

INFORMATION GUIDE

Professional Examination for
Counselors of Problem Gamblers

How was the Professional Examination for Counselors of Problem Gamblers developed?

The Professional Examination for Counselors of Problem Gamblers is the result of collaborative efforts from the leading state and national certifying organizations for professionals working with problem gamblers. These organizations include the American Compulsive Gambling Counselor Certification Board, the International Certification and Reciprocity Consortium, and the National Council on Problem Gambling. CASTLE Worldwide, Inc., a company specialized in the development and analysis of national certification and licensure examinations, initiated and funded the examination's development. Use of a standardized examination by these organizations in national and state credentialing processes communicates a clear message to consumers that certified counselors of problem gamblers are competent to provide safe and effective service.

The Professional Examination for Counselors of Problem Gamblers consists of 150 multiple-choice questions and was developed in accordance with the generally accepted guidelines for accredited certification programs. These guidelines include the *Joint Technical Standards for Educational and Psychological Tests* (American Psychological Association, American Educational Research Association, and the National Council of Measurement in Education, 1999), *Standards for Accreditation of Certifying Agencies* (National Commission for Certifying Agencies), and the *Principles of Fairness* (Council on Licensure, Enforcement, and Regulation and the National Organization for Competency Assurance).

Candidates have three-and-one-half hours to complete the examination, which is offered via paper-and-pencil test administration or computer-based test administration.

Who can use the Professional Examination for Counselors of Problem Gamblers?

Any certifying organization/board within the problem gambling community can use the examination. Each organization is responsible for determining their eligibility requirements for taking the examination.

How is the Professional Examination for Counselors of Problem Gamblers administered?

Any certifying organization/board within the problem gambling community can request **scheduled paper-and-pencil test administrations** in order to test a group of candidates at one time. Scheduled paper-and-pencil administrations are administered through CASTLE Worldwide's network of established examination sites consisting of colleges, universities, and community colleges throughout the United States and Canada.

Any certifying organization/board within the problem gambling community or an individual approved by an approved certifying organization/board within the problem gambling community can request **on-demand computer-based test (CBT) administrations**. Computer-based test administrations are delivered through CASTLE Worldwide's Proctored Assessment System (PASS) via the Internet and are administered in most cities throughout the United States and Canadian on most dates. PASS is very easy to use and requires little or no previous computer experience. The system runs on any Internet-enabled personal computer equipped with Internet Explorer (version 4.5 or higher) or Netscape Navigator (version 4.7 or higher) browser.

What are the costs associated with the Professional Examination for Counselors of Problem Gamblers?

An examination/scoring fee and a test administration fee are the costs associated with **paper-and-pencil test administrations**. Currently, the examination/scoring fee is \$115 per candidate. This fee covers the costs associated with the examination and scoring. Currently, the test administration fee for each testing location varies by the number of candidates at the site: \$750 for up to 35 candidates; \$1,000 for 36-70 candidates; and \$1,250 for 71 candidates and above. A cancellation fee of 50 percent of the test administration fee will be assessed for test administration sites cancelled within 60 days of the test administration date.

Multiple certifying organizations/boards within the problem gambling community can use the same test administration site on the same test administration date. Only one test administration fee will be charged. However, one certifying organization/board must be designated as the primary organization/board for billing purposes.

An examination/scoring fee is the only fee associated with **computer-based test administrations**. Currently, the examination/scoring fee is \$200 per candidate. This fee covers the costs associated with the examination, scoring, and test administration site.

When are the fees for the Professional Examination for Counselors of Problem Gamblers billed?

The test administration fees are billed to the certifying organizations/boards upon their scheduling of the test administrations. The examination/scoring fees are billed to the certifying organizations/boards following the test administrations. Candidates sitting for computer-based test administrations pay their examination/scoring fees at the time of registration. Ample notice will be given if future changes are made to the billing policy.

How is a test administration for the Professional Examination for Counselors of Problem Gamblers scheduled?

For a certifying organization/board to schedule a paper-and-pencil or computer-based test administration, the certifying organization/board submits two items to CASTLE Worldwide: the Test Administration Request Form to request an administration at its requested test location using its requested administration method and a final candidate roster. The Test Administration Request Form, included in this guide and available on CASTLE Worldwide's web site, www.castleworldwide.com, must be submitted at least 90 days prior to the requested test administration date. Organizations/agencies can mail this form to: CASTLE Worldwide, Inc., Attn: Scott Greene, Director of Test Administration, P.O. Box 570, Morrisville, NC 27560-0570. Or, organizations/agencies can fax this form to CASTLE Worldwide at 919.361.2426.

