

Supervisor’s Manual for the NRFF National Professional Certification in Customer Service, National Professional Certification in Sales, National Professional Certification in Retail Management, and Professional Retail Business 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 Retail Federation Foundation (NRFF) to develop and administer the **National Professional Certification in Customer Service, National Professional Certification in Sales, National Professional Certification in Retail Management Examinations**, and the **Professional Retail Business Credential**.

Castle Worldwide's office is located at:

900 Perimeter Park Dr., Suite G
Morrisville, NC 27560

(919) 572-6880

Fax: (919) 361-2426

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.

ON-CALL NUMBERS

Monday – Friday (8:00 – 5:00 EST)

Diane McDuff

919-657-6927

Or

General Customer Service

919-572-6880

Weekends and Evenings

919-434-3016

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.
- ◆ Candidate passwords must be provided only to the candidate for whom the password 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.
- ◆ 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 all scratch paper from the candidates before dismissing them from the testing site.
- ◆ **NO ONE** is allowed to duplicate or retain any portion of the examination.
- ◆ **NO ONE** is to view the contents of an 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.

PREPARING FOR ADMINISTERING THE EXAMINATION

PROCTORS

Proctors must be at least 18 years old, dependable, and professional. Proctors may take the exam in order to become NRFF certified; however, **they must do so BEFORE they begin proctoring the examination to other candidates.** There must be 1 proctor per 10 computers at a testing site.

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.

- ◆ 15" SVGA color monitor (or larger)
- ◆ Printer
- ◆ Good lighting and ventilation
- ◆ A quiet place (free of outside noises)
- ◆ Adequate room for spacing candidates (at least three to four feet between candidates)
- ◆ Comfortable chairs and tables
- ◆ Accessibility to a water fountain
- ◆ Accessibility to rest rooms
- ◆ Internet-enabled computers equipped with Internet Explorer (version 7.0 or higher) or Mozilla Firefox (2 or higher)
- ◆ High-speed Internet connection – **Please note:** if you are operating with a DSL connection, you must limit the number of concurrent users to no more than 10.

PROCTOR ORIENTATION SESSION

Proctors must meet prior to the exam date to review the procedures and to check the testing facilities to ensure that all physical arrangements have been made. Proctors should be informed of the time they are to report to the site and review the procedures for admitting candidates, supervising candidates, and using PASS.

PROCTORED ASSESSMENT SYSTEM (PASS)

The 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 either an Internet Explorer (version 7.0 or higher) or Mozilla Firefox (version 2 or higher) browser. The other requirements include:

Hardware:

Minimum: 300 Mhz processor
64 MB of RAM
800x600 screen resolution

Preferred: 450 Mhz (or higher)
128 MB of RAM (or higher)
1024x768 screen resolution (or higher)

Software:

Minimum: Windows XP
Latest version of web browser

Preferred: NT-based Operating System (XP/Vista)
Internet Explorer 7 (or higher)

** Please note that if you are operating with a DSL connection, you must limit the number of concurrent users to no more than 10.*

Telecommunications:

Minimum: ISDN connection

Preferred: T-1 connection (or greater)

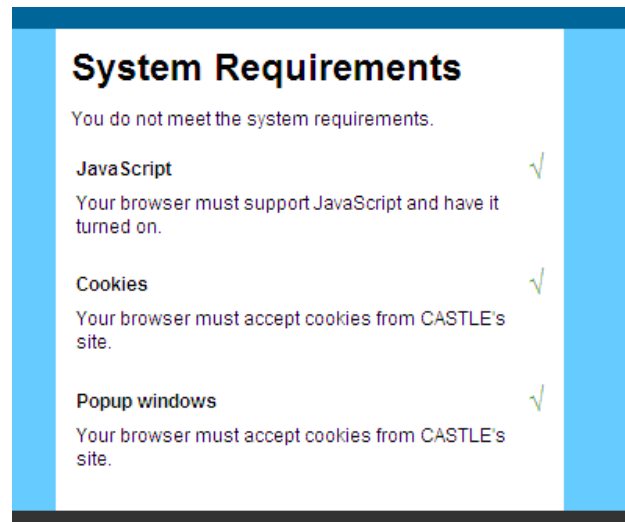
Other:

15" SVGA color monitor (or larger)

Printer

Each site is **REQUIRED** to run a Hardware/Telecommunications Configuration Test on their personal computers to be certain that the site can run PASS. Please go to **www.castleworldwide.com** and click on "Take a Practice Test." Then click on "System Requirements" on the left menu.

