

**NATIONAL-INTERSTATE COUNCIL  
OF STATE BOARDS OF COSMETOLOGY,  
INC.**

**TEST ADMINISTRATION MANUAL**

(Revised May 2007)



**NATIONAL-INTERSTATE COUNCIL OF STATE  
BOARDS OF COSMETOLOGY  
Administration Policies and Procedures**

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# NATIONAL-INTERSTATE COUNCIL OF STATE BOARDS OF COSMETOLOGY, INC.

## Administration Policies and Procedures

### I. General Responsibilities

#### A. Introduction

This manual is copyrighted material which is solely owned by the National-Interstate Council of State Boards of Cosmetology, Inc. (NIC). It is intended for use by customers of the National-Interstate Council of State Boards of Cosmetology, Inc. (NIC) only. All other uses of this manual are prohibited. Customers of NIC may copy and use forms in this manual that are required or recommended for use in the NIC testing program.

The National-Interstate Council of State Boards of Cosmetology, Inc. (NIC) assumes full responsibility for all aspects of the testing programs under its supervision. The information contained in this manual represents the minimum policies and procedures required by agencies or companies utilizing NIC examinations. These policies and procedures may be used in conjunction with state, agency, or company policies and procedures. If state, agency, or company policies are less restrictive than the procedures outlined herein, this manual will take precedence. States may include pertinent information from this manual into state Candidate Information Brochures, Bulletins or other informational documents provided to candidates.

NIC requires all personnel who have authorized access to NIC examinations, at any time or for any reason, to sign an Affidavit of Non-Disclosure (see appendix) and to comply with the procedures and policies outlined in this manual. These affidavits should be kept on file and made available to NIC upon request. To avoid conflict of interest, no one associated with the administration of NIC examinations may be actively involved in any courses, workshops, or tutoring activities that involve teaching or coaching candidates on any aspect of any NIC examination. In addition, individuals may not participate in the administration of any NIC examination when immediate family members or close friends are taking an examination.

NIC complies with the published *Standards for Educational and Psychological Testing* prepared by the American Educational Research Association, The American Psychological Association, and the National Council on Measurement in Education. NIC requires all entities using its examinations to comply with these standards in addition to the specific NIC procedures described in this manual. Throughout this manual, when appropriate, Primary, Secondary, or Conditional standards as described in the *Standards of Educational and Psychological Testing*, will be presented and identified in italics. When applicable, following the general statements of principle and philosophy developed in the *Standards for Educational and Psychological Testing*, additional comments have been added by NIC to supplement the specific standard.

## **B. NIC Policy on the Use of Readers, Translators and Foreign Language Dictionaries**

It is the policy of NIC that states using the NIC Examination Program **NOT** permit candidates to use readers, translators, and foreign language dictionaries. For the purpose of this policy, these terms are defined as follows:

**Readers** are defined as individuals who simply read an examination to candidates. The language used is the language of the examination. This same language is assumed to be the first language of the candidate. The reason that a reader is used is because the candidate has some level of inability to read the examination copy.

**Translators** are defined as individuals who read aloud their interpretation of the meaning of an examination to candidates who have some degree of inability to read the examination in the language in which it is written. For example, a candidate whose native language is Russian, and who has little command of written English, may feel the need for a translator. The translator would read the examination as printed in English, and provide the candidate with their interpretation of how the questions would have been written if they had been written in Russian.

**Foreign language dictionaries** are references which provide an association between words in the English language and words in a foreign language. Foreign language dictionaries include references which do not provide word definitions, but simply provide word associations.

### **Reason for the Policy:**

All credentialing examination programs share a set of common goals. These goals include, but are not limited to, the following:

1. **The recognition of competency.** That is, decisions to offer a license or certificate should be based upon the competency of the candidate alone.
2. **The standardization of the testing process.** That is, the process of candidate evaluation should be the same from location to location and from administration to administration.
3. **Fairness to candidates.** That is, no candidate or group of candidates should be disadvantaged or advantaged by the examination process.
4. **Security of the examination process.** That is, no candidate should have advance knowledge of the content of the examination. Also, during the examination, no candidate should have access to information that is not available to all candidates.

The practice of allowing candidates to use readers, translators or foreign language dictionaries creates significant difficulties in meeting each of these four goals for the following reasons:

1. The profession of cosmetology and related fields require that the licensee be capable of reading instructions, particularly in connection with the use of chemicals. The licensing of cosmetologists, and related professionals, is based upon a need to protect the public from unsafe practice, and the ability to read and understand information relevant to public protection is essential. The use of readers, translators or foreign language dictionaries facilitates the licensure of individuals who do not have this essential skill. However, NIC does offer some examinations in other languages, where known products are available which provide instructions in that alternate language.
2. When readers or translators are used, the standardization of the testing process is harmed. A translator necessarily provides candidates with their interpretation of what each question would mean if written in the second language. Readers often change the text of questions to provide an interpretation that is easier to understand. Such interpretations may fundamentally change what is being tested since the intent of the question may change subject to the idiosyncrasies of the translator.
3. When foreign language dictionaries are permitted, a mechanism is created through which information about the examination can be brought into the examination room, and removed from the examination room. Permitting foreign language dictionaries is almost always associated with security breaches.
4. The security of the examination process cannot be assured when readers and translators are permitted. The reader or translator may provide verbal or non-verbal cues to help the candidate find the correct answer, and the spoken word may be secretly recorded by candidates.

### **Exceptions to this Policy**

**NIC recognizes that exceptions to this policy may be necessary for the following reasons:**

1. Accommodations under the Americans with Disabilities Act may include the use of readers. It is important to understand, however, that **the inability to read and understand English is not defined as a disability under this Act** and should not be accommodated.  
Accordingly, a reader should not be provided as an accommodation in the event of illiteracy or for candidates whose first language is not English.
2. State Law or Regulation **may** require that a reader, translator or foreign language dictionary be provided in the event of illiteracy or because English is not the candidate's first language.

