

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 RESPONSIBILITIES:

- 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.

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, Inc. (Castle) or the NWRC or individuals specifically authorized by Castle 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.

EXAMINATION INFORMATION

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.

Candidates will be allotted a total of three hours and fifteen minutes to complete all four tests.

All four tests must be completed within 30 days of when the first test is taken. Any tests which are not completed within that 30 day period will be considered as failed.

The four tests include:

- Work Readiness Reading Test (assesses 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)

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 two selections for each item. More details about these differences are listed 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 four 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.

INDIVIDUAL TEST DETAILS

Work Readiness Reading Test

Time Allotted: 45 minutes

The Reading Test consists of 30 multiple-choice items (with an additional five 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 four response options.

Work Readiness Math Test

Time Allotted: 45 minutes

The Math Test consists of 30 multiple-choice items (with an additional five 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 four 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 the candidate will choose the best answer from four possible answers. **No scratch paper is allowed for the Active Listening Test. This exam requires a very large bandwidth; please have ONLY one or two candidates take this test at once.**

Work Readiness SJT

Time Allotted: 60 minutes

The SJT consists of 40 multiple-choice items (with an additional five 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: one for the most effective (“best”) option for handling the situation described in the stem of the item and one for the least effective (“worst”) option for handling that same situation.

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
Email: 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 a.m. – 8:30 p.m. EST)**

NWRC Support

919-657-6990

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.

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 12 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. **Any site that requires recertification MUST submit a \$300 recertification fee.**

Substantiated complaints that would result in site recertification could include:

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

TESTING 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 are only 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.
- To prevent cheating:
 - ◆ Verify all candidate IDs.
 - ◆ Direct candidates to their seats.
 - ◆ Make sure NO prohibited items are allowed in the test room.
- **Scratch paper:** If requested, you may distribute two 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 them. **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, a proctor will then come to the candidate to assist him/her in submitting the examination and logging out of PASS.

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 in PASS for the Math section of the exam)**
- **Telephones and/or pagers**
- **Cameras**
- **iPods 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.

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 to 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 restrooms

PREPARING FOR ADMINISTERING THE EXAMINATION

PROCTORS

Proctors must be at least 21 years old, dependable, and professional. There must be at least one proctor for every 12 test takers. Proctors administering the WRC must be trained and certified by Castle prior to proctoring any WRC tests.

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.

VOUCHERS

Vouchers must be purchased and received prior to the exam date.

- Contact Steck-Vaughn at 1-800-289-4490 to purchase vouchers.
- Request the vouchers for the WRC assessment and inform the representative that you are an approved NWRC site.
- Vouchers for first time candidates, which encompass all four of the tests, cost \$74.95 each.
- Vouchers for retakes cost \$18.00 each.
- Individual vouchers are not interchangeable (e.g., a Math retake voucher will not work for a Reading retake test. ALSO, a first time voucher will not work for a retake test.)
- **MAKE SURE** you request the correct type of retake voucher(s).
- Vouchers are good for one year from the date of purchase.
- Expired vouchers are non-refundable and non-transferable.
- Once payment has been processed, you will receive an email from Castle that includes:
 - ◆ A sales order number
 - ◆ A purchase order number
- After you receive the email, go back to the main website (www.castleworldwide.com/nwrc).
- Login as a Returning Stakeholder with your proctor password.
- Click on “Vouchers Purchased/Issued by HMH.”
- Enter in the sales order number and the purchase order number (these fields are case sensitive) and submit.
- You will then see the list of vouchers you have purchased.

PRIOR TO THE ADMINISTRATION

Upon successfully completing this training, the proctors will be issued a 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.

Please be sure to go through the Sample Tests so that you are familiar with how the candidates will view and navigate through the four tests. You may access the Sample Tests under the Candidates section on the front page of the main website. (***NOTE:** These are just sample tests, not practice tests, for you and the candidates to become familiarized with how the tests look; there are no scores or diagnostic breakdowns available after these tests.)

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.

Prior to candidates arriving:

- Verify that all computers are operational.
- Connect each computer to the Internet and navigate to: **<http://www.castleworldwide.com/nwrc>**.
- Run both the Hardware/Telecommunications and the Headphone Tests on every computer.
- 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.
- 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

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.

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) with photo and signature
- School identification with photo and signature

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.

