



1-888-375-2020  
www.dlroope.com

## FREQUENTLY ASKED APPLICATION AND ADMINISTRATION QUESTIONS

**Question:** How do I apply to take my examinations?

**Answer:** If you graduated from a school, you must obtain the application from your school. Applications for Apprentice, Out of State, Reinstatement, and Retake may be obtained on our website at [www.dlroope.com](http://www.dlroope.com) under the state you are requiring to obtain your license in. Information on applying for an examination may also be obtained in the eligibility section of the Candidate Information Bulletin (CIB) on our website. Please refer to page 1 of the CIB for information for your state's requirements.

**Question:** When should I send in my application and examination fee and how do I send it for overnight delivery?

**Answer:** Completed applications must be received by the examination deadline date to be scheduled for an examination week. Overnight delivery must be sent to our street address as indicated on the back of the application. Keep in mind that the postal service does not always deliver letters overnight and may cause you to miss the deadline date.

**Question:** When will I receive my admission letter for my examination?

**Answer:** Examinations are scheduled and admission letters are mailed after the examination deadline date. The admission letter confirms the scheduled examination(s). It also includes the date, time, location and directions for your examination(s). Maine and West Virginia written and state law examinations are administered via paper and pencil on the same day as your practical examination. Idaho, New Hampshire and North Carolina admission letters will only include the scheduled practical examination. If you have not received your admission letter in the mail prior to the requested exam week, it is your responsibility to contact our office.

**Question:** When will I receive my pre-registration letter for my computerized written examination?

**Answer:** Computerized written examinations for Idaho, New Hampshire, and North Carolina are administered at Iso-Quality Testing (IQT). Pre-registration information is e-mailed or mailed to all candidates once approved. This pre-registration includes instructions for scheduling your computerized written examination at a location that is convenient to you.

**Question:** What if my paperwork is not received until after the examination deadline date?

**Answer:** Applications received after the deadline date will be scheduled based on space availability. If a candidate missed the deadline date and the requested examination week is full, they will be scheduled for the next available examination week.

**Question:** What if I do not pass my examination? How do I apply to retake the examination and do I have to pay another examination fee?

**Answer:** Candidates will receive a rescheduling application with their result letter or they may print one from our website. Examination fees are indicated on the rescheduling application.

**Question:** If I fail my examination, will my result letter tell me the tasks that I missed?

**Answer:** Please refer to the scoring section of the candidate Information Bulletin (CIB) for the specific information for your state. All tasks that are evaluated are listed in the CIB. NIC does not permit us to release the specific tasks that a candidate missed. The purpose of a licensure examination is to ensure that individuals are minimally competent and safe to perform services independently on the public. Informing candidates of the specific tasks missed would teach them for the test and would not ensure that the individual is minimally competent and safe to perform services on the public.

**Question:** How do I apply for accommodations for a disability?

**Answer:** Candidates that have a disability and require accommodations may request the required forms from their school or contact DL Roope Administrations Inc. All requests must be submitted with the application by the deadline date for review.

## FREQUENTLY ASKED QUESTIONS FOR ALL NIC EXAMINATIONS

**Question:** What does the abbreviation NIC stand for and who is NIC?

**Answer:** NIC is the abbreviation for the National Interstate Council of State Boards of Cosmetology Inc. (NIC) NIC is the owner and developer of the national written & practical examinations.

**Question:** What if I do not know what a task means on the NIC practical examination?

**Answer:** All questions and tasks are referenced to the textbooks listed in the written Candidate Information Bulletins. (CIB) The information must be in the referenced textbooks in order for it to be used on the examination. NIC has a National Textbook Committee that works with the textbook companies to ensure the information is consistent and correct.

**Question:** Are the NIC examinations offered in other languages?

**Answer:** NIC offers the written examinations in other languages as mandated by State legislation. Please refer to your state's requirements. Many states do not offer alternate languages because the students are learning in English. The pass rate on foreign language examinations is very low. All NIC practical examinations are administered in English.

**Question:** How should I prepare to take the examination(s)?

**Answer:** CIBs contain all tasks that are evaluated on the practical examinations and the verbal instructions. The CIBs also contain specific information for your state that outlines your state's requirements. The written CIBs contain an outline of content areas and sample questions. All CIBs list the referenced textbooks for each examination. You may download the CIBs from our web site at [www.dlroope.com](http://www.dlroope.com).

