



*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](http://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 and documents and pays fees. The application is located at [DE Board of Cosmetology Application](#).
3. If application is complete and approved, Prometric approves candidate for testing. 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.
4. Prometric/IQT e-mails applicable Authorization to Test Letter with a unique User ID and Password specific to the candidate to schedule the exam.
5. 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.
6. Candidate takes the exam.
7. Candidate receives unofficial results via on-screen and email.
8. Prometric sends the Delaware state board office the examination scores.
9. Delaware State Board issues license to candidate.

### Examination Fees

Exam Name	1st Attempt	Retake
All Programs Theory	160.00	80.00
All Programs Practical	145.00	65.00

### 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 - The name a candidate is registered and appears on the Candidate Admission Letter/Document, (first and last name), must match exactly to the first and last name on the government issued photo identification. Name differences **MUST** be resolved no later than five business days before the scheduled exam administration date, or the candidate will not be permitted to take their exam, will be considered a no-show and all fees will be forfeited. Under no circumstances will any name differences be resolved at the testing center on the day of the examination.
2. Candidate email address – The IQT secure exam delivery system requires that each candidate have a unique email address. This unique email address is used at various points and processes; from the point of application, preregistration, exam scheduling, candidate login at the point of administration, score reporting, etc. 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.

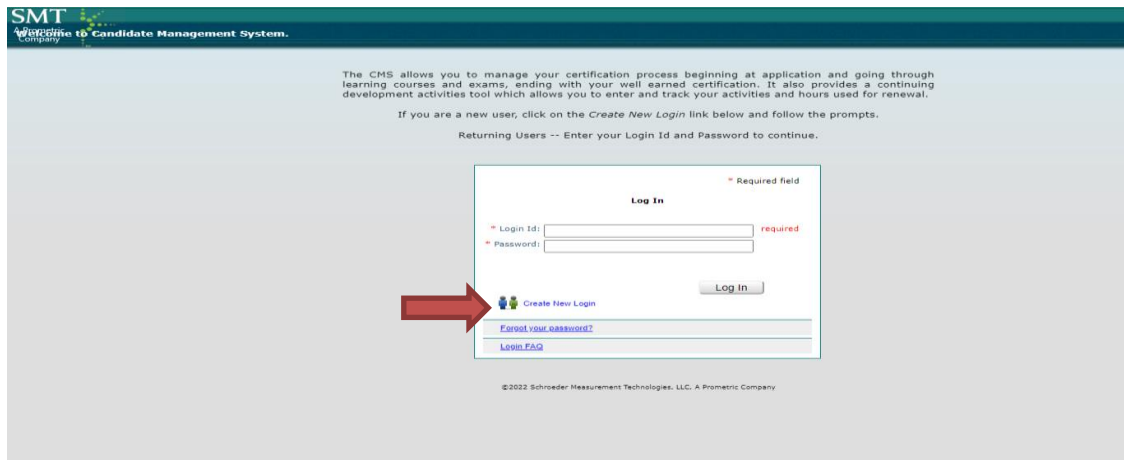
## Application Process

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](#)

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.

The screenshot shows a web form titled "Create New Login". At the top right, there is a red asterisk and the text "\* Required Field". Below the title, there are instructions: "Requirements: Please enter your email address as your Login Id. This will ensure Login Id uniqueness." and "Your password must contain at least 8 characters, and requires at least one number and one capital letter." The form contains several input fields: "\*Login Id:" with the value "Sample1@Sample.com", "\*Password:" with masked characters, and "\*Retype Password:" with masked characters. Below these are fields for "First Name:" (Sample), "Middle Initial:" (empty), and "Last Name:" (Sample). A "Submit" button is at the bottom. A link "Login Page" is at the bottom left.

4. This will bring you back to the login screen. You will need to log in twice if it your first time.

The screenshot shows a web form titled "Log In". At the top, it says "Returning Users -- Enter your Login Id and Password to continue." and "Required field" with a red asterisk. The form has two main input fields: "\* Login Id:" with the value "Sample1@Sample.com" and "Password:" with a masked field. Below the password field is a button labeled "View Saved Logins". To the right of the password field is a "Log In" button. At the bottom left, there is a link "Create New Login" with a user icon. Below that are two links: "Forgot your password?" and "Login FAQ".



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.