When exceptions to this policy are necessary, the following guidelines should be observed:

- The reader or translator should be selected by and paid by the licensing board. In no case should a candidate be allowed to select the reader or translator.

- If a foreign language dictionary is permitted to be used (not recommended) during any examination, it should be provided by the licensing board. In no case should a candidate be permitted to bring their own dictionary into the examination room.
- The reader or translator should not be an expert in, or even knowledgeable in, the field of cosmetology or related professional area being tested. Such a policy minimizes the potential that the reader or translator will inadvertently provide cues concerning correct answers.
- The potential of a breach of security occurring as a result of the reading or translation is great. A candidate with a pocket tape recorder or concealed audio transmitter can easily steal the entire examination with little possibility of detection. Accordingly, every precaution should be taken to preclude such an event. For example, candidates should have no personal possessions such as purses, briefcases or knapsacks near them during the examination since a tape recorder or audio transmitter can easily be concealed in these items. Further, the examination should be proctored just like any other examination. That is, the reader or translator cannot also serve as the proctor. The proctor must be constantly vigilant for clues of the presence of a recording device. Such clues may include a candidate frequently reaching into their pocket as if to manipulate a recorder.

### **C. Security of Test Materials**

**IMPORTANT NOTE:** The procedures outlined below in this manual govern the administration of NIC Paper & Pencil examinations, regardless if the participating state Board Office personnel administer the examination, or the examinations are administered by a third party vendor.

However, participating states which have either: (a) adopted NIC Computer Based Testing (CBT) services; or (b) out-sourced the administration of NIC practical examinations to an NIC-approved Testing Partner; should be aware and familiar with the NIC-Approved Partner's CBT or Practical Administration procedures – which govern in these two situations.

Examination security is a top priority with NIC. Our customers are requested to become partners with NIC in an effort to protect the integrity of the examinations and related materials, in order to properly evaluate and license qualified and competent practitioners. To that end, each state, agency or company using NIC examinations must designate an authorized individual to work directly with NIC's testing service, Schroeder Measurement Technologies, Inc. (SMT), for the purposes of ordering, receiving, and returning NIC examinations intact and uncompromised. Each state will be asked to sign for all NIC examinations and will be responsible in the event materials are lost or compromised between the time the examinations are received and the time SMT confirms receipt of the materials when they are returned. The Authorized Individual must execute the Affidavit of Non-Disclosure found in the Appendix section and submit it to NIC.

**The security of test materials is critical.** From the moment of delivery to the time the test materials are mailed back to SMT, you are fully responsible for ensuring their protection from loss, compromise, or unauthorized access.

1. Test materials must be received.
2. Test materials must be inventoried immediately upon receipt.
3. Test materials must be stored in a secure area with limited access, adequate locks, and other safeguards.
4. Access to test materials must be limited to authorized persons.
5. Shipments of test materials must be checked, verified against the Packing List (see sample in Appendix), and secured immediately to ensure that the shipment has arrived intact and damage free.
6. Any irregularities must be documented and reported to both the shipper and to the SMT Vault Monitor, immediately.
7. Test booklets may **not** be photocopied at any time.
8. The seal on the test booklets should not be broken until the candidates are instructed to do so.

## **II. Receiving and Accounting for Test Materials**

1. The examination materials will be shipped via Secure Carrier (traceable means) to the authorized person (Test Administrator) in a manner such that they arrive at least two days before the date of the test administration. The Test Administrator is to submit to SMT at least 30 days prior to the date required, the necessary print order of the test booklets needed for the test administration (see sample NIC Order Form in Appendix).
2. Immediately upon receipt of examination materials, examination booklets must be inspected to ascertain if the condition of the examination booklets is satisfactory and intact. Your shipment will contain:
  - A “Packing List” -- which describes the materials sent in this particular shipment
  - An “Inventory Report” -- which describes all inventory (including this current order)
  - A “Discrepancy Form” -- which you will use to report any discrepancy in either the current shipment as described in the “Packing List” or the “Inventory Report” which reflects all test booklets in your possession.
3. Test booklets will be numbered, and must be accounted for by number at the time they are received. If the cartons and their contents do not show any evidence of having been tampered with, the Test Administrator will proceed to use the “Packing List” enclosed in the box to verify the secure contents of the box(s). After the contact person (or authorized receiver) is satisfied that the test booklet numbers

match the "Packing List," he/she will complete the "Shipment Receipt Confirmation" section of the "Packing List," sign the appropriate line and fax this form to the SMT Vault Monitor at 727-734-9578. In the event that a discrepancy between materials received and the "Packing List" is discovered, the contact person will complete the "Discrepancy Form" and fax it to the SMT Vault Monitor at 727-734-9578.

4. The contact person (or authorized person) will review the "Inventory Report" and be certain current inventory levels are reflected accurately. If there are any discrepancies, the contact person is asked to complete and fax the "Discrepancy Form" to the SMT Vault Monitor at 727-734-9578.
5. **In inventorying the test materials, the contact person or Test Administrator will under no circumstances break any seals on the test books themselves.**
6. The books should be inventoried and locked in a secure storage space to which only the contact person or authorized persons have access.
7. The test books must also be accounted for during the administration of the examination session, immediately following the examination session, and at the time of shipment for return to (SMT). There will be at least five accounting checks of booklets in the examination process. These consist of:
  - ▶ immediately upon receipt of examination materials
  - ▶ when distributing materials to assistants and proctors
  - ▶ after materials have been distributed to candidates
  - ▶ before candidates are dismissed from the testing room
  - ▶ when preparing materials for return from the testing site to the appropriate controlling agency, and/ or to SMT.

