

Supervisor’s Manual for the National Work Readiness Credential

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GENERAL INFORMATION

INTRODUCTION

This manual contains important information regarding the security of the examination, supervising candidates, and other procedures to be followed throughout the test administration. It is imperative that proctors be familiar with all of the procedures outlined in this manual. Administering the examination in a standardized fashion, as outlined in this manual, is essential to ensure all candidates have the same opportunity to demonstrate their level of competence as measured by the examination.

PROCTOR'S PRIMARY CONCERNS:

- ◆ Safeguard all aspects of test security
- ◆ Maintain the best possible conditions for testing (e.g., *quietness, no disturbances, comfortable testing conditions*)
- ◆ Ensure the safety of all candidates and testing personnel
- ◆ Conduct the test efficiently in a standardized fashion

Castle Worldwide, Inc.

Castle Worldwide, Inc. (Castle) is a full-service testing company contracted by the National Work Readiness Council (NWRC) to develop and administer the tests for the National Work Readiness Credential (WRC). Castle is located at:

900 Perimeter Park Dr., Suite G
Morrisville, NC 27560
(919) 572-6880

E-mail: info@castleworldwide.com

Should you have any questions regarding the examination that cannot be answered by this manual, please call Castle at the phone number listed above. Castle also has a fax number that you can reach at (919) 361-2426.

CONTACT NUMBERS

Monday – Friday (8:30 – 5:30 EST)

Ruby Hennis
Account Manager
919-657-6916

Or
General Customer Service
919-572-6880

SITE CERTIFICATION AND RECERTIFICATION POLICY

In order to administer the WRC, your site must be approved by NWRC and certified by Castle to deliver the tests.

POLICY FOR CERTIFICATION

To be certified a site must:

- ◆ Be able to meet all technical requirements (i.e., hardware, software, connectivity)
- ◆ Provide an environment that is conducive to testing
- ◆ Be handicap accessible and be able to provide accommodations to individuals with disabilities
- ◆ Train at least two individuals to serve as proctors
- ◆ Pay a \$300 fee for site certification
- ◆ Pay a \$25 fee for each proctor trained

PROCTORS REQUIRED

- ◆ Every site must have at least two trained proctors.
- ◆ During test administration, every site must assure that there is a minimum of one proctor per every twelve test takers.

POLICY FOR RECERTIFICATION

Sites may need to be recertified* should Castle or NWRC receive five or more substantiated

complaints from test takers within a six month period concerning the test site. Substantiated complaints that would result in site recertification could include:

- ◆ Proctors are leaving the candidates unsupervised and are being unavailable to assist candidates during the exam
- ◆ There are consistent environmental issues (i.e., dim lighting, noisy, bad climate control, etc.)
- ◆ There are consistent hardware and/or equipment issues (i.e., PCs are not configured correctly, there are not enough headsets, etc.)
- ◆ Proctors are not familiar with logging into PASS
- ◆ Proctors are unable to troubleshoot efficiently (i.e., when there is a temporary Internet connection failure, when the candidate accidentally unplugs hardware connection, etc.)
- ◆ Proctors are not enforcing security measures (i.e., checking IDs, supervising candidates, storing cell phones and personal belongings away from candidates' desks, preventing cheating, etc.)

*** Please note: Any site that requires recertification MUST submit a \$300 recertification fee**

SECURITY

Security of the examination is *critical* to the integrity of the examination.

SECURITY MEASURES

- ◆ NEVER share your individual password with another person, including other proctors or site administrators.
- ◆ Candidate usernames must only be provided to the specific candidate for which the specific username is designated.
- ◆ NEVER leave the exam room unattended.
- ◆ Station yourself so that you can view all candidates and computer screens.
- ◆ Walk around the room regularly to be sure no one is cheating.
- ◆ **Scratch Paper:** If requested, you may distribute 2 sheets of scratch paper to each candidate and instruct the candidates to write their names and ID numbers at the top. You must collect and destroy all scratch paper from candidates before dismissing candidates. **IMPORTANT: Scratch Paper may NOT be used for the Work Readiness Active Listening Test.**
- ◆ **NO ONE** is allowed to duplicate or retain any portion of the examination.
- ◆ **NO ONE** is to view the contents of the examination prior to the test administration.
- ◆ **Only one candidate may leave the room at a time** for restroom and/or water breaks.
- ◆ Visitors, including children, are never permitted in the examination room.
- ◆ If a candidate is disruptive to the extent that other candidates are distracted, or if a candidate engages in rude or inappropriate behavior or uses inappropriate language, the proctor must escort the individual out of the room. Such inappropriate conduct is grounds for dismissal of a candidate.
- ◆ When candidates have completed the examination, they are instructed to raise their hands. A proctor will then come to the candidate to assist him/her in submitting the examination and logging out of PASS.

PHYSICAL ARRANGEMENTS

The following is a list of physical arrangements to be provided for the test administration. Each proctor should make these arrangements well in advance of the test administration.