The system will check settings for various components, including Java and cookies. At the end of the systems test, you will receive a confirmation screen indicating which components are successfully installed on your computer. You will also receive instructions on how to correct elements that are not properly configured.



PRIOR TO THE ADMINISTRATION

All sites will be required to use actual voucher usernames and passwords assigned by NRFF. Sites will NOT be able to test without these voucher usernames and passwords. Sites are responsible for tracking used and unused vouchers.

All proctors are assigned a unique identification code and password. Proctors should record this information in a secure location and never disclose this information to others. Should a proctor suspect for any reason that this information may be compromised, he/she should immediately contact Castle for replacements.

REGISTRATION / LOGGING IN

- Candidates will register upon arriving at the examination site at:
http://www.castleworldwide.com/tds_v5/asp/NRF_registration.asp

- After you enter the registration website, select the exam from drop-down menu.
- Enter the voucher username (case sensitive) and password.
- Select the location as NRF Location.
- Click SUBMIT.
- Complete the registration form and submit.

Welcome to the NRF Foundation Online Registration system for Customer Service. Please use this page to register for examinations to be administered at designated NRF testing sites. To register for exams offered at CASTLE sites, please click [this link](#).

To view a complete set of instructions on using this registration page, please click the button labeled "Help" in the upper right corner of this screen. When ready, begin completing each of the prompts given below (those fields labeled **NR** are optional). When finished, click the button labeled "Submit Form" at the bottom of this screen.

Demographics

Title: (NR) Ms. Mrs. Mr. Dr. First: Last:

Middle: (NR) Additional Address: (NR)

Street Address: State/Province:

City: E-mail:

Postal Code:

Company/Org Name:

Date of Birth: MM/DD/YYYY Place of Birth:

Daytime Phone:

Location

Site: Proctor:

Test date (change if applicable; default is testing today)

Testing Date: (MM/DD/YYYY) 6/24/2009

Professional Background

What is your student status or in which level of study are you enrolled? (If other, please specify below.)

What is your employment status?

- Write down candidate password displayed on this screen. The candidate password is only active during the scheduled administration period.
- Click on the link under the candidate password to go to the test website:
<http://www.castleworldwide.com/pass>
- Enter your proctor ID and password into the blanks located under the words "Proctor Login."

- On the Proctor Home page, click "Continue to Exam."

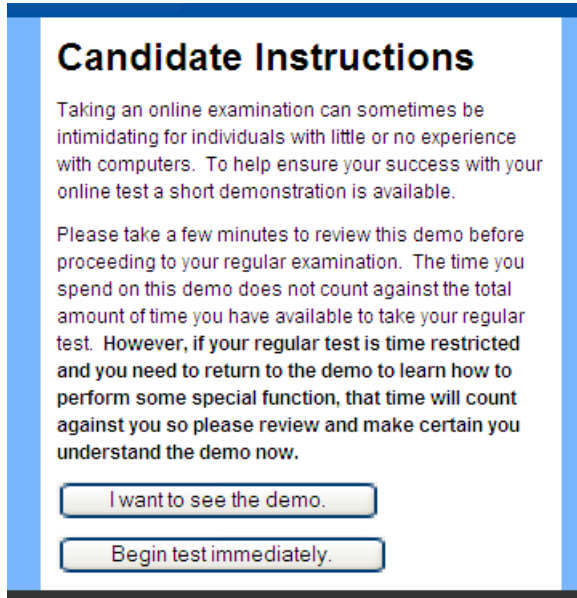
11. On the Proctor Instructions page, select the candidate's name from the list provided, and verify the candidate's valid photo identification.

