Instructions Sheet for Candidates

The following actions are not permitted and will be reported by the examination proctor to Castle and may result in dismissal from the examination and/or other disciplinary action from the testing program:

- Giving or receiving unauthorized assistance on the exam
- Removing items such as this dry-erase board and/or scratch paper from the testing center
- Conversing with, distracting or disrupting other test takers during the testing session

Prohibited Items: All non-test-related and personal items including books, notebooks, other papers, all electronic equipment (i.e. cell phones, cameras, etc.), bookbags, coats, food, and beverage (unless previously authorized by Castle), etc. will NOT be allowed in the exam room and must be left outside of the exam room AT YOUR OWN RISK. If the proctor determines that you have in your possession during the exam any prohibited items to the test site, they may be demanded and held by Castle testing staff and/or sent to Castle for inspection.

Breaks:

- Only one Castle tester is allowed outside of the examination room at a time for breaks. Break time will be deducted from your overall exam time.
- Personal items are not accessible
- Leaving the supervised testing area once the examination has begun is not permitted

Please Note:

- Computer-based testing facilities offer exam services to multiple agencies. There may be other individuals in the testing room with you who are sitting for exams from different organizations. The rules for their exam may be slightly different than the rules for your exam in terms of exam time, and what is and is not allowed at their station.
- If you experience technical difficulties, inform the proctor right away. If a delay exceeds 30 minutes, you may request to reschedule to another date if you are unable to wait any longer.
- Alert the proctor immediately if you have any concerns about the following:
  - Noise
  - Temperature
  - The testing computer
  - Or, if the testing environment becomes unacceptable for any other reason

Score Reports:

- If your examination offers immediate scoring, make sure to click on the printer icon in the top right corner of the score report to print the report.
- If your examination does not offer immediate scoring, scores will be mailed within 4-6 weeks after the close of the testing window.

Castle Worldwide, Inc. welcomes your feedback regarding your testing experience. To contact Castle, call (919) 572-6880 between the hours of 8:30 a.m. and 5:30 p.m. Eastern Time. We can be reached via email at ibt@castleworldwide.com.