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Building Relationships

Relationships...they are what life is all about, but how do we build relationships in our professional lives? Relationships are personal in nature and can support and strengthen us if they are healthy and strong, but they don't just happen. It takes time to build fruitful relationships and you have to do your part. One of the best ways to foster strong relations is to make sure you are a positive support. Set high standards for yourself by committing to behave ethically and honestly in all that you do. People will notice and be attracted to your positive VIBE. Don't forget to surround yourself with like-minded individuals who will help you be your best. I hope you enjoy this issue chalk full of advice to help you build solid, meaningful relationships.

A handwritten signature in black ink that reads "Michelle".

President's Message

By Michelle Horne, AICI CIP

Building relationships...this is an inspiring theme for our Chapter newsletter. Your chapter executive has made building relationships a priority for our current term and we are continually working to reach out to as many of you as possible. In terms of possibilities, each one of you has the opportunity within our chapter to connect with over 110 members in 12 countries! That certainly pushes my extroversion button as I really value my relationships, both personal and professional. When I joined AICI in the spring of 1999 I had not established any face-to-face relationships, just phone contacts. In July of that year, AICI held its very first Canadian conference in Toronto. Not knowing anyone personally created a lot of ambivalence and excuses for me to avoid attending the conference.

However, when I got out of my own way and put my ego in the desk drawer, I realized this was a great opportunity for me. My feelings of fear about fitting in or meeting anyone were almost non-existent by the end of the first day. From this first conference, I experienced civility, kindness and respect.

A source of comfort to me was that I was a part of something more and that I had the opportunity to begin real working relationships with people I had previously only talked to on the phone. This step proved invaluable and set me in the right direction to begin my journey into this new industry. I realized that by making these connections, building the relationship and gaining more education and insight would help me feel more connected and less



MICHELLE HORNE
AICI CIP
AICI Canada Chapter
President

isolated. Its funny that even now, twelve years later and well into my career I find the first week back after conference so hard because I am "flying solo". The difference now is, that I quickly realize that I am not alone and can call or email

President's Message...

one of my AICI buddies anywhere in the world and feel part of something bigger.

Fast forward to 2008 when I was in the middle of my two-year term on the International Board with a group of women that in 1999, I was totally in awe of. This reminded me of the *10 Principles of Effective Leadership*, written by Lynne Marks, AICI CIM which was created for AICI International leadership training. The first principle is the:

"Principle of Self-Respect and Respect of Others. Civility has to do with courtesy, politeness and good manners. We might not respect the point of view of another person which happens to differ from ours, but that doesn't mean we can't respect this person. Would you like your person to be respected, or trodden on like a bug? Treat others as you would have them treat you despite your differences of opinion." (Please see page 10 in our newsletter for all 10 Principles)

When I came back to my office after that first conference I soon after joined our local Canada Chapter executive as VP Membership, eventually serving four years. My motivation was to stay connected and get to know as many people as possible in our chapter and in AICI worldwide. I remember a time in my business when my phone wasn't ringing. But it did start to ring after I joined AICI, and for me that proved it was working. I know that I am still here after all these years because of those relationships in AICI and am proud to say I have also developed lifelong friendships with some amazing people.

We are planning many new and exciting events for you and would love to see as many of you as possible at our meetings, tele-classes, and conference. I look forward to connecting with those of you I know and to meeting those I don't. I always love to chat, so call or email me and start building those relationships!



We might not respect the point of view of another person which happens to differ from ours, but that doesn't mean we can't respect this person. Would you like your person to be respected, or trodden on like a bug?



AICI Canada Needs YOU!

A healthy growing chapter needs membership participation. There are many ways to become involved. Every AICI chapter around the world is introducing "**Member Buddies**." If you become a member buddy you will earn 1 leadership point. What a great way to contribute to your chapter!

- **Who are Member Buddies?**

Member Buddies are from your AICI chapter who nominate themselves for a three month period.

- **How?**

The Member Buddies will contact and welcome an assigned member to exchange contact details and offer support in the area of needs.

