

NIC Bulletin

Official newsletter of the National-Interstate Council of State Boards of Cosmetology, Inc.

From the president

The Executive Board and the National Examination Committee of NIC had been extremely busy during the month of November. Both groups were in Miami to attend the American Association of Cosmetology Schools convention, where NIC was very active in participating and attending classes and workshops.

NIC at AACS in November

NIC was well received, taking advantage of the information booth that was provided in the main display room. NIC's Debra Norton and Mary Manna, along with Dana Pancoe from Schroeder Measurement Technology and Claus Lang from Professional Credential Services, manned the booth and provided support information to the attendees. I would especially like to thank Jim Cox for allowing NIC to participate in this year's function.

On the final day of the convention, NIC was given the opportunity to offer a presentation on who NIC is and what we have to offer. This presentation was a combined effort by NIC and Experior Testing. Immediate Past President Kirby Morris showed a Power-Point presentation in which he explained how NIC differs from any other testing company, presenting the NIC side, drawing cheers and applause from the roomful of cosmetology school personnel who were interested in having their state board use the NIC exams. With so many people seeking information about NIC and questioning why other testing companies are failing in their states, the

question-and-answer period was carried over during the luncheon. NIC left Florida shinning even brighter.

Executive Board and National Exam Committee

During the convention, the NIC Executive Board and the

National Examination Committee held their fall meetings, both having full agendas. The Examination Committee presented to the Executive Board that a proposed study guide that would be placed on the NIC website with credit-card payment

required in order to access it. It was also reported that the new training video shown during examiner trainings is being used with great success. This video is also a continu-

ing work-in-progress and will be updated as needed.

The Executive Board and committees gave reports as updates of what they have accomplished since the conference in Sacramento, in August. Regional directors are planning for some exciting and educational meetings:

- Regions 1 and 2 combined, May 2-3 in Nashville.
- Regions 3 and 4 combined, April 3-4 in Salt Lake City

NIC and Shanghai

As NIC President, I had the privilege of receiving an invitation to travel to Shanghai, to sign a three-year contract with the Shanghai Labor Bureau for their use of the NIC Nail Technology Examinations for licensure. NIC Past President Larry Walthers, Immediate Past President Kirby Morris, and Dr. Lee Schroeder, President of



Wendell Petersen (Mont.), NIC president



Executive Board meeting. Left to right: Betty Abernethy (Wyo.), Wendell Petersen (Mont.), Joni Huff (Idaho), Robert Willis (Mich.), and Kirby Morris (Wyo.).



National Examination Committee. Left to right: Michael Hill (Ark.), Larry Walthers (Nev.), Wendell Petersen (Mont.), Aurie Gosnell (S.C.), Brenda Mathre (Mont.), Mary Manna (Nev.), and Kirby Morris (Wyo.).

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Schroeder Measurement Technologies, joined me.

Prior to the signing of the contract, we were given a tour of the training facilities of the Labor Bureau, and all the different occupations for which training is offered through various programs. Discussions also pursued the use of other examinations offered by NIC and what type of training NIC would be doing for the Labor Bureau.

Between meetings and negotiations, our group was shown sites around Shanghai, and we traveled to Chengdu, Sichuan, to tour the Pivot Point College. The college is a university-grade hair and beauty college, considered a vocational training college—the only college with an over-1500-hour course, and has been approved and recognized by the Chinese government.

I would like to thank our host, Mr. Pang Kam Chiu, for inviting us to visit his college and making us feel so welcome. On behalf of NIC, I would like also to thank Mr. Leo Passage, and Pivot Point, for bringing NIC to the attention of the Shanghai Labor Bureau and for striving so hard to maintain the standards

and professionalism of our industry continuing around the world.

Having received another invitation from the Shanghai Labor Bureau and Pivot Point, Sichuan, Larry Walthers, Kirby Morris, Schroeder Measurement Technologies, and I will return in February to continue working and training in the directions the Labor Bureau would like to proceed.