**Note: Please use examinations for administration in numerical order from smallest number upward.**

8. It is imperative that candidates do not have access to the examination in advance. Staff members or test administrators **should not** read the examinations or become familiar with their contents. Be certain that each candidate works independently and is provided sufficient room to prevent cheating, or at least make cheating very difficult.

*No one is permitted to reproduce, copy, photograph, or record any of the examination questions or to take secure test material (or any portion thereof) from the test center. Any request to reproduce materials, in whole or in part, **must** have prior written permission from the NIC legal counsel.*

9. In the event that a security breach is suspected, you are to notify NIC and SMT in writing, and the state representative will be informed of the immediate actions to be taken.

### III. Admission and Seating of Candidates

1. All doors should be closed (but not locked in the event of a fire) and only one door used for entry and exit of the examination room. Prior to admitting candidates to the examination room, the Test Administrator is responsible for ensuring that:
  - a place is designated in the test room where candidates may put backpacks, briefcases, books, etc.
  - candidates can find the examination room (signs should be posted if necessary)
  - the temperature of the room is comfortable and the lighting is sufficient in the testing room.
2. The Test Administrator and Proctors will then begin the candidate check-in process. To admit candidates to the test, each candidate will be asked to present photo identification and their admission notice. Positive identification will be established by following the five steps listed below.
  - Ask each candidate to sign their name in the appropriate spot on the roster.
  - Compare the signature to the signature on the Photo Identification. A valid driver's license, valid government-issued ID card with photo, valid passport, or other official photo ID are acceptable.
  - Compare the names on the Photo ID, the admission notice and the roster.
  - Compare the photo to the person.
  - After positive identification is achieved, the admission notice should be given back to the candidate and the candidate directed to his/her seat. Instruct the candidate to keep his/her admission letter out on the table.
3. If there is any doubt about the candidate's identity, the candidate should not be admitted and asked to please wait outside. It is the Regulatory Entity's responsibility to ensure that positive identification is achieved for each candidate admitted to the examination room. Each state must have procedures for meeting this responsibility and handling candidates who cannot be admitted.
4. If a candidate does not have an admission letter, he or she cannot be admitted into the examination.
5. Candidates who arrive with backpacks, briefcases, books, or other such materials will be instructed to put them in a designated area of the test room. If candidates need to take medication, they should raise their hands and explain the situation to a proctor.
6. Once a candidate has been admitted to the test room, he/she may not leave the room until their examination session is over, except to use the restroom.
7. Late candidates should **not** be admitted to take the examination. After the doors are closed and the oral instructions begin, late entrants present the potential to disturb the other test takers and should not be admitted.

#### IV. Distribution of Test Materials

1. After all candidates have been seated, the Test Administrator will oversee the distribution of the Answer Sheet and exam booklets. Exam materials should not be placed at any empty seat.
2. At the scheduled time for the test to begin (or after everyone is checked-in if past the scheduled start time), the Test Administrator will begin reading the oral directions. There will always be at least two (2) forms (versions) of the test and Boards should order their tests from NIC with this in mind. When it is time to distribute the test booklets, the proctors/administrative staff will hand one test booklet to each candidate in his or her section and **make sure that the forms (versions) are alternated, so that no candidates sitting next to each other have the same test form.**

#### V. Test Administration Verbal Instructions

1. Adhering to precise verbal instructions to candidates is very important to the fair and equitable administration of an examination. The Test Administrator must ensure that all verbal instructions are carefully and clearly read, and that all candidates are able to hear the instructions.
2. The Test Administrator/proctor staff procedures and guidelines in this section are printed in standard text, as shown in this sentence. *Verbal instructions and announcements to the candidates are shown in italic text.* **Bold portions of text** within the verbal instructions are special prompts for the reader and are not to be read aloud to candidates.
3. Extreme caution is to be exercised by the proctor staff at all times, especially at examination completion and collection, to ensure security of the examination materials. Candidate examination administration instructions are as follows:

**Instruct the proctor staff to distribute the examination booklets to the candidates making sure that the forms are alternated so that no candidates sitting next to each other have the same test form. Begin the candidate pre-examination procedures with the following announcement:**

*Good morning/afternoon. On behalf of \_\_\_\_\_ we would like to  
<STATE REGULATORY ENTITY'S NAME>  
welcome you. If you have a question during these instructions, please raise your hand.*

*Purses and personal items are not allowed at the testing station. Kit supplies for the practical examination may not be brought into the theory test area.*

*Do not open the test booklet until you are instructed to begin. It is very important that you mark your answer sheets with a number two pencil. If you do not have a number two pencil, raise your hand and a proctor will provide you with one.*

**Proctors make certain that #2 pencils are used throughout the examination.**

*Look at the title on the cover of your test booklet. Make sure it is the examination for which you were scheduled. If you have any problems, raise your hand for assistance.*

*Please write your name on the front cover of the test booklet directly under the booklet number.*

*If you do not have an answer sheet, please raise your hand.*

**If a State Law examination is being administered, a separate (second) answer sheet will be necessary, and make the following announcement:**

*We will begin with the state law examination. Please place your written booklet and answer sheet off to one side.*

**Proctors please circulate the room with a seating chart and write each candidate's number in the designated box.**

*In the upper left-hand corner write your complete mailing address.*

*In the space marked "exam location" print \_\_\_\_\_.*  
<CITY AND STATE, OR PROVINCE>

*In the space marked "Test Title" print the name of the examination that is printed on the front of your examination booklet.*

*In the space labeled "Candidate Name," print your last name, one letter to each box. Blacken the circle below each letter. Do the same for your first name and middle initial. Be certain to leave one empty box between your last name and first name, and between your first name and middle initial. Blacken the empty circle below each empty box.*