LOGBOOKS

Your site is required to maintain a candidate logbook (see Appendix 1). When a candidate arrives to take an examination, have the candidate sign the logbook after you verify the candidate's identity (by use of the identification forms listed above). 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.**

CANDIDATE ADMISSION PROCEDURES

NEW CANDIDATE REGISTRATION

Using the candidate's assigned PC, navigate to <http://www.castleworldwide.com/nwrc>.

Welcome to the NWRC Online System

CANDIDATES	TEST SITES	STAKEHOLDERS
Login <input type="radio"/> New Candidate <input type="radio"/> Returning Candidates (You have a username)	Site Application System Test <ul style="list-style-type: none">Hardware/Telecommunications Configuration Test (Test it here.)Headphone Configuration Test (Test it here.)	NWRC Registry Login <input type="radio"/> New Stakeholders <input type="radio"/> Returning Stakeholder (You have a password)
Sample Tests <ul style="list-style-type: none">MathSituational JudgmentActive ListeningReading	Documents <ul style="list-style-type: none">Becoming an NWRC SiteProctor ManualNWRC FAQsProctor Exception Report	Welcome back! If you are visiting to purchase vouchers, please take the following steps. <ol style="list-style-type: none">Contact Steck-Vaughn Customer Service at 1-800-289-4490.Ask for "WRC" assessment vouchers. Customer Service will do a search for "WRC" to locate the items.
Documents <ul style="list-style-type: none">Candidate HandbookFeedback Form		

Under the Candidate heading, in the Login section of the page:

- Click on the circle in front of New Candidate.
- The candidate will be directed to the first of four contact information pages.
- A first-time registrant must complete all required fields before submitting the registration.
- Have the candidate choose the **NON-CASTLE TESTING SITE** for the testing location so their vouchers will work.

(See next page for a screen shot)

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 on all four pages.

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.

Following are screenshots of the other three registration screens that the candidates complete in order to be registered:



- Candidate Home
- Update Contact Information
- Register for Exams
- Log out

Fields marked with an * are required.

3. Language and Education

What is your first language?

Select native language Other:

Is English the language you use most often at home?

Yes No

Is English the language you usually use to read?

Yes No

How many years of schooling have you completed in the U.S.?

Select years of schooling

If English is not your first language, how many years of schooling have you completed in your first language?

Not applicable - English is my first language

*Highest Educational Level or Degree:

Select education level Other:

What year did you last attend school?

Current Class Enrollment - Are you taking any of these classes now?

- No, I am not taking any classes now
- High School
- Adult education
- English as a Second Language
- Vocational/trade education
- Work skills program
- Other

*Did you participate in a Junior Achievement program while in school?

Yes No

If you answered "Yes" to the question above, in approximately how many different Junior Achievement programs have you participated?

Select number of Junior Achievement classes



Your Contact Information (Page 3 of 4)



[Log out](#)

Fields marked with an * are required.

9. Indicate all that apply at the time of testing.

- Learning disability
- ADD/ADHD
- Emotional disability
- Physical disability
- Receiving TANF Cash Benefits

10. Work History

*What is your current work status?

Select work status

Length of time worked at your current job:

Select time at current job

Length of time worked at all of your jobs:

How long have you been working (including time spent on your current job and time spent on any jobs in the past)?

Select time at all jobs

If you are working now, what is your job title?

If you are working now, choose from the list below the best description of the type of work you currently do:

Select type of work

Other:

[Next Page](#)



Your Contact Information (Page 4 of 4)



- [Candidate Home](#)
- [Update Demographics](#)
- [Register for Exams](#)
- [Log out](#)

Fields marked with an * are required.

11. Candidate Verification and Confidentiality Agreement:

Please read the following statements:

I verify that the information contained on this form is accurate.

The National Work Readiness Council may use the information collected on this form for research purposes as long as my identity is not revealed.

The National Work Readiness Council may contact me for follow-up research on the work readiness assessment.

I release all test results to NWRC.

This assessment belongs to NWRC and is protected by copyright law. No part of this assessment may be copied or memorized. I understand that I may not discuss or disclose the contents of the assessment orally, in writing, or by any other means.

By selecting "Yes, I agree with the Candidate Verification and Confidentiality Agreement" below, I accept that I have read and understand this agreement. I understand if I do not comply with the terms of this agreement, then my assessment results may be cancelled and legal action may be taken.