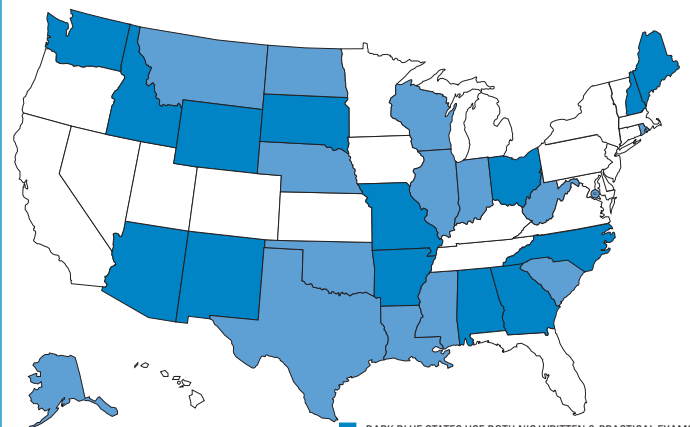
Having made new friends in the Labor Bureau, they felt the need to continue working with familiar faces and have continuity in the people they are doing business with. We will also be discussing NIC examinations being used in the future in Hong Kong and other areas of Asia.

This has been a busy time of year for NIC and for me, and I would also like to thank all of you, as members of NIC, for the support that you show your state boards and commissions as we work toward the goals set for ourselves and our industry. I hope that each of you were able to celebrate the holidays safely, and I look forward to a rewarding new year.

—Wendell Petersen,
NIC President

The NIC National Test: Simply the best!

Twenty-eight states, plus the District of Columbia and Guam, now use NIC National Tests. Highly defensible and based on an industry job analyses, National Tests can make state-to-state reciprocity a reality.



DARK BLUE STATES USE BOTH NIC WRITTEN & PRACTICAL EXAMS
LIGHT BLUE STATES USE ONE OR THE OTHER NIC EXAM.
Guam uses both written and practical NIC exams; Puerto Rico does not use NIC national tests.

A different point of view

By Bob McKee

Johnny Cash once sang that after he had a fist fight with the absentee dad who named him Sue, he came away with a different point of view. This aptly describes the experience of going from the legislature to overseeing a state licensing agency.

Having served several years on the Legislative Sunset Committee, I had a better knowledge of the Board of Cosmetology than most people on Capitol Hill. And I admit to a modest degree of impatience with Alabama practitioners during my 24 years in office. We heard more from beautifying specialists than we wanted to, and sometimes wished they would just go away. Up close and personal contact with the industry has given me a healthy appreciation for those who make their living in cosmetology salons. It is impressive and gratifying to see the large number of licensees who strive to make their profession respected and responsible.

Financially and socially rewarding

It can be financially and socially rewarding. But it's not that easy. Years of serious training are required before a livable income can be expected, and a significant investment is often necessary just to find out if you can succeed. You must contend with high and sometimes unreasonable expectations of a fickle public, and if you don't keep up with changes and fads, you risk being left behind. You must keep reams of records and pay numerous fees and taxes. And across the street a competitor opens a sparkling new chain salon offering discount prices.

Medical insurance is often hard to get or terribly expensive. And there are more than a few veteran practitioners who have knee or back problems from long days of standing on a hard floor behind a chair.

Knotty regulatory issues

A complex and ever changing profession creates knotty regulatory issues, and legislators may be perplexed by all the fuss. My different point of view includes concerns over microdermabrasion, methylmethacrylate, high-speed drills, callous razors, and the hazards of pedicure basins. Yesterday's laws and rules won't do. Rules can be changed by administrative decisions, but laws are made by legislators. And that's another story.

Most legislators are citizen lawmakers. It's a part-time job. But the duties and demands of the office have expanded almost to the point of critical mass. Except for larger states or important committee chairs, most legislators have woefully inadequate staff to keep up with the paperwork, which grew from a trickle in 1978 to a deluge by 2002. And in that same period, the number of high-octane lobbyists soared from a dozen or so in most states to three or four hundred. A legislator has finite time and endless petitions. If it seems he listens to well funded pressure groups too

much, remember the adage, "You waltz with who bring you to the dance." That's not a slap against my former colleagues, but I guarantee that every legislator knows his list of contributors very well.

People-power is important!

