PROMETRIC

Prometric/Iso-Quality Testing, Inc. Candidate Registration, Scheduling And Examination Administration Overview

Delaware Board of Cosmetology and Barbering Theory and Practical Examination Handbook

DELAWARE BOARD OF COSMETOLOGY AND BARBERING THEORY AND PRACTICAL CANDIDATE REGISTRATION, SCHEDULING AND EXAM ADMINISTRATION OVERVIEW

Prometric/Iso-Quality Testing (IQT) is owned and operated by Prometric, LLC. Iso-Quality Testing services the Delaware Board of Cosmetology and Barbering candidates, and is located in Clearwater, Florida. If you have any questions or need assistance, please be certain to see the "Contact Us" information located at the end of this manual.

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Delaware Board of Cosmetology and Barbering Exams

The Candidate Handbook is intended to help you to prepare and to understand the processes and procedures for applying for licensure and for scheduling your examination(s). The Delaware Board of Cosmetology and Barbering (the "Board") is responsible for licensing and regulating the profession of Cosmetology, Barber and related exams in the State of Delaware. The Board has contracted with Prometric/Iso-Quality Testing (IQT) to provide the administrative examination services. Any questions regarding your Licensing Application or eligibility status should be directed to the State Board office. The State Board will have the final authority to approve you to sit for an exam and the issuance of a license.

The Board, through Prometric/Iso-Quality Testing (IQT), will exclusively administer the National-Interstate Council of State Boards of Cosmetology ("NIC") theory and practical examinations. For more information on the examination content outlines and references, go to www.nictesting.org. Copying or communicating the NIC examination content is strictly prohibited and is a violation of NIC security policy and State Law. Either one may result in the disqualification of examination results and may lead to legal action.

State Licensure Requirements

Candidates are especially encouraged to carefully review licensing requirements for testing **PRIOR** to scheduling their exams with Prometric/IQT. If testing is not required, fees are non-refundable.

Candidate Licensure Process Overview

1. Candidate reviews requirements for licensure found in the statutes and rules. The Board's statutory authority is located at **24 *Del. C*., Chapter 51 (http://delcode.delaware.gov/title24/c051/index.shtml)** and rules are located at **5100 Board of Cosmetology and Barbering. (https://regulations.delaware.gov/AdminCode/title24/5100.shtml).**
2. Candidate reads application instructions, completes online application, submits all required supporting documentation and pays fees. The application link is located in the "Application Process" section of this manual.
3. Applicant requests their Official High School Transcripts from their school or an official Transcript Provider and sends to Prometric. Mailed transcripts must be from the school or official provider, and emailed transcripts can only be sent from Official Transcript Provider. Detailed information is included in the online application.
4. Once the candidate completes their application, the Professional School contact listed on the application will receive a system generated email. The Professional School "Reference" is completed by the school (apprenticeships are completed by the board).
5. If application is missing information, Prometric notifies candidate via email of deficient information. Candidate submits all missing information to Prometric. Once all required documentation is provided and approved, Prometric approves candidate for testing.
6. Once the application is complete, the Reference is complete, and the Official High School transcript has been received and approved, Prometric approves candidate for testing. The IQT

system e-mails applicable Authorization to Test Letter with a unique User ID and Password specific to the candidate to schedule the exam.

7. Candidate schedules exam.
8. Once appointment is scheduled, the admission letter populates on the screen and is also emailed to the candidate. The printed admission letter and required identification must be presented at the testing center.
9. Candidate takes the exam.
10. Theory candidate receives unofficial results via on-screen and email. Practical candidates receive official results via email within two to three business days.
11. Prometric sends the Delaware state board office the examination scores.
12. Candidates who have passed the theory and practical portions of their exams - Delaware State Board issues license to candidate.

Examination Fees

All Programs - Theory & Practical	$225 first time test takers $145 re-exam fee
All Programs Theory Only	$160 first time test takers $80 re-exam fee
All Programs Practical Only	$145 first time test takers $65 re-exam fee

Exam Registration Process

The following information is critical during the application, scheduling and administration process. Please be certain the following required information is correct when completing the application to take your exam.

1. Candidate Name - Your first and last name (including multiple first or last names) must be entered on your application EXACTLY as it appears on the Government Issued ID you will be bringing with you on the day of your exam(s).

   The name you enter on your online application will be the name listed on your admission letter. **You will not be permitted to test if there is a discrepancy with your first or last name, and a refund will not be given**.

   If you have multiple first names, last names, or hyphenated names on your government issued ID, all names must also be included on your application, EXACTLY as listed on your government issued ID.

Example:
If your first name is Susan Ann on your government issued ID, you must include both names on your application. If your last name is Jones-Smith, you must include both names on your application.

IMPORTANT NOTE: You will not be permitted to test if there is a discrepancy with your name and a refund will not be given. If your name has changed or is different than indicated on your admission letter, you must submit legal documentation showing your previous name and current name (marriage license, divorce decree, court order, or notarized affidavit) to smt-operationsteam@prometric.com at least 10 calendar days PRIOR to your scheduled examination. Our office will verify the changes and send an updated admission letter.

2. Candidate email address – The IQT secure exam delivery system requires that each candidate have a <u>unique</u> email address. It is a critical requirement that all candidates at the point of preregistration are associated with a "unique" email address.

3. Mailing address – The candidate's mailing address is referenced at various points throughout the exam delivery process, and assists in the identification of candidates.

4. Phone Number – The candidate's current telephone number is very important to contact the candidate in the case of rescheduling, site closure due to inclement weather, etc.

Application Process

The information outlined in the following section relates to the process theory candidates will experience when applying to sit for their examination.

1. Click the following link to start your application for DE:

 DE Board of Cosmetology Application

 –or-

 https://www.smttest.com/candidatemanagementsystem/cplogin.aspx?cms_cid=61

2. On the bottom left of the screen, you will click the **Create New Login** Link.
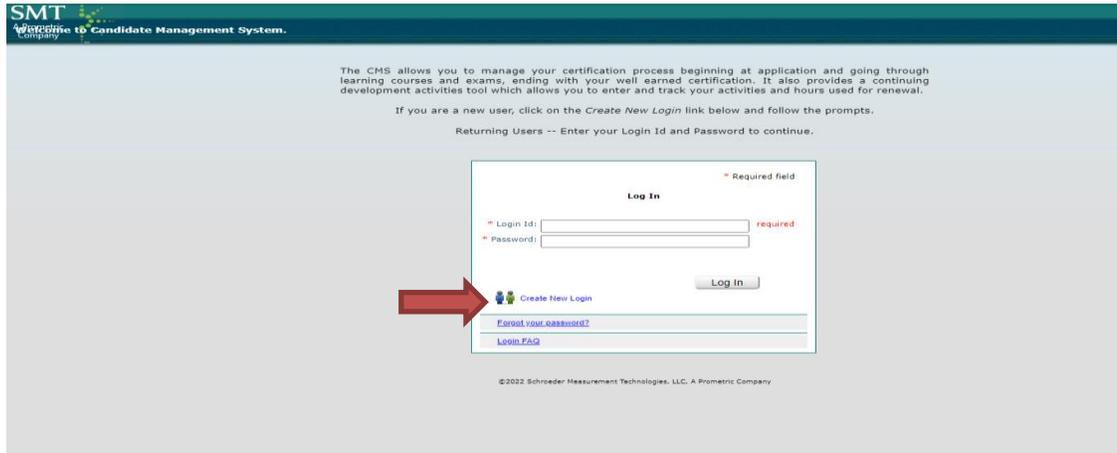
3. Create your user by entering the required data in the fields on the screen, then click the submit button.
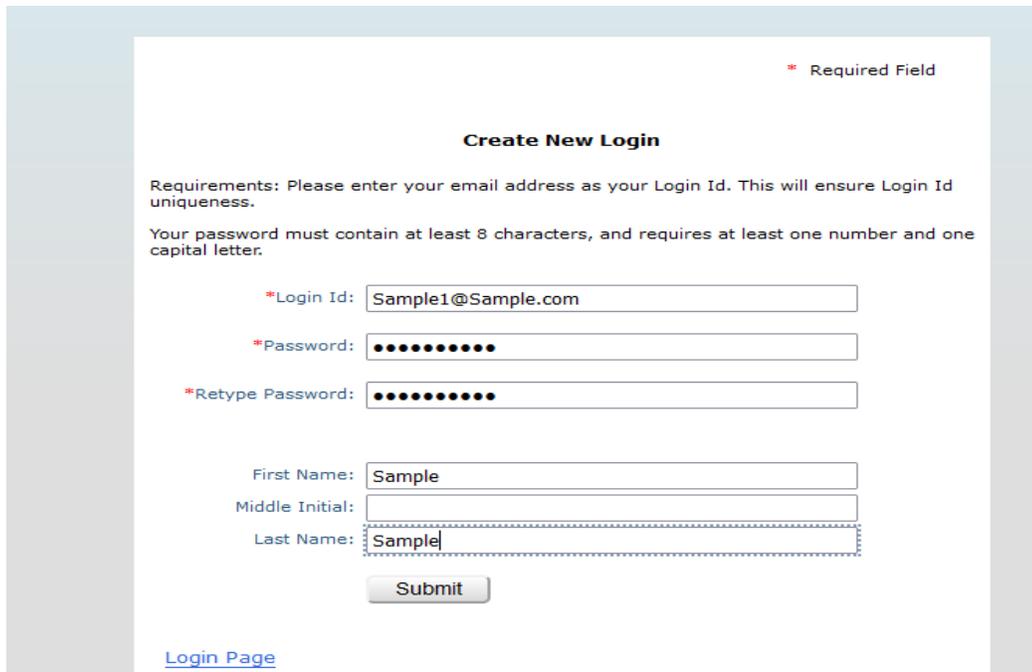
4. This will bring you back to the login screen. **You will need to log in twice if it your first time.**