*Do you understand and agree with the statements above?

Yes, I agree with the Candidate Verification and Confidentiality Agreement.

12. Candidate Evaluation

One important kind of follow up research the National Work Readiness Council needs to do includes getting independent ratings of the work readiness skills of individuals who take the WRC. Do you give the NWRC your permission to contact a teacher, counselor or supervisor who can independently evaluate your work readiness skills?*

Yes No

*Please provide the name and contact information of a person we can contact.

Name:

This person is my:

- Teacher
- Counselor
- Supervisor at work
- Other (elaborate):

Please complete for the person identified above:

Address:

Phone:

Email:

Name of business where employed:

Business Address:

Business City:

Business State:

Business Zip:

[Back]

IMPORTANT: Once the candidate has received a username, he/she should **NOT** go to the New Candidate section and complete the registration process again. Instead they will ALWAYS click on “Returning Candidate” and enter in their candidate username and then click “Login.”

Once the candidate receives his/her username and clicks “Continue,” the candidate will be prompted to enter the voucher code and then click the “Submit Voucher” button.



Purchases

NWRC Reading, Math, Situational Judgement and Listen Actively

This purchase will expire after 365 days regardless of whether you have used it

Refund Policy: Partial refunds of examination and practice test fees are given on a case-by-case basis.
Cancellation, reschedule and late fees are non-refundable.

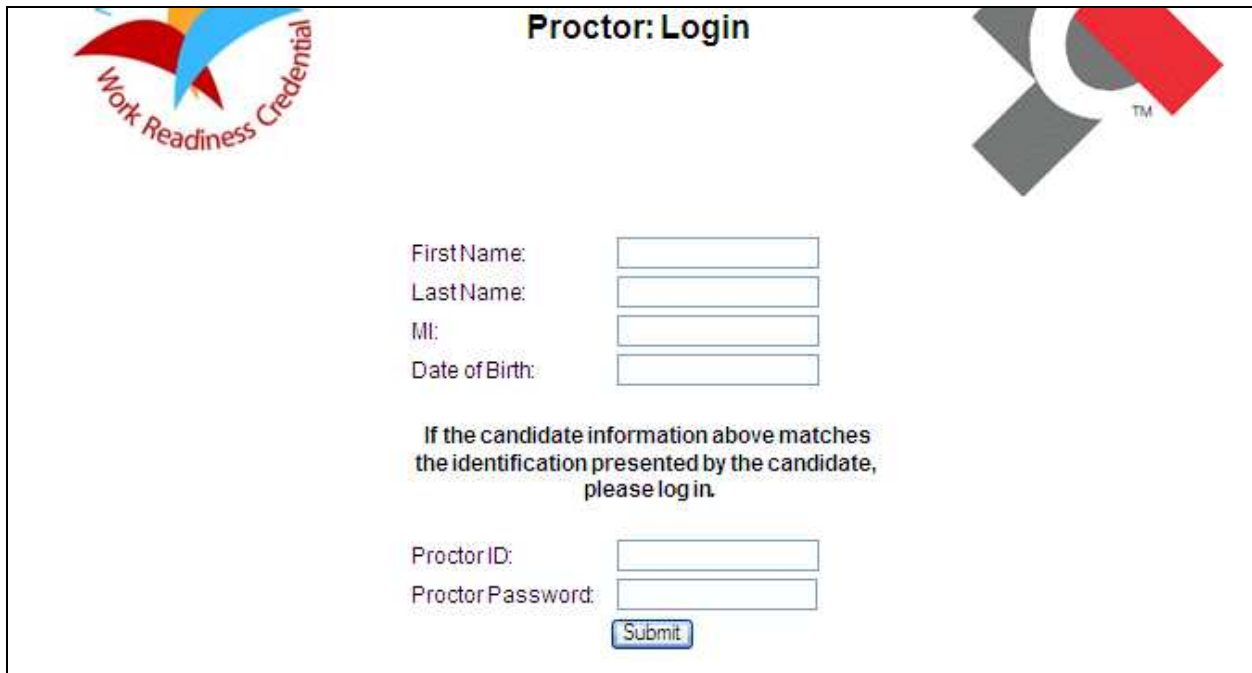
Vouchers

Enter Voucher Code for prepaid test

LOGGING INTO TESTS

The next screen will display the candidate's first and last name, middle initial, and date of birth. Ensure that the information is correct.