**Proctors should be circulating through the room and checking the candidate answer sheets. Incorrect bubbling of an answer sheet will inhibit the scoring process.**

*In the space labeled "Social Security or Candidate Number," print one number in each box and blacken the circle below each box.*

*Locate the section titled "Test Date." Blacken the circle for the current month. Print the day and the last two digits of the year in the spaces provided. Blacken the circle below each number for the date and the year.*

*The "Test Code" is located on the top, left corner of your test booklet. Print the numbers in the boxes and blacken the circle below each box.*

*The "Test Form" is located on the top, left corner of your test booklet. Print these numbers in the boxes and blacken the circle below each box.*

*The "Booklet Number" is located on the top right corner of your test booklet. Print these numbers in the boxes and blacken the circle below each box.*

*Locate the box labeled "Attempts" on your answer sheet. Attempts are the number of times that you have taken this examination. For example, if this is the first time that you have taken the examination, blacken the circle with the number "one." If this is your second attempt, blacken the circle with the number "two," etc.*

**If your state does not require tracking of school information, please read the following:** *Please leave the box titled "School Code" blank.*

*The "School Code" is the school you attended for your training. Please write the school code number in the boxes and blacken the circle below each box.*

*The "State Code" is listed on your answer sheet. The state code for \_\_\_\_\_ is \_\_\_\_\_.*  
*<NAME OF STATE> <STATE CODE#>*

*Print these numbers in the boxes and blacken the circle below each box.*

*Check that you have filled in all spaces carefully and that you have completely blackened in all the correct circles.*

*If you have any questions before we begin, please raise your hand for assistance.*

**Resolve any problems before proceeding, then continue by announcing:**

*Please read silently as I read aloud the security statement printed on your answer sheet.*

*Talking with other candidates during the examination is strictly prohibited. Doing so will result in your dismissal from the examination and a report of your actions to the proper authorities.*

*Please be advised, reproducing or copying the examination you are taking is a serious copyright violation, as well as a breach of security. Any individuals caught copying or attempting to copy examination materials, by any means, will not be allowed to continue the examination and will be reported to the proper authorities. The consequences for cheating or copying examination materials could include denial of your application for the license you are pursuing and financial responsibility for any examination materials compromised by your actions.*

*Rude or disruptive behavior will not be tolerated. Behavior of this sort will result in your dismissal from this examination.*

*Your presence here today and your signature below reflect your agreement with and understanding of this statement, your willingness to abide by all security guidelines and to follow all instructions given by the test administration staff.*

*Sign your full legal name on the signature line provided below this statement and please print today's date. Failure to sign and date the agreement will result in your dismissal from this examination.*

**Confirm that all candidates have signed and dated the statement before proceeding. Examiner's signature is not required for the NIC examinations.**

*Restrooms are located \_\_\_\_\_. Drinking water is located \_\_\_\_\_. If you need to leave your seat, please raise your hand. A proctor will assist you and secure your examination materials. You will need to sign out, and in. Only one person at a time may leave, so return as quickly as possible.*

*No smoking or use of smokeless tobacco is permitted.*

*In the event of an emergency, the emergency exits are located \_\_\_\_\_.*

*You are to mark your answers on the answer sheet and not in the test booklet. You will receive credit for each correctly answered question marked on the answer sheet. Questions left blank, or multi-keyed, will be scored as incorrect.*

*We are not permitted to answer questions on examination content.*

**Note:            If a State Law Examination is being administered, each State establishes the additional time allowed for the State Law Examination. NIC recommends that the Board Office allow 2 additional minutes for each question on the State Law Examination (e.g. If the State Law Examination contains 10 items, allow 20 additional minutes, etc.).**

*We will begin with the state law examination. Please keep your theory written booklet and answer sheet off to one side.*

*You will have \_\_\_\_\_ minutes to complete the state law examination. When you have completed the state law examination, raise your hand. The proctor will indicate for you to bring your test booklet and your answer sheet to the proctor's table. Please return to your seat and fill out the theory written answer sheet in the same manner as the state law answer sheet. When you have finished filling out the theory written answer sheet, remain in your seat until everyone has finished. All candidates will be instructed to begin the theory written examination at the same time.*

*Are there any final questions?*

*The time is now \_\_\_\_\_*

*You may begin the state law examination.*

**Proctors must collect and inventory all state law booklets and answer sheets before proceeding.**

**Please read the following before beginning the theory written examination:**

*Have all candidates completed filling out the theory written answer sheet?*

*You will have 90 minutes to complete the written examination.*

*At the beginning of the last hour of this examination and every fifteen minutes thereafter, I will make an announcement of the time remaining.*

*When you have finished your examination, raise your hand. The proctor will indicate for you to bring your test booklet and your answer sheet to the proctor's table and you will be excused from the examination.*

*Are there any final questions?*

*The time is now \_\_\_\_\_ Your examination will end at \_\_\_\_\_.*

*You may begin the examination.*

**Always record the start time of the examination using a clock visible to the candidates. Record the time the first candidate completes the examination and exits the testing site.**

**At the final hour, and at each time-remaining announcement, record the number of candidates remaining.**

**Make a five minutes remaining announcement.**

**At the end of the examination time limit, make a clear and understandable "STOP" announcement. Ensure all candidates actually stop. If all candidates finish the examination prior to the official time limit, record the time the last candidate finishes the examination.**

## **VI. Collection of Test Materials/Check-Out Procedures**

1. When a candidate finishes the exam and wishes to be dismissed, he/she must raise a hand to alert the Test Administrator. The test materials should be checked as follows:
  - Only one candidate should be released at a time.
  - The candidate's materials must be checked and inspected to make sure no pages have been removed, staples are intact, etc.
  - The test administration staff will also verify that the Test Code, Test Form and ID# fields have been transcribed from the test booklet and bubbled in correctly on the candidate's answer sheet.
  - As each candidate leaves the examination room, their name must be checked off the roster.

