Candidates are required to bring their own kit with sufficient quantity of supplies in sanitary condition. This includes the required implements in proper working order, and protective drapes. The kit must be kept closed except when removing or replacing materials for a particular service. The kit will be used during the examination as dry storage and is considered part of the work area.
- All examinations are administered in a testing environment. Candidates should bring a container of water if needed for any section of the examination. Candidates may bring a thermos of hot water if desired. All water and their containers must be taken with the candidates and may not be disposed of at the testing facility.
- Candidates are evaluated at all times. Continue demonstrating until you have completed the entire section.
- Candidates will be given 15 minutes for client protection and to set up the general supplies that they will use throughout the examination.
- Candidates will also be given 2 minutes to set up the supplies for each section of the examination.
- The verbal instructions will be read twice for each section of the examination. Each examination section has a maximum time allowance. Once you have completed all tasks in the section please step back to indicate that you are finished. In the event that all candidates complete the section before the time has elapsed the examiners will proceed to the next section of the examination.
- Candidates must follow all appropriate public protection and infection control procedures during all phases of the practical examination that will ensure the health, safety, and welfare of the public. In the event of a blood spill, candidates will be expected to follow the NIC Health and Safety Standards. Failure to do so may result in your dismissal from the examination.
- Talking with other candidates or the examiners during the examination is strictly prohibited. Doing so will result in your dismissal from the examination and a report of your actions to the proper authorities. Your examiner has been instructed not to answer any questions concerning your examination. This ensures equal opportunity for all candidates and standardization in testing for the National Practical Examination. If you have an emergency situation please ask to speak with the examination coordinator.
- Manufacturer's labels are required on all disinfectants and sanitizers.

MANNEQUINS

The Alabama Board of Cosmetology requires a mannequin for all services. The candidate is responsible for providing the necessary clamp to properly secure a mannequin head to a table during the examination.

ESTHETICS PRACTICAL EXAMINATION CONTENT SECTIONS

The scope of the National Esthetics Practical Examination includes 9 core domain services. The core domain services are based on the national job analysis. The core domain services are as follows:

Core Domain Services

Set Up and Client Protection
Cleansing the Face
Steaming the Face
Massaging the Face
Manual Extraction on the Forehead
Hair Removal of the Eyebrows
Hair Removal Upper Lip
Application of Facial Mask
Facial Makeup

The Hard Wax Upper Lip section of the Esthetics examination is performed with a simulated wax product.

SET UP AND CLIENT PROTECTION (15 minutes - SIMULATED wax product)

Verbal Instructions: "You will now set up the general supplies that you will use throughout your examination." "You will also set up the supplies for cleansing the face section of this examination." "You will perform the client protection section of this examination." "You will be expected to follow all safety and infection control procedures." "You will have 15 minutes to set up the general supplies that you will use throughout your practical examination and to drape your mannequin." "You will be informed when you have 8 minutes remaining." (1) "The instructions will be repeated." (2) "You may begin."

Candidates will be evaluated on the following tasks:

Preparation

- Sanitizes hands
- Disinfects work area or uses protective covering

- Sets up work area with supplies labeled in English
- Disinfects or covers chair
- Disposes of soiled materials using infection control procedures
- Re-sanitizes hands
- Applies body drape or cover for protection
- Applies hair drape or cover
- Re-sanitizes hands

CLEANSING THE FACE (10 minutes)

Verbal Instructions: "You will now perform the cleansing section of this examination." "You will be expected to perform the necessary steps to cleanse the face." "You will be observed for client protection." "You will be expected to follow all safety and infection control procedures." "You will have 10 minutes to complete this section." "You will be informed when you have 5 minutes remaining." (1) "The instructions will be repeated." (2) "You may begin."

