

CWLS Certification Exam ExamSoft/Examplify User Guide

Introduction

Once your CWLS application has been approved by the CWLS Certification Committee, you will receive an email with instructions and credentials for logging into your exam account. This email will also include the password for taking a mandatory 9-minute mock exam and your password for accessing the CWLS exam.

You are required to take the mock exam before taking the actual exam. The mock exam is used to establish your baseline photo and introduce you to the testing software. **The mock exam should be taken no more than a month and, ideally, at least a day before you intend to sit for the actual exam** – close enough to exam day that your exam conditions (computer system, environment, etc.) won't have changed much in the meantime, but long enough beforehand to resolve any technical issues that arise during the mock exam. Set yourself a target exam date and then plan to complete the setup process and mock exam about a month prior. **You do not need to schedule an exam appointment** – if you are ready before your target date or need a few more weeks for studying than you anticipated, that is fine. Sit for the exam on any day that you choose.

Important notes to keep in mind:

- Follow the set-up steps below using the *same computer or laptop* on which you will take the actual exam.
- If possible, take the mock exam in the same setting where you plan to take the actual exam.
- We suggest printing this guide. Once a secure exam starts, the software will block access to everything else on your computer.
- This guide is detailed for those who like step-by-step instructions, but the tech processes are very intuitive. The set-up process (including the mock exam) can be done in 20 minutes.

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The Basics

What is ExamSoft?

ExamSoft is a testing company that creates software used for securely administering exams. NACC uses three ExamSoft programs to administer the CWLS exam: Examplify, ExamID, and ExamMonitor.

What is Examplify?

Examplify is the the actual question/answer platform where you download and take exams.

What is ExamID?

ExamID is the tool used to verify your identity for an exam. It takes a photo of you to form a baseline ID during the mock exam, and then takes a snapshot picture at the beginning of each subsequent exam to compare to your baseline image using facial recognition technology.

What is ExamMonitor?

ExamMonitor is the program used to ensure exam integrity throughout the process. It records you during the exam (video and audio) and records what is happening on your screen. These recordings are then processed using AI software to detect and flag any irregularities. Flags are then reviewed by NACC to determine if further action is warranted.

Exam Proctoring Process At-A-Glance



1

Practice Exams

Prior to exam day, exam-takers complete practice exams to familiarize themselves with the software and take a self-approved snapshot photo that will act as a baseline image.



2

Exam Day Photo

On exam day, exam-takers take another photo and start the exam.



3

Offline Exam

Exam-takers complete the exam offline (except at the beginning and end of the exam) with audio and video fully recording.



4

Answer File Upload

After the exam is over, the exam-taker's encrypted answer file is uploaded along with the encrypted audio/video file to a secure server.



5

AI Review

The audio/video file is run against an AI (artificial intelligence) tool that marks/flags the timeline for any potential anomalies.



6

File Provided to Exam Administrator

The audio/video file with timeline markings is provided to NACC for review.



7

Photo Review

NACC reviews the exam-taker's snapshot photo comparison to confirm ID verification.



8

Review and Validate Flags

NACC reviews the audio/video recordings and decides whether any flags merit further investigation or action.

System Requirements

Minimum System Requirements

You need to use a laptop or desktop computer that meets the technical requirements described at the ExamSoft link below. Some of the requirements are summarized below, but you are responsible for ensuring your system meets all minimum requirements provided at the ExamSoft link:

<https://support.examsoft.com/hc/en-us/articles/11145767390477-Exemplify-Minimum-System-Requirements>

- You can take the exam using either a Windows or Mac operating system on either a desktop computer, laptop, or allowable tablet. If using a laptop, you should connect to a power source or have your charger nearby.
- You must download Exemplify version 2.5 or greater.
- You must have at least 4GB of available space on your hard drive.
- You must have at least 4GB of memory (8GB RAM recommended).
- You must have a built-in or external/USB webcam. Virtual cameras are not supported.
- You must have a built-in or external/USB microphone. No headphones/earbuds or virtual mics allowed.
- You must have an internet connection at the beginning of the exam and during the upload process at the end of the exam. The minimum internet upload speed you need is 2.5Mbps. Uploading a 4-hour video file at this lowest allowable speed could take 45 minutes. (You can check your speed by visiting a speed-testing site like www.fast.com or www.speedtest.net.)