2. At the close of the test session, the test materials should be collected in the following manner:
  - The Test Administrator will ensure that all test booklets are arranged in serial number order, inserting appropriately the test booklets of candidates who left early and must be reconciled against the shipping form. The answer sheets should be grouped together separately.
  - The Test Administrator will reconcile and ensure that one answer sheet has been collected for each candidate that tested.
  - The Test Administrator will oversee the collection of materials and will verify that all secure materials are accounted for before releasing each candidate from the testing room.

## **VII. Monitoring Candidates During the Examination**

1. Throughout the actual testing session, the only materials allowed on the candidates' testing table should be a test book, answer sheet and pencils.
2. **At all times**, there should be examination staff walking about the room to guard against cheating and to answer any questions that the candidates have with respect to the logistics of completing the examination. Examination staff should not attempt to answer questions relating to exam content or grading. Examination staff should walk quietly during the examination and should refrain from conversation. There should be no talking, smoking or eating in the testing room.
3. The Test Administrator or Proctors should never directly confront a candidate who is cheating, or suspected of cheating. If the cheating involves a "cheat sheet" or other piece of extraneous material, the proctor should tell the candidate the item is not allowed in the room and collect the item. If the candidate refuses, do NOT pursue the matter. The Test Administrator should quietly observe the behavior and, if possible, get a second person (i.e. a proctor) to also observe the behavior. The incident will then be documented on an Incident Report Form and reported to NIC in this way. NIC will then provide the information to the state for appropriate action (invalidation of test scores, etc.). The following behavior is considered cheating and constitutes a violation of security policy.
  - writing on any material other than the answer sheet, test booklet or comment sheet
  - talking to another person other than a Test Administrator or a Proctor during the examination
  - looking at another candidate's exam materials
  - writing after time is called
  - taking, or attempting to take, any secure materials or information from the testing room by any means (electronic, copying, recording, etc.)

4. The Test Administrator (or Proctor) must take the following steps if a candidate is observed engaging in one of the behaviors described above:
  - Try to have a second member of the examination staff witness the behavior.
  - Go directly to the candidate and remove the exam and answer sheet.
  - Do not discuss the matter with the candidate.
  - Proceed with getting the examination material collected.
  - Immediately after checking in your material, you must complete an incident report documenting the incident.
  - The second person witnessing the incident should contribute to the report, if a second observer was obtained. Be as specific as possible. For example, describe how long the candidate wrote and/or how much was written, etc.

### VIII. Documenting Irregular Incidents

1. If necessary, the Test Administrator will also record on an Incident Report form the details relating to any of the following types of events that may occur during testing:
  - **Defective Test Book.** If a defective test book is reported, the Test Administrator should take the book from the candidate and replace it with a new test book that is the same form and that does not have defects. The candidate should write the new test book number on the answer sheet directly next to the first number. The candidate should continue recording answers on the original answer sheet. The proctor should attach the defective test book to the Incident Report and return with the other testing material to SMT.
  - **Defective Answer Sheets.** If a defective answer sheet is reported, the Test Administrator should give the candidate a new answer sheet, direct the candidate to indicate his/her name, Test Form, Test Code and ID# on the new answer sheet, and have the candidate continue recording answers on the new sheet. The proctor should attach both answer sheets to the Incident Report with a paper clip and return it to SMT.
  - **Potential Problems with Candidate Answer Sheets.** (e.g., improper gridding in name field, test code, test form, poor erasures, stray marks). If possible, the problem should be corrected on the spot, by instructing the candidate to erase the problem gridding and doing it correctly.
  - **Candidate Withdrawal From the Test.** The Test Administrator should note on the Incident Report the name, test book number, reason and time of withdrawal for any candidate who requests to leave the testing room prior to completing the examination session.
  - **Group Mistiming.** If a delay or interruption of five minutes or more occurs at any time during the timed portion of the examination administration, the

lost time must be added to the closing time of the test session. Group mis-timings should be noted on an Incident Report Form.

- **Tampering with Books.** All test books should be checked for missing staples or missing pages and any occurrence should be noted on an Incident Report Form.

## **IX. Return Shipment of Examination Materials**

1. Examinations are scored at SMT. Examination answer sheets and booklets must always be returned in two separate shipments, as described below.
2. All materials should be returned to SMT no later than the first working day after the administration. **ALL MATERIALS THAT WERE RECEIVED MUST BE RETURNED TO SMT (BOTH THE USED AND UNUSED BOOKLETS).**

**Shipment One:** Answer Sheets and Examination Rosters

**This shipment must be sent by traceable means, such as UPS, Federal Express, etc. The service you select will determine processing and reporting response times. For faster processing, we recommend using express or overnight services.**

- ▶ Answer sheets are arranged and sorted by examination type.
- ▶ A copy of the examination roster is placed on top of the appropriate answer sheets. If more than one category of written examinations were administered at the same time, only one roster is required. Separate administrations require a copy of the administration roster with the answer sheets attached for each administration. *These examination rosters are very important. If candidates incorrectly bubble their answer sheet, the roster will enable processing personnel to correct the problem and provide accurate scoring information.*
- ▶ Remember, to ensure security, timely scoring and subsequent reporting of examination scores, this shipment must be sent by secure, traceable means such as UPS, Federal Express, etc. **U.S. First Class Mail is NOT acceptable, as this provides no means to track packages.**
- ▶ Ensure that the person or section receiving the answer sheets is clearly identified on the shipping label, as follows:

**NIC Data Processing  
Schroeder Measurement Technologies, Inc.  
2494 Bayshore Boulevard, Suite 201  
Dunedin, FL 34698**

**Shipment Two:** Examination Booklets

**Examination booklets should be shipped by a ground traceable means such as UPS. Please specify that a signature is required upon receipt.**

3. After the materials are verified, the person will fill out the "Return Shipment" section of the "Packing List" and send along with the package that will be shipped. Once SMT receives the shipment and verifies what was returned, an updated "Inventory Report" will be sent letting the state know what is currently in their inventory.