Candidates will be evaluated on the following tasks:

Preparation

- Removes cleanser from container using infection control procedures

Demonstration of Cleansing the Face

- Cleanses lips safely
- Cleanses eye area safely
- Distributes cleanser over entire face safely
- Cleanses entire face safely
- Cleanses without dragging or pulling skin
- Removes all residual makeup and cleanser safely
- Applies toner or astringent safely

Safety and Infection Control

- Disposes of soiled materials using infection control procedures
- Practices infection control procedures safely throughout service
- Maintains work area in a safe manner throughout service

STEAMING THE FACE (10 minutes)

Verbal Instructions for Set Up: "You have 2 minutes to remove the supplies from your kit for the steaming section of this examination. Please do not begin any procedures until the verbal instructions have been read and you are instructed to begin. You may begin set up."

Verbal Instructions: "You will now perform the steaming section of this examination." "You will be observed for client protection." "You will be expected to follow all safety and infection control procedures." "You will be given 10 minutes to complete this section." "You will be informed when you have 5 minutes remaining." (1) "The instructions will be repeated." (2) "You may begin."

Candidates will be evaluated on the following tasks:

Preparation

- Wrings wet towel thoroughly
- Tests towel temperature on wrist safely

Demonstration of Steaming the Face

- Drapes towel to cover face so nose and/or mouth are uncovered
- Lifts towel from face safely

Safety and Infection Control

- Disposes of soiled materials using infection control procedures.
- Practices infection control procedures safely throughout service
- Maintains work area in a safe manner throughout service

MASSAGING THE FACE (10 minutes)

Verbal Instructions for Set Up: "You have 2 minutes to remove the supplies from your kit for the massage section of this examination. Please do not begin any procedures until the verbal instructions have been read and you are instructed to begin. You may begin set up."

Verbal Instructions: "You will now perform the massage section of this examination." "You will apply massage cream, demonstrate facial manipulations, and remove the massage cream." "You will demonstrate effleurage, petrissage, tapotement, and friction." "You will be observed for client protection." "You will be expected to follow all safety and infection control procedures." "You will be given 10 minutes to complete this section." "You will be informed when you have 5 minutes remaining." (1) "The instructions will be repeated." (2) "You may begin."

Candidates will be evaluated on the following tasks:

Preparation

- Removes massage product from container using infection control procedures

Demonstration of Massaging the Face

- Distributes massage product over entire face safely
- Demonstrates effleurage movement
- Demonstrates petrissage movement
- Demonstrates tapotement movement

- Demonstrates friction movement
- Maintains continuous contact during massage
- Removes massage product without dragging or pulling skin
- Removes all residual massage product safely
- Applies toner or astringent safely

- Smoothes fabric over simulated wax product in direction of hair growth
- Holds skin taut
- Pulls fabric in opposite direction of hair growth safely
- Applies post-epilation product to treated area safely
- Applies antiseptic to treated area safely

Safety and Infection Control

- Disposes of soiled materials using infection control procedures
- Practices infection control procedures safely throughout service
- Maintains work area in a safe manner throughout service

Safety and Infection Control

- Disposes of soiled materials using infection control procedures
- Practices infection control procedures safely throughout service
- Maintains work area in a safe manner throughout service

MANUAL EXTRACTION ON THE FOREHEAD (10 Minutes)

Verbal Instructions for Set Up: "You have 2 minutes to remove the supplies from your kit for the manual extraction section of this examination. Please do not begin any procedures until the verbal instructions have been read and you are instructed to begin. You may begin set up."

Verbal Instructions: "You will now perform the manual extraction section of this examination." "You will be instructed to simulate a manual extraction procedure by your examiner." "You will be observed for client protection;" "You will be expected to follow all safety and infection control procedures." "You will be given 10 minutes to complete this section." "You will be informed when you have 5 minutes remaining." (1) "The instructions will be repeated." (2) "You may begin."

Candidates will be evaluated on the following tasks:

Preparation

- Applies eye protection safely
- Wears gloves
- Wraps gloved fingertips with appropriate material dampened with toner or astringent

Examiners will read the following to each candidate:

"Please demonstrate a manual extraction procedure on the forehead."