12. Have the candidate confirm his or her identity and enter the password he or she received during registration. To access candidate rosters and passwords, go to: http://www.castleworldwide.com/tds_v5/asp/NRF_online_roster.asp

13. Candidate completes Candidate Attestation
** Note: The PC may run a system configuration check prior to the Candidate Attestation.*

14. CANDIDATE INSTRUCTIONS

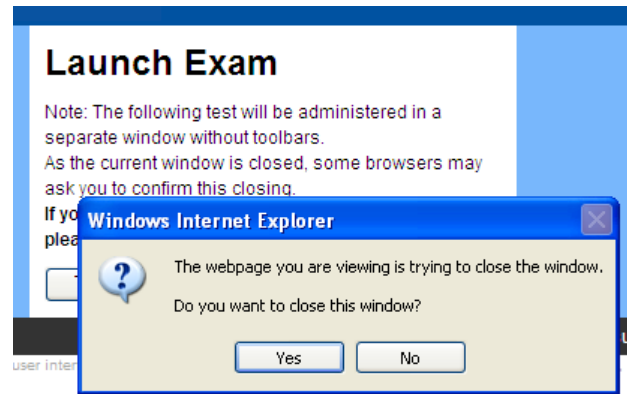
Upon successful login, PASS will display a page titled “Candidate Instructions.” This page encourages candidates, especially those who are new to PASS, to view a help screen demonstration.



To see the help screen demonstration, choose “I want to see the demo.” A series of help screens will educate candidates on how to navigate through PASS. Candidates may access this information again after starting the examination; however, any time spent reviewing the help screens once the test begins will count against the candidate’s allotted test-taking time.

Once the candidate has viewed all of the help demonstration pages, he or she can close the help window and return to the Candidate Instructions page. Choose “Begin test immediately” to begin the examination.

The browser window you have been viewing will close, and the examination will launch in a new browser window. Some browsers will ask you to confirm the window closing. If your computer asks you to confirm, have the candidate click “Yes” to proceed.



TEST WINDOW

The test window contains three distinct sections – navigation buttons, the test question, and several response options. Timed examinations will also include a timer. To ensure that candidates do not lose time for Internet delays, this “intelligent” timer does not count down between displayed questions.

The testing window includes a basic arrow system of navigation. A single arrow (< or >) will move you to either the previous or next question, while a double arrow (<< or >>) allows you to jump directly to the first or last question of the exam.

The exam window also contains a series of buttons that allow candidates to mark questions for later review, view attachments, or access an online calculator. Please note that not all exams require attachments or allow calculator use. The “Attachment” and “Calc” buttons will only appear when they are needed/allowed.

Pressing the “Help” button will take a candidate back to the help demonstration pages. Candidates may access the help demonstration pages as often as they like; however, once the exam is in progress, any time spent reviewing the pages will count against the candidate’s allotted exam time.

EXAMINATION SUBMISSION

PASS will automatically submit the examination for scoring once time has elapsed. Testing times are as follows: Customer Service = 90 min., Professional Retail Business = 150 min., Sales = 90 min., Retail Management = 120 min.

To submit the examination for scoring before the time allotment has elapsed, the candidate must click the “submit” button. PASS will then ask if the candidate wants to submit the examination for scoring and will advise the candidate that submitting the exam is irreversible. The candidate must type “I understand” in the space provided and click “Yes. End the Exam Now.” If, however, the candidate wishes to return to the examination, he/she should click the “No. Return to the Exam” button.

Do you want to end the exam now?

- You still have time left. If you end the exam now, **you lose all the remaining time.**
- This is irreversible. If you end the exam now, **you cannot change your mind later.**

Click the "Return to the Exam" button to return to the exam.

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

Type 'I understand' here.

No, Return to the Exam Yes, End the Exam Now

Once the examination has been submitted, PASS will take the candidate to a short **survey**.

Post-exam Survey

Please answer each survey question to the best of your knowledge. Click the submit button when finished.