- **When?**

It is an on-going program to strengthen each chapter and the member buddies are awarded 1 leadership point which can be used towards your CIP certification.

Please contact our VP Membership Shelley Brown for more information.

Up Close and Personal with *Kimberly Law*

◆ How long as an Image Consultant?

I registered my business *Personal Impact Image Management* in 1999. However, I had a make-up, esthetician and modeling background since 1982 which helped to prepare me for this industry.

◆ What do you hope to accomplish during your two year tenure as AICI International President?

AICI has come a long way over the past years. Our membership has grown and we now have members in 57 countries. Our vision is for AICI and its members to be known as the “**Global Experts on Image**”. My goal is to continue to focus on this vision as AICI works towards becoming a globally known brand.

◆ Do you have any hidden talents?

I can't think of anything talents. But, I have been told I have the gift of foresight and that I am a forward thinker. I guess I am also a bit of an adrenaline junky. I love adventure and trying new things.

◆ Describe your perfect day.

Hmmm... I can't tell you that ☺

◆ What has been your most rewarding experience as a consultant?

As much as I like working with organizations presenting workshops, I think the most rewarding experiences for me are when a client tells me our work together has made a positive difference in their life by helping them to feel better about themselves. One of my clients emailed me after her 70th birthday party. She said, “the reaction to me was quite amazing - I think the most interesting comment was when a friend came up to me that we hadn't seen for the last six months and who has a habit of commenting about women, he said "Wow, do you ever look hot" - so I took that to mean I looked good!!!!” I later had the opportunity to work with her daughter, she emailed me again and said, “The look in her eye and the lift in her step were just so rewarding for me and her dad. Not that she ever looked bad, but I think probably ‘acceptance’ might be a good word, instead of expressing who she is like we all try to do. In any event, I think this is a new beginning in her life and thanks for showing her a new way to express who she is, and for making her feel so good about herself.” I love hearing about experiences like these. Knowing I was able to help is very rewarding.

◆ Memorable quote from a client?

Above and ... “I've never enjoyed shopping so much. I knew it was a good shopping trip when I got home and Visa called about the unusual activity on my credit card.”

◆ Do you have a mentor, and if so, what is the most important thing they have taught you?

I have known a number of people that I truly admire and learned so much from. But the one thing I have learned is that we need to take advantage of opportunities that can help us grow. When opportunities present themselves, even if I am afraid, I try to ... feel the fear and do it anyway.

◆ Any advice for new members?

Get involved as an AICI volunteer. It's the best thing I ever did as an AICI member. If you feel isolated due to distance, it will help you gain a sense of belonging. You will meet others from your industry and develop friendships. It's also an opportunity to have a say in the future of our association and be a part of something really special.



KIMBERLY LAW
AICI CIP
AICI International
President

Some of my favourite things about Conference...

I attended my second AICI conference last May and I must say the organizing committee delivered on their promise to *create magic*. The Peabody Hotel was first class and the conference keynote speaker Sparky Bridges was moving and inspirational. The session topics were extensive and varied so I was able to focus on my specific needs.

What I enjoyed most though, was the

way to get to know fellow members across the country, as well as members in our chapter from other countries. After dinner my roommate and I had some of the girls come to our room in their pj's for facials ...it was soooo much fun.

I had to chuckle when I overheard two first-timers at breakfast comment on how they felt like they were witnessing a fashion show every day. (They obviously didn't see us in our pj's and

“...it can feel a little intimidating packing for a conference with image consultants...”

camaraderie of all the delegates. During informal time outside of sessions, consultants discussed successful techniques and strategies. There was no competition, everyone was happy to share their victories and disappointments. Imagine how much fun it was to shop with several colleagues (I had my own personal image consultants) helping me with my outlet purchases. Our chapter president Michelle Horne hosted a Toronto Canada chapter dinner, which was a great

no make-up.) I must admit it can feel a little intimidating packing for a conference with image consultants, but you soon realize everyone else feels exactly the same way!