**Question:** Can all implements be disinfected and reused?

**Answer:** Implements that are porous cannot be disinfected and must be discarded. It must be a solid implement to be disinfected. (e.g. cushion files and orangewood sticks cannot be disinfected)

**Question:** Does my kit need to have a cover and does it have to be kept closed during the examination?

**Answer:** Implements and supplies must be in a closed container. Kits must be kept closed at the exam site except when removing or replacing supplies. Suitcases must be zipped shut.

**Question:** What if I have an emergency during the practical examination?

**Answer:** Candidates may ask to speak with the supervisor if they are experiencing an emergency situation. A problem with the kit is not an emergency situation, candidates should do the best they can with what they have available.

**Question:** What if I need to use the restroom during the practical examination?

**Answer:** Candidates may raise their hand and ask the supervisor to be excused to use the restroom. They will sign out to the restroom and sign back in, the examinations will continue and they will not be permitted extra time.

**Question:** What if I forgot to pack something that I need for the practical examination?

**Answer:** In the event that a candidate forgets an item or implement or something breaks they should do the best they can do with what they have available. Candidates should continue as they are able and perform as many tasks as they are able.

**Question:** Can I use aerosol products during the practical examination?

**Answer:** Candidates are not permitted to use aerosol products at any time during the examinations.

**Question:** Does NIC grade technique?

**Answer:** NIC does not evaluate technique. The only tasks that are evaluated are the tasks that are listed in the CIB.

## FREQUENTLY ASKED QUESTIONS FOR ALL NIC EXAMINATIONS

- Question:** What if I drop an implement on the floor during the examination?  
**Answer:** If a candidate drops an implement they must pick it up, place it in an appropriate receptacle and sanitize their hands before proceeding with the service.
- Question:** Do I need to sanitize my hands after touching the trash bag?  
**Answer:** If a candidate contaminates their hands, they must sanitize before proceeding to touch supplies or before they continue performing services.
- Question:** What should I do if I drop mock product on the floor or my work area?  
**Answer:** If a candidate drops mock product on the floor or work area they must immediately clean it up, sanitize their hands and then proceed with the service.
- Question:** Do I need to recap all bottles and jars during the examination?  
**Answer:** All bottles and jars must be capped when not in use.
- Question:** Can I return unused product back into the container?  
**Answer:** Candidates cannot dip fingers, double dip or return unused product back into any containers.
- Question:** Can I wait until the end of the service to discard soiled materials and implements?  
**Answer:** Soiled materials or implements should be discarded immediately and not left on the station.
- Question:** Do all of my bottles and jars need to be labeled in English?  
**Answer:** All bottles and jars must be labeled in English.
- Question:** Why does NIC require the disinfectant to have the manufacturer's label and what does EPA registered stand for?  
**Answer:** Manufacturer's labels are required to ensure that candidates are properly disinfecting the work area with a hospital grade disinfectant to protect themselves, other candidates and the examiners during the examinations. Schools that use bulk products may photocopy the manufacturer's label and apply it to the spray bottle. Hospital grade disinfecting wipes may also be purchased in bulk and broken down into individual ziplock baggies, please photocopy and attach a copy of the manufacturers label. EPA registered indicates that the disinfectant is hospital grade and can be used to disinfect surfaces with a disinfectant that has bactericidal, fungicidal and virucidal properties.
- Question:** What should I do if I cut myself during the examination?  
**Answer:** Candidates are expected to follow the NIC Health and Safety Standards, failure to do so may result in their dismissal from the examination. Please refer to the NIC Health and Safety Standards as outlined in the practical CIB.
- Question:** I took my examination and I noticed that other candidates were performing services differently than I was taught?  
**Answer:** Candidates should perform all tasks as they were taught and not be concerned with how other candidates are performing services as candidates have no way to know how other candidates are being scored.
- Question:** Do I need to make sure that the examiner sees each task that I perform?  
**Answer:** The examiners are trained to observe all tasks that are listed in the CIB. The examiners are evaluating the candidates at all times even when the candidate may not be aware that they are being evaluated.