Technical Requirements

- ◆ Internet-enabled computers equipped with Internet Explorer (version 6.0 or higher)
- ◆ High-speed Internet Connection (recommended) – **Please note: if you are operating with a DSL connection, you must limit the number of concurrent users to no more than 10**
- ◆ Reliable ISP with a minimum connection of 200 kbps per candidate
- ◆ Sound Cards (to hear the audio on the videos)
- ◆ USB stereo headset
- ◆ Media Player – Microsoft Windows Media Player 9 (or higher)
- ◆ Macromedia Flash – version 8 (or higher)
- ◆ Pop-ups enabled
- ◆ Browser accepts cookies
- ◆ Mouse with mouse pad
- ◆ Keyboard
- ◆ 15” SVGA color monitor (or larger)
- ◆ Printer

Important: Once the computers are set-up according to the technical requirements listed above, you **MUST** run the Hardware/Telecommunications Configuration Test outlined below on **ALL** computers at your site which will be used for WRC testing.

Please note: There are no RAM or memory requirements for your computer.

Hardware/Telecommunications Configuration Test

Each site is required to run the Hardware/Telecommunications Configuration Test on EACH computer at the site which will be used for WRC testing to be certain that the computers can properly run the PASS test engine. To complete the test:

- ◆ Open an Internet browser and navigate to **<http://www.castleworldwide.com/nwrc>**
- ◆ Under the Test Sites heading on the screen there is a System Test section. Select the link after the listing for the Hardware Telecommunications Configuration Test (“Test it here”) to run this system check.
- ◆ Repeat above steps on **ALL** computers which will be used for WRC testing.
- ◆ This process should be repeated prior to each test administration, as updates may be made to the Hardware Telecommunications Configuration Test.

Headphone Configuration Test

There is a Headphone Configuration Test available online to check that all of the headphones that will be used for testing at your site are working properly. The link for this online test is located at **<http://www.castleworldwide.com/nwrc>** under the Test Sites heading, in the System Test section. To run this test, select the link after the listing for the Headphone Configuration Test (“Test it here”).

Environmental Requirements

- ◆ Good lighting and ventilation
- ◆ A quiet place (free of outside noises)
- ◆ Adequate room for spacing candidates (at least three to four feet between candidates)
- ◆ Individual testing stations that allow candidates to log into the testing system and complete their test registration
- ◆ Accessibility to a water fountain
- ◆ Accessibility to rest rooms

PREPARING FOR ADMINISTERING THE EXAMINATION

PROCTORS

Proctors must be at least 21 years old, dependable, and professional. There must be at least one proctor per twelve test takers. Proctors administering the WRC must be trained and certified by Castle prior to proctoring any WRC tests.

Please note: It is imperative that as a proctor, you fully understand the need for security and confidentiality for all test materials and information. You may not, directly, or indirectly, in any way compromise the security of any examination materials and information. In addition, you may not allow any person other than authorized staff members of Castle Worldwide or the NWRC or individuals specifically authorized by Castle Worldwide management or NWRC to have access to, to look at, or to be informed about any examination materials. You must promise that you know of no past breach of confidentiality and will not allow any breach in security in the future. As a proctor, you are responsible to the NWRC to report any breach which you witness or come to know about.

PROCTORED ASSESSMENT SYSTEM (PASS)

Proctored Assessment System (PASS) was designed and developed by Castle to deliver high-stakes examinations over the Internet. Individuals proctoring these examinations are expected to have read and understand the following information.

PASS is very easy to use and requires little or no previous computer experience. The system runs on any Internet-enabled personal computer (PC) equipped with an Internet Explorer (version 6.0 or higher) browser. The other requirements for the WRC are listed above in the Physical Arrangements Section (see page 6).

In addition, as settings on the computer may have been changed by other computer users since the previous WRC test administration at your site, or the Hardware Telecommunication Configuration Test may have been updated for

new PASS system requirements, be sure to run the Hardware/Telecommunications Configuration Test on each computer prior to each test administration (as outlined in the Physical Arrangements Section).

PRIOR TO THE ADMINISTRATION

Proctors should arrive at the testing location at least 30 minutes prior to when testing will begin. This will allow the proctors enough time to ensure that lights are in working order, heating/cooling system is working properly, all computers are tested for proper functionality and there are sufficient computers and equipment for all candidates.

Each site is assigned a site ID and all proctors are assigned a unique proctor ID and password. Proctors should record this information in a secure location and never disclose this information to others. If a proctor suspects that this information has been compromised in any way, he/she should immediately contact Castle for replacements.

Prior to candidates arriving:

- ◆ Verify that all computers are operational
- ◆ Connect each computer to the Internet and navigate to:
<http://www.castleworldwide.com/nwrc>
- ◆ Under the Candidates heading, in the Login section:
 - ◆ Candidates who have not yet registered (have not been assigned a username) should click on the circle in front of the New Candidate listing, which will bring the candidate to the registration pages.
 - ◆ Candidates who have already registered should click on the circle in front of the Returning Candidates listing, which will bring up a box for the candidates to type their usernames. **Please note:** A link is available so that any candidate who has forgotten his/her username may retrieve the forgotten username (“Click here”).