1. The assessment directions were clear and easy to follow.
 - A. Strongly Agree
 - B. Agree
 - C. Neither Agree Nor Disagree
 - D. Disagree
 - E. Strongly Disagree
2. It was easy enough to move back and forth among questions.
 - A. Strongly Agree
 - B. Agree
 - C. Neither Agree Nor Disagree
 - D. Disagree
 - E. Strongly Disagree
3. The time I had to wait for questions to appear was reasonable.
 - A. Strongly Agree
 - B. Agree
 - C. Neither Agree Nor Disagree
 - D. Disagree
 - E. Strongly Disagree
4. I am comfortable using a computer.
 - A. Strongly Agree
 - B. Agree
 - C. Neither Agree Nor Disagree
 - D. Disagree
 - E. Strongly Disagree

The candidate will complete the survey, click the “Submit” button, and then the candidate’s score results will be displayed. You may print this screen for your records.

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

CANDIDATE ADMISSION PROCEDURES

IDENTIFICATION OF CANDIDATES

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

Examples of **ACCEPTABLE** identification are:

- Driver's license
- Passport
- Government issued identification
- 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.

SEATING CANDIDATES

Candidates should be seated with no less than three feet between one another; 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

Using the candidate's assigned PC, navigate to **http://castleworldwide.com/tds_v5/asp/NRF_registration.asp** for the exam selection screen. Insert the voucher username and number for each candidate. These are case-sensitive and should **NOT** have spaces between numbers or letters. Then, click "Submit" to go to the registration form. The candidate must complete all required fields before he/she may submit his/her registration. **Please note:** The registration form includes a field that allows the candidate to choose the date he/she will test.

Once the candidate clicks the submit button, the next screen will display the candidate's

password/registration number and a link to the exam site. If the candidate has chosen to test the same day he/she registers, he/she will need to record the candidate password and then click on the link to the exam site. If the candidate has chosen to test on another day, the registration process is now complete, and the candidate will need to return to test on the chosen exam date.

If for any reason, the candidate is unable to test after registering and has NOT opened the test, you may go back to the registration page and re-enter the voucher numbers. Hit the "Re-set Voucher" button to clear that voucher so that it can be used at a later date or for another candidate.

If necessary, you may access the candidate's password by navigating to: **http://castleworldwide.com/tds_v5/asp/NRF_online_roster.asp**. You will need to enter your site ID, proctor ID, and proctor password in order to access the candidate's password.

Once you retrieve the candidate's password from the roster:

1. Navigate the candidate's PC to:
<http://www.castleworldwide.com/pass>
2. Enter your proctor ID and password and sign in.
3. Choose your site from the site selection drop down box. Click "Next."
4. Select the candidate name and ID type. Verify and click "Next."
5. The candidate verifies that his/her information is correct then enters his/her candidate password. Click "Next."

Once all candidates are logged in to the NRF examination site, instruct each candidate to click on the demo before clicking on the examination. Inform candidates that they may work in the demonstration module until they are comfortable with PASS and may begin the examination when they are ready.

The amount of time the candidate spends in the demo before beginning the exam will **NOT** count against his/her exam time.

GENERAL EXAMINATION ADMINISTRATION PROCEDURES

EXPECTATIONS FOR CLOTHING WORN BY TESTING STAFF

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

QUESTIONS/COMMENTS FROM CANDIDATES

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 **NOT** to skip the question.

PROHIBITED MATERIALS

Examinees are **NOT** allowed to use aids of any kind unless otherwise approved by Castle. Castle will notify you if candidates are to receive any handouts or are allowed to use any aids, such as calculators, for the examination you are administering. **Candidates may NOT bring dictionaries, language dictionaries, calculators (candidates will be able to click on a calculator from PASS), or electronic devices (cell phones, iPods, etc.) into any testing room.** If candidates bring such aids with them to the testing center, these must be left with the proctor before the candidate can be admitted to the testing room. **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.

DISMISSING CANDIDATES

As candidates complete the examination:

- ◆ Instruct the candidates to raise their hands when they complete the exam and remain seated.
- ◆ **Collect all scratch paper and any other handouts/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.
- ◆ The proctor will then escort the candidate to the check out table where he/she will ensure that all scratch paper and all other materials have been collected before dismissing the candidate.
- ◆ Instruct the candidate to exit the building entirely before conversing with others; no talking is permitted in the halls outside of rooms since the others inside are still taking the test.