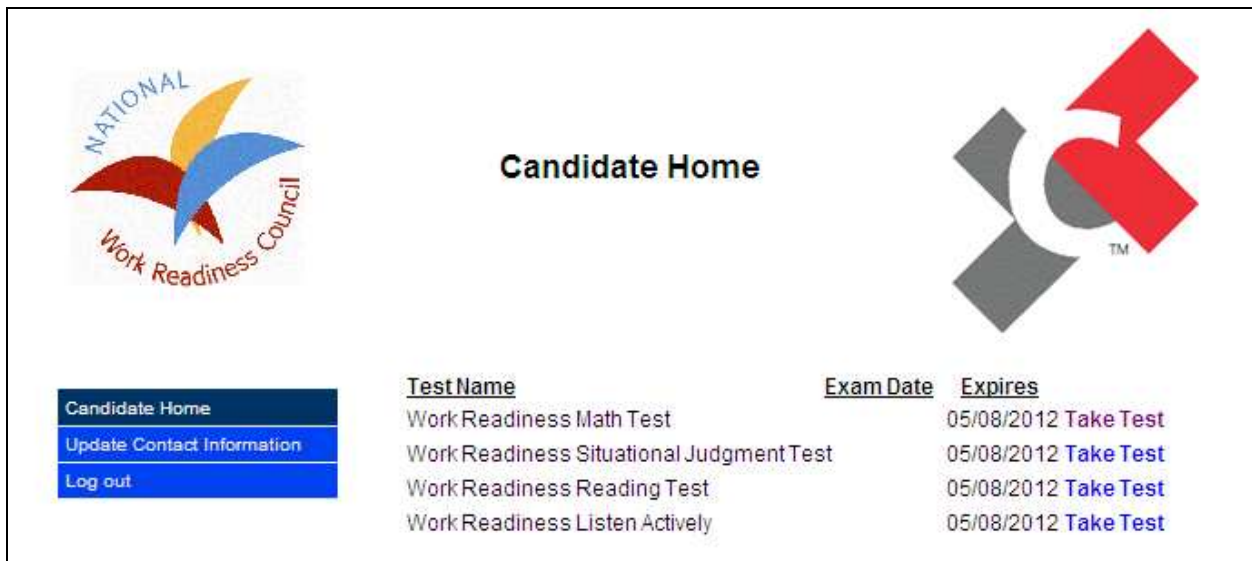
The proctor will need to enter in this/her proctor ID and password at each candidate's testing computer and click the "Submit" button.



The Proctor Login form features the Work Readiness Credential logo on the left and a stylized 'C' logo on the right. The form includes input fields for First Name, Last Name, MI, and Date of Birth. Below these is a confirmation instruction: "If the candidate information above matches the identification presented by the candidate, please log in." Further down are fields for Proctor ID and Proctor Password, followed by a blue "Submit" button.

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.

After the candidate clicks the "Continue" button, the Candidate Homepage will be displayed with the candidate's name listed at the top and all the tests the candidate has purchased.



The Candidate Home page displays the National Work Readiness Council logo on the left and the stylized 'C' logo on the right. On the left side, there is a vertical menu with three blue buttons: "Candidate Home", "Update Contact Information", and "Log out". The main content area features a table of purchased tests.

<u>Test Name</u>	<u>Exam Date</u>	<u>Expires</u>
Work Readiness Math Test	05/08/2012	Take Test
Work Readiness Situational Judgment Test	05/08/2012	Take Test
Work Readiness Reading Test	05/08/2012	Take Test
Work Readiness Listen Actively	05/08/2012	Take Test

On the Candidate Homepage, select the “Take Test” link for whichever test the candidate is about to complete.

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 Castle immediately so that we can address the problem while the candidate is still present, as he/she must resume testing on that same day.

On the Active Listening Test, the candidate will click the “Listen” button on the menu bar on any given question page to hear the prompt and response options.

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.

EXAMINATION SUBMISSION

The PASS system automatically tracks each candidate’s time, so you do not have to keep track of the examination time. The countdown timer is located at the top of the screen. 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.

English ▾

Do you want to end your exam now?

- You left the following questions unanswered. If you end your exam now, **you lose the chance to answer these questions.**

1, 2, 3, 4, 5, 6, 7, 8, 9, 10


- You still have time remaining.