Please be sure to go through, and then review as needed, the sample tests for each test type so that you are familiar with how the candidate will

view and navigate through all four of the tests. You may access the sample tests at **<http://www.castleworldwide.com/nwrc>** under the Candidates heading, in the Sample Tests section.

We recommend that each site display the signage shown in Appendices 3 and 4, which list the required information that WRC candidates

need in order to register for the tests. Appendix 3 is a table-tent sign, to be printed as an 8.5"x11" tri-fold desk aid, and Appendix 4 is a sign that may be enlarged to be posted on a wall at your site. In addition, please keep directories (i.e., Yellow or White Pages) at the check-in location at your site so that candidates may look-up employer information.

CANDIDATE ADMISSION PROCEDURES

IDENTIFICATION OF CANDIDATES

Each candidate must present proper photo identification with signature to the proctor.

Examples of **acceptable** identification are:

- ◆ Valid passport from any country
- ◆ Government-issued identification (federal, state or local)
- ◆ School identification

Examples of **non-acceptable** identification are:

- ◆ Gym membership
- ◆ Warehouse membership
- ◆ Identification with signature only

If the candidate cannot produce an acceptable photo ID with signature, the candidate **MUST NOT** be admitted for testing.

PRIOR TO CANDIDATE REGISTRATION

Once you confirm the candidate's identity, you must confirm that the candidate has all of the required information to register for the WRC tests and assist the candidate in obtaining any missing information if necessary. Please confirm the following with all candidates:

- ◆ Confirm the candidate's intent to sit for the WRC tests.
- ◆ Review the information requirements with the candidate, ensuring that the candidate has all required information before admitting the candidate to the test room:
 - ◆ For employed candidates, the candidate must provide information on the business where he/she is employed (name of the business, business address, name of immediate supervisor). If possible include the phone number and e-mail address of the supervisor.
 - ◆ For unemployed candidates, the candidate may provide contact

information for teachers, counselors, etc.; however this information is not required.

- ◆ If an employed candidate does not have the information required to register for the tests, suggest that the candidate either call his/her employer or consult a directory (i.e., Yellow or White Pages) to obtain all necessary information. Do not prevent any candidate from registering for the tests due to his/her inability to provide employment information.
- ◆ Review payment policy with the candidate, and verify that he/she has made arrangements to meet these requirements, or is prepared to do so at the present time. Please note that details on payment options available to the candidate will vary by site.

LOGBOOKS

Your site is required to maintain a candidate logbook (see Appendix 1). When a candidate arrives to take an examination, after you verify the candidate's identity (by use of the identification forms listed above), the candidate must sign the logbook. Logbook records should be kept for one year in a secure location. After one year, you may destroy the records. **You may not share candidate information with anyone other than NWRC and Castle.**

SEATING CANDIDATES

Candidates should be seated with no less than three feet between each other; however, four feet of space between each candidate is preferred.

Proctors should direct candidates to their seats. Do not permit candidates to select their own seats. This way the proctor ensures that "friends" are not allowed to sit together.

CANDIDATE REGISTRATION AND TEST ADMINISTRATION

CANDIDATE REGISTRATION

Candidates may choose to pre-register for the tests prior to arriving at the examination site. To pre-register, candidates should navigate to **<http://www.castleworldwide.com/nwrc>**. If candidates have not pre-registered they will be required to register to take the tests once they arrive at the examination site. For candidates registering to take the tests for the first time, they must register for all 4 tests at one time, however they do not have to take all 4 tests at one time and they do not have to take the tests in the order they are listed on the Candidate Homepage. Candidates who are retaking 1 or more of the tests may register for any or all of the tests that they need to retake.

Using the candidate's assigned PC, navigate to **<http://www.castleworldwide.com/nwrc>**. Under the Candidate heading, in the Login section of the page:

- ◆ Click on the circle in front of New Candidate (for candidates who are registering to take the tests for the first time). A first time registrant must complete all required fields before submitting the registration.
- ◆ Click on the circle in front of Returning Candidates (for candidates who are returning to complete the 4 test battery or for retakes of tests).

If a candidate is unable to proceed to the next screen while completing the Internet registration, confirm that the candidate has entered all required fields.

Be sure to reinforce with the candidates the importance of entering accurate demographic information during the registration process. If the candidate provides an incorrect spelling of his/her name and/or incorrect or incomplete address information, the candidate will have to purchase a reprint of the certificate if earned. In addition, a candidate will not receive his/her score report if a complete and accurate mailing address is not provided during the registration process.

Once the candidate has completed all four registration pages, the screen will display the candidate's username. The candidate should write down his/her username, as this will be required for the candidate to access his/her account, and the test.

Once the candidate receives his/her username and clicks on "Continue," the candidate will be prompted to enter payment information. The candidates have the option of paying for the tests themselves by using a credit card (Visa or MasterCard) or using a voucher which has been provided to them by an organization, institute, etc. If a site, organization, institute, etc. has purchased the test on behalf of a candidate, the candidate should be provided with a unique one-time use voucher number from the party funding the candidate's test.