- Gently applies downward pressure on both sides of pore safely
- Uses appropriate materials to apply toner or astringent to extracted area safely

Safety and Infection Control

- Disposes of soiled materials using infection control procedures
- Practices infection control procedures safely throughout service
- Maintains work area in a safe manner throughout service

HAIR REMOVAL OF THE EYEBROWS (15 minutes)

Verbal Instructions for Set Up: "You have 2 minutes to remove the supplies from your kit for the hair removal of the eyebrows section of this examination. Please do not begin any procedures until the verbal instructions have been read and you are instructed to begin. You may begin set up."

Verbal Instructions: You will now perform the hair removal of the eyebrows section of this examination." "You will be instructed to demonstrate the tweezing procedure on one eyebrow by your examiner." "You will also be instructed to demonstrate the soft wax procedure on the other brow by your examiner."

"You will be observed for client protection." "You will be expected to follow all safety and infection control procedures." "You will have 15 minutes to perform this task." "You will be informed when you have 8 minutes remaining."

(1) "The instructions will be repeated." (2) "You may begin."

Tweezing Section: Candidates will be evaluated on the following tasks for tweezing:

Preparation

- Wears gloves
- Uses disinfected or disposable implements
- Sanitizes area to be treated safely

Demonstration of Tweezing

Examiners will read the following to each candidate:

"Please demonstrate the tweezing procedure."

- Holds skin taut while tweezing
- Tweezes OR demonstrates removal of hair in direction of hair growth
- Applies antiseptic to treated area safely

Safety and Infection Control

- Disposes of soiled materials using infection control procedures
- Practices infection control procedures safely throughout service

Soft Waxing Section: Candidates will be evaluated on the following tasks for waxing:

Preparation

- Wears gloves
- Uses disinfected or disposable implements

Examiners will read the following to each candidate:

"Please demonstrate the soft wax procedure."

- Sanitizes area to be treated safely
- Uses absorbent material to dry area to be treated
- Removes simulated wax product from container using infection control procedures
- Tests temperature of simulated wax product on wrist safely
- Applies simulated wax product in direction of hair growth safely
- Applies simulated wax product along entire area under eyebrow safely
- Applies an even, thin layer of simulated wax product safely

HAIR REMOVAL ON UPPER LIP (10 Minutes)

Verbal Instructions for Set Up: "You have 2 minutes to remove the supplies from your kit for the hair removal on upper lip section of this examination. Please do not begin any procedures until the verbal instructions have been read and you are instructed to begin. You may begin set up."

Verbal Instructions: "You will now perform the hair removal on the upper lip section of this examination." "You will be instructed to demonstrate the hard wax procedure by your examiner." "You will be observed for client protection." "You will be expected to follow all safety and infection control procedures."

"You will have 10 minutes to complete this section." "You will be informed when you have 5 minutes remaining." (1) "The instructions will be repeated." (2) "You may begin."

Hard Waxing Section: Candidates will be evaluated on the following tasks:

Preparation

- Wears gloves
- Uses disinfected or disposable implements

Examiners will read the following to each candidate:

"Please demonstrate the hard wax procedure."

- Sanitizes area to be treated safely
- Dries area to be treated safely
- Applies pre-epilation product to area to be treated safely
- Removes hard wax product from container using infection control procedures
- Tests temperature of the hard wax product on wrist safely
- Applies hard wax product along upper lip safely
- Applies hard wax product in direction of hair growth safely
- Holds skin taut
- Removes hard wax product by pulling the thicker edge
- Applies post-epilation product to treated area safely
- Applies antiseptic to the treated area safely

Safety and Infection Control

- Disposes of soiled materials using infection control procedures
- Practices infection control procedures safely throughout service
- Maintains work area in a safe manner throughout service

FACIAL MASK (10 minutes)

Verbal Instructions for Set Up: "You have 2 minutes to remove the supplies from your kit for the application of the mask section of this examination. Please do not begin any procedures until the verbal instructions have been read and you are instructed to begin. You may begin set up."

