

# ChFEBC<sup>SM</sup> Proctoring Instructions

## 1. Reasonable Accommodations

ChFEBC<sup>SM</sup> candidates will have the opportunity to request reasonable accommodations at the time of application. In accordance with the requirements of the Americans with Disabilities Act (1990), Castle makes such arrangements routinely for individuals with reasonable needs upon written request from candidates and approval from Federal Seminars and ChFEBC<sup>SM</sup>, Inc... Currently provisions are made on an individual basis for but not limited to registrants with visual, hearing, or physical impairments. All test sites used by Castle are accessible to all individuals.

## 2. Test Scheduling

Castle will issue a *Notice to Schedule* to eligible ChFEBC<sup>SM</sup> candidates as designated by Federal Seminars and ChFEBC<sup>SM</sup>, Inc., who may schedule their testing session via Castle's online test scheduling system. Castle also offers telephone scheduling (919)-572-6880 for those ChFEBC<sup>SM</sup> candidates without Internet access. The *Notice to Schedule* will provide to eligible ChFEBC<sup>SM</sup> candidates with a username and password generated by Castle, which will allow them to access Castle's online test scheduling system. As they complete their test scheduling activities, ChFEBC<sup>SM</sup> candidates may receive customer support via both telephone (919)-572-6880 and email Monday through Friday from 8:30 a.m. to 5:30 p.m. Eastern Time, excluding holidays. Castle's online test scheduling system allows ChFEBC<sup>SM</sup> candidates to schedule a testing session at any time from any computer with Internet access. The system will allow ChFEBC<sup>SM</sup> candidates to schedule only the examination for which they are eligible and will direct the ChFEBC<sup>SM</sup> candidates through the scheduling process in an orderly fashion. The online scheduling system will initiate the scheduling process by requesting that candidates verify appropriate demographic information. Next, the system will assist candidates in selecting available sites and scheduling their test date. ChFEBC<sup>SM</sup> candidates will select from a listing of available testing centers by geographical location and test date. ChFEBC<sup>SM</sup> candidates will receive confirmation of their test date and location and a confirmation notice via email. ChFEBC<sup>SM</sup> candidates will be instructed to print the confirmation notice and bring it to the test site on the day of testing. The confirmation notice will include the test date, reporting time, and test location. The confirmation notice also may include a list of items that ChFEBC<sup>SM</sup> candidates should and should not bring to the testing center. In addition, the confirmation notice will provide information regarding Castle's online tutorial for candidates. Through the tutorial, candidates will be able to simulate use of the mouse and keyboard, enter responses, and become familiar with the process for reviewing items and changing responses. This tutorial is provided free of charge.

### **3. Computer - Based Test Delivery**

The examinations are administered in fully proctored environments using secured software and hardware. As the ChFEBC<sup>SM</sup> candidate arrives at the testing center, the proctors perform a positive identification of the candidate. Check-in procedures for testing sessions require that all candidates present *official government-issued photo identification*, as well as a Castle-generated confirmation notice. Proctors will verify the identity of all ChFEBC<sup>SM</sup> candidates by ensuring that the ChFEBC<sup>SM</sup> candidate's face and signature match the photograph and signature contained on the ChFEBC<sup>SM</sup> candidate's official government-issued photo identification prior to admitting them to the testing facility. The ChFEBC<sup>SM</sup> candidate will be asked to present his/her confirmation notice, which includes a unique personal system password that has been generated by Castle. When the candidate is seated and prepared to take the test, the proctor first logs into the system with his/her unique proctor/site password and then instructs the ChFEBC<sup>SM</sup> candidate to enter the unique password provided on the confirmation notice. The system will present the ChFEBC<sup>SM</sup> candidate's demographic profile for verification and will require the candidate to affirm an attestation regarding nondisclosure of the examination content. To ensure that the eligibility verification is enforced, proctors must enter authenticating information from the candidate's ID (e.g., driver's license number, government ID number) into the test delivery system before the examination will be presented to the candidate. PASS is very easy to use and requires no prior computer experience to operate. The PASS demonstration is available. Please see Castle's website

**[http://www.castleworldwide.com/tds\\_v5/candidates/sample-test.asp?userid=&package\\_id=](http://www.castleworldwide.com/tds_v5/candidates/sample-test.asp?userid=&package_id=)**

### **4. Testing Centers**

Castle offers more than 450 computer-based testing locations throughout the United States and Canada as well as more than 200 international locations. Please see Castle's website

**<http://www.castleworldwide.com/mainsite/ibtsites>**

The testing centers are located in training classrooms, universities, and community colleges.