

**CETP Online Testing
FAQs for Candidate Home Page
06/30/06**

1. *How can I access the NPGA/Castle online testing system?*

Answer: Any one of the following web addresses will work:

- Through the NPGA web site (www.npga.org), in the “safety & training” area, under Certified Employee Training Program;
- <http://castleworldwide.com/npga/index.asp>
- <http://www.cetpcertification.org>.

Some state associations may also provide a link through their website to the CETP certification online testing system. You may wish to check with them.

2. *What CETP and employee records are in the NPGA/Castle online testing database system?*

Answer: Where possible, all historical paper-and-pencil CETP certification information has been transferred over to the online testing system from Industrial Training Services (ITS). These records include both successful and unsuccessful attempts. Once a candidate takes an online exam, that information will be added to the candidate record.

3. *How can I get registered in the online system to verify my CETP test records?*

Answer: From the Welcome Page, click on the *System Requirements* link before clicking on any of the other links on the Welcome Page. Once you’ve checked these settings, click on candidate. Enter in your email address and click on “I am new here”. New users are directed to the “My Contact Information” page where you’ll enter in your demographic information, as well as choose a password. Once you have successfully logged in, you will be brought to your personalized candidate home page.

4. *What uniquely identifies me as a candidate in the data base?*

Answer: CETP candidates are identified by last name and last four digits of social security number. If you are taking a paper-and-pencil CETP exam which uses the Scantron® form, providing your social security number is required as that is the only way to uniquely identify you as a candidate. ITS and Castle share data on a regular basis, so your testing and skills assessment data are transferred to the NPGA/Castle database regularly. Once your information has been successfully uploaded into the NPGA/Castle data base, the system identifies you by your last name and last four digits of your social security number. Social security numbers are NOT stored in the NPGA/Castle database.

5. *I’m not sure if I have ever taken a CETP test before. How do I check if I am in the system?*

Answer: Type in your e-mail address and either your password or “I forgot my password.” If the system cannot find you, you must register as a new user. If you are certain that you should be in the system, you may contact the Castle Technical Support staff at 1-866-4-CASTLE.

6. *Why do I need an e-mail, and what happens if I don't have an e-mail address?*

Answer: An e-mail address gives the online testing system an immediate, effective means to communicate with you about your test scores and other important CETP matters. Since the CETP test scores are protected and covered by the Privacy Act, this information must be communicated directly to you and not through your employer or other organization. As outlined below, however, information may be freely shared with one or more employer or organization. If you do not have an e-mail address, a link to Yahoo® is provided to establish a free e-mail account.

7. *I'm a candidate and don't have or remember my password; what do I do?*

Answer: If you are a new user, you need to create one. If you have forgotten your password, click on the "forgot my password" link.

8. *How do I find my employer (stakeholder)? What do I do if I'm unable to find my employer (stakeholder) to identify myself or share information with?*

Answer: Employers/stakeholders can be looked up in the NPGA/Castle database by company name, city and state or both. If you are unable to find your employer by this method, a link will be available to contact NPGA to obtain an employer/stakeholder identification number.

9. *What does "sharing my records" mean?*

Answer: You are releasing your certification information to your employer and as many other designated organizations as you wish by clicking "Add a Share."

10. *I have a job interview with a company that needs to see my certification history. Can I share my records with them?*

Answer: Yes. See above; you can share records with as many organizations as you wish.

11. *What is a proctor and how do I find one?*

Answer: A test proctor is required to administer and monitor both the online and paper-and-pencil testing process. Proctors complete a formal training and testing process and are assigned an ID number which must be used to login candidates into the online system or be provided on the paper-and-pencil Scantron® form. Testing candidates are able to find registered proctors in their area on the candidate home page displaying your testing records, through the "Find a Proctor" link.

12. *What happens if I leave an organization or for some other reason don't want them to have access to my certification records?*

Answer: This is called "stop sharing" and is done by removing the check mark from the "share my records" box for each organization you've previously selected.

13. *Why can I only purchase some CETP exams; why can't I purchase shaded CETP exams?*

Answer: Several CETP certifications require prerequisites (for example, all candidates must successfully complete Basic Principles & Practices prior to sitting for other CETP exams); until prerequisites are met, candidates may not sit for more advanced exams.

14. *What do I need to bring with me to take a CETP exam?*

Answer: Whether you're taking a CETP exam online or paper-and-pencil, you'll need to bring a valid government issued id for candidate verification, and clean, unmarked, unwritten in copies of both NFPA 58 and NFPA 54.

15. *What is not allowed to be brought into the CETP examination room?*

- Visitors, including children, are never permitted in the examination room
- Bookbags, handbags, dictionaries, telephones, and pagers
- Memory sticks, CDs, DVDs, and 3 ½" floppy disks
- Calculators can only be used for specific, designated areas of the exam

16. *Why is there no CETP exam for 2.1, Propane Delivery Basics?*

Answer: 2.1 Propane Delivery Basics does not have a separate CETP exam; rather, pertinent questions from the Delivery Basics training material are included in subsequent Delivery exams: Bobtail, Transport, Cylinder and ASME Relocation vehicle. However, Skills Assessment verification for Delivery Basics is required and is a prerequisite that must be met prior being able to take other Propane Delivery exams. Skills assessment for 2.1 Delivery Basics can be printed from your candidate certification screen, or downloaded from www.npga.org.

17. *What are the Prerequisites for 2.3, Operating a Transport to Deliver Propane?*

Answer: The only prerequisite is the submission of the Skills Assessment verification for Delivery Basics (2.1); Basic Principles & Practices training material and skills assessment have been included in the 2.3 curriculum material.

18. *How are CETP exams paid for? Can my company be billed?*

Answer: Either through prepayment by credit card (Visa, MasterCard, American Express) or through use of a "voucher" number supplied by your employer or other sponsoring organization. (Note: *Once you purchase a test, you have 90 days to complete the training and testing. After that time, the test will "expire" and you will need to purchase a new one.*) Credit card receipts will show payment to Castle Worldwide with a description of "CETP Exam" and the exam type. The payment receipt can be immediately printed for your records.

19. *What if I'm unable to print my test results page?*

Answer: You can log back into your account, retrieve the information, and print your results page when you are able to.

20. *I accidentally sent my skills assessment verifications to Castle/Industrial Training Services when I should have sent them to the other. What should I do?*

Answer: There is no need to do anything—both ITS and Castle share data on a regular basis, and both testing and skills assessment data are transferred to the NPGA/Castle database. If you have any question about whether your skills assessment verifications have been received, you can check your records through the online NPGA/Castle system.

21. *Is any type of “E-Learning” or “Computer Based Training” available for the CETP material?*

Answer: Four areas of CETP, listed below, are currently in production by the Propane Education & Research Council (PERC) for release in an e-learning format. Contact them at www.propanecouncil.org for additional information.

- 1.0 Basic Principles & Practices (expected availability 7/06)
- 2.1 Delivery Basics (expected availability 12/06)
- 2.2 Operating a Bobtail to Deliver Propane (expected availability 12/06)
- 2.4 Operating a Cylinder Delivery Vehicle to Deliver Propane (expected availability 12/06).

22. *Where do I obtain training material to study for the CETP certification exams?*

Answer: The Propane Education & Research Council (PERC) distributes CETP materials through the Resource Catalog; in addition, many state associations offer CETP training courses. Contact either your state propane gas association or www.propanecatalog.com or call 866/905-1075 for additional information on ordering materials.