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.

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 extra time, separate room, etc. We ask that these accommodations be handled in the same professional manner as other accommodations, in accordance with ADA. All requests for accommodations must be approved by NRF.

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, shut down each candidate's computer; 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. The exam will resume in the same time and place as 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. Castle will contact candidates with instructions about rescheduling the examination. 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, shut down each candidate's computer, and once the emergency is over, log back in and resume the test.

If a candidate becomes ill and/or is unable to finish the exam, he/she will NOT receive a refund.

NRFF Examination Quick Reference

Starting the Exam:

See pages 5-8 for detailed instructions of the following steps.

1. Have candidates register at
http://www.castleworldwide.com/tds_v5/asp/NRF_registration.asp.
2. Record candidate password.
3. Go to the test website at **<http://www.castleworldwide.com/pass>**.
4. Enter your proctor login information.
5. Complete *Proctor Instructions*, and allow the candidate to log in.
** Access rosters/candidate passwords at
http://www.castleworldwide.com/tds_v5/asp/NRF_online_roster.asp
6. Candidate completes the *Candidate Attestation*, reads the *Candidate Instructions*, and begins testing.

Examples of ACCEPTABLE Identification:

- Driver's license
- Passport
- Government-issued identification
- School identification

Remember: ID must include photo and signature!

Prohibited Materials:

- Dictionaries
- Language dictionaries
- Calculators
- Electronic devices (including cell phones, MP3 players, iPods, etc.)
- Food and beverages

Contact Information:

Castle Worldwide	919-572-6880	(M-F 8:30-5:30 EST)
Diane McDuff	919-657-6927	(M-F 8:00-5:00 EST)
Weekends/Evenings	919-434-3016	

REMEMBER: Security of the exam is CRITICAL to the integrity of the exam!

TROUBLESHOOTING - NRFF TESTING

Can I re-use a voucher?

Yes. You may re-use vouchers that have not expired and/or have not been used to access the test. If a candidate uses a voucher to register only and has not accessed the test, you may **RESET** the voucher at http://www.castleworldwide.com/tds_v5/asp/NRF_registration.asp

Can I pre-register my candidates?

Yes. Candidates may pre-register for the test by indicating the date they plan to test in the date field of the registration form. They may choose a date to test within seven days of the date they register. The candidate will receive a candidate password that is good for that date only. If they do **NOT** test that day, you may reset the voucher and use it another time.

Can candidates continue testing on another day?

No. Once candidates begin testing, they must complete the test the **SAME** day.

Can candidates retest if they fail the test?

Yes. Candidates may retest but they must wait at least 30 days and they will need new vouchers.

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

If your site temporarily loses power or you experience some other technical difficulty during testing, shut down the computer but **DO NOT** submit the test. Do **NOT** dismiss the candidate(s) for the day but ask them to wait until you are able to resolve the issue. As soon as the difficulty has been resolved, log in at <http://www.castleworldwide.com/pass> with your proctor ID and the candidate password. It will take the candidate back to where and when they left off in the test, and they will be able to complete the exam.

What should we do if everyone has to leave because of a fire drill, etc. during the test?

Shut down the computer but **DO NOT** submit the test. Do **NOT** dismiss the candidate(s) for the day but ask them to wait until you are able to re-enter the room. When it is safe to re-enter the room, log in at <http://www.castleworldwide.com/pass> with your proctor ID and the candidate password. It will take the candidates back to where and when they left off in the test, and they will be able to complete the exam.

Can you send me a copy of the candidate's exam results for my records?

No. Due to privacy regulations, we are not allowed to send you their results. However, when the candidate submits the exam and the results are displayed on their computer screen, you may print this screen.

What should we do if we are unable to complete testing the same day due to an emergency at the site?

You will need to contact NRFF to get permission to complete testing on another day.

How do I contact NRFF for vouchers or other needs?

All questions concerning the purchase of vouchers should be directed to Angela Elder, Director, Certification Programs at NRFF. You can contact her at 202-626-8182 or eldera@nrf.com.