- If you end your exam now, **you cannot return to the exam.**


If you are ready to end the multiple-choice exam now, type the words 'I understand' in the box below.

If the candidate wishes to return to the examination, he or she should click “No, Return to Exam.” If the candidate wishes to end the exam and submit for scoring then the candidate must type “I understand” in the space provided and click the “Yes, End the Exam Now” button.

Candidates taking the tests for the first time will be able to view their test results immediately after taking the fourth and final test. Candidates should print a copy of their scores for themselves and for the proctors. Candidates who have passed all four tests should allow at least three weeks to receive their certificate in the mail. If a candidate does not receive their certificate within those three weeks, he/she should contact Castle.



Candidate Home



Candidate Home	<u>Test Name</u>	<u>Exam Date</u>	<u>Expires</u>
Update Contact Information	Work Readiness Listen Actively	05/13/2011	View Results
Register for Exams	Work Readiness Reading Test	05/13/2011	View Results
Log out	Work Readiness Situational Judgment Test	05/13/2011	View Results
	Work Readiness Math Test	05/13/2011	View Results

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, press Ctrl + P or click on the printer icon at the top of the screen.

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.

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.

For example, 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.

For example, 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 (e.g., used a nickname; entered a different mailing address) 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 25 days between retakes.


Please note: You MUST have the appropriate voucher for the retake needed.

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


LOGGING INTO TESTS: RETURNING CANDIDATES

For candidates who are returning to complete tests:

- 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."
- Have the candidate enter his/her username in the box that is displayed and then press the "Login" button.
- On the Candidate Homepage, select the "Take Test" link for whichever test the candidate is about to complete.



Candidate Home




[Candidate Home](#)

[Update Contact Information](#)


[Log out](#)

<u>Test Name</u>	<u>Exam Date</u>	<u>Expires</u>
Work Readiness Listen Actively		06/02/2011 Take Test
Work Readiness Situational Judgment Test	05/25/2011	06/02/2011 Completed
Work Readiness Math Test	05/25/2011	06/02/2011 Completed
Work Readiness Reading Test	05/03/2011	06/02/2011 Completed

Verify the candidate identification information on the screen against the proper photo with signature identification that the candidate presented.



Proctor: Login



First Name:

Last Name:

MI:

Date of Birth:

If the candidate information above matches the identification presented by the candidate, please log in.

Proctor ID:

Proctor Password:

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 or log out of the system.

GENERAL EXAMINATION ADMINISTRATION PROCEDURES

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 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
- Instruct the candidate to exit the building entirely before conversing with others. No talking is permitted in the halls outside of rooms since there may be others inside who are still taking the test.

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."

REASONABLE ACCOMMODATIONS

All requests for accommodations must be approved by NWRC at least 30 days prior to the test date. Candidates must also be pre-registered at least two weeks prior to the test date.

Common requests include:

- Extra time
- Separate room
- Increased font size

Requests for accommodations must be submitted using the form in Appendix 2 of this manual.

EMERGENCY PROCEDURES

If evacuation is necessary, proctors should:

- Conduct a calm, but immediate, departure from the room.
- If possible, shut the computers off; do NOT click "Submit" and do NOT log off.
- Collect the scratch paper and any other exam materials from the candidates as they exit the room.

- Ensure that these materials are secure by taking them out with you.
- After reaching a safe location, inform the candidates that discussion of the examination content is forbidden.
- If you are able to return to the testing room to resume the testing, log back into the system.
- The exam will resume in the same place and time as before the emergency when the candidate clicks on the “Begin Test Immediately” button on the Candidate Instruction screen.
- If the event that returning to the testing room to resume is not possible, contact Castle to report the issue and receive instructions.
- Inform the candidates that discussion of the 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 the other candidates.
- If necessary, shut down all candidate computers and once the emergency is over, log back in to resume the testing.
- If a candidate becomes ill and/or is unable to finish the exam, they will not receive a refund.

TEST SITE ADMINISTRATION REPORT

You are required to report 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 main website and clicking the link labeled “Proctor Exception Report” located under the Test Sites heading in the Documents section.