5. You will need to select the **National-Interstate Council Delaware** from the dropdown box and also enter your password. Once you have entered the required information, you will click the "Log In" button.

6. This will bring you to your dashboard.
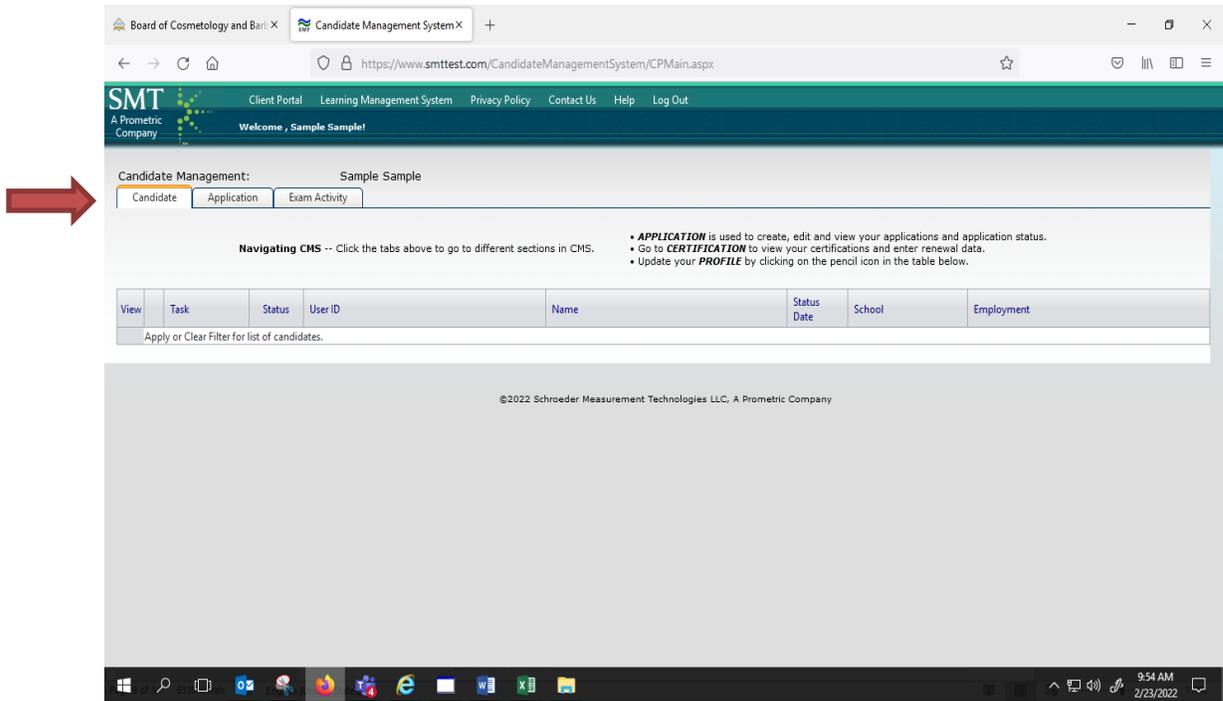
7. Click on the Application tab.
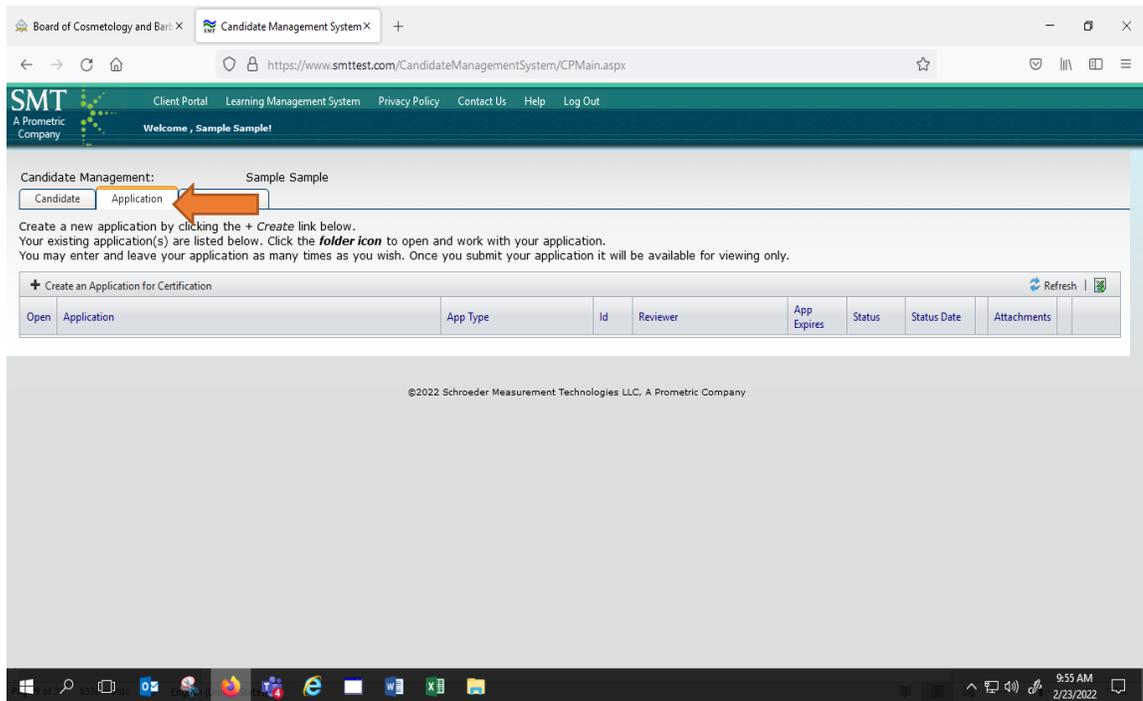
8. Click "Create an Application for Certification".
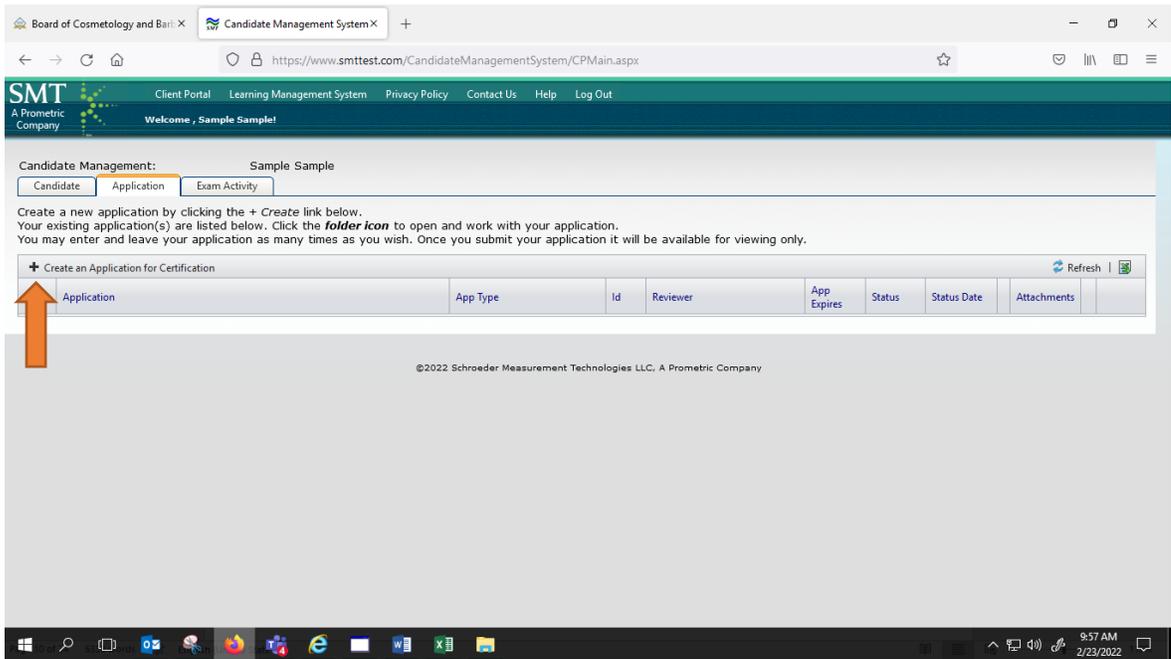