Disabling Antivirus Software

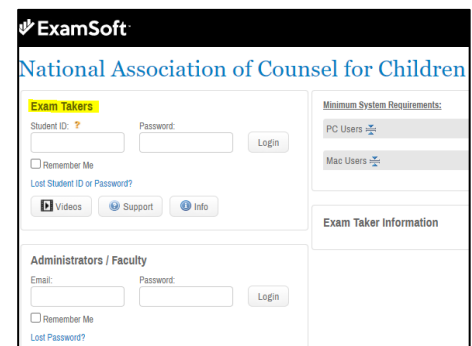
Most of the commonly used antivirus programs do not need to be disabled for Exemplify to operate properly. Taking the mock exam without disabling your antivirus software will help determine whether it is compatible with Exemplify. However, if you do experience technical problems like screen freezes or blank screens, you may need to disable your antivirus software. For further information see:

<https://support.examsoft.com/hc/en-us/articles/11167774778253-Disable-Your-Antivirus-Software>

Getting Started

Logging into ExamSoft and Downloading Exemplify

1. Once you're eligible to take the exam, NACC will set up your ExamSoft account. This will generate an email from ExamSoft containing your User ID number, account password, and a link to the platform.
2. **On the computer you will use to take the exam**, go to the link: <https://ei.examsoft.com/GKWeb/login/nacc> (Note: You will go to this link just once to download the software. On your actual exam day, don't go online – just open the Exemplify app from your downloads folder, desktop icon, or apps list.)
3. In the "Exam Takers" box at the top-left, enter your User ID number and account password. Click "Login."
4. On the next screen, review minimum system requirements and then click "Download." (Note: If you have previously downloaded Exemplify, you should remove that version and download it again to ensure you have the most current version.)
5. Follow the on-screen instructions to download the software and run the installer file. You may be prompted to restart your computer to complete installation.



6. After the installation is finished, start Exemplify. Look for the Exemplify icon in your "Downloads" folder, startup menu, or finder. It looks like a checkmark. When Exemplify opens, review and accept the software license agreement.



7. You will then be prompted for an Institution ID. Type "NACC" and click "Next."

8. Then enter your User ID number and Exemplify account password.

9. You will now be taken to your Exemplify dashboard.

Downloading and Taking Exams

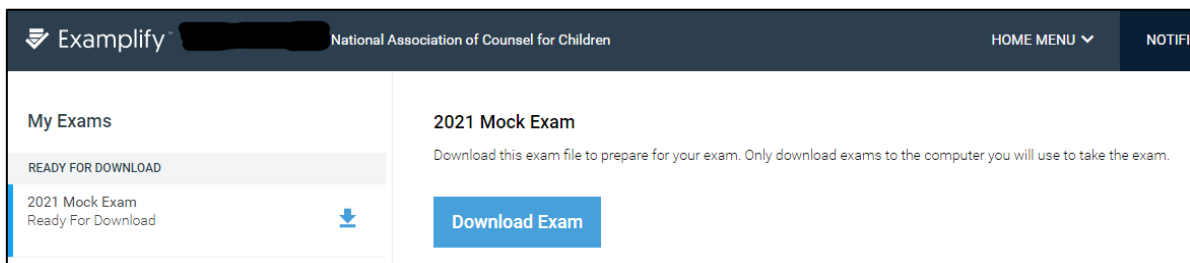
Preparing for an Exam

Try to take the mock exam in the same setting with the same exam conditions you expect on exam day. To prepare:

- Ensure you are in a well-lit room with **front-facing lighting**. Position yourself so that you are directly facing the webcam. For the baseline photo you are about to take and for the exam itself, the lighting on your face needs to be brighter than the lighting behind you. For the best results, have a light behind the webcam facing you. Do not sit with your back to a window on a bright day or have a lamp behind you.
- Ensure there is no one else in the room and turn off any music, TV, or other background noise. (And once the exam starts, do not read the questions to yourself audibly.)
- Disconnect any dual monitors if in use.
- Put away your cellphone and remove any headphones or earbuds.
- Ensure you have an internet connection. (You will need a connection to download the exam, when you first launch the exam, and during the upload process at the end. Otherwise, you do not need a connection for the rest of the time.)
- Close all other open programs and windows on your computer including your internet browser.