FREQUENTLY ASKED QUESTIONS

The exam froze, the computer is showing an error message, or the candidate was knocked off the computer:

- Reassure the candidate that all answers have been saved and that no time has been taken away.
- Shut down the Internet by clicking the "X" in the upper-right hand corner. Start the Internet again, navigate to the main website (www.castleworldwide.com/nwrc), and repeat the login process.
- The exam will bring the candidate back to the last question he/she answered.
- If the problem persists, try re-booting the machine and logging back in or move candidate to another computer.

The audio on the Active Listening Test is not playing clearly/breaking-up:

- Reassure the candidate that all answers have been saved and no time has been taken away.
- Shut down the Internet by clicking the "X" in the upper-right hand corner. Start the Internet again, navigate to the main website (www.castleworldwide.com/nwrc), and repeat the login process.
- The exam will bring the candidate back to the last question he/she answered.
- If the problem persists, try re-booting the machine and logging back in or move candidate to another computer.

*Remember to have only one or two candidates take this exam at a time due to the exam requiring a very large bandwidth.

The online system doesn't seem to be working:

- Be sure you are at the correct link (www.castleworldwide.com/nwrc), and then click on the circle in front of "Returning Candidate." Enter in the candidate username, click the "Login" button, and then click the "Take Test" link.
- Verify that cookies, java script, and pop-up windows are working by going to www.castleworldwide.com/nwrc and clicking 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.
- If you still have problems, close the browser or reboot the machine and restart.
- If the problem continues, try a different computer.
- If all steps fail, contact Castle immediately.

The candidate's username is not working:

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

Are the candidates allowed to take breaks?

- Candidates may take breaks between each exam.
- There are no scheduled breaks DURING the exam. If the candidate takes a break during the exam, the timer is still counting down and they will not be able to make up any lost time.

The demo is not working:

- The demo is not interactive. When the candidate clicks the "I want to see the demo" button, a new window will open. It contains links on the left-hand side of the screen and test with a screenshot in the main part of the screen.

- 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.

While registering or testing a candidate, the screen displays a message that says the page can not be displayed:

In order for Castle to help, please do the following in Internet Explorer:

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

I have a candidate that entered in a voucher and gets an error message stating that the voucher does not work for this time of exam and I know it is for the NWRC exam. Why is it not working?

The candidate probably did not choose the correct testing location and needs to go back to the main screen of the website and enter in their username. On the next screen, have the candidate choose the Update Contact Information line from the menu. He/she must then change their testing location from Castle Testing Site to the Non-Castle Testing Site for the voucher to work.

In the Active Listening test, the candidate is stating that they heard the prompt before on the previous question/or that the prompt does not go with the information on the screen. What do they do now?

The psychometrician and the test developer have gone through the exam to make sure everything is written as it should be and that the information given during the listening portion is in proportion with the correct corresponding question. It is imperative that the candidate listen carefully to what is being said and then read carefully what is on the screen in order for them to choose the best possible answer.

For the Active Listening test, the configuration tests were run and everything was working properly but now the candidate is stating that the audio is breaking up and not playing clearly. What do they do now?

Make sure you have only one or two candidates taking that exam at one time. It requires a very large bandwidth and having many candidates taking it at one time will cause this type of problem. You can close down the browser or reboot the machine and log the candidate back in and see if that will help solve the problem. You can also try a different headset and/or a new computer.

What should we do if we lose power at our site or our serve goes down during the test?

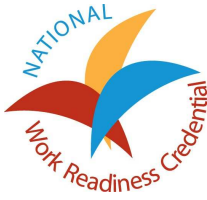
If your site temporarily loses power or you experience some other technical difficulty during the testing, shut the computers off but **DO NOT** submit the test. **DO NOT** dismiss the candidates, but ask them to wait until you are able to solve the issue. As soon as the difficulty has been resolved, log again with your proctor ID and the candidate password. It will take the candidate back to where they left off; they have not lost time or answers, and they will be able to complete the test. Contact Castle to report the emergency and receive instructions on filing a Test Site Administration Report.

APPENDIX 1

Logbook

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	
Email 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: Joe Mizereck
National Work Readiness Council
916 Shadowlawn Drive
Tallahessee, FL 32312
Email: joe@nwrc.org

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**
- **EMAIL 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**
- **EMAIL 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
- EMAIL 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
- EMAIL 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 a.m. – 8:30 p.m. EST)

NWRC Support
919-657-6990 (press "0" to transfer to number listed below).

General Customer Service
919-572-6880

Your Testing Site IT Contact: _____