Once the candidate clicks either the "Submit Voucher" or "Complete Purchase" button, the next screen will display a message to the candidate that he/she must be with a proctor to begin testing. After the candidate clicks the "Continue" button, the Candidate Homepage will be displayed with the candidate's name listed at the top and listing the tests which have been purchased.

If for any reason the candidate logs out of the Internet once the candidate has received his/her username, the candidate should navigate to **<http://www.castleworldwide.com/nwrc>**, click on the circle in front of the Returning Candidates listing, and enter his/her username to complete the test purchase.

IMPORTANT: Once the candidate has received a username, he/she should not go to the New Candidate section and complete the registration process again.

LOGGING INTO TESTS

Once the candidate is registered for the tests:

- ◆ On the Candidate Homepage, select the "Take Test" link for whichever test the candidate is about to complete.

- ◆ Verify the candidate identification information on the screen against the proper photo with signature identification that the candidate presented.
- ◆ Enter your proctor identification number and proctor password and click “Submit.”
- ◆ Read and complete the instruction page, ensuring that proper identification was presented by the candidate and that the candidate does not have any prohibited items.
- ◆ Once the candidate completes a test, he/she may proceed directly to another test by clicking on the “Take Test” link next to any test which the candidate has not yet completed.

For candidates who are returning to complete the 4 test battery:

- ◆ Navigate the candidate’s PC to:
<http://www.castleworldwide.com/nwrc/>
- ◆ Under the Candidates heading, in the Login section, click on the circle in front of the listing for Returning Candidates.
- ◆ The candidate may enter his/her username in the box which is displayed and then press the “Login” button (see below for candidates that do not remember their username).
- ◆ On the Candidate Homepage, select the “Take Test” link for whichever test the candidate is about to complete.
- ◆ Verify the candidate identification information on the screen against the proper photo with signature identification that the candidate presented.
- ◆ Enter your proctor identification number and proctor password and click “Submit.”
- ◆ Read and complete the instruction page, ensuring that proper identification was presented by the candidate and that the candidate does not have any prohibited items.
- ◆ Once the candidate completes a test, he/she may proceed directly to another test by clicking on the “Take Test” link next to any test which the candidate has not yet completed.

Once a candidate is logged into the WRC examination site, instruct him/her to click on the Demonstration module BEFORE clicking

on the examination. Inform the candidate that he/she may work in the demonstration module until he/she is comfortable with PASS and may begin the examination when he/she is ready. The demonstration for each test will vary depending on which test the candidate is taking.

Please note: The time allotted for each test will not begin while the candidate is working in the demonstration module. The time begins once the candidate begins the actual examination. However, if the candidate returns to the demonstration module after he/she has started the test, the time will continue to run.

IMPORTANT: Once a candidate begins a test, the candidate **MUST** finish that particular test in the same sitting. The candidate will **NOT** be able to come back at a later date to complete the test. Be sure that each candidate is aware of this policy before the candidate logs into any test. If there are any technical issues during the test administration that you are unable to resolve, contact us immediately so that we can address the problem while the candidate is still present, as he/she must resume testing on that same day.

For the Active Listening test, the candidates will have the option of listening to each question and the response options for that question. To do so, the candidate will click the “Listen” button on the menu bar on any given question page. The candidate may click to listen to a given question as many times as he/she desires. Each time the candidate re-clicks the button, the recording will restart from the beginning.

EXAMINATION SUBMISSION

The PASS system automatically tracks each candidate’s time, so you do not have to keep track of the examination time. Do **NOT** stop the time. PASS will automatically submit the examination for scoring once the time allotted for **each given section** has elapsed (see the Individual Test Details section for the time allotment for each test). To submit the examination for scoring before the time allotted has elapsed, click the “submit” button. PASS will then ask if the candidate wants to submit the examination for scoring. The candidate must type “yes” in the space provided and click the “OK” button. If the candidate wishes to return

to the examination, he or she should click the “cancel” button.

Candidates taking the tests for the first time will be able to view their test results immediately after the candidate takes the fourth and final test. Candidates who have passed all 4 tests, should allow at least 3 weeks to receive their certificate in the mail. If a candidate does not receive their certificate within those 3 weeks, he/she should contact Castle. If the candidate is completing a retake test the test results will be displayed immediately; this score report must be printed for the candidate, so that he/she will have a hard copy. To print the score report for the candidate, hit Ctrl + P or click on the printer icon at the top of the screen. Only proctors may print score reports and retrieve those reports from the printer.

After candidates have submitted their examinations for electronic scoring, they should be escorted out of the testing room to ensure that other candidates who may still be testing are not distracted.

IMPORTANT: Please contact Castle immediately (before dismissing the candidate) if you encounter any problems with the score reports. Also, be sure that you hand the correct score report to the correct candidate.