9. Select the applicable application or permit in the dropdown box.
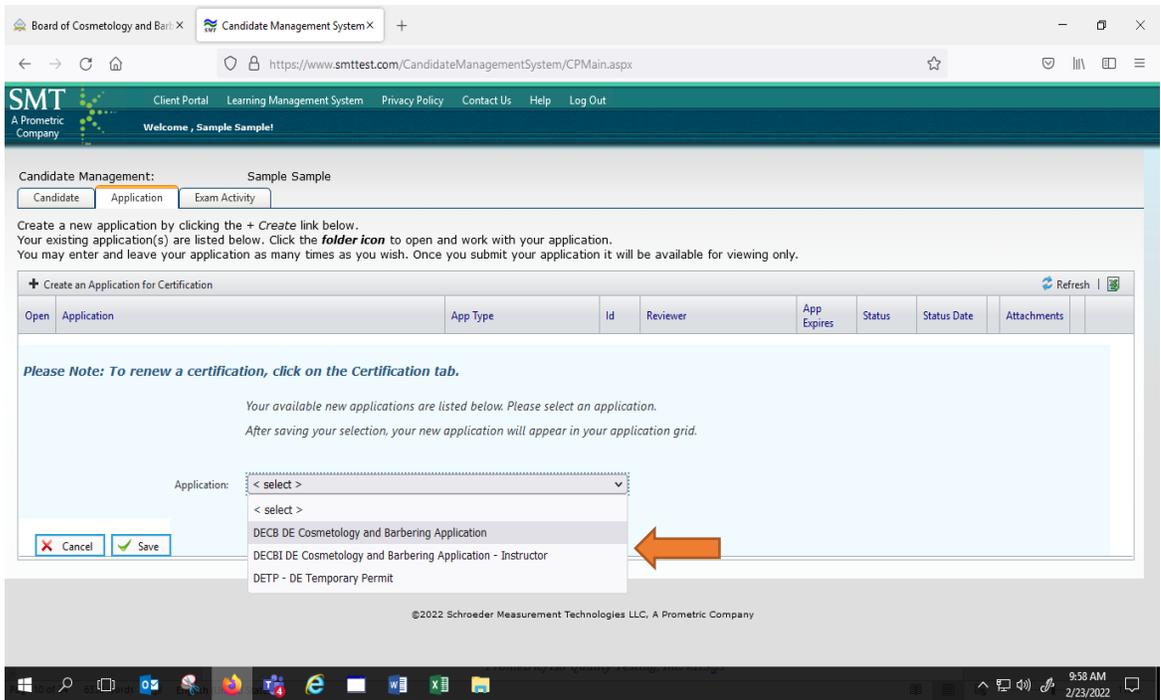
10. Click the Save button.
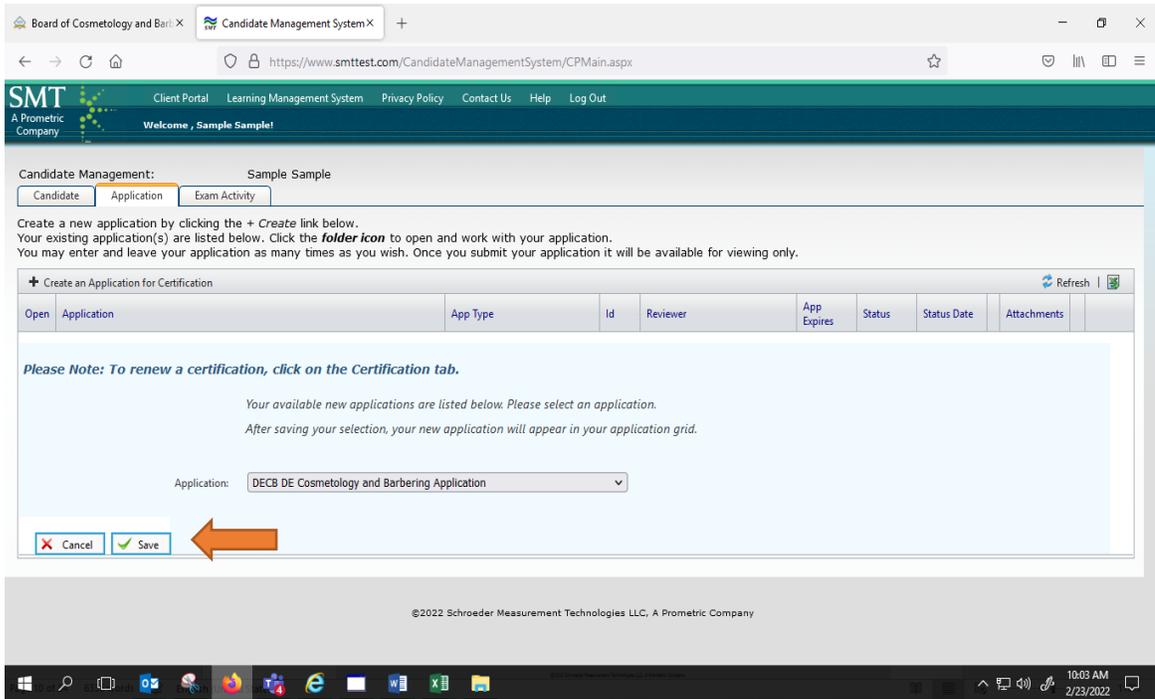
11. This will bring you back to your dashboard with the application visible.
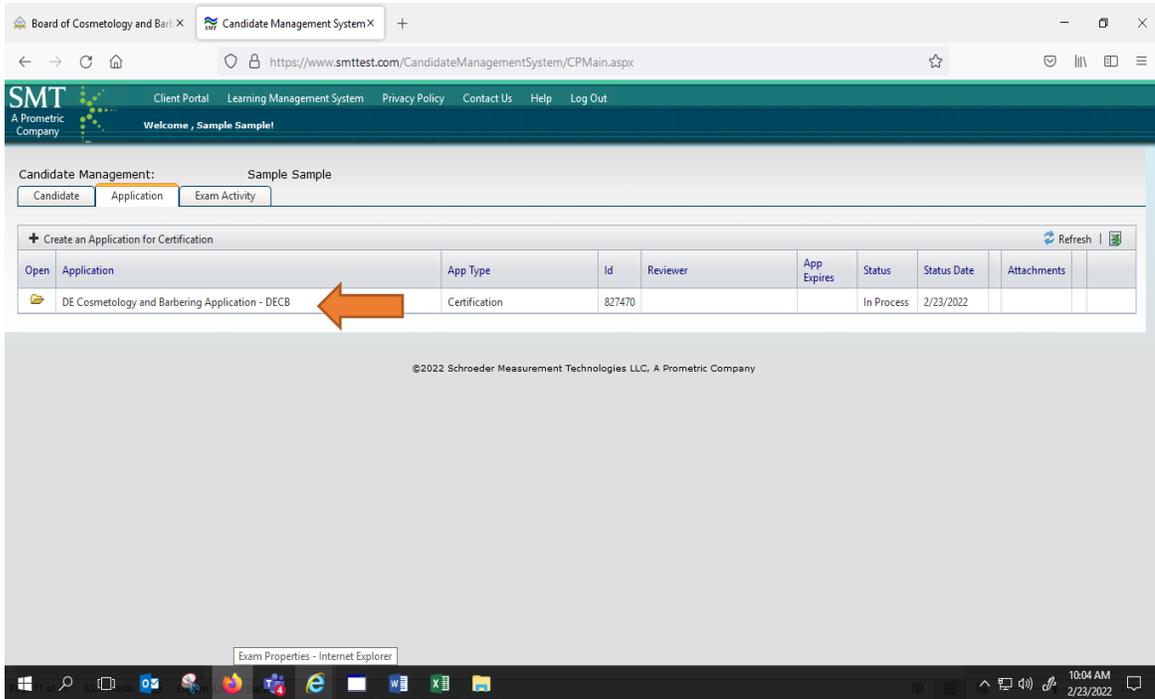
12. Click the folder to the left of the application name.
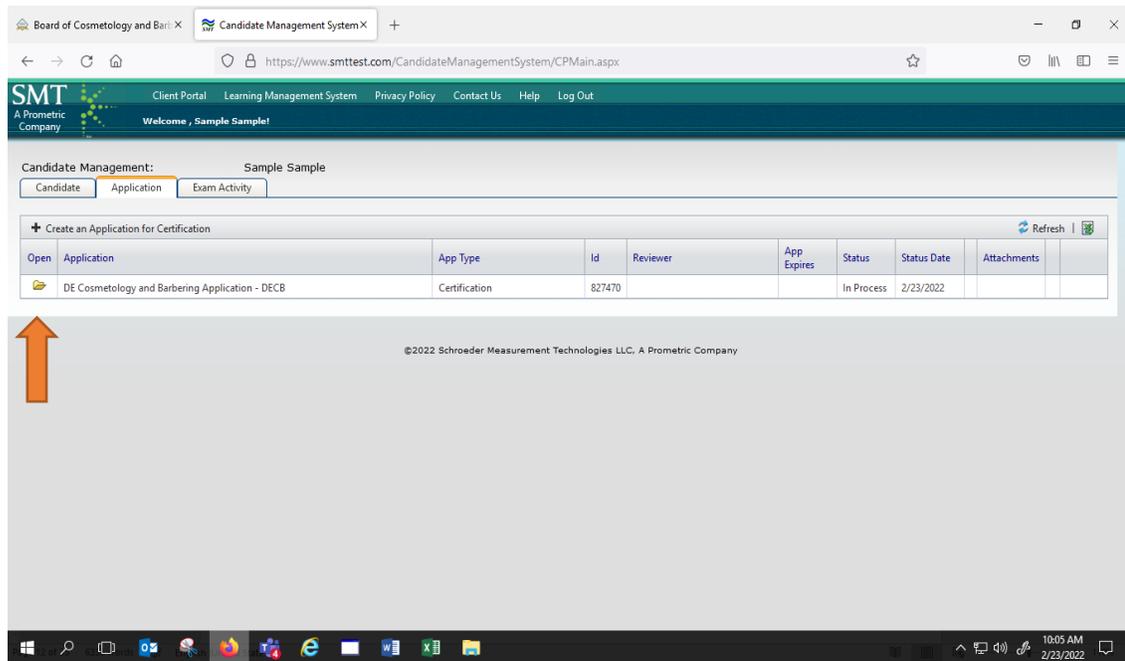
13. Complete each tab in its entirety. Please note the following important information:

- Program Director Tab – You must correctly enter your reference name and their corresponding email address as listed on the Program Director Tab. This is critical, as your program director or the DPR will not receive the reference email
  - If you are applying as an apprentice, be certain name and phone number of your supervisor and the email address for DE Board office as DOS_DPRCOSMO_BARB@delaware.gov.
- Supporting Documentation - You must also upload all supporting documentation prior to submitting your application.
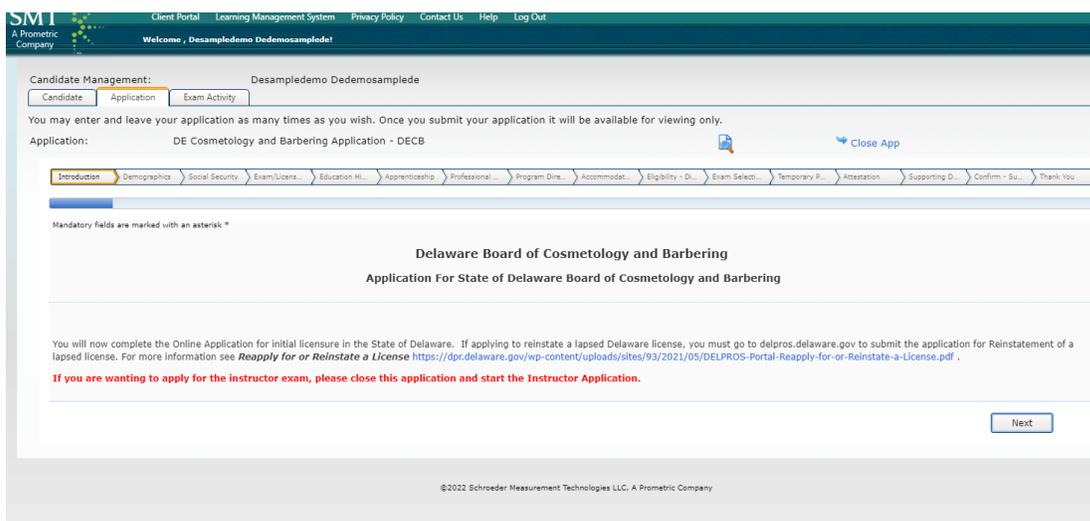
Temporary Permit

The information outlined in the following section relates to the process theory candidates will experience when applying for a temporary permit.

1. Click the following link to start your application for DE:

   DE Board of Cosmetology Application

2. Follow the login process as outlined in the **Application Process**

3. On the menu click onto the **"Application"** tab and then "**+ Create an Application for Certification"**
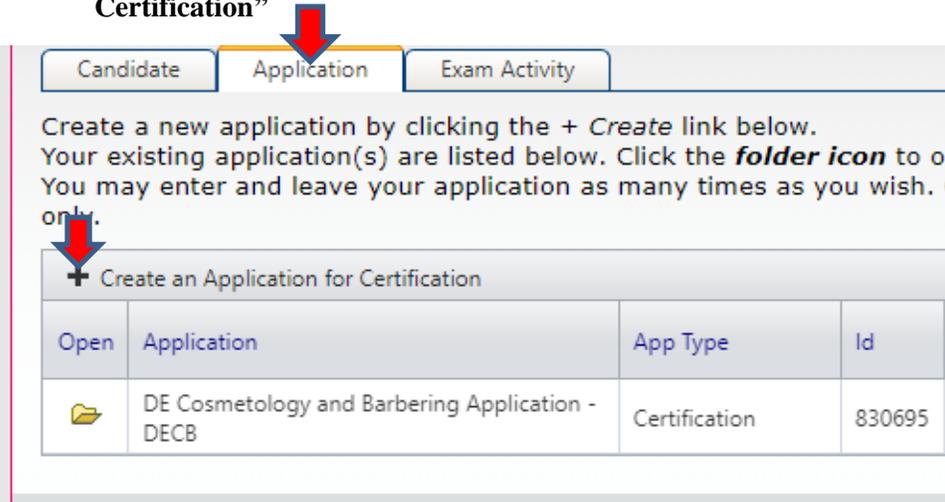
4. On the Application dropdown, click on "Temporary Permit" and then "Save"
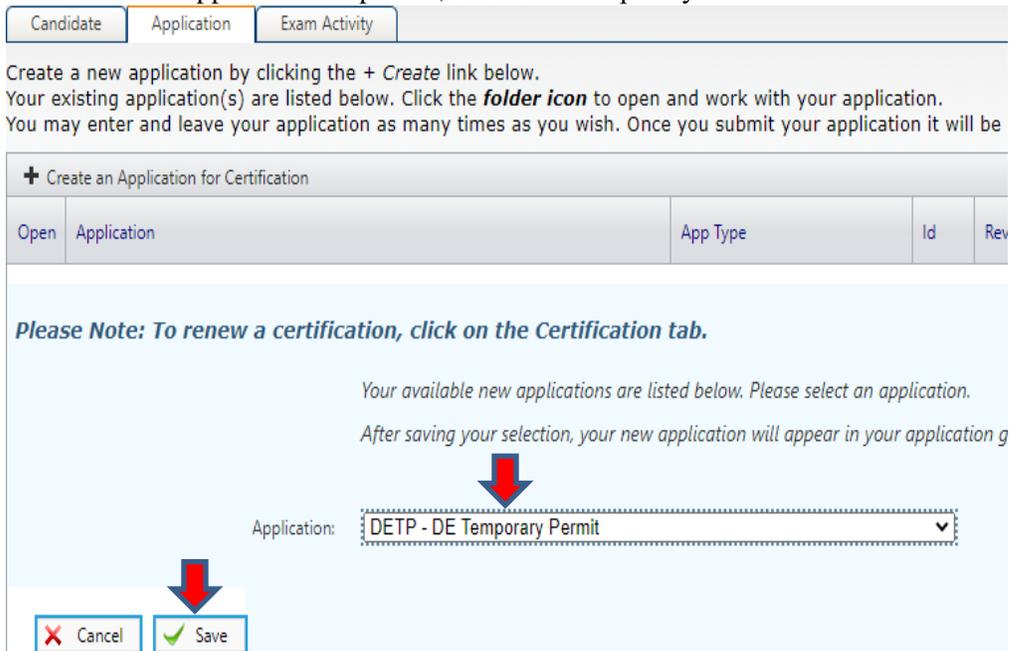
5. Under the "Open" column, click on folder labeled "DE – Temporary Permit"
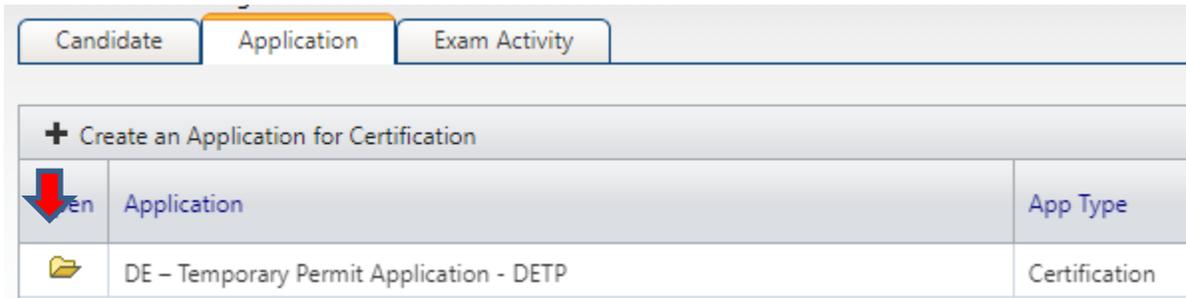
6. Complete Demographics, Employment Information, Upload Documentation, Attestation, Payment, Verify and Submit fields.