At the end of the conference, I was sad to say good-bye, but I came home energized and refreshed with several strategies I have implemented in my business. Next year our conference will be in Honolulu Hawaii and I hope to see you there!

Mirella is a speaker, author and stylist based in London, Ontario. She works with businesses and organizations and her goal is to teach her clients the skills they need to realize their full potential.



MIRELLA ZANATTA
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AICI 2011 International Conference



Join us next year in Honolulu Hawaii May 17 - 20, 2012!

AICI Conference 2011

The theme of the AICI conference this year was **Creating Magic** and that is definitely what it did for me. This was my first conference and will NOT be my last. I was overwhelmed with the generosity and kindness of all participants.

When I arrived at the conference level that very first morning I was not prepared for the warm and generous reception that was waiting. I was greeted warmly by everyone (I felt like a celebrity) and was whisked off by a fellow chapter member to meet the others. It was so thrilling.

That was how the conference started and it continued to be that way for the remainder of the weekend. I just loved meeting women who were fun

and exciting. I was so energized it's difficult to put into words.

The AICI Conference is the biggest and most important part of the AICI year. I found it to be a place where we get a greater vision of what can be and the opportunity to acquire the tools to build a successful business which enables our personal growth and financial independence.

I came away with many new friends who I am looking forward to seeing again. I am also looking forward to next year's conference and the new ideas and inspiration it will bring.

The training provided at Conference and the friends we make help create a path of ultimate success.



SHEILA DICKS
Style and Dating Coach

www.fashionexpertsnetwork.com

Sheila Dicks is a Dating and Style coach and founder of the Fashion Experts Network. She helps women enhance their style and attract more of what they want.

Did You Know?

Some of the benefits of submitting articles for Inside Image:

1. Raises your profile in the industry.
2. Provides you with the opportunity to practice your writing skills.
3. Establishes you as an expert.
4. Can earn you credit towards your CIP designation.
5. Prepares you for other leadership roles within your chapter.

Would you rather be healthy or thin?

Someone asked me the other day “would you rather be healthy or thin”? Before I answered out loud, I briefly scanned my brain for the right answer. But what WAS the right answer? Either way I responded, I was going to be judged. I had every reason to answer “thin”. You see, I’m 5’3” and very round and curvaceous. If I lived in Hollywood, Jennifer Lopez’ butt would look more like Angelina Jolie’s compared to mine. I keep telling myself that if celebrities can make a living off of their generous assets, why shouldn’t I at least learn to love what I’ve got?

In 2010, many fashion magazines began to feature plus-size models. And by plus-size, I mean size 10-12. I know, you’re thinking “but I’m a size 10 and I’m not plus-size”!!! This is what celebrity watching has done to us. Anytime we see a plus size model in the pages of a magazine, we take notice. She doesn’t look like any of the other models....she looks.....normal. Why are we so quick to sensationalize celebrities? We need to realize by doing so, we’re making life harder on ourselves. It’s their job to look a certain way – thin and starving. Throughout my lifetime, I’ve tried it all – fad diets, fad exercise programs, and yes, just not eating at all. How do the celebs do it, I wondered. I can’t even get out of my car without wanting to pass out because I am STARVING!! So needless to say, none of the above worked for me. The only thought that starvation left me with was “who decided that anorexic models were beautiful and worthy of modelling expensive designer clothes”? Why weren’t we celebrating “normal” looking models in the expensive clothes?

Isabelle Caro, a French 28-year old model died of Anorexia in November 2010. Notoriety surrounded her when she appeared in a controversial ad campaign hoping to bring awareness to the disorder. Many countries went on to ban the ad campaign entirely. Hopefully this signifies a step in the right direction. Society is consumed by

“...many fashion magazines began to feature plus-size models...size 10-12...but I’m a size 10 and I’m not plus size!!!”

the media – from reality television to magazines to daily entertainment shows celebrating the latest celebrity to have had gastric bypass surgery. I’ll take a croissant over passing out any day.