UNIQUE CANDIDATE IDENTIFIER/ FORGOTTEN USERNAMES

When candidates register for the tests, they will each be assigned a Unique Candidate Identifier (username). For individuals who provide their social security number, the username will be the initial of the first name, the full last name and the last six digits of the social security number.

i.e. First Name: John
 Last Name: Smith
 SSN: 123456789
 Username: JSmith456789

For individuals who do not provide their social security number, the username will be the initial of the first name, the full last name, a six digit number randomly generated by Castle and the initial of their last name.

i.e. First Name: John
 Last Name: Smith
 Random Number: 123456
 Username: JSmith123456S

If a candidate cannot remember his/her username, he/she may access his/her account by entering all of the following information:

- ◆ Candidate’s First Name
- ◆ Candidate’s Last Name
- ◆ Candidate’s Date of Birth
- ◆ Candidate’s Home Address Zip Code

For the candidate to access his/her username, navigate to

<http://www.castleworldwide.com/nwrc>. Under the Candidates heading, in the Login section, click on the circle in front of Returning Candidates. Under the text box is a link for Forgotten Usernames (“Click here”); click on that link, and then enter the candidate information listed above.

If no username is retrieved when the candidate enters his/her information, the most likely cause is that the candidate entered incorrect demographic information during the registration process. Ask the candidate if he/she may have entered his/her information in a different manner (i.e., used a nickname; entered a different mailing address, etc.) during the registration process, and attempt to retrieve the forgotten username using that information.

RETAKES

If a candidate does not successfully pass a test(s), he/she may retake the test(s) as many times as he/she would like. There is a minimum waiting period of twenty-five days between retakes. **Please note: There is an additional charge for EACH retake.**

The candidate must successfully pass all 4 tests within one year of the date on which he/she took the first test. Otherwise, the candidate must retake all 4 tests.

GENERAL EXAMINATION ADMINISTRATION PROCEDURES

PROCTOR ATTIRE

Candidates have selected this examination series for its reputation of excellence from among its competitors. Please dress professionally to lend an air of authority to yourself and all of the testing staff. Please refrain from wearing t-shirts, hats, jeans, etc.

PROCTOR CONDUCT

Proctors should conduct themselves in a professional manner. Proctors should always act in ways that cannot be misconstrued as favoritism, discriminating, flirting, etc. Proctors should also avoid touching candidates.

PROHIBITED MATERIALS

Examinees are not allowed to use aids of any kind unless otherwise approved by Castle.

Candidates may NOT bring the following into the testing room:

- ◆ **Dictionaries**
- ◆ **Language Dictionaries**
- ◆ **Calculators (candidates will be able to click on a calculator from PASS for the Math section of the exam)**
- ◆ **Telephones or Pagers**
- ◆ **Cameras**
- ◆ **I-Pods, or any other electronic devices**

If candidates bring such aids with them to the testing center, these items must be left with the proctor before the candidate can be admitted to the testing room. Candidates who refuse to cooperate shall be dismissed from the administration, and this dismissal must be recorded on the Test Site Administration Report.

No food or beverages are allowed in the testing room unless prior approval has been received for medical reasons. As a courtesy to the candidates, testing personnel should not bring food or drink into the testing room.

Other personal belongings, such as purses, must be kept in a designated area in the exam room **AWAY** from the candidate's desk.

QUESTIONS/COMMENTS FROM CANDIDATES

The candidate should be informed that once the test has begun, he/she should raise his/her hand with any questions or problems he/she may encounter, and the proctor will address the questions/problems individually. If a candidate asks a question pertaining to the content of a specific question, the proctor should state that he/she cannot help with that type of question. The proctor should advise the candidate to answer the questions to the best of his/her ability, and to not skip the question. If a candidate wishes to make a comment to Castle regarding a specific item, he/she should note the concern by going to the NWRC examination webpage and clicking the link "Candidate Comments Form."

SUPERVISING CANDIDATES

The best deterrent to cheating is the constant and overt supervision of candidates. Proctors must patrol all parts of the testing area frequently and take positions where they can observe all candidates and computer screens. **Proctors must never leave the exam room unattended.**

If a proctor observes cheating aids (i.e., notes) in the possession of a candidate, or within reach of a candidate, confiscate such materials immediately, instruct the candidate to remain seated, and contact Castle. The proctor should advise the candidate that a report will be made to Castle, that the candidate may submit an explanation, and that the candidate may complete the examination if the candidate wishes.

If a candidate's behavior is suspicious or disruptive, warn the candidate immediately. If the candidate persists, contact Castle.

DISMISSING CANDIDATES

As candidates complete the examination:

- ◆ Instruct the candidates to raise their hands and remain seated when they complete the test
- ◆ **Collect all scratch paper and any other equipment distributed to the candidate**
- ◆ Be sure the candidate has correctly submitted his/her examination for scoring
- ◆ Assist the candidate in logging out of PASS
- ◆ Escort the candidate to the check out table where the proctor will ensure that all scratch paper and other materials have been collected before dismissing the candidate
- ◆ Place a check by the candidate's name in the logbook once you have double-checked that you have received all scratch paper from the candidate
- ◆ Instruct the candidate to exit the building entirely before conversing with others, as no talking is permitted in the halls outside of rooms, since there are others inside who are still taking the test

CANDIDATES RECEIVING REASONABLE ACCOMMODATIONS

Occasionally, we have candidates who request reasonable testing accommodations. We want to be sure to be sensitive to their needs. Some of the common requests include (but are NOT limited to): extra time, separate room, increased font size. Requests for accommodations must be received by NWRC at least 30 days prior to the test date. Candidates must also pre-register at least two weeks prior to test date.