The screenshot shows a 'Log In' form with the following fields and elements:

- \* Login Id:** A text box containing 'Sample1@Sample.com'.
- \* Password:** A password field with masked characters (dots). A red arrow points to this field.
- Test Sponsor:** A dropdown menu currently showing 'National-Interstate Council Delaware'.
- Log In** button.
- Create New Login** link with a user icon.
- Forgot your password?** link.
- Login FAQ** link.

A red asterisk and the text '\* Required field' are located at the top right of the form area.

6. This will bring you to your dashboard.

The screenshot shows the dashboard of the Candidate Management System (CMS) in a web browser. The browser's address bar shows the URL: <https://www.smttest.com/CandidateManagementSystem/CPMain.aspx>.

The dashboard header includes the SMT logo (A Prometric Company) and navigation links: Client Portal, Learning Management System, Privacy Policy, Contact Us, Help, and Log Out. A welcome message 'Welcome, Sample Sample!' is displayed.

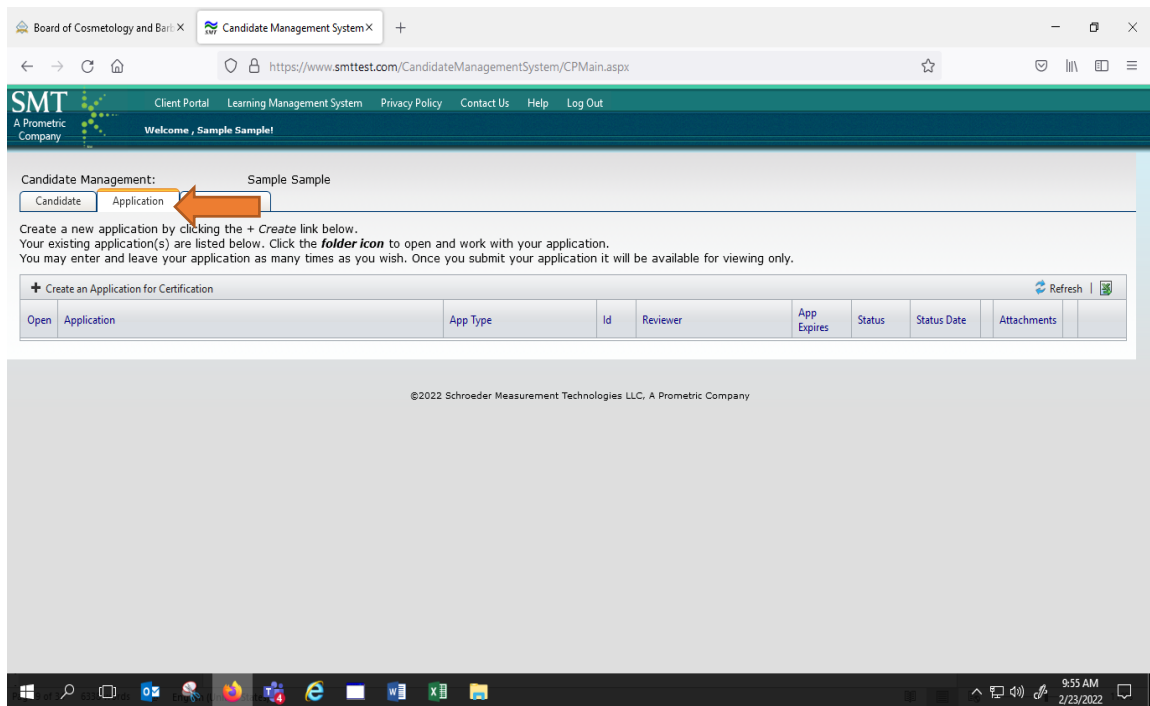
Below the header, there are tabs for 'Candidate', 'Application', and 'Exam Activity'. A red arrow points to the 'Candidate' tab.

The main content area is titled 'Candidate Management: Sample Sample'. It includes a section for 'Navigating CMS' with instructions: 'Click the tabs above to go to different sections in CMS.' and a list of actions: 'APPLICATION is used to create, edit and view your applications and application status.', 'Go to CERTIFICATION to view your certifications and enter renewal data.', and 'Update your PROFILE by clicking on the pencil icon in the table below.'