I came to the realization that I would have to love my body the way it is. It’s the only one I’ve got, so might as well. Instead of stressing to fit into a pair of skinny jeans, I dress for my body type. Instead of learning how to survive on lettuce leaves and supplements all day, I took the time to learn what makes me feel great when I dress my body appropriately. I also had to realize that just because a certain piece is in fashion, does not mean I can wear it!! I also realized there are many activities I could participate within my community that will help me stay fit and healthy.

Working with many different clients, I see all types of bodies. Everyone is different. But there is



Sylvia Benevides

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Sylvia prides herself in cultivating relationships, and empowers men and women through her services. Sylvia lives in Georgetown, ON with her husband Joe and daughters Sierra and Savannah. She hopes her daughters will have her fashion DNA and carry on the “family” business. Sylvia lives in Georgetown, Ontario with her husband Joe and daughters Sierra and Savannah.

one constant that lies within each individual – body image issues. We’ve all had different upbringings, you might have been the sister that had the “weight issues” or the daughter who often felt inferior to her mother. Whatever the reason may be, you need to get over it. This will allow you to look at yourself in the mirror and celebrate who you are, not who you aren’t.

Reading through this article, you might have guessed that my answer all along was “to be healthy”. Without my health, I wouldn’t be able to raise my two girls. Not just raise them, but be the first and lasting role model for them.

Make your OWN recipe for magic by celebrating life, and being healthy, and most of all get inspired and get styled!

Building Relationships with Clients

It's easy to build relationships with clients we relate to, but how do we connect to those we have nothing in common with? After receiving a call from a business owner, I went to meet with him to see if I could help; many of his clients desired to look and feel more successful. He wanted his wife to sample my services but when we met it was glaringly obvious how different we were. She was young, timid, and reserved. Observing her faith, she covered her hair, collarbone, elbows, and legs and stated she would never wear pants. My goal was to find her an entirely new wardrobe. It

required self-confidence to accept her silence and slow responses. Without laughter, banter, or "girlfriend chemistry" it took time to build a relationship.

After a brief panic, it became clear that I *could* connect with her by being professional and responsive. She spent

\$2,000 and looked modest and feminine, yet still young in her new clothes. Finding a variety of long skirts that were not all black was a challenge! What we *did* share was a longing to be visible in the world, and to express our inner beauty through our image.

Without laughter, banter, or "girlfriend chemistry" it took time to build a relationship.



CAMILLE KIM, BA
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Trained at The Image Resource Center of NY, Camille Kim is an image consultant and professional shopper who empowers people, through image, to be the best they can be.

Members In The Media



Catherine Bell, AICI CIP - In Your Workplace Magazine, "Wear a Skirt, Not Trousers", September 22, 2011

Tamara Glick - The Toronto Star, "Tying on Purple Persuasion", September 10, 2011; Talk Radio 1010 AM, "The Morning Show with Ben Mercer", 'Are Canadians Uncool?' September 11, 2011; Toronto Today, "Change in Style: Stay Trendy as You Step into Fall" September 2011

Mirella Zanatta - The Toronto Star, "Tying on Purple Persuasion", September 10, 2011; Roger's TV, "Sexy Living With Carlen" October 9, 2011

Growing Your Business Through Relationships

Before starting your own business, it may not have occurred to you that there is a world of business relationships out there that need to get developed. Business relationships are vital to the growth of one's business as it furnishes the connections one needs to get things done on a day-to-day basis, as well as determines the success and viability of one's business. Building Relationships = Sales.

It doesn't matter who you are trying to meet, get to know, convince, or sell in our dynamic business world, the key is always finding something in common and building from there. Once

you've established a mutual goal or affinity with something like a sport, you now have a platform to build on. Then as you communicate further, you can determine if it's a relationship worth pursuing. It's disadvantageous and overzealous to build relationships with everyone, as you need to build the best quality relationships with the people you have the most to offer, and who want to give back in return. It's a sort of weeding out process, which is extremely important in business, so that we don't waste time and money attracting saboteurs, but rather uplifting like-minded individuals.