Exam Scheduling

Candidate Authorization to Test Notification

Once your application is successfully submitted, you will receive an "Authorization to Test" email notification will be emailed to the email on file. A sample of the email is as follows:

From: registrations@isoqualitytesting.com
Sent: Tuesday, February 22, 2022 5:33 PM
To: Sample Candidate
Subject: Iso-Quality Testing: NIC Delaware Cosmetology Exam

AUTHORIZATION TO TEST

Tuesday, November 20, 2021

Dear Sample Candidate,

You have been approved by the Delaware Board to make an appointment to sit for your examination. Please proceed as follows:

1 -- Go to our home page: www.IQTTesting.com
2 -- Using the option "Examination Registration"
Enter your Username and Password to login. These are:

UserID: Samplecandidate@yahoo.com
Password: NZWwUWBKA

3 -- Select the Organization: National-Interstate Council Delaware
Select the Exam: NIC Cosmetology DE

After logging in, please follow the on-screen instructions for making an appointment.

Please note that you must test within this date range: 01/23/2022 to 01/23/2023.

Should you require assistance, you can click on the "Contact Us" tab on the home page and then send a message to customer service, or you may call (toll free in USA and Canada) 866-773-1114.

Sincerely,

Registrations@isoqualitytesting.com
Iso Quality Testing, Inc.

Candidate Exam Scheduling Process

Once the candidate receives their email authorization to test, using the unique UserID and Password listed on the email the candidate will go online to schedule their NIC theory or practical examination, select the preferred date and time using the following processes:

1. Go to www.IQTTesting.com and select the option "Exam Registration"

2.   Enter the "User ID" and "Password", located on the "Authorization to Test" email.

3.   Click "Login". This will redirect to the Organization" and "Exam" screen. The candidate specific "Organization" and "Exam" will automatically populate in the drop-down fields. Select your Organization and Exam.

Click on "Next", which will complete the log in process. The system will automatically redirect to the candidate profile information screen.

4. Candidate Profile Information: The "Candidate Profile Information Screen" will automatically populate with the candidate specific information uploaded by the Delaware board. **All candidate information must be verified as correct before proceeding.**

Important Note: All required fields must be completed before clicking submit. The system will not let you move on until these fields are complete.

a. Candidate Name and Email address: These fields are locked and cannot be changed by the candidate. **If your first and last name does not match the name on your government issued ID, you must contact the Delaware Board <u>a minimum of 5 days business days prior to the scheduled exam</u>, as this information must match during the check-in process on the day of the exam.**

b. Candidate Address/City/State/Country/Postal Code: These fields are not locked and can be changed by the candidate**. The field is required field and must be completed before moving to the next screen.**

c. Candidate Telephone Numbers: These fields are not locked and can be changed by the candidate. It is required that the candidate provide their phone number in the event they need to be contacted the day of their exam. **These are required fields, which must be completed before moving to the next screen.**

Once the candidate profile information is confirmed, click "Next".

5. **Schedule Your Exam:** Exam Location, Date and Time Selection screen: The exam site will default to the closest testing center with availability based on the candidate's Zip Code. The start date, zip code or city can be changed by typing the information into the applicable field and clicking on "**Go**". It is a requirement to choose the desired exam date and time, based on the dates and times available. Once the desired date and time is selected, the candidate will click "Next".

6.   **Payment Screen:** If you are retaking your exam, you will be required to pay the examination fees before the finalizing the registration.   The payment methods available are Credit Card: (MasterCard, Visa or Amex) or by check. If your school issues vouchers, you can also pay for your exam using the voucher number provided by your school. The following represents the **payment** screen.

Once the payment information is complete, you will click on next to confirm the purchase and complete the scheduling of their examination.

7. **Examination Registration Confirmation:** You are required to agree to the terms before the registration is complete. Once you submit the exam registration, you can only reschedule your examination by paying a $35.00 fee unless your cancellation falls under an approved excuse. Please see cancellation/reschedule fees outlined within this manual.

The terms must be agreed and click "submit"

Candidate Exam Registration Receipt and Admission Document: Once the exam is scheduled, an "Admission Letter" will simultaneously generate and will automatically pop up onto the screen to be printed. **The admission letter must be printed and presented along with the proper credentials at the time of the examination.**

SAMPLE EXAM REGISTRATION RECEIPT:

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EXAM REGISTRATION RECEIPT

NIC Cosmetology DE

!!! IMPORTANT !!!
You must bring your Candidate Admission Letter with you on the day of your exam.
If you do not you will be denied entry to your scheduled exam, and any fees paid will be forfeited.

Candidate: Demo Demo
123 Main
New Castle, DE 19702
United States
demo@prometric.com
555-555-5555 (home)
555-555-5555 (work)

Exam Time: Saturday, March 5, 2022 3:00 PM (90 minutes)
Location: Wilmington - New Castle
100 WEST COMMONS BLVD
SUITE 430, ONE CORPORATE COMMONS
NEW CASTLE, DE 19720
United States

You have consented to the IQT Examination Agreement.

Note: This examination may not be rescheduled or cancelled after Sun 3:00pm on Feb 27, 2022.

Note that this receipt has been automatically emailed to you.

Home	Print Receipt

In addition to the admission letter that pops up on the screen, an email is simultaneously sent and includes a link to the admission letter, receipt and instructions.

From: registrations@isoqualitytesting.com [registrations@isoqualitytesting.com]
Sent: Sunday, March 15, 2022 5:10 PM
To: Sample Candidate
Subject: IQT Examination Registration Receipt: NIC Cosmetology

Sunday, March 15, 2022

Dear Sample Candidate,

You have successfully registered for the NIC Cosmetology DE examination. Please use the hyperlink below to display and print your receipt and Candidate Admission Letter.

!!! IMPORTANT !!! IMPORTANT !!! IMPORTANT !!!
You must bring your Candidate Admission Letter with you on the day of your exam. If you do not you will be denied entry to your scheduled exam, and any fees paid will be forfeited.

In order to be admitted to the examination, you will need admission letter provided on the receipt below.

https://www.iqttesting.com/Default.aspx?Function=Receipt&ID=
SampleCandidate_814170_R8ZJCyep9FjU

Note that if your email program has broken the hyperlink, clicking it will no longer work to take you to your receipt. To fix this:
  1) Copy and paste the full hyperlink into Window's Notepad program.
  2) Edit the link so that it is one line again.
  3) Paste the repaired hyperlink into the browser's address box and press Enter on your keyboard.