Completed Accommodation Request Forms should be sent to:

Attn: Executive Director
National Work Readiness Council
Institute for a Competitive Workforce
U.S. Chamber of Commerce
1615 H Street NW
Washington, DC 20062-2000

You may also contact the NWRC regarding Accommodations via phone at 800-761-0907 or via e-mail at joe.mizereck@workreadiness.com (see Appendix 2). We ask that these

administrations be handled in the same professional manner, in accordance with ADA.

EMERGENCY PROCEDURES

If an emergency arises during testing, proctors must follow the procedures specified at the testing facility. The safety of the candidates and testing staff is the first concern. If required, take immediate steps to ensure physical safety.

If evacuation is necessary, proctors should:

- ◆ Conduct a calm, but immediate, departure from the room
- ◆ If possible, log each PC off PASS or shut down each computer. **Important: Do NOT hit "Submit"**
- ◆ Collect scratch paper and other examination materials from candidates as they exit, if possible
- ◆ Ensure that all materials are secure by taking them with you
- ◆ After evacuating to a safe location, inform candidates that discussion of examination content is forbidden
- ◆ If you are able to return to the testing facility and resume testing, log back in to the exam **Please note:** The exam will resume in time and place before the event
- ◆ In the event that re-entry to the test room is not possible, candidates will not be permitted to complete the examination **Please note:** Contact Castle and we will make arrangements with you to reschedule the examination (Be sure to inform the candidates that discussion of examination content is forbidden)

If a medical emergency arises, the proctor should:

- ◆ Make sure the candidate gets the proper immediate care necessary
- ◆ Minimize the amount of disruption to other candidates
- ◆ If necessary, log each PC off PASS or shut down each candidate's computer, and once the emergency is over, log back in and resume the test
- ◆ Record the incident on the Test Site Administration Report and submit the report to Castle

If a candidate becomes ill and/or is unable to finish the exam, he/she will not receive a refund. Communicate the incident using the Test Site Administration Report and submit the report to Castle.

TEST SITE ADMINISTRATION REPORT

You are required to report all irregularities, candidate complaints, emergencies, examination

compromises, and other situations that may have affected the candidate's performance, threatened examination security in anyway, or may cause a candidate to have a negative perspective on the test administration. These reports must be made to Castle immediately following the examination by going to the NWRC examination webpage and clicking the link labeled "Proctor Exception Report" (located under the Test Sites heading, in the Documents section).

INDIVIDUAL TEST DETAILS

The National Work Readiness Credential (WRC) is a set of four tests to evaluate whether or not a candidate possesses the work readiness skills necessary to be successful in entry-level jobs. The four tests include:

- ◆ Work Readiness Reading Test (assessing Reading with Understanding)
- ◆ Work Readiness Math Test (assesses Using Math)
- ◆ Work Readiness Active Listening Test (assesses Listening)
- ◆ Work Readiness Situational Judgment Test (assesses five skills: Cooperate with Others, Resolve Conflict and Negotiate, Solve Problems and Make Decisions, Observe Critically, Take Responsibility for Learning)

Candidates will be allotted a total of three hours and fifteen minutes to complete all four tests; the break-down on that time allotment is detailed below. Candidates may take the tests in any order they desire. In addition, candidates may take 1, 2, 3 or 4 of the tests in a sitting. All 4 tests must be completed within 30 days of when the 1st test is taken. Any tests which are not completed within that 30 day period will be considered as failed.

All items in the Math, Reading and Situational Judgment (SJT) tests are presented in multiple choice format. The SJT is different in that the candidate will be making 2 selections for each item. The details of the differences between the Math and Reading tests and the SJT are listed below in the SJT section. The questions in the Active Listening Test are presented orally (via the computer), and the candidate will choose the best answer from four possible answers.

For all 4 of the tests the candidates may skip a question and come back to it before submitting the test for evaluation and/or may review all responses once they have completed the test (before submitting the test for scoring), as long as the allotted time has not expired.

Work Readiness Reading Test

Time Allotted: 45 minutes

The Reading Test consists of 30 multiple choice items (with an additional 5 items for pre-testing purposes). A passage or scenario will be presented, with two or more items relating to the given scenario. For each item, the candidate must select the correct answer from among 4 response options.

Work Readiness Math Test

Time Allotted: 45 minutes

The Math Test consists of 30 multiple choice items (with an additional 5 items for pre-testing purposes). A situation will be presented in the stem of the item, and the examinees must select the correct answer from among 4 response options. The candidates will be able to access a four function calculator in the PASS system, but may not use any other calculator.