DAPHNE CHARLEMAGNE

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Chameleon Fresh empowers professionals by realizing their optimal image, ensuring that they exude confidence and professionalism, that their visual and vocal messages are aligned, and that ultimately they remain open to Fresh Possibilities.

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10 Principles for Effective Leadership

by Lynne Marks, AICI CIM

1. **Principle of Self Respect and Respect of others.** Civility has to do with courtesy, politeness and good manners. We might not respect the point of view of another person which happens to differ from ours, but that doesn't mean we can't respect his person. Would you like your person to be respected, or trodden on like a bug? Treat others as you would have them treat you despite your differences of opinion.
2. **Principle of Self Awareness.** Do we really know what we sound like when we complain? It often sounds like the whine of a three year old who can't get his way or is in the grip of a temper tantrum. Listen to yourself complain when you are angry and check out your tone or the tone of your email. That's what others hear and see.
3. **Principle of Restraint.** Do we know how to complain like an adult? Adults put their point of view clearly; state what they need to say without caving to intimidation; don't resort to rancor or blame; listen to understand not to rant; and leave out the drama. We **must** assert ourselves at times but we can do it much more powerfully without force or violence, which might win the battle but lose the war. "Rudeness is the weak man's imitation of strength." Eric Hoffer
4. **Principle of Freedom.** We are slaves to our moods, emotions and feelings. We lash out from anger and fear. Civility liberates us from self-absorption and narcissism. Self-control and self-expression actually increase self-esteem.
5. **Principle of Relational Competence.** We live inside communities and our growth and development not to mention our health and well-being utterly depend on our ability to forge and sustain relationships. Emotional intelligence also counts relationship-building as an important element. Don't burn bridges! You never know who you will need to count on later.
6. **Principle of Responsibility.** Responsibility means "Ability to respond." It doesn't mean blame, shame, guilt, suffering or effort. We can heap all that on ourselves and others but it does little good. "Can we respond and how will we respond?" Those are worthwhile questions to ask. Wait until the emotion has died down before we respond.
7. **Principle of Acknowledgement.** This is a very under used skill that can change the world. It isn't necessarily about saying nice things, but doing little things that help the day go by. It's also about acknowledging the elephant on the table, remembering someone's name or details, saying hello or simply smiling to a stranger, praising someone for good work or going the extra mile, acknowledging how someone has helped you out or contributed to your life. Don't wait to be acknowledged. (It might not happen.) Go for it! Be the first and check to see how your day goes.
8. **Principle of Listening.** The word listening is derived from two Anglo-Saxon words, Hlystan which means "Hearing" and Hlosnian which means, "To wait in suspense." As human beings, listening often means: "Waiting while the other person talks so that we can say something back." How are we listening, hearing in suspense or listening to our rebuttal. Next time, let's PLAN to listen, not talk and watch how the conversation goes. "Let us be silent--so that we may hear the whisper of the gods." Ralph Waldo Emerson.
9. **Principle of Safety.** If someone is upset they are rarely rational, and we can barely hear what they want and need. The drama and emotion cloud the conversation like fog. When we make the conversation "safe" or nonjudgmental it allows someone to be heard, the fog lifts and we can all determine the underlying issue. Keep your cool and commit to listen. Do not solve their problem until you know what the problem is. Help them separate the emotion from the challenge they are having. Then you can say: "How can we support you?" "Given our policy, how can we help you?"
10. **Principle of Apology.** Let us readily apologize for the mistakes we make while driving the bus, but not the bus itself, or the journey or the possibility of the destination. When we set policies, people will not always view them as growth! In fact, any changes to the status quo are often viewed as threats by many who are not aware of the big picture. However, we do not have to apologize, grovel or cave in for anything that has been thoughtfully conceived and developed for the sake of membership growth or for the development of the Association. If we mishandled the implementation, if we miscommunicated, if we succumbed to being human, if there was a glitch in the system, then we can take responsibility and apologize gracefully.