## **X. Records to be Maintained**

1. Copy of roster with each candidate checked off or shown as a "no show," including any changes. (Retain for one month after test date)
2. Copy of any Incident Report. (Retain perpetually)
3. Insurance and shipping records/receipts from the boxes. (Retain until you receive an updated "Inventory Report" from SMT verifying return of materials.)

## **XI. Examination Reviews**

NIC does not permit candidates to review NIC examinations or examination content. If the law in your state requires that exam reviews be conducted, the Board or Regulatory Agency should contact NIC to discuss the local requirements.

## **XII. Practical Examinations**

NIC currently has National practical examinations for cosmetologists, manicurists/nail technicians, estheticians, instructors, natural hair practitioners and barbers. Practical examinations, unlike written examinations, are scored by using examiner judgments. The National Interstate Council of State Boards of Cosmetology conducts examiner training annually for these examiners so that candidates are examined equally.

The same security measures apply with the National practical examinations that apply with the National written examinations.

1. All test materials should be stored in a locked vault or cabinet. Only the designated staff should have access to the examination materials, including rating forms, scoring procedures, and test manuals.
2. Examiners should use clip boards and keep all examination materials with them during the examination. Rating forms should not be put down or left where candidates can read them. Examiners should not allow candidates to read the rating forms over their shoulder.

3. Examiners should be in the testing area during all phases of the examination. Candidates should not be left unattended at any time during the examination.
4. Candidates must sign out to go to the rest room. Only one person may be absent from the examination room at any time.
5. Telephone calls during the examination are not permitted except in an emergency. Beepers or cellular phones are not permitted in the examination rooms.
6. Examiners must inventory all test materials. All test materials are stamped with a number and this number is recorded on the inventory sheet.
7. If you suspect a candidate of cheating, get another examiner to verify the suspicion. If verification is made, note the conditions on their incident report, and have it countersigned.
8. Examiners should be vigilant for candidates with unauthorized materials especially written materials.
9. The verbal instructions, provided to each Regulatory Entity office participating in the practical examination program, should be read verbatim for every test administration and should be read to the entire group of candidates at the same time.

### **XIII. Special Administrations**

#### **A. Special Accommodations for Candidates with Disabilities**

The proper adherence to Americans with Disabilities Act (ADA) standards is the responsibility of each entity providing examination services. The following section is provided only as a guide to Test Administrators and Proctors. This does not substitute for the full and proper training in ADA standards and requirements of personnel involved in the examination process. **Refer to the latest publication of the Americans with Disabilities Act to ensure full compliance.** In addition, please refer to the Standard for Educational and Psychological Testing, Part III, Standard 14, for additional guidance on providing examinations for people with disabilities.

Title II of the 1990 Americans with Disabilities Act prohibits discrimination in the offering of benefits, programs, or services by state and local governments:

*Title II, Section 202. Subject to the provisions of this title, no qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of a public entity, or be subjected to discrimination by any such entity.*

Thus, any examination process carried out by state or local government entities must be offered with appropriate accommodations to preclude discrimination on the basis of disability. Title III of the ADA prohibits discrimination in the offering of public accommodations and services:

*Title III, Section 309. Any person that offers examinations or courses related to applications, licensing, certification, or credentialing for secondary or post-secondary education, professional or trade purposes shall offer such examinations or courses in a place and manner accessible to persons with disabilities or offer alternative accessible arrangements for such individuals.*

Candidates who require special accommodations due to an accident or permanent disability must notify SMT (not NIC) at least two (2) weeks in advance if special candidate consideration is requested. Candidates who request special accommodations should be considered on an individual basis by the proper authorities within your state.

NIC requires its customers to comply with all standards and requirements of the ADA as well as federal standards.

## **B. Deaf and Hearing Impaired**

A candidate who is deaf or has a hearing impairment is assigned a seat as close to the Test Administrator as possible. It is beneficial to seat the candidate close to the Test Administrator to facilitate lip reading of the instructions. The candidate may be given written instructions in place of, or in addition to verbal instructions. The proctor should signal the candidate to indicate starting and ending times, and ensure they understand.

A candidate who has a hearing impairment may request an interpreter to sign the preliminary instructions. The use of a signer is at the discretion of the agency providing the license. Each signer is required to have a photo ID. All signers are required to leave the examination room prior to the actual examination administration.

## **C. Visually Impaired**

A candidate who has a visual impairment may request a reader to read the examination questions and/or a person to act as a scribe to record the answers on the answer sheet(s). Readers must be approved by the proper authorities, and will be required to have a photo ID for admission to the examination. They will also be required to sign an Affidavit of Non-disclosure prior to beginning the examination (see appendix).

If a reader is needed, the examination must be given in a separate room where the candidate and reader will not disrupt other candidates. A reader may not assist the candidate in answering or interpreting a question. The reader may read the examination question and/or examination materials as many times as requested by the candidate. The reader may read the questions only in the language of the examination booklet. For example, if the examination booklet is in English, the questions must be read in English; if the examination booklet is in Spanish, the questions must be read in Spanish, etc. The reader cannot translate the examination questions into any other language. The entire session should be recorded and the proctor should pay particular attention to any touching or signaling that may occur.