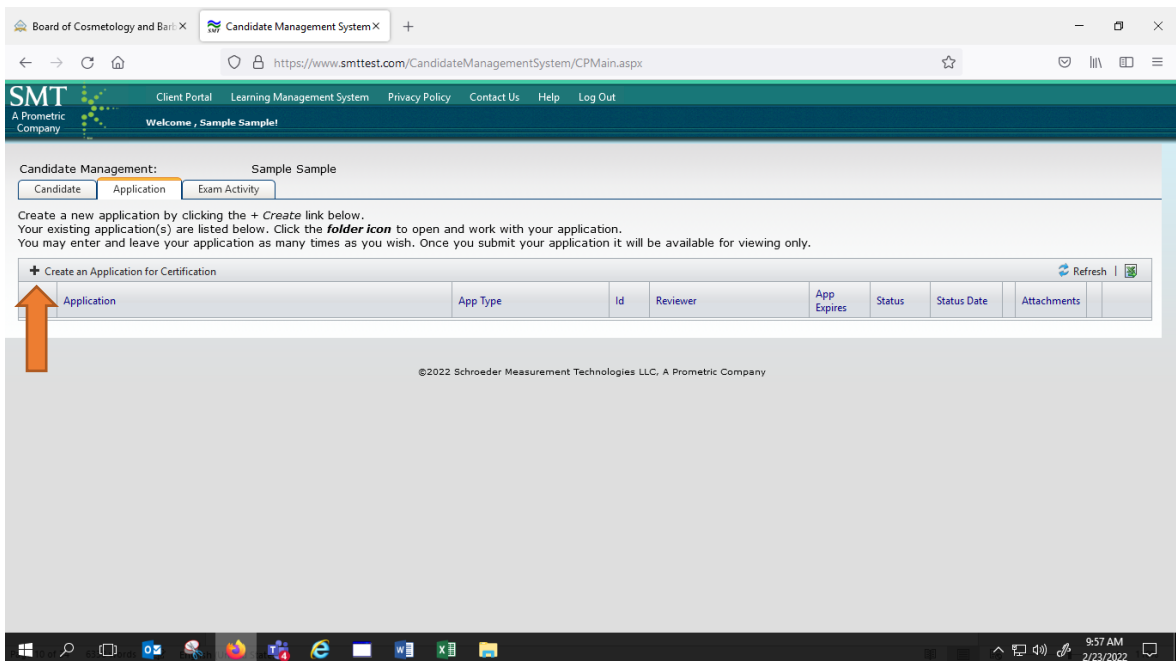
Below this, there is a table with columns: View, Task, Status, User ID, Name, Status Date, School, and Employment. A link 'Apply or Clear Filter for list of candidates.' is located below the table.

The footer of the dashboard displays the copyright notice: '©2022 Schroeder Measurement Technologies LLC, A Prometric Company'.

7. Click on the Application tab.



8. Click "Create an Application for Certification".



9. Select the applicable application or permit in the dropdown box.

The screenshot shows the SMT Candidate Management System interface. The 'Application' tab is selected under 'Candidate Management'. A dropdown menu is open for the 'Application' field, showing three options: 'DECB DE Cosmetology and Barbering Application', 'DECB DE Cosmetology and Barbering Application - Instructor', and 'DETP - DE Temporary Permit'. An orange arrow points to the first option. The 'Save' button is visible at the bottom of the form.

Board of Cosmetology and Barbering  
Candidate Management System

https://www.smttest.com/CandidateManagementSystem/CPMain.aspx

SMT  
A Prometric Company

Client Portal Learning Management System Privacy Policy Contact Us Help Log Out

Welcome, Sample Sample!

Candidate Management: Sample Sample

Candidate Application Exam Activity

Create a new application by clicking the + Create link below.  
Your existing application(s) are listed below. Click the **folder icon** to open and work with your application.  
You may enter and leave your application as many times as you wish. Once you submit your application it will be available for viewing only.

+ Create an Application for Certification Refresh

Open	Application	App Type	Id	Reviewer	App Expires	Status	Status Date	Attachments
------	-------------	----------	----	----------	-------------	--------	-------------	-------------

Please Note: To renew a certification, click on the Certification tab.

Your available new applications are listed below. Please select an application.  
After saving your selection, your new application will appear in your application grid.

Application: < select >

- < select >
- DECB DE Cosmetology and Barbering Application
- DECB DE Cosmetology and Barbering Application - Instructor
- DETP - DE Temporary Permit

Cancel Save

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10. Click the Save button.

The screenshot shows the SMT Candidate Management System interface. The 'Application' tab is selected under 'Candidate Management'. The dropdown menu is closed, and the 'Application' field now displays 'DECB DE Cosmetology and Barbering Application'. An orange arrow points to the 'Save' button at the bottom of the form.