## ESTHETICS FREQUENTLY ASKED QUESTIONS

- Question:** Can I use a mannequin for the Esthetics practical examination?  
**Answer:** Each state determines if a mannequin hand may be used for the practical examination. Please refer to the CIB for your state regarding their requirements. All services in the Esthetics examination may be performed on a mannequin. **If your state permits a mannequin, you should use a mannequin stand or foam pillow to elevate the mannequin for the examiners to observe all tasks in the examination.**
- Question:** Can the mannequin have permanent makeup?  
**Answer:** The mannequin should not have permanent makeup because candidates must demonstrate all tasks in the cleansing the face section of the examination and candidates must demonstrate applying makeup.
- Question:** Do I need to cover the eyes when applying products or spray toner?  
**Answer:** Product should not enter the eyes, nose or mouth. If a candidate uses a spray toner or astringent they should cover the eyes for protection.
- Question:** How should I bring the towels for the steaming section of the examination?  
**Answer:** Candidates can bring dry towels in a zip lock baggie or container and pour water from a bottle or they can bring towels that are pre-saturated.
- Question:** Do I need to test the temperature of the steam towel? Will the examiner evaluate the temperature of the steam towel?  
**Answer:** Candidates must test the temperature of the steam towel on the wrist prior to applying. The examiners will not evaluate the temperature of the towels.
- Question:** Will the examiner instruct me to demonstrate each massage movement?  
**Answer:** Candidates will be instructed to demonstrate effleurage, petrissage, tapotement and friction in the initial verbal instructions. They should move from movement to movement and the examiners will observe them but will not instruct them for each movement.
- Question:** Am I required to wear eye protection during the manual extraction on the forehead?  
**Answer:** The candidate is not evaluated for wearing eye protection during the manual extraction procedure.
- Question:** Is a blemish required to demonstrate the manual extraction procedure?  
**Answer:** A blemish is not required. The examiners will evaluate the procedure according to the list of tasks in the CIBs.
- Question:** Does the simulated wax product need to remove hair?  
**Answer:** The simulated wax product does not need to remove hair.
- Question:** Will the examiner tell me when to demonstrate the tweezing and waxing procedure?  
**Answer:** The examiner will instruct each candidate to demonstrate the tweezing procedure and to demonstrate the soft wax procedure. Candidates should discard the wax strip and any other disposable product properly.
- Question:** Are eyelashes required to demonstrate the application of mascara in the makeup section of the examination?  
**Answer:** Eyelashes are not required. Candidates are able to demonstrate the required safety and sanitation for the mascara application without actually applying mascara to the lashes.
- Question:** Why do I need to demonstrate smoothing the fabric in the direction of the hair growth?  
**Answer:** Candidates must smooth the fabric in the direction of the hair growth to avoid damaging the skin.

## ESTHETICS FREQUENTLY ASKED QUESTIONS

**Question:** Can I use a wax heater for the hair removal of the eyebrows section of the examination?

**Answer:** Wax heaters are not permitted. Simulated hard wax product is required due to safety issues with candidates transporting wax heaters. Candidates should select products that will enable them to demonstrate all tasks in each service.

**Question:** Will I have enough time for the mask to dry?

**Answer:** Candidates will apply a mask and then remove it. It will not have time to dry.

**Question:** Can I apply the foundation with my fingers?

**Answer:** Candidates may apply foundation with their fingers as long as they sanitize their hands.

**Question:** Is it all right to blow on the makeup applicators?

**Answer:** Candidates are not permitted to blow on applicators. They can tap off excess blush or eye shadow.

**Question:** Can I touch the face when applying products?

**Answer:** Candidates are required to brace when applying eyeshadow, eyeliner, mascara, lip liner and lip color. Their hand must be in contact with the face and they cannot apply products freehand.

**Question:** Do I need to sharpen the eyeliner pencil?

**Answer:** Eyeliner pencil must be sharp and clean before application.

**Question:** Can I re-dip the mascara brush?

**Answer:** When applying mascara candidates cannot re-dip the mascara brush into the container.

**Question:** Can I apply lip color with a lipstick?

**Answer:** Candidates are not permitted to apply lip color directly from the lipstick. They must remove product with an applicator and then apply to the lips.