I'm not advocating amassing tons of money for contributions to buy attention. People-power is important, too. The cosmetology profession touches thousands of lives in Alabama, and our number of licensees is smaller than many. These numbers can be an important factor in getting the ear of lawmakers. But serious thought and planning should be given to the most effective means of harnessing this people-power.

We sometimes have a reputation for being contentious, but it's important to be united for a successful effort. The last thing we need is an army of strident voices demanding action. Nobody reacts positively to threats or hints of political retaliation. Phone and letter campaigns generally do more harm than good, because legislators realize they are orchestrated. Some state associations hire lobbyists to help with their efforts, but in my opinion, that is not necessary. And I certainly believe it is improper for a state agency to hire a lobbyist, although some do. Women lawmakers

"You are a respected constituent and part of a dynamic profession which deserves serious attention in today's trendy environment."

"It's fine to have board members or association officers make contact, but nobody gets the ear of an elected official like folks from back home."

Recap of educational programs and overall 2003 conference

By Cathy Wells, 2003 Education Committee chair

If you were unable to attend the 2003 Annual NIC Conference in Sacramento this past August, the following will recap what the conferees thought of the educational programs and their comments regarding the overall conference.

Well prepared speakers and topics of importance

I wish you could have made it—there were a lot of well prepared speakers and topics of importance and interest to those regulating the cosmetology profession. As well, there was time to share with one another and do some serious “brainstorming and brain picking” (all resulting in everyone becoming a bit “brain dead” at the end of each day).

On the opposite page are the actual ratings and comments made by those attending the conference—not subjective remarks from this NIC member. If you're new to the organization, or have been a member for some time but unable to attend the annual conference, I hope that this recap will demonstrate the importance of gathering with your peers, and encourage you to attend the 2004 conference in Richmond, Va.

Issues facing those who regulate

Each conference brings the opportunity to learn about issues facing those who regulate the cosmetology profession, to talk with others who share your same responsibility, and to enjoy the company of other highly dedicated individuals not only in the structured format of meetings, but in the social events as well.

Twenty-two individuals turned in evaluation forms, which I'm rough-estimating to be a little better than a 20% response. This represents a very respectable return. The average ratings and individual comments are shown. Each evaluator/form was identified with a separate number, so F1's are the comments listed by the first evaluator, F2 's from the second, etc. I felt you should be able to tell if all comments were coming from just one person. Several of the evaluators made no comments, just rated the topics and presenters. Also, I didn't “brush up” the grammar, or try to speculate what someone was saying—what you see are the actual comments.

Most ratings were on the high side

Overall—most ratings were on the very high side, and just a few in the middle of the scale. No one rated any topic or presenter in the very low category. Typically, those who will take time to complete an evaluation form or questionnaire are those who are either very unhappy, or those who are elated. The middle-of-the-road people don't respond. *If that's the case here, I think it's safe to say—the conference coordinator and committee, the Education Committee, NIC officers, and the presenters did a great job! And special thanks to all conferees, who truly contributed to the success of this conference!*

If you have suggestions for topics for the 2004 conference, please forward those on to the chairman of the Education Committee: Darlene Battaiola, 303 West Park St., Butte, MT 59701.

“...I think it's safe to say—the conference coordinator and committee, the Education Committee, NIC officers, and the presenters did a great job!”