#### **D. Learning Impaired**

A candidate who has a learning disability may have impairments such as nominal brain damage, brain dysfunction, dyslexia, perceptual disorders, or language disorders. A candidate who has a learning disability may request additional time to take an examination, may have a reader, or require a person to act as a scribe to record the answers on the answer sheet. Special accommodations for a candidate who has a learning disability must be approved by the proper authorities.

#### **E. Physically Impaired**

A candidate who has a physical disability may be in a wheelchair, wear braces, or use crutches, and may need assistance to move about the test site.

A candidate who has a physical disability may need extra examination time, additional rest periods, a separate room or a larger work area. A candidate who has poor dexterity may require a proctor to act as a scribe to record the answers on the answer sheet. In this case, the candidate is required to sign a statement indicating that the proctor is performing this service at the candidate's request.

# APPENDICES

# Written Examination Seating Chart

Proctor: \_\_\_\_\_ Site: \_\_\_\_\_ Date: \_\_\_\_\_

- Proctor Instructions:**
- Indicate the position of each candidate with his/her identification number.
  - Indicate any changes in seating assignments.
  - Please alternate test forms when distributing to candidates.
  - Please distribute test forms from left to right and then right to left on the next row etc.

## BACK OF ROOM

Row 9										Row 9
Row 8										Row 8
Row 7										Row 7
Row 6										Row 6
Row 5										Row 5
Row 4										Row 4
Row 3										Row 3
Row 2										Row 2
Row 1										Row 1
	Row 1	Row 2	Row 3	Row 4	Row 5	Row 6	Row 7	Row 8	Row 9	

## FRONT OF ROOM - LEFT TO RIGHT

SL start time: _____	WR 45 min remaining: _____
SL end time: _____	WR 30 min remaining: _____
WR start time: _____	WR 15 min remaining: _____
WR 60 min remaining: _____	WR end time: _____



# NIC Affidavit of Nondisclosure

## National-Interstate Council of State Boards of Cosmetology, Inc.

I, (name) \_\_\_\_\_ (title) \_\_\_\_\_  
of address) \_\_\_\_\_

hereby swear and affirm that I shall not disclose or provide to anyone, directly or indirectly, any information or documents to which I have been made privy during development and/or preparation of the \_\_\_\_\_ examination(s) rendered by the National-Interstate Council of State Boards of Cosmetology, Inc. (NIC)

I further certify and affirm that I do not work for, attend, nor am I affiliated with an examination preparation school; nor have I had such associations for the last three years. This is not meant to include continued education activities.

It is understood that all documents or examination questions or confidential information received from the National-Interstate Council of State Boards of Cosmetology, Inc. (NIC), are and shall remain the exclusive property of the National-Interstate Council of State Boards of Cosmetology, Inc., (NIC) and that all such documents or information shall be returned promptly to NIC's testing company, Schroeder Measurement Technologies, Inc.

---

Signature

Date

---

Witnessed by

Date

# NIC Examination Order Form

Transmit Completed Form

To SMT at Fax Number:

(727) 734-9578

State Requesting Order:

\_\_\_\_\_

Date Order Is Needed By<sup>1</sup>:

\_\_\_\_\_

Print Name of Authorized Individual:

\_\_\_\_\_

Authorized Signature:

\_\_\_\_\_

Physical Address Order Is To Be Shipped To:

\_\_\_\_\_

City, State, Zipcode

\_\_\_\_\_

State's Telephone Number

\_\_\_\_\_

State's Fax Number<sup>2</sup>:

\_\_\_\_\_

Today's Date:

\_\_\_\_\_

<sup>1</sup> This should be at least 30 days from today's date.

<sup>2</sup> This number MUST be provided

**Quantity Materials**

**Theory Examinations**

- \_\_\_\_\_ Cosmetology
- \_\_\_\_\_ Nail Technology
- \_\_\_\_\_ Esthetics
- \_\_\_\_\_ Instructor
- \_\_\_\_\_ Electrology
- \_\_\_\_\_ Barber
- \_\_\_\_\_ Barber/Styling
- \_\_\_\_\_ Barber 1 (No Chemical)
- \_\_\_\_\_ Hair Design (110 Questions)
- \_\_\_\_\_ Hair Designer (85 Questions)
- \_\_\_\_\_ Natural Hair Styling
- \_\_\_\_\_ Wax Technology
- \_\_\_\_\_ Tattooing
- \_\_\_\_\_ State Law
- \_\_\_\_\_ Body Piercing
- \_\_\_\_\_ Spanish Cosmetology
- \_\_\_\_\_ Spanish Nail Technology
- \_\_\_\_\_ Spanish Esthetics
- \_\_\_\_\_ Spanish Instructor
- \_\_\_\_\_ Spanish Electrology
- \_\_\_\_\_ Spanish Barber
- \_\_\_\_\_ Spanish Barber/Styling
- \_\_\_\_\_ Spanish Hair Design
- \_\_\_\_\_ **Viet Cosmetology**
- \_\_\_\_\_ **Viet Nail Technology**
- \_\_\_\_\_ **Viet Instructor**
- \_\_\_\_\_ **Viet Esthetics**
- \_\_\_\_\_ **Viet Hair Design**
- \_\_\_\_\_ **Viet Barber 1 (No Chemical)**
- \_\_\_\_\_ Manager
- \_\_\_\_\_ Miscellaneous/Other
- \_\_\_\_\_ **Answer Sheets**

**Quantity Materials**

**Practical Examinations**

- \_\_\_\_\_ Cosmetology
- \_\_\_\_\_ Nail Technology
- \_\_\_\_\_ Esthetics
- \_\_\_\_\_ Instructor
- \_\_\_\_\_ Barber/Styling
- \_\_\_\_\_ Natural Hair Styling
- \_\_\_\_\_ Electrology