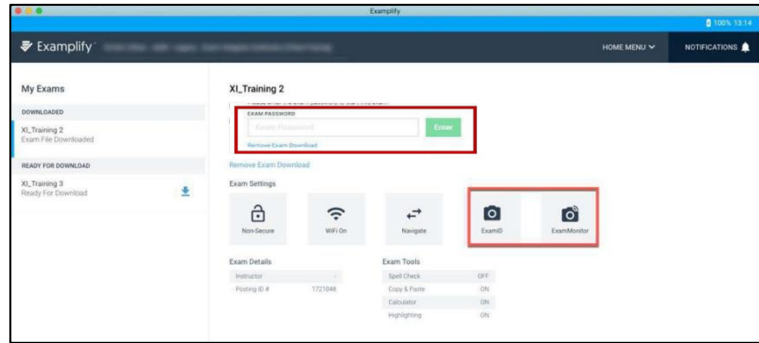
Downloading an Exam

1. On your Exemplify dashboard, you will see a list of exams available for download on the left. Select the mock exam and click "Download Exam." **You must select and download the mock exam first. The mock exam must be completed before taking any other exam.** You may **download** the other exam on your list at this time (or any time after) but make sure you're on the same computer you will use on exam day, as the other exam may only be downloaded once. **Do not** enter your password for the other exam until exam day.

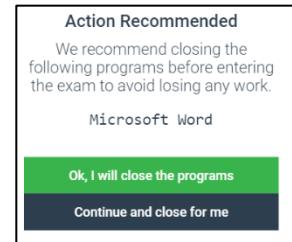


Note: You have the option to download and take the mock exam up to ten times to get familiar with the software. Until you hit that max, you will continue to see the mock exam in the "Ready for Download" section of your dashboard. If you complete the mock exam multiple times, your baseline photo will not change, but a photo for ID verification will be taken each time, as well as on your actual exam day.

- Once the mock exam has downloaded, you'll see the exam details screen which includes a field to enter the exam password as well as the settings and tools enabled for the exam (ExamID and ExamMonitor will be enabled for all exams including the mock exam). Enter the **mock exam password** you received by email from NACC and click "Enter."

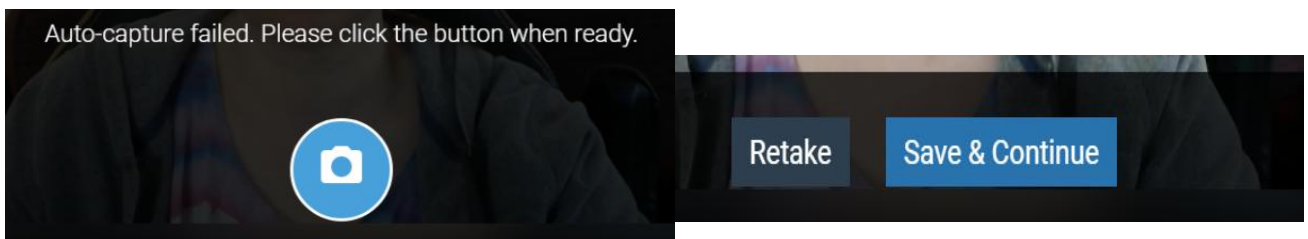


- A prompt to close any other open programs may appear. Examplify will automatically shut down any open programs once the exam starts, so if you do not close out of them properly on your own, you may lose any unsaved work. Click "Ok, I will close the programs." After you close your programs, click "Enter" on your dashboard again.