Should you require assistance, you may call (toll-free in USA and Canada) 1-866-773-1114
.
Sincerely,

Iso-Quality Testing, Inc.

Reschedule/Cancellation/No-Show Policies and Fees

Cancellation and Reschedule Policies

If it is less than (5) calendar days, you will not be allowed to cancel or reschedule your exam unless the following four situations have occurred:
•   Jury Duty
•   Death in the immediate family
•   Military Deployment
•   Sickness

The immediate family is defined as a person's grandparents, parents, spouses, siblings and children. If you experience any of the above, you MUST provide IQT with proper documentation before being rescheduled to a new date. Documentation must be submitted to IQT within 10 calendar days of your missed examination or it will not be considered for a reschedule.

If none of the above are the reason for wanting to reschedule or cancel your exam less than 5 days prior to your scheduled exam date, then you will not be allowed to reschedule or cancel your exam and if you do not show up, you will be considered a "No Show", your examination fees will be forfeited.

If it is more than five days and it is necessary to cancel or reschedule your exam, it is recommended that you log into your account.

- Go to www.IQTTesting.com
- Click "EXAM REGISTRATION"
- Enter your "UserID" and "Password" which is located on the "Authorization to Test" email
- Confirm the correct Organization and Exams are correct and click "next"
- Candidate Profile – Confirm all information is still correct and click "next"
- On the right hand side of the Registration page, click edit or cancel.

If you are within your reschedule window (as listed on your admission letter) and unable to reschedule online, please email us at SMT-OperationsTeam@prometric.com or call 866-773-1114. Please note, emails and voicemails are not acceptable methods of cancellation.

No Show Policy

You will be considered a "No-Show", you will not be allowed to sit for your exam, examination fees will be forfeited, and you will be required to repay your exam fees prior to sitting for the exam under the following circumstances:

- Failure to arrive and check in for your examination at the scheduled time
- Do not cancel your appointment 5 days prior to the exam date (as listed on your admission letter)
- You do not provide proper valid non-expired identification as listed on your admission letter
- Do not have your admission document

Cancellation/Reschedule/No Show Fees

The cancellation, reschedule and no-show fees are outlined below. The deadline date is provided to you when scheduling your exam and is also listed on your admission letter.

Prometric Candidate Rescheduling/Cancellation <u>with</u> required notice. Without an approved excuse, which includes death of an immediate family member, active military orders, jury duty, or a doctor's excuse (on the medical facility letterhead), a <u>candidate</u> wishing to cancel or reschedule a scheduled examination with more than 5 but less than 29 calendar days prior to their scheduled exam session, will be required to pay $35 to cancel or reschedule their exam session. **The candidate will be required to pay a <u>$35.00 USD fee to Prometric</u> prior to Rescheduling/Cancelling an examination.**	**$35.00 USD**
Prometric Candidate Rescheduling/Cancellation <u>without</u> required notice. Without an approved excuse, which includes death of an immediate family member, active military orders, jury duty, or a doctor's excuse (on the medical facility letterhead), a <u>candidate</u> wishing to cancel or reschedule a scheduled examination with 5 or less calendar days prior to their scheduled exam session, will be required to pay the full test administration fee to cancel or reschedule their exam session. If a candidate fails to appear for their scheduled examination, comes to the test site without proper ID, and/or the proper admission letter, the candidate will forfeit the **full applicable testing fee**.	**Full test administration fee**

Candidate Exam Preparation

Candidate Information Bulletins (CIBs) and References

Candidate Information Bulletins (CIBs) have been specifically developed to encompass the content outlines of the NIC Delaware theory and practical examinations. It is very important that you carefully read the CIBs that are applicable to your exam discipline, as they contain important information relating to your exams.

To access the Delaware Candidate Information Bulletins (CIBs), please click onto the following website:

https://www.prometric.com/test-takers/search/nicde

Candidate Testing Experience

The information outlined in the following sections relates to the process the candidates will experience when taking the theory and practical examination.

Reporting to the Test Center

- Report to the examination site on the date and time indicated on your admission letter.
- Registration begins 30 minutes prior to the scheduled examination time. Examinations begin promptly at the scheduled time. Please allow for unexpected delays on route to the testing location, it is your responsibility to report to the examination location on time. **Late candidates will be considered a no-show and will be required to re-pay the examination fee.**

Secure Candidate Check-in Process

At the point of check-in, the candidates' appearance and identity is documented and validated. The candidate must bring the following:

Theory Exams:
- Printed admission letter
- Valid ID as outlined in the admission letter

Practical Exams:
- **Printed** admission letter
- Valid ID as outlined in the admission letter
- Examination Supplies (see suggested supply list in the NIC Candidate Information Bulletin located at https://www.prometric.com/test-takers/search/nicde

! If you fail to bring these items, you will not be permitted to test and you will be considered a now show. You will be required to repay your examination fees. NO EXCEPTIONS

Candidates will need to follow the individual test center policies and procedures, which may include a security wand check. The following links provide information containing a detailed overview of what to expect during your upcoming visit to a Prometric test center, so that you will feel more prepared and more confident in your testing experience.

https://www.prometric.com/test-takers/what-expect

https://www.prometric.com/test-center-security

Identification Requirements

All candidates must present a valid, government-issued photo ID with a signature to be admitted to the exam. To be valid, the ID may not be expired, and the photo must match the candidate as well as the name in the Roster/Admission Letter.

Candidates must apply for the exam with their **LEGAL first and last name** as it appears on your government issued identification. All required identification below must match the first and last name under which the candidate is registered. The candidate must present one form of non-expired, government-issued, **photo- and signature-bearing ID** in order to test. Photo and digital copies will not be accepted. If the candidate fails to bring proper identification or the candidate names do not match, the candidate will not be allowed to test, and their examination fee will not be refunded.

Acceptable forms of identification include:
- driver's license
- state or government-issued ID
- passport
- military ID card

! Student ID and employment ID are NOT acceptable forms of Identification.
! If you fail to bring proper identification or your names do not match, **you will not be permitted to test and you will be considered a now show. You will be required to repay your examination fees. NO EXCEPTIONS**.

Candidate Admission Letter – Theory and Practical Exams

Every candidate must have a <u>printed </u>copy of their Admission Letter. Electronic copies on the phone or tablet are <u>not acceptable</u>. It is the responsibility of the candidate to present their printed admission letter on the day of testing. **If a candidate does not bring their printed admission letter, they will be considered a no-show and will be required to reschedule and re-pay the examination fee. There will be no exceptions.**

It is also the candidate's responsibility to be aware of the testing requirements found in the admission letter, prior to his/her arrival to the scheduled examination. The admission letter provides clear instructions on the candidate's responsibilities and includes:

- Candidate's name, address and contact information
- Exam facilities location
- Scheduled date and time
- Prometric/IQT's policies on:
  - Changing candidates information
  - No shows and rescheduling
  - Valid form of identification
  - Inclement weather
  - Examination security
- Exam Registration receipt

Due to security issues, Prometric/IQT will not send the admission letter to any email other than the address listed on the candidate's account.

Prohibited Items / Articles

Possession and/or access to the following items are strictly prohibited and will NOT be permitted in the testing room:

1. Wrist watches or any other type of time keeping device;

2. Electronic devices of any kind;

3. Headphones, headsets, ear phones, ear buds, or Blue Tooth capable devices;

4. Notes, papers, books, exam review, or other study materials in any format or media;

5. Electronic media;

6. Handbags, purses, backpacks, briefcases, tote bags, or bags of any kind;

7. Pens, pencils, markers, or highlighters of any kind;

8. Hats, baseball caps, or visors (religious apparel that does not contain a brim or obscure the applicant's facial features is permitted).

Prometric will not be responsible for any personal items. It is recommended that you do not bring personal items or leave them locked in your car out of view.

Candidate Exam Preparation

Candidate Information Bulletins (CIBs)

Candidate Information Bulletins (CIBs) have been specifically developed to encompass the content outlines of the NIC Delaware theory and practical examinations. To access the Delaware Candidate Information Bulletins (CIBs), please click onto the following website:

https://www.prometric.com/test-takers/search/nicde

Theory Candidate Testing Experience

The information outlined in the following section relates to the process the candidates will experience when taking their theory examination.