Thanks also to Choosing Civility. P.M. Forni

Written by Lynne Marks, AICI CIM, permission to insert from Lynne Marks, AICI CIM
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HIGHLIGHTS FROM SEPTEMBER'S EDUCATIONAL EVENT with *Martin Kingston and Annette Filler*



MARK YOUR CALENDAR WITH OUR NEXT EVENTS!

Zenobia Private Trunk Show - October 21, 2011

Linda Thomas 2-day CEU Teleclass - November 1 & 8, 2011

Baked Brie with Blueberry Sauce

This appetizer earned 'rave reviews' at our September Networking Event! Since so many people asked for the recipe, we decided to share it with all of you. The sweetness of the blueberries marry very well with the brie.

Yield: 8 servings

PrepTime: 15 min **Cook Time:** 20 min

Ingredients:

1 cup fresh blueberries, stems picked off

¼ cup brown sugar

1 ½ Tablespoons cornstarch

2 Tablespoons shallots, chopped finely

2 Tablespoons cider vinegar

1 Tablespoon grated fresh ginger (or ½ tsp. ground ginger)

1 stick cinnamon

1/8 tsp salt

1 (8 ounce) brie round (Costco carries a nice sized round Brie for this recipe)

Directions:

1. Combine all ingredients (except brie) in a large saucepan. Bring to a boil over medium heat, and cook 2 minutes. Remove cinnamon stick. Cover and chill blueberry mixture until ready to use (or let sit, covered, at room temperature for up to one hour).

2. Preheat oven to 350 degrees F.

3. Place brie round on baking sheet. With a sharp knife, cut through rind around the top edge of the brie (just make a cut into the top layer of the brie all the way around, but don't remove it). Bake 15 minutes, or until cheese is soft and melted. Carefully move hot brie to a serving plate. With a sharp knife, carefully cut under the top of the brie (under the rind) and remove. Top brie with blueberry mixture.

Tips:

*Serve with assorted crackers or baguette slices.

*If chilling the blueberry mixture, be sure to take it out of the refrigerator and let it lose some of its chill before placing it onto the hot brie.

Source: RecipeGirl.com



The New FLC Computer-Based Test

Have Questions? We Have Answers!

Are you considering taking the FLC Exam, but do not know where to start? We have made it easier for you to understand this process.

1. When can I take the FLC Exam?

You can register to sit for the Exam at any time. Each test center schedules available exam dates at least 30 days in advance. You will be able to choose the site, date, and time from the available list that best fits your schedule.

2. Where can I take the FLC Exam?

Computer-based testing, provided by Castle Worldwide, Inc., is designed to allow you to take the exam at a date and location that is convenient for you. There are over [350 testing centers in the US and Canada and over 125 testing centers outside of the US and Canada](#).

3. What are my language options?

The computer-based exam will initially be available in English, French, Japanese, Simplified Chinese, and Spanish or can be taken as English as a Second Language. However, all of your instructions and exam communications received from AICI or Castle Worldwide will be in English. Please note that interpreters or language dictionaries are not allowed.

4. What is the exam fee?

Exam Fee: US \$545 for AICI members and US \$1,090 for non-members

5. Are there any prerequisites for taking the Exam?

You must be at least 18 years old to take the AICI FLC Exam. Although there are no prerequisites, AICI strongly encourages all candidates to prepare for the Exam, and ensure that they qualify for both FLC steps: Exam and Portfolio. To review the Guidelines, please visit: http://www.aici.org/Certification/First_Level_Certification/First_Level_Certification.htm

6. How do I prepare for the Exam?

Please review the FLC Candidate Handbook, the AICI Core Competencies, and the FLC Portfolio guidelines: www.aici.org/Certification/FLC_Exam.htm

7. How do I register for the Exam?

US & Canada: If you will be taking the Exam in the US or Canada, [register here](#).

International: If you are taking the exam outside of the US or Canada, [register here](#).