**INFORMATION BULLETINS**

**Theory Information Bulletins**

- \_\_\_\_\_ Cosmetology
- \_\_\_\_\_ Nail Technology
- \_\_\_\_\_ Esthetics
- \_\_\_\_\_ Instructor
- \_\_\_\_\_ Barber
- \_\_\_\_\_ Barber/Styling
- \_\_\_\_\_ Manager
- \_\_\_\_\_ Electrology
- \_\_\_\_\_ Natural Hair Styling
- \_\_\_\_\_ Wax Technology
- \_\_\_\_\_ Tattooing
- \_\_\_\_\_ Body Piercing
- \_\_\_\_\_ Hair Design
- \_\_\_\_\_ Barber 1 (No Chemical)

**Practical Information Bulletins**

- \_\_\_\_\_ Cosmetology
- \_\_\_\_\_ Nail Technology
- \_\_\_\_\_ Esthetics
- \_\_\_\_\_ Instructor
- \_\_\_\_\_ Natural Hair Styling

Office Use Only:

Rec.d Order Request: \_\_\_\_/\_\_\_\_/\_\_\_\_





# Packing List

Sequence Number XXXXXX

**SAMPLE**

Page 1 of 2

Print Date xx/xx/xxxx

Shipped to:

XX State Board of Cosmetology  
1234 Main Street  
Any City, XX 12345-0000  
Attn:

Site Shipped From:

Schroeder Measurement Technologies, Inc.  
2494 Bayshore Blvd., Suite 201  
Dunedin, FL 34698

**Tracking Numbers:**

**Total Number of Boxes**

The following listing represents exam booklets shipped to you in this shipment. Any damage or irregularities must be documented and reported to the shipper and the SMT Vault Monitor immediately. If the test booklets enclosed in this shipment DO NOT match those listed below, please complete and fax the enclosed "Discrepancy Form" to the SMT Vault Monitor at 727-734-9578.

If the test booklets enclosed in this shipment match those listed below, please complete the Shipment Receipt Confirmation section of this form and fax the entire form to the SMT Vault Monitor at 727-734-9578 within 24 hours of shipment.

Thank you

---

**CONTENTS:**

<b>Box#: 1</b>	NIC COSMETOLOGY XXXXXX XXX XXXXXX XXXXXX (5)
	NIC COSMETOLOGY XXXXXX XXX XXXXXX XXXXXX (4)
	NIC COSMETOLOGY XXXXXX XXX XXXXXX XXXXXX (2)
	NIC COSMETOLOGY XXXXXX XXX XXXXXX XXXXXX (12)
	COSMETOLOGY Total=23
	NIC NAIL TECHNOLOGY XXXXXX XXX XXXXXX XXXXXX (2)
	NIC NAIL TECHNOLOGY XXXXXX XXX XXXXXX XXXXXX (5)
	NAIL TECHNOLOGY Total=7
	NIC BARBER XXXXXX XXX XXXXXX XXXXXX (3)
	NAIL TECHNOLOGY Total=3



# Packing List

Sequence Number XXXXXX

**SAMPLE**

Page 2 of 2

Print Date xx/xx/xxxx

## SHIPMENT RECEIPT CONFIRMATION

### INSTRUCTIONS:

If test booklets enclosed in shipment match those listed above, please complete this section of the form and fax the entire form to the SMT Vault Monitor at 727-734-9578 within 24 hours of receipt of this shipment.

If the test booklets do not match those listed Above, please complete the enclosed "Discrepancy Form".

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Phone: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



**Schroeder Measurement Technologies, Inc.**  
2494 Bayshore Boulevard, Suite 201, Dunedin, Florida 34698

SAMPLE

Inventory Report Generation  
Month x/xx/200x

**IMPORTANT NOTICE**

The following listing represents test booklets shipped to you and not yet returned to us as of the date listed above. If this listing agrees with your records, there is no need to take action. If this listing does not agree with your records, please fill out the enclosed "Discrepancy Form" and fax it to 727-724-9578.

-Thank you

**INVENTORY REPORT**

XXXXXXXX XXXX XXXXXXXX XXXXXXXX XXXX XXXXXXXX XXXXXXXX XXXX XXXXXXXX XXXXXXXX XXXX XXXXXXXX  
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XXXXXXXX XXXX XXXXXXXX XXXXXXXX XXXX XXXXXXXX XXXXXXXX XXXX XXXXXXXX XXXXXXXX XXXX XXXXXXXX

**NAIL TECHNOLOGY** **Total: 20**

XXXXXXXX XXXX XXXXXXXX XXXXXXXX XXXX XXXXXXXX XXXXXXXX XXXX XXXXXXXX XXXXXXXX XXXX XXXXXXXX  
XXXXXXXX XXXX XXXXXXXX XXXXXXXX XXXX XXXXXXXX XXXXXXXX XXXX XXXXXXXX XXXXXXXX XXXX XXXXXXXX  
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XXXXXXXX XXXX XXXXXXXX XXXXXXXX XXXX XXXXXXXX XXXXXXXX XXXX XXXXXXXX XXXXXXXX XXXX XXXXXXXX

**VIET NAIL TECHNOLOGY** **Total: 20**

\*\*\*\*\*

**SHIPMENT RECEIPT CONFIRMATION**

INSTRUCTIONS:

If you are returning any of the test booklets listed above, please complete this section and circle those test booklets listed above that you have included on this shipment. Please fax this entire form to the SMT Vault Monitor at 727-738-8727 before releasing the shipment. Include a copy of this form in the actual shipment.

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Signature: \_\_\_\_\_  
Date: \_\_\_\_\_