Board of Cosmetology and Barbering  
Candidate Management System

https://www.smttest.com/CandidateManagementSystem/CPMain.aspx

SMT  
A Prometric Company

Client Portal Learning Management System Privacy Policy Contact Us Help Log Out

Welcome, Sample Sample!

Candidate Management: Sample Sample

Candidate Application Exam Activity

Create a new application by clicking the + Create link below.  
Your existing application(s) are listed below. Click the **folder icon** to open and work with your application.  
You may enter and leave your application as many times as you wish. Once you submit your application it will be available for viewing only.

+ Create an Application for Certification Refresh

Open	Application	App Type	Id	Reviewer	App Expires	Status	Status Date	Attachments
------	-------------	----------	----	----------	-------------	--------	-------------	-------------

Please Note: To renew a certification, click on the Certification tab.

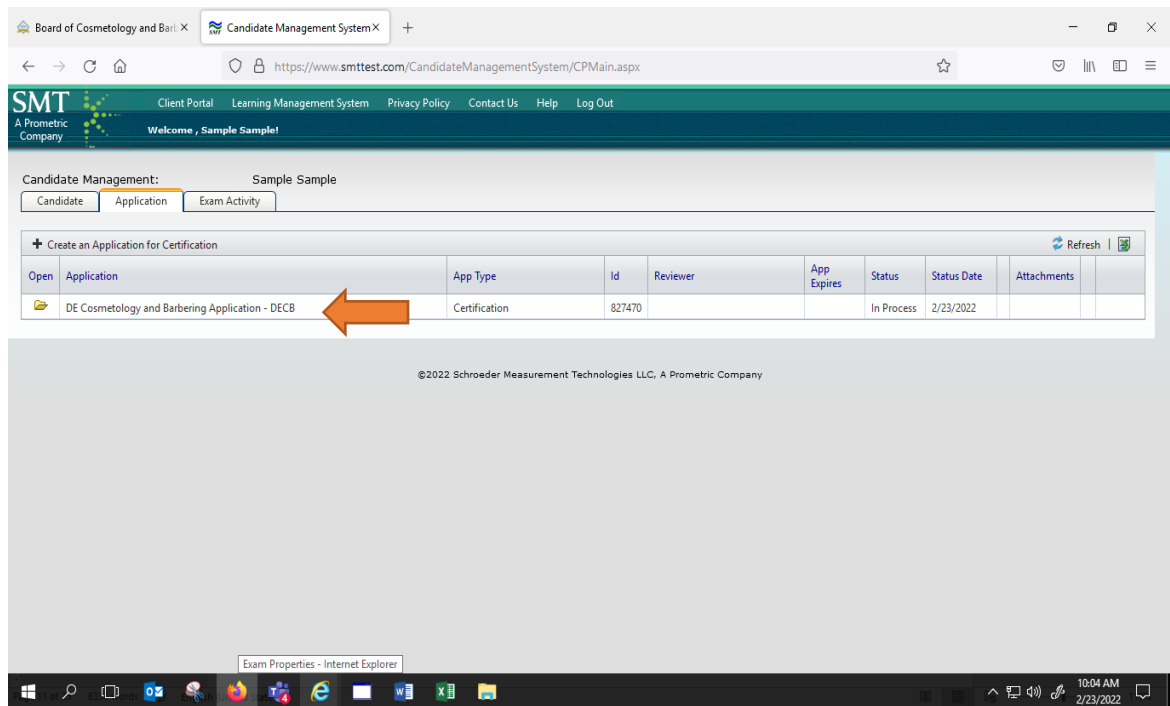
Your available new applications are listed below. Please select an application.  
After saving your selection, your new application will appear in your application grid.