A final candidate roster listing all individuals sitting for the test administration must be submitted by the certifying organization/board at least 30 days prior to the requested test administration date. The roster should include each candidate's full name, mailing address, telephone number, and unique identifier at least nine characters long. Multiple organizations using the same test administration site on the same test administration date must submit their rosters at the same time. The roster can be submitted electronically as a comma-delimited ASCII file via email (sgreene@castleworldwide.com) or via diskette. Hardcopy rosters also are acceptable. If candidates require modifications in the test administration procedures, the roster should indicate what special accommodations have been approved. The certifying organization/board is responsible for all costs associated with special accommodations.

For a candidate to schedule a computer-based test administration, the candidate submits three items to CASTLE Worldwide: his/her completed request form, examination fee, and a letter on official letterhead from the certifying organization/board granting authorization to test to CASTLE Worldwide no later than 30 days prior to their requested examination date. Applications for computer-based test administrations are available from CASTLE Worldwide. Candidates can call (919) 572-6880 to request a Candidate Computer-Based Test Administration Request Form, or visit www.castleworldwide.com to download the request form.

On the request form, candidates must indicate their top three preferred testing dates (at least 30 days from the date they submit an application to CASTLE Worldwide) and their top three preferred testing cities. Candidates can choose either a morning or afternoon testing session.

What happens once a test administration request form is received by CASTLE Worldwide?

Once the Test Administration Request Form is received from the certifying organization/board, CASTLE Worldwide plans a test administration in the requested city using the requested test administration method and hires the appropriate staff. When CASTLE Worldwide receives the final candidate roster, examination materials are prepared and shipped to the test site supervisor overseeing the test administration in the requested city. Admission tickets are mailed to each candidate included on the final candidate roster no later than two weeks prior to the requested test administration date. The admission ticket includes the test date, test location, reporting time, directions to the test site, and a list of items that candidates should bring to the test center. A candidate must present his or her admission ticket and a photo ID before the candidate is permitted to take the examination.

Following the test administration, CASTLE Worldwide scores the examination and mails individual score reports to the certifying board/organization to the address provided on the Test Administration Request Form. Score reports are mailed no later than four weeks after the test administration.

Once the Candidate Computer-Based Test Administration Request Form is received from an individual, CASTLE reviews the candidate's top three preferred testing dates (at least 30 days from the date they submit an application to CASTLE Worldwide) and their top three preferred testing cities. CASTLE Worldwide will notify the candidate within 10 business days which test date, test site, and session the candidate has been scheduled. If CASTLE Worldwide cannot match one of the preferred dates or sites the candidate has requested, CASTLE Worldwide will notify the candidate of sites and dates that are available that most closely match the candidate's preferred options. The candidate then confirms which site and date he or she wishes to schedule. A confirmation e-mail or letter will be sent to the candidate no later than five business days prior to the examination date.

Request forms must be submitted at least 90 days prior to the requested test date.



**Professional Examination for Counselors of Problem Gamblers
Test Administration Request Form**

Contact Information

Name of Organization/Agency _____

Contact Person (Name and Title) _____

Department _____

Mailing Address _____

City/State or Province/Zip Code or Post Code _____

Telephone _____

Email Address _____

Invoicing Information

Name of Organization/Agency _____

Contact Person (Name and Title) _____

Department _____

Mailing Address _____

City/State or Province/Zip Code or Post Code _____

Telephone _____

Email Address _____

Scoring Information

- Same as contact information
- Same as invoicing information
- Other address (complete information below)

Name of Organization/Agency _____

Contact Person (Name and Title) _____

Department _____

Mailing Address _____

City/State or Province/Zip Code or Post Code _____

Telephone _____

Email Address _____

Special Instructions

Test Administration Location Preference (NOTE: Please enter your preferred location for a paper-and-pencil administration. Please refer to the included Computer-Based Test Administration Locations list that follows this application for available United States computer-based administration locations. For locations outside of the United States, please contact CASTLE Worldwide.)

Test Administration Type Preference

Paper-and-Pencil

Computer-Based

Test Administration Date Preference

Test Administration Anticipated Number of Candidates

Submitting Materials to CASTLE Worldwide

Organizations/agencies must submit this completed request form no later than 90 days prior to their requested examination date. Organizations/agencies can mail this form to: CASTLE Worldwide, Inc., Attn: Scott Greene, Director of Test Administration, P.O. Box 570, Morrisville, NC 27560-0570. Or, organizations/agencies can fax this form to CASTLE Worldwide at 919.361.2426.

Questions

Please contact CASTLE Worldwide and Scott Greene, Director of Test Administration via mail, telephone, fax, or email for more information.