Work Readiness Active Listening

Time Allotted: 45 minutes

The Active Listening Test consists of 35 multiple choice items. The computer provides a verbal prompt (the prompt will not be displayed on the screen at all), and then the candidate will choose the best answer from four possible answers. **No scratch paper is allowed for the Active Listening.**

Work Readiness SJT

Time Allotted: 60 minutes

The SJT consists of 40 multiple choice items (with an additional 5 items for pre-testing purposes). A situation will be presented in the stem of the item. The candidates must make two selections in the SJT for the most effective (“best”) option for handling the situation described in the stem of the item, and for the least effective (“worst”) option for handling that same situation.

TROUBLE-SHOOTING

Here are some possible scenarios proctors might encounter and how to solve them:

1. The online system doesn't seem to be working

- a.) Be sure you are at the correct link (www.castleworldwide.com/nwrc), then click on the circle in front of Returning Candidates, enter candidate username and click the "Login" button, and click the "Take Test" link
- b.) Verify that 'cookies, java script, and pop-up windows' are working by:
 - i. Going to www.castleworldwide.com/nwrc
 - ii. Click the "Test it Here" link after the listing for Hardware Telecommunications Configuration Test in the System Test section under the Test Sites heading to test that the computer is configured appropriately.
- c.) If you still have problems, close out of the browser and restart.
- d.) If problems continue, try another computer.
- e.) If all these steps fail, contact Castle.

2. The candidate's username is not working

- a.) Check to make sure the candidate has correctly entered his/her username.
- b.) Use the Forgotten Username option to look-up the candidate's username
- c.) If you are sure that the candidate has entered the username he/she wrote down and the forgotten username link did not retrieve any matches for the candidate, please call Castle to verify the username.

3. The exam froze/the computer is showing an error message.

- a.) Reassure the tester that all answers have been saved and that no time has been taken away.
- b.) Shut down the Internet by clicking on the "X" in the upper-right hand corner. Start up the Internet again and navigate to the main page (www.castleworldwide.com/nwrc). Repeat the login process.
- c.) The exam will bring the tester back to the last question he or she answered.

- d.) If the problem persists, try moving the candidate to another computer.

4. The audio on the Active Listening Test is not playing clearly ("breaking-up").

- a.) Reassure the tester that all answers have been saved.
- b.) Shut down the Internet by clicking on the "X" in the upper-right hand corner. Start up the Internet again and navigate to the main page (www.castleworldwide.com/nwrc). Repeat the login process.
- c.) The exam will bring the tester back to the last question he or she answered.
- d.) If many candidates are testing and the problem persists, try staggering when the candidates are taking the Active Listening, as this test requires a high bandwidth.

5. Is the candidate allowed to take breaks?

- a.) Candidates may take breaks between each exam.
- b.) There are no *scheduled* breaks during an exam. However, the candidate may break at any time (as long as no other tester is currently taking a break) to use the restroom, get a drink of water, or stretch. Candidates are not allowed to leave the testing center during breaks. The time spent on a break will not be made up; it is deducted from the overall testing time.

6. The demo is not working.

- a.) *The demo is not interactive.* When the candidate clicks on "I want to see the demo" a new window will pop up over the testing window. It contains links on the left-hand side of the screen and text and a screenshot in the main part of the screen.
- b.) Navigate through the demo by clicking on the word "Next" (in blue). The demo is a tutorial that explains how PASS operates and how the buttons within the test function.

7. While registering or testing a candidate, the screen displays a message that says that the page cannot be displayed. In order to give Castle sufficient information to evaluate the cause of the problem,

please do the following in Internet Explorer:

- a.) In the Tools menu of Internet Explorer, select Internet Options, and then select the Advanced tab. In the Browsing section, uncheck the following options:
 - i. Show friendly HTTP error messages
 - ii. Show friendly URLs
 - iii. Disable Script Debugging (Internet Explorer) (if this option is available)
 - iv. Disable Script Debugging (Other) (if this option is available)
- b.) In the Tools menu of Internet Explorer, select Internet Options, and then select the Advanced tab. In the Browsing section, check the following option:
 - i. Display a notification about every script error (if this option is available)
- c.) Click “OK” to save the setting change
- d.) Press the refresh button
- e.) Send the resulting error message to Castle

APPENDIX 1

Logbook

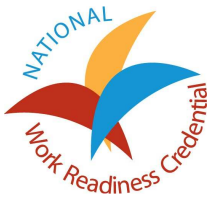
Castle Testing Logbook

Examination Site: _____

Date	Exam	Candidate (print name)	Candidate Signature	Time In	Time Out

APPENDIX 2

ADA Accommodation Request Form



National Work Readiness Council

Request for Accommodation Form for the National Work Readiness Credential

This request must be received by the NWRC thirty (30) days before the requested test date.

Name	
Street Address	
City, State Zip Code	
E-mail Address	
Telephone (with area code)	
Fax (with area code)	

Requested Test Date and Time: _____

Requested Test Site: _____

Please select the requested accommodation from the list below. Use additional paper to describe your requested accommodation if necessary.