Application: DECB DE Cosmetology and Barbering Application

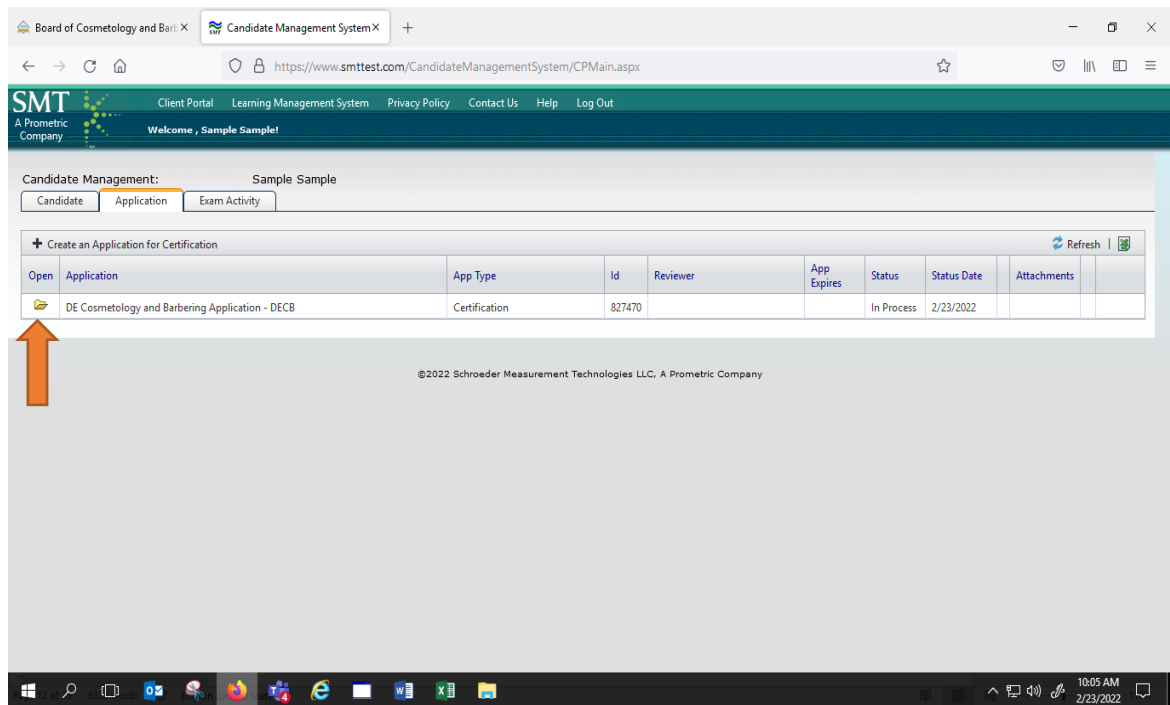
Cancel Save

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11. This will bring you back to your dashboard with the application visible.



12. Click the folder to the left of the application name.



- Complete each tab in its entirety. Once you submit the application, you will receive a Candidate Authorization to Test Notification email with instructions to schedule your exam.

## Temporary Permit

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

- Click the following link to start your application for DE:  
[DE Board of Cosmetology Application](#)
- Follow the login process as outlined in the **Application Process**
- On the menu click onto the “**Application**” tab and then “**+ Create an Application for Certification**”

Open	Application	App Type	Id
	DE Cosmetology and Barbering Application - DECB	Certification	830695

4. On the Application dropdown, click on “Temporary Permit” and then “Save”

Candidate Application Exam Activity

Create a new application by clicking the + Create link below.  
Your existing application(s) are listed below. Click the **folder icon** to open and work with your application.  
You may enter and leave your application as many times as you wish. Once you submit your application it will be


+ Create an Application for Certification

Open	Application	App Type	Id	Rev
<p><i>Please Note: To renew a certification, click on the Certification tab.</i></p> <p><i>Your available new applications are listed below. Please select an application.</i>  <i>After saving your selection, your new application will appear in your application g</i></p> <p style="text-align: center;">↓</p> <p>Application: DETP - DE Temporary Permit</p> <p style="text-align: center;">↓</p> <p> <input type="button" value="Cancel"/> <input type="button" value="Save"/> </p>				

5. Under the “Open” column, click on folder labeled “DE – Temporary Permit”

Candidate Application Exam Activity

+ Create an Application for Certification

Open	Application	App Type
	DE – Temporary Permit Application - DETP	Certification

6. Complete Demographics, Employment Information, Upload Documentation, Attestation, Payment, Verify and Submit fields.

## Candidate Registration and Exam Scheduling Experience

The information outlined in the following sections relates to the process candidates will experience when registering to take their examination.