Mail: CASTLE Worldwide, Inc., Attn: Scott Greene, P.O. Box 570, Morrisville, NC 27560-0570

Telephone: 919.572.6880

Fax: 919.361.2426

Email: sgreene@castleworldwide.com

Web site: www.castleworldwide.com

Available Computer-Based Test Administration Locations

CITY	STATE
Calgary	AB
Anchorage	AK
Birmingham	AL
Little Rock	AR
Arrowhead	AZ
Mesa	AZ
Metro Center	AZ
Phoenix	AZ
Scottsdale	AZ
Vancouver	BC
Bakersfield	CA
Beverly Hill	CA
Campbell	CA
City of Industry	CA
Costa Mesa	CA
Culver City	CA
Emeryville	CA
Long Beach	CA
Mission Viejo	CA
Monrovia	CA
Montclair	CA
Orange	CA
Pasadena	CA
Sacramento	CA
San Bruno	CA
San Diego	CA
San Francisco	CA
San Jose	CA
Santa Monica	CA
Torrance	CA
Walnut Creek	CA
Woodland Hills	CA
Aurora	CO
Denver	CO
South Denver	CO
Westminster	CO
Manchester	CT
Norwalk	CT
Orange	CT
Stamford	CT
West Hartford	CT
Westport	CT
Washington	DC
Altamonte Springs	FL
Boca Raton	FL
Brandon	FL
Coral Gables	FL
Deerfield Beach	FL
Fort Lauderdale	FL
Jacksonville	FL
Kendall	FL
Miami	FL
Pembroke Pines	FL
Plantation	FL
Tallahassee	FL

CITY	STATE
Tampa	FL
West Palm Beach	FL
Atlanta	GA
Duluth	GA
Lenox	GA
Southlake	GA
Honolulu	HI
Des Moines	IA
Chicago	IL
Downers Grove	IL
Northbrook	IL
Oak Brook	IL
Schaumburg	IL
Castleton	IN
Indianapolis	IN
Overland Park	KS
Jeffersontown	KY
Baton Rouge	LA
Metairie	LA
Boston	MA
Braintree	MA
Brighton	MA
Danvers	MA
Framingham	MA
Wellesley Hills	MA
Baltimore	MD
Bloomington	MD
Columbia	MD
Odenton	MD
Rockville	MD
Towson	MD
Portland	ME
Ann Arbor	MI
Bingham Farms/Detroit	MI
Detroit	MI
Grand Rapids	MI
Novi	MI
Minneapolis	MN
Roseville	MN
Bridgeton	MO
Glen Burnie	MO
Independence	MO
St. Louis	MO
Sunset Hills	MO
Charlotte	NC
Raleigh	NC
South Charlotte	NC
Nashua	NH
Edison	NJ
Mount Laurel	NJ
Paramus	NJ
Parsippany	NJ
Princeton	NJ
Ridgewood	NJ
Summit	NJ

CITY	STATE
Totowa	NJ
Albuquerque	NM
Las Vegas	NV
Reno	NV
Albany	NY
Buffalo	NY
Farmingdale	NY
Garden City	NY
Hauppauge	NY
Manhattan (57 th and Lexington)	NY
Manhattan (5 th and 37 th)	NY
Minneola	NY
New York City (Rockefeller Center)	NY
New York City (Wall Street)	NY
Queens	NY
Rochester	NY
Syracuse	NY
White Plains	NY
Akron	OH
Cincinnati	OH
Dayton	OH
Easton	OH
Fairlawn	OH
Independence/Cleveland	OH
Oklahoma City	OK
Tulsa	OK
Mississauga	ON
Ottawa	ON
Toronto	ON
Portland	OR
Montgomeryville	PA
Philadelphia	PA
Pittsburgh	PA
Caparra	PR
Isla Verde	PR
Hato Rey	PR
Ponce	PR
Brossard	QC
Montréal	QC
Quebec	QC
St-Laurent	QC
Warwick	RI
Charleston	SC
Knoxville	TN
Memphis	TN
Nashville	TN
Addison	TX
Arlington	TX
Austin	TX
Baybrook	TX
Dallas	TX
El Paso	TX

CITY	STATE
Fort Worth	TX
Frisco	TX
Houston	TX
Houston (Galleria)	TX
Hurst	TX
Lewisville	TX
Lubbock	TX
Mesquite	TX
North Houston	TX

CITY	STATE
Northpark	TX
Plano	TX
San Antonio	TX
South Austin	TX
Alexandria	VA
Norfolk	VA
Richmond	VA
Tysons Corner	VA
Vienna	VA

CITY	STATE
Bellevue	WA
Spokane	WA
Tukwila	WA
Brookfield	WI
Milwaukee	WI



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