- | | | |
|--|--|--------------------------------------|
| <input type="checkbox"/> Separate Room | <input type="checkbox"/> Sign Language Interpreter | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Un-timed Breaks | <input type="checkbox"/> Logistical Provisions | _____ |
| <input type="checkbox"/> Double Time | <input type="checkbox"/> Reader Required | |
| <input type="checkbox"/> 50% Additional Time | <input type="checkbox"/> Screen Magnifier | |

Please list the supporting documentation that is attached. This documentation must be from a physician or other qualified professional reflecting a diagnosis of the candidate’s disability and an explanation of the accommodation(s). The supporting documentation must be on the physician’s or other professional’s letterhead, specify the professional’s credentials and be signed by the professional.

Please return completed forms to:

Attn: Executive Director
National Work Readiness Council
Institute for a Competitive Workforce
U.S. Chamber of Commerce
1615 H Street NW
Washington, DC 20062-2000
Email: nwrc@uschamber.com

For office use only

Date Received	Date Reviewed	Date Responded

APPENDIX 3

Table-Tent Sign

IF YOU ARE EMPLOYED

YOU WILL NEED THE FOLLOWING FOR REGISTRATION:

- ◆ **PROOF OF IDENTITY**
- ◆ **BUSINESS NAME OF YOUR EMPLOYER**
- ◆ **ADDRESS OF YOUR EMPLOYER**
- ◆ **NAME OF YOUR SUPERVISOR**
- **PHONE NUMBER OF YOUR EMPLOYER**
- **E-MAIL ADDRESS OF YOUR SUPERVISOR**

IF YOU ARE NOT EMPLOYED

YOU WILL NEED THE FOLLOWING FOR REGISTRATION:

- ◆ **PROOF OF IDENTITY**
- **NAME OF A SUPERVISOR, TEACHER OR COUNSELOR**
- **PHONE NUMBER OF A SUPERVISOR, TEACHER OR COUNSELOR**
- **E-MAIL ADDRESS OF A SUPERVISOR, TEACHER OR COUNSELOR**

◆ REQUIRED INFORMATION

APPENDIX 4
WALL-MOUNT SIGN



READ THIS BEFORE PROCEEDING

IF YOU ARE EMPLOYED

IF YOU ARE EMPLOYED, YOU WILL NEED THE FOLLOWING FOR REGISTRATION:

- ◆ PROOF OF IDENTITY
- ◆ BUSINESS NAME OF YOUR EMPLOYER
- ◆ NAME OF YOUR SUPERVISOR
- ◆ ADDRESS OF YOUR EMPLOYER
- PHONE NUMBER OF YOUR EMPLOYER
- E-MAIL ADDRESS OF YOUR SUPERVISOR

IF YOU ARE NOT EMPLOYED

IF YOU ARE NOT EMPLOYED, YOU WILL NEED THE FOLLOWING FOR REGISTRATION:

- ◆ PROOF OF IDENTITY
- NAME OF A SUPERVISOR, TEACHER OR COUNSELOR
- PHONE NUMBER OF A SUPERVISOR, TEACHER OR COUNSELOR
- E-MAIL ADDRESS OF A SUPERVISOR, TEACHER OR COUNSELOR

◆ REQUIRED INFORMATION

APPENDIX 5
TEST DAY CHECKLIST

TEST DAY CHECKLIST

Prior to Candidate Arrival:

- Print the Supervisor's Manual, and bring manual to testing location.
- Arrive at test center at least 30 minutes prior to the test administration.
- Turn on all computers and connect to the Internet.
- Run the Hardware Telecommunications Configuration Test on EACH computer which will be used for WRC testing. The link for this test can be found under the Test Sites heading at www.castleworldwide.com/nwrc. Correct any problems found when the test is run.
- Navigate to www.castleworldwide.com/nwrc so that candidates can register or begin testing if they have already registered.
- Plug-in headsets at each computer.

Upon Candidate Arrival:

- Check ID for each candidate.
- Ensure that each candidate signs the logbook.
- Ensure that all candidate belongings are placed away from the candidate's desk.
- Assist candidates in registering their contact information, demographic information, etc.
- Assist candidates in registering for tests. If applicable, provide the candidates with voucher numbers.
- Log candidates into one of the tests. As long as the candidate does not close the Internet browser, he/she will be able to proceed to additional tests until all four tests are completed.

Before Dismissing Candidate:

- Collect and destroy all scratch paper.
- After double-checking that all test information from candidate has been collected and destroyed, place a checkmark next to the candidate's name in the logbook.

After Dismissing Candidate:

- If there were any irregularities during the test administration, navigate to www.castleworldwide.com/nwrc and complete the Proctor Exception Report.

For any test administration questions or problems, call Castle:

Monday – Friday (8:30 – 5:30 EST)

Ruby Hennis at
919-657-6916 (press "0" to transfer to
number listed below).

General Customer Service
919-572-6880

Your Testing Site IT Contact: _____