NIC annual conference ratings and comments: Sacramento 2003

	Rating		Comments
Session 1—The importance of listening			
Usefulness	4.76	●●●●●	F2- Need time to take notes or handouts should have been given out at the beginning. F3- Excellent. F4- Really made me think about my listening. F6- Excellent. F7- Craig Grossman's presentation was great. It was useful and his presentation was given in a most attentive manner. F10- After eating we needed something more motivational. Information was good but not enough to keep some awake. F11- Very informative—presenter fabulous. F12- Enjoyable & informative. F13- Good speaker—kept my attention. F17- Probably one of the best speakers I have had the privilege of listening to.
Session	4.81	●●●●●	
Speaker	4.90	●●●●●	
Session 2—National presidents' panel			
Usefulness	3.50	●●●●●	F2- Should have been done in new member orientation. Most of us had heard this before. F6- Interesting that there are so many different organizations. F10- I think that this session was great, but everyone was afraid to ask questions. Maybe they could also have an informal session where some people may feel free to ask questions. F13-Could have been presented better—a little confusing.
Session	3.68	●●●●●	
Speaker	3.63	●●●●●	
Session 3—National endorsement through NIC examinations			
Usefulness	4.2	●●●●●	F2- Why was Laser Grade not here. F4- Clarified the role of each company for NIC. F6- Was confusing as to why we needed all 4 groups but Kirby summed it up during the elections. F10- Great. F13- Kirby speaks well—very knowledgeable. F14- Seems that NIC is becoming a testing program only. Directed more toward testing than useful info for Boards to take home to use in their home state. F21- More depth on the "how"—negotiating the board process.
Session	4.2	●●●●●	
Speaker	4.3	●●●●●	
Session 4A—Skincare services			
Usefulness	4.62	●●●●●	F2- A hand out or flow chart should have been put out. F10- Very good. F21- More handouts.
Session	4.75	●●●●●	
Session 4B—How we regulate			
Usefulness	4.11	●●●●●	F13- Always good to hear other states. F21- Make handouts available to those who could not attend.
Session	4.22	●●●●●	
Session 4C—Enforcement A to Z			
Usefulness	4.33	●●●●●	F4- Interesting and informative to see what other states are doing. F6- I liked the hypothetical cases especially. F13- Once again, I'd like to hear from EACH state. F21-Make handouts available to those who could not attend—no handouts?
Session	4.33	●●●●●	
Session 4D—NIC practical exam			
Usefulness	4.54	●●●●●	F2- Well done. F3- Probably should be in general session depending on which states are here. F10-Showed what an excellent exam NIC has put together. F21- Present material—hold questions to end.
Session	4.50	●●●●●	
Session 5—Model code of ethics			
Usefulness	4.28	●●●●●	F3- Excellent. F4- Next year it'd be nice to see cases of our profession. F6- Interesting. Wish we would have had the 2002 copies as we did the 2003 top cases. F7- Presenter was hard to understand and his handouts were not in line with his lecture. F10-Great presentation. F14- Much better last year at administrators meeting. More directions needs to be given to Board members re what are board ethics. F17- Enjoyed the info received—but the speaker was not very exciting. F18- Maybe, however it was pretty deep—maybe put a bit more simple. F21-Speaker refers to cases that he assumes we have.
Session	3.89	●●●●●	
Speaker	4.12	●●●●●	
Session 6—The state of regulation			
Usefulness	4.33	●●●●●	F2- Nice an quick. F6- Got a few good ideas. Is a dedicated person. F10- Good speaker! Good information. F14-Very good speaker. F17- Prior to session I was not clear on what CLEAR stood for. Now I know.
Session	4.71	●●●●●	
Speaker	4.71	●●●●●	
Overall conference evaluation			
Balance: presentations vs. free exchange	4.30	●●●●●	F2- Might consider a 2 1/2 day conference instead of 3 which normally runs 4 complete days. We need to find someone to sponsor our last day lunch. F5- Start on time. Not so many breaks allowing more free time in a longer timeframe. More interaction with officers. Some kind of speaking so we could evaluate their abilities for incoming Board. F6- Stay on schedule and pack more into a day. F7- I did not bring a notepad as in past conventions one was included, so therefore it was difficult to take notes. Otherwise it was a good conference. F10- Have some fun things to motivate & keep people awake in between or during sessions. F12-More breakout sessions—time and options. F13- How about a mixer of get acquainted session for all the states. First timers to be paired with a mentor. F14- Stop selling the test! Focus more on Board members! This organization if FOR Board members, OR is it now more for exams and making money? F17- Great conference! F18- Start meetings at 8 or 8:30. F21- Great job—well done! F22- Keep moving up. The learning skills. Keep moving NIC.
Control, productivity	4.32	●●●●●	
Input from many	4.15	●●●●●	

A different point of view

Continued from page 3

“Personal contact is still the most effective way to get favorable attention.”

are a natural source of allies and sponsors of legislative changes. There are growing numbers of them today, and they all spend time in salons, enhancing their public image.

