

Test Scheduling Process

NCOEMS Computer-based Testing

NCOEMS has partnered with Castle Worldwide, Inc. to offer the following examinations through computer-based testing at Castle's proctored test sites.

- Emergency Medical Responder (EMR)
- Emergency Medical Technician (EMT)
- Advanced Emergency Medical Technician (AEMT)
- Paramedic

The examinations will be offered on an "on demand" schedule, which allows you to schedule a testing session at any time during your 90-day eligibility period. Seats are filled on a first-come, first-served basis, so it is advantageous to schedule your test appointment at least two or three weeks prior to when you would like to take your examination. A list of test site locations may be found at <https://www.castleworldwide.com/cww/our-solutions/test-delivery/test-site-cities/>. Please whitelist the domain **castleworldwide.com** to ensure you receive the email correspondence from Castle to conduct your test scheduling.

1. Test Scheduling and Payment

Once you are eligible for testing (either initial or retake), you will receive a notice to schedule testing by email from testing@castleworldwide.com. The email will provide a unique username and password, as well as directions on how to schedule a testing session through Castle's online test scheduling system. Castle's test scheduling system is available at any time from any computer with Internet access.

Once you have logged into the scheduling system, you will verify your demographic information. Next, the system will assist you in selecting an available testing session by test site location and test date. You will then pay the testing session fee of \$68 via secure ecommerce (credit card).

You must submit your test scheduling request at least four (4) days prior to your preferred test date, and your testing session must be scheduled within your 90-day eligibility period.

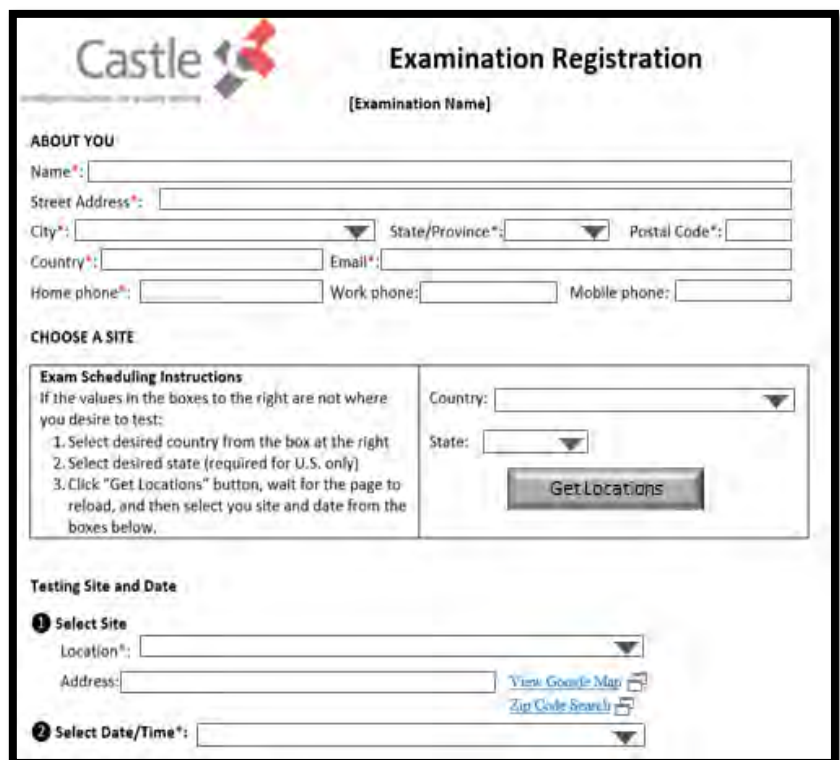
The image shows a screenshot of the 'Castle Examination Registration' web form. At the top, the Castle logo is on the left and the title 'Examination Registration' is on the right, with a sub-label '[Examination Name]'. The form is divided into several sections. The 'ABOUT YOU' section contains input fields for Name, Street Address, City, State/Province (dropdown), Postal Code, Country, Email, Home phone, Work phone, and Mobile phone. Below this is the 'CHOOSE A SITE' section, which includes 'Exam Scheduling Instructions' (a list of three steps) and a box with Country and State dropdowns and a 'Get Locations' button. The final section is 'Testing Site and Date', which has a '1 Select Site' step with Location and Address dropdowns, a 'View Google Map' link, a 'Zip Code Search' link, and a '2 Select Date/Time' step with a dropdown menu.

Figure 1: Castle's Online Test Scheduling System

2. Confirmation Notice

Upon submission of your testing appointment request and payment of the testing fee, Castle will send you an email confirmation notice. The confirmation notice will include the test location, test date, and reporting time for your testing session, as well as a list of items that you should and should not bring to the testing center.

You must print the confirmation notice and bring it to the testing center on your test date. You must also bring to the testing center a current photo identification that includes your signature.

3. Free Online Tutorial

The confirmation notice will provide information regarding a free online tutorial of Castle's test delivery system. The tutorial will allow you to become completely familiar with the testing system's features and functions prior to your testing appointment. You may access the tutorial at any time through any computer with Internet access from Castle's website or through the following link. You should select the sample test in the "updated environment."

<https://www.castleworldwide.com/cww/take-a-sample-test>

4. Test Rescheduling, Cancellation, and No Shows

You may cancel or reschedule a testing session up to four (4) business days prior to your test date through the online scheduling system. A \$35.00 non-refundable fee will apply, with payment collected by secure ecommerce (credit card) upon submission of the cancellation or rescheduling request.

If you schedule a testing appointment, do not appear, and did not cancel or reschedule your appointment at least four (4) business days in advance of the appointment, you will be considered a "no show" and your entire testing fee will be forfeited. No refunds are permitted.

5. Test Administration

The confirmation notice will indicate the test location, test date, and reporting time for your testing session. **Print a copy of the confirmation notice and bring a current photo identification with signature to the test site.** The confirmation notice will provide detailed information on what forms of identification are acceptable. You must provide photo identification and a valid confirmation notice to be admitted to the testing center.

For security purposes, you are expressly prohibited from bringing certain items into the testing center. The confirmation notice will provide a detailed list of items that are not allowed.

Prior to beginning the examination, you may review Castle's tutorial to become familiar with the test delivery system. The testing time begins when the examination is launched. During the examination, you will have the opportunity to review questions, change answers, mark questions for later review, or skip questions. Should your time expire while taking the exam, all answers, regardless of how they are marked, will be calculated into your score. Once you submit the examination, or your allotted time has expired, you cannot return to the questions. Below is the allotted time for each examination.

Examination	Number of Test Questions	Duration
Emergency Medical Responder (EMR)	50 multiple-choice questions	1.5 hours
Emergency Medical Technician (EMT)	100 multiple-choice questions	2 hours
Advanced Emergency Medical Technician (AEMT)	100 multiple-choice questions	2 hours
Paramedic	100 multiple-choice questions	2 hours

When you complete your examination, click the "Submit Exam" button and confirm that you are ready to submit the examination. Upon submission (or time expiration), a message will appear with instructions on how to access scores through your Continuum™ online account. The test site proctor can print this message for you for your records.