### 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](http://www.IQTTesting.com)

2 -- Using the option "Examination Registration"

Enter your Username and Password to login. These are:

UserID: [Samplecandidate@yahoo.com](mailto: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,

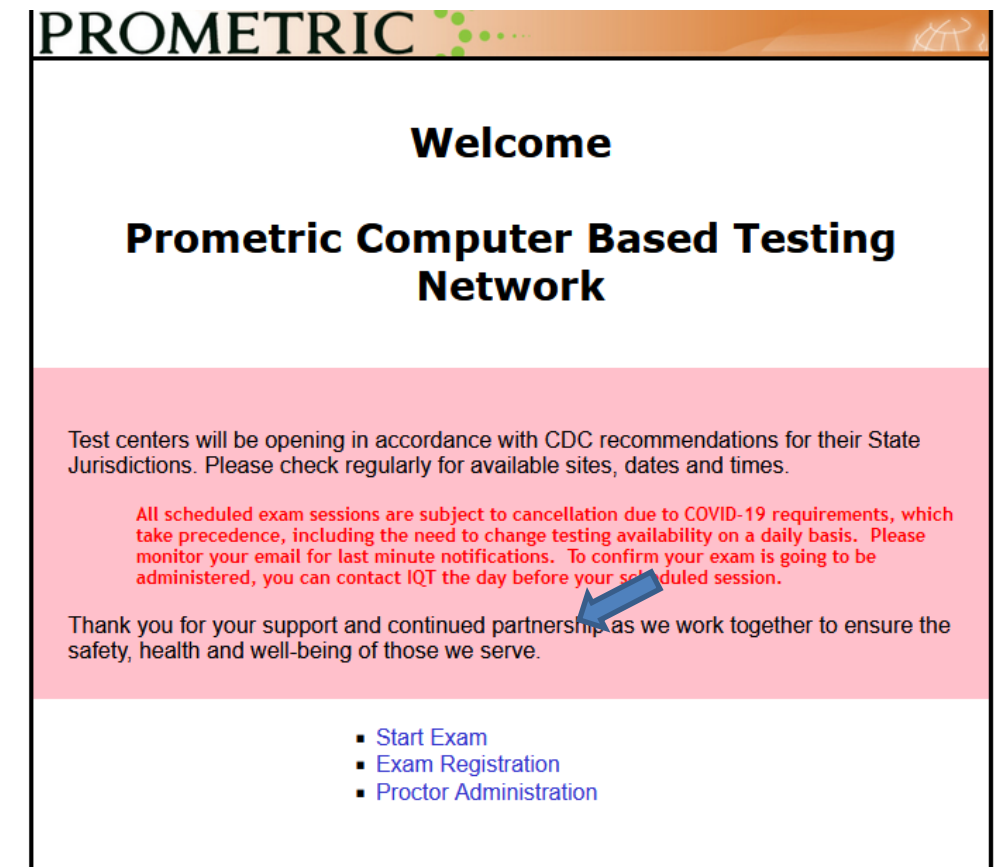
[Registrations@isoqualitytesting.com](mailto:Registrations@isoqualitytesting.com)

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.IQTTTesting.com](http://www.IQTTTesting.com) and select the option “Exam Registration”





2. Enter the “User ID” and “Password”, located on the “Authorization to Test”

email.

EXAM REGISTRATION

Welcome To IQT Testing!

Login

If you do not have a login, click [Register](#).  
If you have misplaced your login, please call ISO Quality Testing at 866-773-1114  
Note that your password must be entered with the correct case.  
If you have forgotten your password please click [Here](#)

UserID: demo@prometric.com  
Password: \*\*\*\*\*

Login

ISO-QUALITY TESTING, INC.  
IQT Home  
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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.

EXAM REGISTRATION

Please select your Organization and Exam.

Organization  
NIC DE Theory... National-Interstate Council Delaware

Exam  
NIC Cosmetology DE

Next

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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 a minimum of 5 days business days prior to the scheduled exam, 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.**

**EXAM REGISTRATION**

**Candidate Profile Information**

This information is provided to your organization and may be used for official correspondence and certificates.  
This information must also exactly match the identification you will be required to show the test center administrator prior to testing.

Required Field

First Name: Demo  
Middle Name:   
Last Name: Demo  
Address1: 123 Main  
Address2:   
City: New Castle  
State/Province: Delaware  
Country: United States  
Postal Code: 19702

Home Phone: 555-555-5555  
Work Phone: 555-555-5555  
Email Address: demo@prometric.com

[Log Out](#) [Change Login](#)

Please make sure the above information is correct before clicking Next.

[Next](#)

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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".