Personal contact is still the most effective way to get favorable attention. A handwritten letter, a short phone-call, and a brief visit with a legislator can be managed without too much difficulty, especially when the legisla-

ture is not in session. It's fine to have board members or association officers make contact, but nobody gets the ear of an elected official like folks from back home.

Two or three make an ideal team

Every legislator has hundreds of cosmetologists in his district, and two or three together make an ideal team. Find out when legislators are home between sessions and contact them there. Be cour-

teous and sincere and ask for help in a gracious but not patronizing manner. And by all means, be aware of how busy elected officials are, even away from the Capitol. But don't apologize for seeking an audience. You are a respected constituent and part of a dynamic profession which deserves serious attention in today's trendy environment.

Shanghai does nails

NIC signs contract with Shanghai Labor Bureau

Submitted by Kirby Morris, NIC Immediate Past President

NIC has signed a contract with the Shanghai Labor Bureau of the Peoples Republic of China. The Shanghai Bureau will be the next participant in the NIC national nail technology examinations.

This is a new venture in regulatory and licensure activity for NIC that has transpired from the educational partnership we share with Leo Passage to protect the Health and Safety of the people here and around the world. NIC would like to thank Mr. Passage and his dedicated friends and family for helping the State Boards of Cosmetology and Related Fields accomplish our goals as regulators.

This venture is not only newsworthy because the NIC national testing program has gone worldwide, but also because NIC is working to do more as regulators. Creation of Shanghai nail examinations will not only make Chinese candidates worthy of endorsement by cosmetology boards in the United States, it will create a new industry for China. At the present time, no nail salons operate as legitimate professions.

NIC will not only provide the examinations, but will also provide the following:

- A curriculum to reflect the examinations, as is done for current participants of the NIC national testing

- program—in the Candidate Information Bulletins
- Education of instructors in what will be examined (school overviews)
- Examiner training certification for Labor Bureau examiners.

This relationship is new because the schools, as a whole, are not currently teaching in this field for licensure, and therefore there will be a new industry created in Shanghai.

The next *NIC Bulletin* will provide a closer look at Shanghai education and history from the perspective of National Examination Committee members.

“This venture is not only newsworthy because the NIC national testing program has gone worldwide, but also because NIC is working to do more as regulators.”

2003–2004 NIC appointments

Textbook Committee

Larry Walthers, Chairman (Nev.)
Janet Thomas (Pa.)
Sue Sansom (Ariz.)
Brenda Schwartzkopf (Wyo.)

Conference Site Committee

Rosanne Kinley, Chairman (S.C.)
Diane Pennington (Wyo.)
Cindy Lee Davidson (Ore.)
Marian Alderson (Va.)

Policies Committee

Sue Sansom, Chairman (Ariz.)
Robert Willis (Mich.)
Carroll Roberts (Ky.)
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NIC/NACCAS Liaison Committee

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Eric Negaard (Idaho)
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Ruth Settles (S.C.)
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NIC/NCA Liaison Committee

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Darlene Battaiola (Mont.)
Sue Sansom (Ariz.)

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Pat Nix (Ind.)

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Pam Rowland (Nebr.)

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LaFaye Austin, Chairman (Okla.)
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Education Committee

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Abbi Vincent (Okla.)
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NIC/NMC Liaison Committee

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Rosanne Kinley, Content support from Region 1 (S.C.)

Robert Willis, Content support from Region 2 (Mich.)
LaFaye Austin, Content support from Region 3 (Okla.)

Cindy Lee Davidson, Content support from Region 4 (Ore.)
Michael Hill, Content support from NEC (Ark.)

Lois Wiskur, Content support from articles and publications (S.D.)

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Standard Code Of Professional Ethics

Cathy Wells (Colo.)

Historian

Lois Wiskur (S.D.)

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Carroll Roberts (Ky.)

Chaplain

Michael Hill (Ark.)

Instructions, CIBs now on NIC website

Verbal instructions for the following disciplines are now available on the NIC website:

- Natural Hair Stylist
- Instructors Practical
- Esthetician Practical
- Cosmetology Practical
- Barber Stylist Practical
- Nail Technology/Manicurist Practical

The verbal instructions may not be altered. However, a state may add any state-specific procedures.