Verbal Instructions: "You will now perform the facial mask section of this examination." "You will be required to apply the mask and then remove it." "You will be observed for client protection." "You will be expected to follow all safety and infection control procedures." "You will be given 10 minutes to complete this section." "You will be informed when you have 5 minutes remaining." (1) "The instructions will be repeated." (2) "You may begin."

Candidates will be evaluated on the following tasks:

Preparation

- Removes mask product from container using infection control procedures

Demonstration of Facial Mask

- Applies mask product over entire face safely, excluding eyes, lips, and nasal passages
- Applies mask evenly and safely
- Removes all residual mask product safely
- Applies toner or astringent safely
- Applies moisturizer safely

Safety and Infection Control

- Disposes of soiled materials using infection control procedures
- Practices infection control procedures safely throughout service
- Maintains work area in a safe manner throughout service

FACIAL MAKEUP (20 minutes)

Verbal Instructions for Set Up: "You have 2 minutes to remove the supplies from your kit for the facial makeup section of this examination. Please do not begin any procedures until the verbal instructions have been read and you are instructed to begin. You may begin set up."

Verbal Instructions: "You will now perform the facial makeup section of this examination." "You will apply makeup for a daytime look." "You will be observed for client protection." "You will be expected to follow all safety and infection control procedures." "You will have 20 minutes to perform this task." "You will be informed when you have 10 minutes remaining." (1) "The instructions will be repeated." (2) "You may begin."

Candidates will be evaluated on the following tasks:

Preparation

- Protects shoulders with a protective covering
- Secures hair off face
- Sanitizes hands

Demonstration of Facial Makeup

- Applies foundation to cover entire face safely
- Applies powder safely
- Applies blush safely
- Applies eye shadow safely
- Applies eyeliner safely
- Applies mascara to lashes safely
- Grooms eyebrows safely
- Applies lip liner safely
- Applies lip color safely
- Applies makeup without lines of demarcation

Safety and Infection Control

- Disposes of soiled materials using infection control procedures
- Practices infection control procedures safely throughout service
- Maintains work area in a safe manner throughout service

FINAL CLEANUP

At the conclusion of the practical examination, candidates must make sure that all kit supplies and disposable materials are taken with them. Candidates may not dispose of waste materials in the trash receptacles, as they are unable to accommodate all waste materials from every candidate that takes the examination.

GENERAL SUPPLIES**ALL SUPPLIES MUST BE LABELED IN ENGLISH**

Recommended kit size is no larger than 30" x 30". For safety reason all kits must be able to fit completely under the table area. **NO** aerosol cans will be permitted into the examination room.

- dry storage kit/container
- hand sanitizer
- body drape
- spray disinfectant
- disposal bag for waste materials
- cloth and paper towel(s)
- tissues
- cotton
- disposable applicators
- spatula(s)
- first-aid supplies (blood spill kit)
- tape
- mannequin

CLEANSING SUPPLIES

- cleansing cream
- cloth towel(s)
- astringent or toner

STEAMING SUPPLIES

- cloth towel(s)
- astringent or toner
- container or thermos of water

MASSAGE SUPPLIES

- massage cream
- astringent or toner

MANUAL EXTRACTION ON THE FOREHEAD SUPPLIES

- eye protection
- gloves
- appropriate material
- astringent or toner

HAIR REMOVAL OF THE EYEBROWS SUPPLIES

- antiseptic
- tweezers
- gloves
- fabric strips
- simulated product

HAIR REMOVAL ON UPPER LIP SUPPLIES

- gloves
- antiseptic
- simulated product

FACIAL MASK SUPPLIES

- mask product
- astringent or toner
- moisturizer

FACIAL MAKEUP SUPPLIES

- hair drape/cover
- foundation, powder, and blush
- eye shadow, eyeliner, and mascara
- eyebrow brush
- lip liner and lip color