Demonstration (Sample) Exam

This section contains information regarding the candidate experience when taking the NIC theory exam with Prometric/IQT. This provides candidates an understanding of all steps related to their experience and what they may encounter.

To take a demonstration test to experience how Prometric's IQT computer-based test system works, please click here or go to:

https://www.iqttesting.com/ExamV2008/Default.aspx?Function=SampleExam&Exam=8.

Once candidates are checked in and logged into their exam, the first screen will be the Pre-amble screen. This should be read by the candidate in its entirety, as it offers important information needed in preparation of the examination such as the length of the exam and the number of questions. The Pre-amble will change according to the exam the candidate is registered. Once the candidate understands the content in this section, he/she will click on "Begin Tutorial" on the lower left corner.
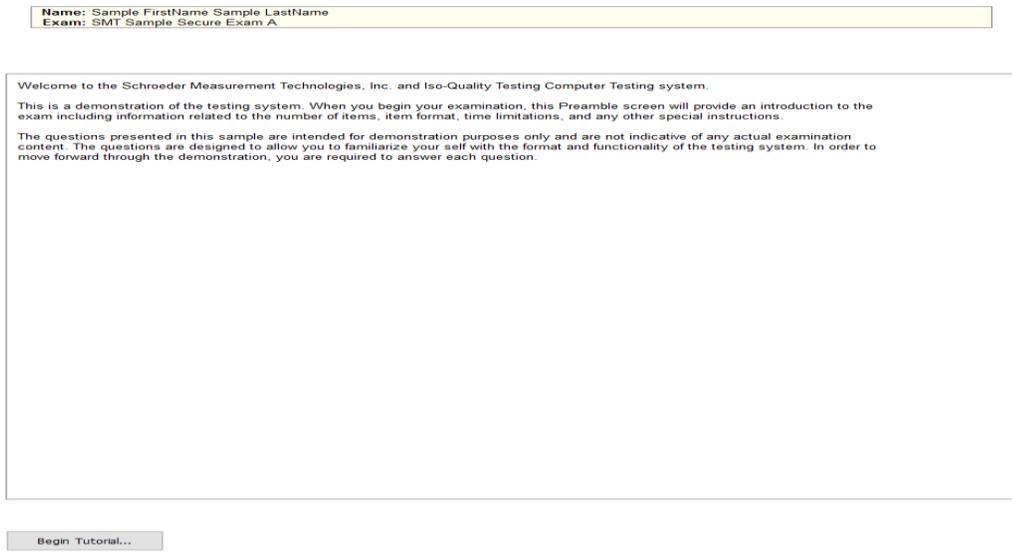
The tutorial will go over the functions of the examination with the same style and format of the actual exam as shown below. Candidates must demonstrate knowing how the system works by completing the tutorial. Each question must be answered correctly before moving to the next question; otherwise a red box will appear at the bottom left corner, stating the answer was incorrect. The candidates will get a total of 7 questions and 5 minutes to complete the tutorial, which does not affect the time of the actual exam. When candidates answer the last question, a notice will appear that he/she is on the last question. This is <u>only</u> to notify that all questions have been answered, thus not ending the exam. It is important to understand that candidates must be the ones to choose and click on the items. Once all questions are answered, the candidate will click on "End Tutorial".

After the tutorial is complete, the candidate will begin their NIC written exam. During the exam the candidates will have the ability of skipping, bookmarking or commenting on any question:

- **Skipping** – A candidate may choose to leave a question unanswered and come back to it at the end of the exam. This can be achieved by clicking on another question on the navigation grid, or by clicking on the next arrow in the bottom left of the screen.
- **Bookmarking** – When a question is answered and the candidate is not completely certain and would like to come back to it, the question can be bookmarked.
  - Only a question that has been answered can be bookmarked, otherwise the question should be skipped.
- **Commenting –** This function provides the ability to comment on any question that presents irregularities identified by the candidate. All comments are reviewed by the credentialing organization in efforts to improve the exam.

The testing system was designed with the idea that internet interruptions may happen at any given time; as so, all responses, time, bookmarks and comments are saved as candidates answered them. If any interruption were to occur, the candidate's exam would be reinstated to where they left off, before the interruption occurred.

The candidate will have a navigation grid on the right side of the screen. This will display the bookmarking and comment question options, as well as the time remaining in the exam. The candidate may navigate through the exam by clicking on the arrows on the lower left corner or by clicking on the question they choose to go to on the grid. If the candidate would like to hide the time, this can also be done on the navigation grid by clicking on "Hide Time" as shown below. The navigation grid will display:

- Current question in green
- Bookmarked questions in yellow
- Answered questions in gray
- Unanswered questions in white

When the candidate is finished with the exam, he/she can review all the questions by selecting them on the grid, if there is time remaining. If not, the candidate will get a notice that the candidate is out of time and it will end the exam. If the candidate is done before the time expires, they will receive a

notification where they must assure that they would in fact like to end the exam. Once this is confirmed, the candidate will be prompted to the end of exam survey (optional) that will allow them to grade the experience in regards to the testing center and the actual exam as shown below.

Practical Candidate Testing Experience

The information outlined in the following section relates to the process the candidates will experience when taking their practical examination. Please review the NIC Candidate Information Bulletins located at https://www.prometric.com/test-takers/search/nicde

Dress Code

The Delaware State Board of Barbers and Cosmetologist requires all candidates to **dress professionally, as you would when you are working in a shop. Candidates are required to wear a lab coat and closed-toe shoes to the practical examination.** You are not allowed to have your name, your school name, or a shop name on your professional attire or kit. Hair should be controlled (pulled back) and jewelry limited.

Candidates who fail to adhere to this dress code will not be admitted into the examination room and you will be considered a no-show. There will be no exceptions to this policy.

Practical Exam Set-Up and Administration Information

It is critical that you review the Practical Candidate Information Bulletins (CIBs) thoroughly prior to taking your practical exam. The CIBs are located on the Prometric website at https://www.prometric.com/test-takers/search/nicde.

Prohibited Items/Actions

o   Possession of cellular phones, watches (of any kind), pagers, tablets, computers, cameras, or any other electronic or recording devices, printed materials, or handwritten notes is strictly prohibited. Possessing any of these items will result in immediate dismissal.

o   Purses, bags, coats, hats, and any other personal items not directly required to complete the examination are not allowed.

o   Exhibiting disruptive behavior will result in dismissal from the exam.

o   Communicating to other candidates or any examiner is strictly prohibited.

o   Failure to follow the established dress code will result in immediate dismissal.

o   Eating, drinking and smoking in the testing center is prohibited.

The above referenced items or actions are not an exhaustive prohibited list. Failure to comply with any of these conditions or exhibiting ANY behavior that suggests an effort to cheat, will result in the immediate dismissal from the examination, and the candidate's actions reported to the proper authorities.

Practical Supplies

Candidates are to perform all tasks utilizing products and supplies, and as they were taught. The "Suggested Examination Supplies" provided in the Candidate Information Bulletin provides a list of supplies that a candidate may possibly utilize in a section. Candidates are required to bring all necessary supplies.

- o **EPA-registered disinfectant WIPES that demonstrate bactericidal, fungicidal, and virucidal properties must be used.** DISINFECTANT SPRAYS ARE NO LONGER ALLOWED IN THE TESTING ENVIRONMENT. Please refer to the "Suggested Examination Supplies" section of the CIB to see any further state specific requirements for supplies and products.

- o All supplies must be labeled in English. When an original manufacturer's label is required, there can be NO handwritten or any other type of labeling. Original manufacturers' labels must have English and may also include other languages. All non-manufacturers created labels must be only in English.

  - o Original manufacturer's labels are required for all disinfectants and hand sanitizers.
  - o Simulated products are not allowed for disinfectants and hand sanitizers.
  - o NO AEROSOLS OR DISINFECTANT SPRAYS are allowed in the testing environment.

Candidates are responsible for bringing all needed supplies for their examination, and cannot borrow or use anything that they did not bring with them. Please refer to the suggested supply list that is included in the NIC Candidate Information Bulletin (CIB).