Candidate Information Bulletins

The following Candidate Information Bulletins (CIBs) for written examinations are available:

- Cosmetology
- Instructor
- Barber Styling
- Esthetics
- Barber
- Electrology
- Nail Technology (manicuring)
- Barber 1 (no chemical)

- Natural Hair Styling CIBs for practical examinations are also available:
 - Barber Styling
 - Instructor
 - Nail Technology (manicuring)
 - Cosmetology
 - Esthetics
 - Natural Hair Styling
- Download instructions and CIBs from the NIC homepage, www.nictesting.org.

Verbal instructions and Candidate Information Bulletins are now available for downloading from the NIC website.

Bulletin

Published six times a year, the *NIC Bulletin* is the official newsletter of the National-Interstate Council of State Boards of Cosmetology, Inc., 7622 Briarwood Circle, Little Rock, AR 72205.

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Major costs incurred in the preparation, printing, and mailing of the *NIC Bulletin* are underwritten as a service to the cosmetology industry by Milady/Thomson Learning.



NIC 2004 calendar

**JANUARY 31-
FEBRUARY 2, IDAHO**

Examiner training and school overview

**FEBRUARY 6,
DUNEDIN, FLORIDA**

National Examination Committee

**FEBRUARY 7-9,
DUNEDIN, FLORIDA**

Test development workshop

**MARCH 12-13,
WYOMING**

Examiner training
APRIL 3-5, SALT LAKE CITY

Region 3 and Region 4 joint meeting

APRIL 3-5, MISSOURI

School overview and examiner training

APRIL 24-26 (location to be determined)

Executive Board, National Examination

Committee, other committees
MAY 1-3, NASHVILLE

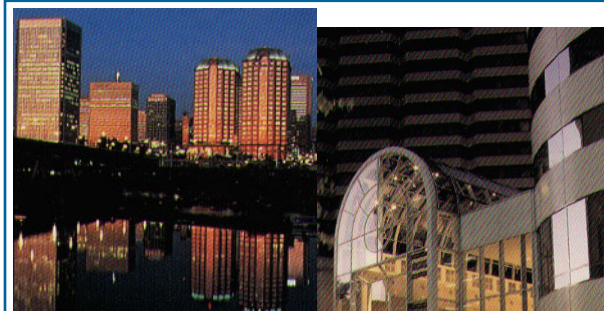
Region 1 and 2 joint meeting
MAY 15-17, DUNEDIN, FLORIDA

Test development workshop and job task analysis workshop (cosmetology)

JULY 11-12, NEW MEXICO

Examiner training
JULY 17-18, ALABAMA

Examiner training
JULY 31-AUGUST 2, DUNEDIN, FLORIDA



Omni Richmond Hotel, site of the 2004 NIC annual conference Aug. 28-30.

Overlooking the James River, in the heart of the financial district, the hotel "offers a delightful modern contrast to the historic cobblestone streets of Shockoe Slip, just steps outside its doors." Within walking distance are the Capitol, museums, Canal Walk, shopping, and entertainment.



Test development workshop
AUGUST 26, RICHMOND
National Examination Committee
AUGUST 27, RICHMOND
Executive Board
AUGUST 28-30, RICHMOND
49th Annual Conference
SEPTEMBER 12-13, NORTH CAROLINA
Examiner training
SEPTEMBER 18-20, MAINE
School overview and examiner training

Orlando
February 27-29 NCA Convention, Chicago
March 28-29 AACS Spring Management Conference, Las Vegas
May 2-5 ICSA Convention, Tucson, AZ
July 17-19 AACS-CEA Convention, San Antonio
September 15-17 CLEAR Conference, Kansas City
November 6-9 AACS Annual Convention, Anaheim

OCTOBER 9-11, NEW HAMPSHIRE
School overview and examiner training

OCTOBER 9-11, DUNEDIN, FLORIDA
Test development workshop

OCTOBER 16-18, DUNEDIN, FLORIDA
Job task analysis workshop (cosmetology)

OCTOBER 20-22, OHIO
Examiner training and school overview

OTHER INDUSTRY EVENTS
January 10-13 TSA 8th Symposium, Orlando
January 18-19 NCEA Meeting,

NIC Bulletin
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NIC testing goes to Shanghai!

First Class