When you register, be sure that you use the name on your government-issued photo ID. This may be different than the name you use for your AICI membership. You will be required to show your government-issued photo ID the day of the exam. If your name on your registration DOES NOT MATCH the name on your government-issues photo ID, you will NOT be allowed into the exam. There are no refunds.

- Ensure that your email program will accept emails from ibt@castleworldwide.com.
- One week after your exam registration is received by AICI, your registration information will be sent to our testing partner, Castle Worldwide. You will receive a Notice of Schedule from Castle Worldwide, ibt@castleworldwide.com. In the Notice of Schedule, you will click a link that will allow you to select your exam location and date of the exam.
- After you select your exam location and date of the exam, you will receive a second email from Castle Worldwide, ibt@castleworldwide.com, that will confirm your exam location, date and time, and a list of what to bring with you the day of the exam.

8. When do I get the results?

You will receive your test score immediately when taking the exam as a computer-based exam. You will receive a hard copy letter of your exam results within six to eight weeks.

The New FLC Computer-Based Test ...Continued

9. If I pass, what is the next step?

After you pass the AICI FLC exam, you will have completed your first step toward AICI certification. Keep a copy of your letter with your passing information to submit with your AICI First Level Certification (AICI FLC) Application or your AICI Certified Image Professional (AICI CIP) Application.

If you are working to achieve the professional designation of AICI FLC, you will follow these steps after passing the AICI FLC Exam.

1. [Download the AICI FLC Application](#). You may download the application in English or Simplified Chinese.
2. Submit the FLC One-Page Certification Registration Form (found in the AICI FLC Application Packet) with the appropriate application fee to AICI Headquarters.
3. Complete and submit the AICI FLC Application per the application's instructions.

You WILL NOT be a certified member until you meet the requirements of the AICI FLC Application. You will remain an associate member until then.

10. If I do not pass, when can I re-take the exam?

You can re-take the Exam anytime. You will need to pay the Exam fee and complete the registration process again.

11. If I do not pass, can I access my results, and see where I need to improve?

If you have questions about your Exam results, please contact Heather Tamminga at AICI HQ. She will not be able to indicate which questions you have answered incorrectly (that information is not available to us), but she can tell you which of the five domains in the AICI Core Competencies you can study more for the next time.

12. What if sites/dates are not available at my preferred location?

If sites/dates are not available at your preferred location, you may click on the [extended list](#) to see a full list of sites in our network. You may then submit three preferred international sites/dates options. Castle cannot guarantee availability of any international site/date during the designated testing period. Within five (5) business days, Castle will issue a confirmation notice for one of the preferred sites/dates. If none of the preferred sites/dates are available, Castle will offer an alternate site/date for the candidate's approval. Upon approval, Castle will issue a confirmation notice.

13. Will the Exam still be offered at the International Conference?

Yes, the FLC Exam will still be offered at Conference in May. Due to technical circumstances, it will be offered as a pencil-and-paper exam.

14. When can I start using the AICI FLC designation?

The first step toward AICI certification is to pass the AICI First Level Certification (AICI FLC) Exam. **Applicants who have passed the AICI FLC Exam only may not use AICI FLC after their names. Applicants must complete both the AICI FLC Exam and AICI FLC Application/Portfolio.** After you have successfully completed these two steps, you may use AICI FLC after your name. As a certified member, you will be required to earn 2.4 CEUs every three (3) years, and pay the \$300 certification renewal fee in order to maintain your certification.

If you cannot find the answer to your question, please contact the FLC Co-Chairs:

In USA - Beverly Samuels, AICI FLC at Beverly@PhoenixImageInstitute.com

Outside USA - Catherine Ong, AICI FLC at catherine@qml-intl.com.

or

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VP of Certification

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To support the professional development of image consultants through education, resource sharing, camaraderie and community involvement. To set standards for the image industry that promote professionalism, credibility and recognition.

FEEDBACK

We would love to hear from you!
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We'd love for you to join our page and get interactive!

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