**EXAM REGISTRATION**

**Exam - NIC Cosmetology DE**

Test Centers: 6.9 miles - Wilmington - New Cast NEW CASTLE DE USA // 100 WEST C v

Exam Times: < select an exam time > v

**Search Parameters**

Start Date: 2/23/2022 Go

Change date to reflect date you would like to test. From Start Date, the first 50 session of a test center's available exam times are shown in the Exam Times box above

Filter the results by using this section. Click the button GO immediately after the input area to refresh the results.

Country: United States USA v State: Delaware v

Zip Code: 19702 Go City: New Castle v Go

Next

ISO-QUALITY TESTING, INC. Registration Home Contact  
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6. **Payment Screen:** If you are retaking your exam, you will be required to pay the examination fees before 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.

**EXAM REGISTRATION**

Exam - NIC Cosmetology DE

= Required.

[Click here for IQT's Credit Card Policies](#)

☐ Card's name or billing address differs.

Examination Fee: \$160.00

Currency: USD

Payment Type: <select a payment type>

Credit Card #

Expiration Date: -1

Secure Code

Name (as on card) Demo Demo

Address 123 Main

City New Castle

State/Province Delaware

Country United States

Postal Code 19702

You will not be charged until you click the Submit button on that page.

[Next](#) [Cancel](#)

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Registration Home Contact  
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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.

**EXAM REGISTRATION**

**Confirm Your Registration Selections**  
**NIC Cosmetology DE**

<b>Candidate:</b> Demo Demo 123 Main New Castle, DE 19702 United States demo@prometric.com 555-555-5555 (home) 555-555-5555 (work)	<b>Exam Time:</b> Saturday, March 5, 2022 3:00 PM (90minutes) <b>Location:</b> Wilmington - New Castle 100 WEST COMMONS BLVD SUITE 430, ONE CORPORATE COMMONS NEW CASTLE, DELAWARE 19720 USA
---	---

☐ I agree to the: [IQT Agreement:](#)

**Note: This examination may not be rescheduled or cancelled after Feb 27 2022.**

I understand by clicking on "Submit" that I may be required to pay a rescheduling or cancellation fee to process my request. Please verify the above information is accurate prior to clicking Submit.

[Submit](#) [Cancel](#)

[Registration Home](#) [Contact](#)  
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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:**

## 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](mailto: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.iqtesting.com/Default.aspx?Function=Receipt&ID=SampleCandidate\\_814170\\_R8ZJCyep9FjU](https://www.iqtesting.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](http://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](mailto:SMT-OperationsTeam@prometric.com) or call 866-773-1114. Please note, emails and voicemails are not acceptable methods of cancellation.

If you are unable to reschedule online, please email us at [SMT-OperationsTeam@prometric.com](mailto: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.

<p><b>Prometric Candidate Rescheduling/Cancellation <u>with</u> required notice.</b></p> <p>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.</p> <p><b>The candidate will be required to pay a <u>\$35.00 USD fee to Prometric</u> prior to Rescheduling/Cancelling an examination.</b></p>	<p><b>\$35.00 USD</b></p>
<p><b>Prometric Candidate Rescheduling/Cancellation <u>without</u> required notice.</b></p> <p>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 <b>full applicable testing fee</b>.</p>	<p><b>Full test administration fee</b></p>

## **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. 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 required to re-apply and 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 and listed below

#### Practical Exams:

- Printed admission letter
- Valid ID as outlined in the admission letter and listed below
- Examination Supplies (if taking practical examination – 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 a rescheduling fee will be required. **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 register for the exam with their LEGAL first and last name as it appears on their 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 a rescheduling fee will be required. **NO EXCEPTIONS**

### **Candidate Admission Letter**

**Every candidate must have a printed copy of their Admission Letter as previously noted.**

**Electronic copies on the phone or tablet not acceptable.** It is 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 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. It is the responsibility of the candidate to provide their admission letter on the day of testing. The Admission letter provides clear instructions on the Candidate's responsibilities. If a candidate forgets the letter, he/she will not be permitted to test.

## **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 Alabama written examinations. To access the Delaware Candidate Information Bulletins (CIBs), please click onto the following website:

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

### **NIC Online Theory Practice Exam**

The National Interstate Council of State Boards of Cosmetology (NIC) offers the following theory practice exams online for purchase:

- Cosmetology
- Esthetics
- Nail Technology

The practice exams provide candidates with questions related to the examination blueprint, to provide diagnostics of their performance (strong or weak) in the content areas. The practice exam is NOT designed to provide candidates with specific questions that will be on the NIC DE written exams.