Setting Up ExamID and ExamMonitor and Establishing Your Baseline Photo

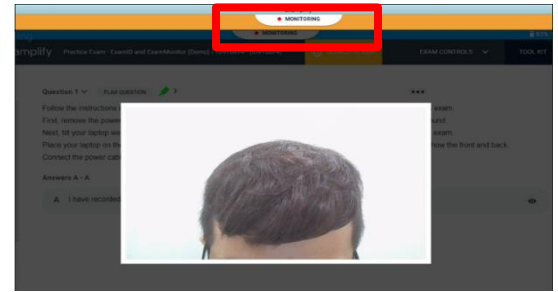
- Next, you will see a "Welcome to ExamID" screen. Click "Get Started." Since this is your first time using your newly downloaded version of the software, the next several screens will ask you to provide your consent for ExamSoft to collect biometric data (your picture) and access your camera and microphone.
- To continue with the exam, you must provide your consent. You may also need to specify which camera and microphone to use if multiple options are detected. You will only need to provide your consent and specify devices once. You will not need to go through this process before the actual exam.
- Now it is time to take your baseline photo. ExamID will try to do this automatically. If you are moving, looking away, or the light behind you is brighter than the light on your face, the image capture attempt may be unsuccessful, or the image may be unclear.



- You can reject it and/or retake it. Once you accept the ExamID photo by clicking "Save & Continue," ExamMonitor will take over.

Important Note: This is when the video/audio recording starts. Your webcam, screen, and audio will be recorded from now until you submit the exam. Monitoring does not stop when you take a break.

You will see a "Monitoring" tab at the top-center of your screen. **The software will only be recording you when this tab is visible.** If you click this tab, a small view of your webcam feed appears and the rest of the screen dims. Throughout the exam, you can use this feature to quickly verify that your face is still in-frame (*unlike the examinee pictured!*) as you adjust your seated position or come back from a break. Clicking anywhere on the dim background will hide the webcam feed and bring you back to the exam.



Taking the Mock Exam and Uploading Your Mock Exam Files

1. After you accept your ExamID photo and recording starts, a yellow warning screen appears (it may look different depending on your version of Exemplify). Click "Continue."
2. You'll now see three blue exam notice screens containing general information and rules. For the mock exam, you'll have 9 minutes to familiarize yourself with the software and practice answering questions (unrelated to child welfare law). Mock exam notices and questions as well as the actual exam notices are at the end of this guide. Read all notices carefully. The exam starts when you click "Next" on the final blue notice screen.



Important Note: This is when the exam clock starts. The exam clock will run continuously for the duration of the exam. The clock does not stop when you take a break.

Navigating Your Exam

Navigating Your Exam

Use the mock exam to familiarize yourself with the exam platform including how to navigate from question to question. Outlined in blue below is an image of your full exam screen with important notes and features enlarged.

Question numbers are in a column at left.

- 1-60 are multiple choice.
- 61 and 62 are essays.
- You may complete questions in any order.

Timer shows time remaining for whole exam.

Click "Tool Kit" at top-right to:

- Pick highlighter color.
- Add or modify alarms.
- Adjust size of text.

Once you select an answer, the question number in the column will turn solid blue.

The current question and any you have read but **not answered** will have an **outline only**.

- If the center is white or gray, it means you have not selected an answer yet.
- Select an answer for every question before you submit the exam. There is no penalty for wrong answers.

Navigate forward/back by:

- Scrolling up or down on the column at left.
- Clicking up/down arrows at top/bottom of column.
- Using Previous/Next buttons at bottom-right.

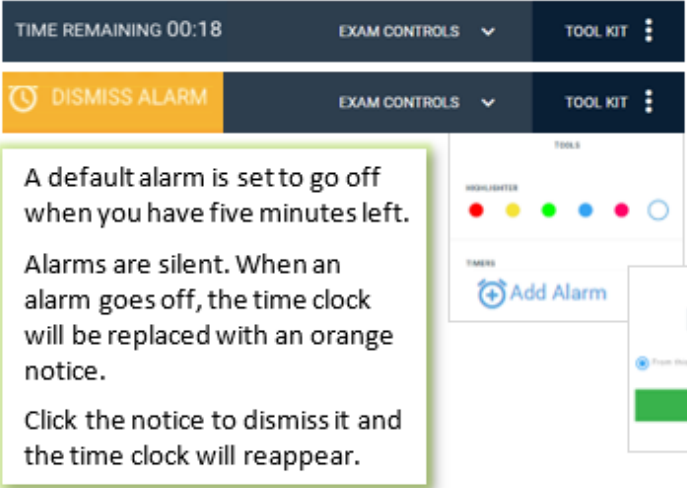
Time Remaining and Alarms

As mentioned above, you'll see the exam timer (showing hours and minutes remaining) at the top-center of your screen. This is also where the alarm appears.