ESTHETICS REFERENCES

Milady's Standard Fundamentals for Estheticians
9th Ed., 2004

Milady
5 Maxwell Drive
Clifton Park, NY 12065
(800) 347-7707
www.Milady.com

Salon Fundamentals Esthetics A Resource for Your Skin Care Career, 2004
Pivot Point International, Inc.
Evanston, IL 60201
(800) 866-4247

www.pivot-point.com

NIC Health and Safety Standards

NIC, Inc., October 2002

www.nictesting.org

OPTIONAL REFERENCES

Salon Fundamentals Esthetics, 2005

Pivot Point International, Inc.
Evanston, IL 60201
(800) 866-4247

www.pivot-point.com

NIC HEALTH AND SAFETY STANDARDS BLOOD SPILL PROCEDURE

If a blood spill should occur, the following steps **MUST** be followed:

- **SUPPLY INJURED PARTY WITH LIQUID STYPTIC/ANTISEPTIC AND THE APPROPRIATE DRESSING TO COVER THE INJURY.**
- **DOUBLE BAG ALL BLOOD-SOILED (CONTAMINATED) ARTICLES AND LABEL WITH RED OR ORANGE BIOHAZARD WARNING.**

This is the responsibility of the candidate and should be executed as follows:

CANDIDATE INJURY – FOR EXAMINATION PURPOSES

1. **PROTECTION** – *If a cut is sustained, stop the service and clean the injured area.*
2. **APPLY** antiseptic and/or liquid or spray styptic as appropriate (**see NOTE**).
3. **DRESSING** - *cover the injury with the appropriate dressing.*
4. **COVER** injured area with finger guard or glove as appropriate.
5. **CLEAN** model/client and station as appropriate.
6. **DOUBLE BAG** and dispose of all contaminated objects. *Clean hands with antimicrobial cleanser.*
7. **RETURN** to service.

MODEL INJURY – FOR EXAMINATION PURPOSES

1. **STOP** service.
2. **GLOVE** hands of candidate/student/licensee.
3. **CLEAN** injured area as appropriate.
4. **APPLY** antiseptic and/or liquid or spray styptic as appropriate (**see NOTE**).
5. **COVER** the injury with the appropriate dressing to prevent further blood exposure.
6. **DOUBLE BAG** and dispose of all contaminated objects. *Clean hands with antimicrobial cleanser.*
7. **RETURN** to service.

EXAMINERS:

- **EXAMINER IS TO USE UNUSED DISPOSABLE LATEX GLOVES OR NON-ALLERGENIC EQUIVALENT WHEN CHECKING THAT CANDIDATE'S SERVICE. DOUBLE BAG AND DISPOSE USED GLOVES.**
- **FOLLOW WITH ANTIMICROBIAL SCRUB ON HANDS.**
- **DOCUMENT INCIDENT IN BLOOD SPILL LOG.**

NOTE: DO NOT ALLOW CONTAINERS, BRUSHES, NOZZLES OR LIQUID STYPTIC TO TOUCH THE SKIN OR CONTACT THE WOUND. USE AN APPLICATOR. EXAMINERS SHOULD ALSO COMPLETE AN INCIDENT REPORT.

WET DISINFECTION STANDARD

- 1 All tools and implements, **EXCEPT THOSE THAT HAVE COME IN CONTACT WITH BLOOD OR BODY FLUIDS** must be disinfected, at minimum, by complete immersion in an EPA registered, *bactericidal, virucidal, fungicidal, and pseudomonacidal (Formulated for Hospitals)* disinfectant that is mixed and used according to the manufacturer's directions.
- 2 All tools and implements **WHICH HAVE COME IN CONTACT WITH BLOOD OR BODY FLUIDS** must be disinfected, at minimum, by complete immersion in an EPA registered disinfectant that is effective *against HIV-1 and human Hepatitis B Virus or Tuberculocidal* that is mixed and used according to the manufacturer's directions.

DRY STORAGE STANDARD

Disinfected implements must be stored in a disinfected, dry, covered container and be isolated from contaminants.

HAND WASHING

(Anti-Bacterial Soap is recommended)

Thoroughly wash hands and the exposed portions of arms with antibacterial soap and water before providing services to **each client** and after smoking, drinking, eating, and using the restroom.