- Practical Exam Kits: Recommended kit size is no larger than 30" x 30". Kits must be able to fully close.
- For safety reasons, all kits, trash bags, etc. must be able to fit completely under your work area. (The work space is approximately 18" x 36")
- Aerosol products are NOT permitted. This includes disinfectant, Clippercide, toner, shaving cream etc.
- Hand Sanitizers must have a manufacture label and original product must be used. Any type of hand sanitizer is acceptable with the exception of those propelled by aerosols.
- ALL bottles or containers that contains a product MUST be CLEARLY labeled in English. (cleanser, toner, waving lotion, water etc.). Any item that does not "contain" a product does not need to be labeled (e.g. cape, comb, hair clips, shears, etc.).
- Supply bags may have only the title of the exam area, and cannot list the supplies or steps to be demonstrated. This is considered cheating and will result in dismissal from the examination.
- Monomer must be low odor/less-odor and factory sealed in its original container with the manufacturer's label. Polymer and primer must be in its original container with manufacturer's label.
- First Aid Kit should be labeled as the First Aid Kit, not Blood Exposure Kit. Biohazard labels are no longer allowed in the first aid kit.

- Cosmetology Practical Section 2 – Thermal Curling will be administered using a hot iron. Extension cords will be provided by Prometric.

Mannequins:

Mannequins are required for all practical examinations. Live models are not permitted.

- Candidates must bring one mannequin head for the practical examination and a table clamp. No more than two mannequin heads will be allowed into the examination. The mannequin's hair must be brushed straight back prior to the thermal curling section of the examination.

  Mannequin heads that have been purchased pre-sectioned indicating the sections by various colors and/or notches are NOT allowed during any part of the practical examination. Candidates that bring a marked mannequin head to the examination will be informed that they are not permitted and cannot be used.

- **Nail Services -** A mannequin hand is required for all nail services. Prior to reporting to the examination candidates MUST apply a nail to each finger. The artificial nail must cover the entire nail bed of each finger. Mannequin hands must be an entire hand and cannot have removable digits. Hands with digital fingers (trainer hands) are NOT permitted during the examinations. If you are unable to use a mannequin hand, you will not receive credit for this section. Candidates that bring a marked mannequin hand to the examination will be informed that they are not permitted and cannot be used Mannequin heads and hands must be approved by the examination provider prior to admittance into examination.

Practical Candidate Admission Letter

Candidates must print and bring their printed admission letter to their examination. Electronic versions will not be accepted. If a candidate does not bring their printed admission letter, candidates will be considered a no-show and will be required to reschedule and re-pay the examination fee.

Candidate Arrival

Please ensure you arrive at the exam site <u>at least 30 minutes prior</u> to your scheduled exam time to allow for the check-in process. Please allow for unexpected delays on route to the testing location, it is your responsibility to report to the examination location on time. Once the proctor has closed the exam room door, candidates will not be permitted into the exam room. Late candidates will be considered a no-show and will be required to reschedule and re-pay the examination fee.

Examination Administration

Candidates are not permitted to ask questions or speak to the Examiners.

- o The verbal instructions will be read twice for each section of the examination.
  - • With the exception of verbal instructions, the proctors are not allowed to communicate with candidates.
  - • Examiners are not allowed to speak with candidates.

- o Candidates requesting information during the examination will be told one of the following statements:
  - • "Do the best you can with what you have available."
  - • "Do as you were taught."
- o Candidates are observed continuously throughout each section of the examination. Once the verbal instructions are read and the proctor states "You may begin", you will begin to perform the task and continue to do so until you have completed the task or it is announced that time is up. Unless specifically directed to do so, you should not wait for the examiner to directly observe you perform the task unless directed to do so.
- o If a candidate experiences an emergency situation, please notify the proctor by raising your hand.

Listen to and follow the verbal instructions very carefully. Do not start any procedures until you are specifically directed to do so.

- o Once candidates enter the examination room, NO conversing or any other form of communication among candidates is permitted.
- o Candidates are not allowed to exit the building during the examination. If it is necessary to exit the building, you will not be permitted to return to the exam.
- o Hands MUST be sanitized before removing gloves from the bag. Unless hands have become contaminated, hands do not need to be sanitized before putting on gloves as it is not necessary and makes it very difficult to get the gloves on.
- o Proper disinfection of the entire work area MUST be performed before placing supplies on the work area. When setting up for a "new client", disinfect the work area, move the universal/general supplies to disinfect where they were placed previously, and then wipe the bottom of the universal supplies with disinfectant and place them back on the disinfected area and then disinfect the remainder of the work area.
- o During all phases of the examination, candidates MUST follow all appropriate public protection and infection control procedures and maintain a safe work area. If a candidate does not follow infection control procedures or allows the work area to become and remain unsafe, the result may be a failing score for the examination.
- o The practical examinations require separate bags or containers and should be set up first when beginning to set up the work area. They MUST be labeled as follows:
  - ▪ ❖ Items to be Disinfected
  - ▪ ❖ Soiled Linens
  - ▪ ❖ Trash
- o A flat bottom bag (paper grocery bag, gift bag, etc.) may be used for "items to be disinfected, soiled linens and trash" and placed on the floor, under the work area and clearly labeled. It is best to line paper bags with garbage bags or plastic so liquids do not leak out. NIC discourages candidates from taping bags to the work area because it is unsanitary. The bags or containers on the floor must be open during the examination so that items may be dropped as appropriate into each bag. Bags or containers MUST be kept under the work area and cannot be placed in the walking areas. If placing a container with "Items to be Disinfected" on the work area, it MUST have a cover.

- o Paper towels may be set up on the work area as a Universal Supply. Cloth towels should be in a closed container.
- o Products or simulated products MUST be removed from containers using infection control procedures in a manner that is appropriate for a product that would be used for a future client. This is the case regardless of the size of the container, even if it is a "disposable" cup with a cover, it MUST be treated as if the product is being removed from a full size container. There are no single use items used in the exam. Everything is considered back bar.
- o Items dropped or spilled on the floor MUST be picked/cleaned up IMMEDIATELY and discarded in appropriate container. If it is an implement that only one was required, it may be wiped with disinfected, (e.g. shears, razor etc.) and continue to be used. Anything dropped or spilled and left on the floor is a safety hazard and may cause a candidate to fail the remaining tasks in that section of the exam.
- o Nothing can go back into the kit during the examination. This includes extra supplies that were not used. Once anything is placed on the work area, it is considered supplies for that candidate. If switching mannequin heads, the mannequin head may be placed on the floor next to the kit or on top of the kit.
- o Soiled items or used bags should always be placed in the "trash".
- o Blood exposure MUST be demonstrated using the supplies in the first aid kit that is on the work area and is part of the universal supplies. Bring enough blood exposure supplies in the first aid kit to perform a blood exposure procedure in the event a cut is sustained and also enough to demonstrate the blood exposure procedure.

Visitors

Candidates are not allowed to receive any kind of visitors or receive messages during the examinations, under any circumstances. Anyone (including parents, school instructors, etc.) who are not scheduled for an examination **will not** be permitted inside of the building where the exams are administered. This includes the candidate check-in area. If another person (parent, spouse, teacher etc.) is bringing you to your exam, you must be dropped off and they can return to pick you up. The approximate amount of time for each exam is indicated on your admission letter. Your driver should wait in their vehicle until you are done and have exited the building.

Candidates Needing ADA Accommodations

Reasonable accommodations as covered under the Americans with Disabilities Act (ADA) shall be addressed by the Board with guidance from the individual's education plan. All Delaware Cosmetology candidates requiring ADA accommodations must be processed through the specific Delaware ADA process. All ADA documentation must be submitted through the application process and approved by Prometric prior to the candidate being preregistered for their exam.

Candidate Results

Theory Candidates:
Once you have completed and ended the examination, you will see your status display on the screen and receive an unofficial result letter at the testing center. The official result letter will be emailed typically within one to two business days.

Practical Candidates:
Candidates will not receive a result letter at the testing center. Results will be emailed, typically within three to five business days.

Candidates who are unsuccessful in passing their theory or practical exams will receive a new authorization to test letter, which will be emailed to their email address on file. Candidates will need to schedule and pay their exam fees as outlined in the "Exam Scheduling" section of this manual.

Examination Site Closing For Emergencies

In the event that an emergency forces the closure of an examination site on the day of your examination, your exam will be rescheduled at no cost to you. We will make every effort to contact you, or you may email us at SMT-OperationsTeam@prometric.com or call 866-773-1114.

Contact Us

Prometric/Iso-Quality Testing (IQT)/SMT is owned and operated by Prometric, LLC. The office that services the Delaware State Board of Cosmetology and Barbering candidates is Iso-Quality Testing, which is located in Clearwater, Florida. If you need assistance, please be sure to refer to our direct contact information below.

- To access the link to schedule a candidate's exam, please follow the instructions on the Preregistration letter that was emailed to you.

- For candidates needing assistance to schedule an exam, please email us at SMT-OperationsTeam@prometric.com or call 866-773-1114.