Once purchased, you will access to this test for two complete weeks as of your purchase date. Once you have purchased the exam you will be provided a 5-minute introduction tutorial on how the system works. Note: Selecting the 'End This Exam' button prematurely will result in the end of your practice

examination, and no refunds will be given. At the completion of your examination you will receive a diagnostic breakdown of your strong and weak areas.

**To take the NIC Cosmetology, Esthetics or Nail Technology Online Practice Exams (English Only)**

**[CLICK HERE](#)** or go to:

<https://www.iqttesting.com/registrationv2008/quickregister.aspx> (\$39.00 fee applies)

For assistance, please call IQT at 1-866-773-1114.

## 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 written 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 screenshot shows a web interface for the IQT testing system. At the top, there is a yellow box with the text: "Name: Sample FirstName Sample LastName" and "Exam: SMT Sample Secure Exam A". Below this is a large white box with a thin border containing the following text: "Welcome to the Schroeder Measurement Technologies, Inc. and Iso-Quality Testing Computer Testing system. This is a demonstration of the testing system. When you begin your examination, this Preamble screen will provide an introduction to the exam including information related to the number of items, item format, time limitations, and any other special instructions. The questions presented in this sample are intended for demonstration purposes only and are not indicative of any actual examination content. The questions are designed to allow you to familiarize your self with the format and functionality of the testing system. In order to move forward through the demonstration, you are required to answer each question." At the bottom left of the white box, there is a blue arrow pointing to a button labeled "Begin Tutorial...".

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 only 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”.



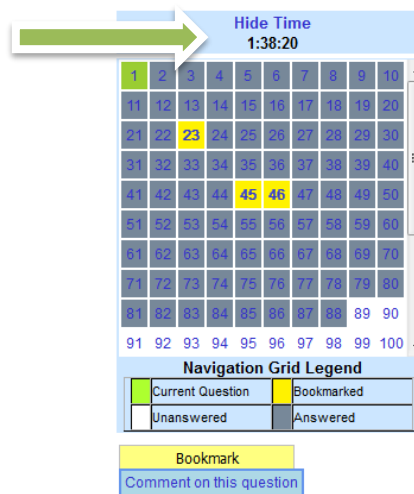
After the tutorial is complete, the candidate will begin their NIC written exam. During the exam the candidates will have the ability of skipping, bookmarking or commenting on any question:

- **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 sections relates to the process the candidates will experience when taking their practical examination. Please refer to the NIC Candidate Information Bulletins located at <https://www.prometric.com/test-takers/search/nicde>

## General Information

### 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. NO EXCEPTIONS

## **Exam Set-Up and Administration Information**

**The following is general set-up and administration information for all NIC Practical examinations:**

### **Supplies:**

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

- Practical Exam Kits: Recommended kit size is no larger than 30” x 30”. For safety reasons all kits, trash bags, etc. must be able to fit completely under your work area.
- ALL containers and products should be clearly labeled.
- Aerosol products are NOT permitted. This includes disinfectant, Clippercide, toner, shaving cream etc.
- Disinfectant MUST have complete manufacturer’s label. Examiners MUST be able to read all information on the manufacturer’s label. Disinfectant MUST demonstrate bactericidal, fungicidal, and virucidal properties as explained in the CIBs and MUST be used.
- 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.
- Any bottle or container that contains a product MUST be CLEARLY labeled (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 needed in the first aid kit.

### **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. Mannequin heads and hands must be approved by the examination provider prior to admittance into examination.

**Exam Administration:**

- NO conversing or any other form of communication among candidates is permitted, once you enter the examination area.
- Eating, drinking and smoking in the testing center is prohibited.
- Candidates are not allowed to exit the building during the examination.
- Stop and listen when instructions are given.
- 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.
- 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. This is done in the same manner as it is done when disinfecting for a new client in the salon.
- 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
- 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.
- Paper towels may be set up on the work area as a Universal Supply. Cloth towels should be in a closed container.
- 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.

- 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.
- 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.
- 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.
- Soiled items or used bags should always be placed in the “trash”.
- 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. People who are not scheduled for an examination are not permitted inside of the building where the exams are administered. 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 be emailed their result letter, typically within one to two 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](mailto: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 click onto the following website: [WWW.IQTTESTING.COM](http://WWW.IQTTESTING.COM).
- For candidates needing assistance to schedule an exam, please email us at [SMT-OperationsTeam@prometric.com](mailto:SMT-OperationsTeam@prometric.com) or call 866-773-1114.