The timer displays the time remaining for the whole exam.

This clock will not stop running even when you take a break.

A 15-minute break is built into the total exam time. It is your choice whether/when to take a break and for how long.



TIME REMAINING 00:18 EXAM CONTROLS TOOL KIT

DISMISS ALARM EXAM CONTROLS TOOL KIT

TOOLS

HIGHLIGHTER

TIMERS

+ Alarm

00 : 05 : 00

From this point in time Before end of time

Create Alarm

Cancel

A default alarm is set to go off when you have five minutes left.

Alarms are silent. When an alarm goes off, the time clock will be replaced with an orange notice.

Click the notice to dismiss it and the time clock will reappear.

Go to the toolkit at top-right to add or modify alarms.

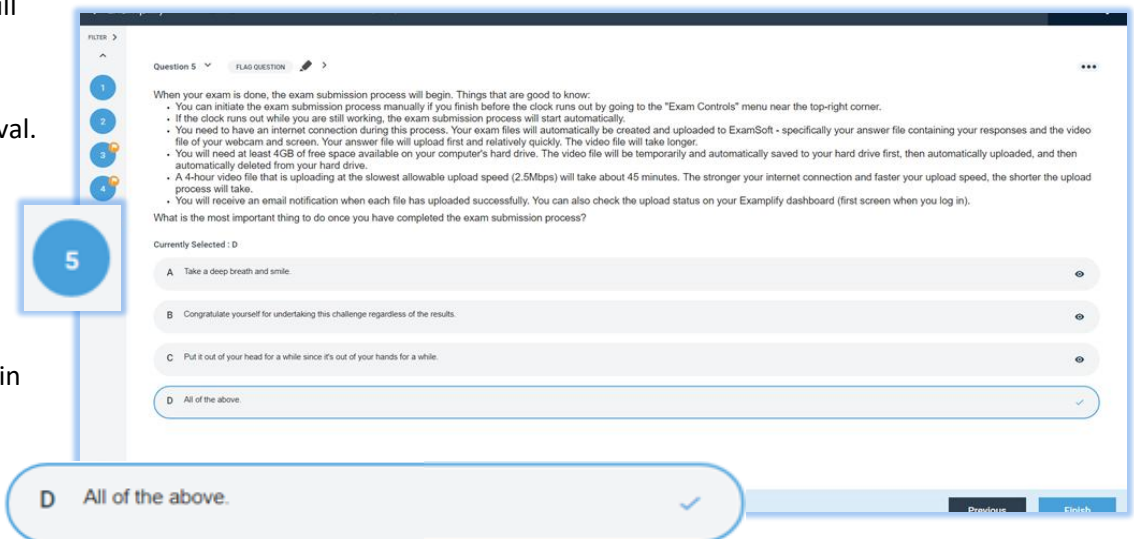
Answering Multiple Choice Questions

Each answer choice will be in a gray oval.

To select a response, click within the gray oval.

The selected answer choice will now have a blue outline and a blue checkmark at the far right.

The question number in the column at the left will now be solid blue.



Question 5 FLAG QUESTION

When your exam is done, the exam submission process will begin. Things that are good to know:

- You can initiate the exam submission process manually if you finish before the clock runs out by going to the "Exam Controls" menu near the top-right corner.
- If the clock runs out while you are still working, the exam submission process will start automatically.
- You need to have an internet connection during this process. Your exam files will automatically be created and uploaded to ExamSoft - specifically your answer file containing your responses and the video file of your webcam and screen. Your answer file will upload first and relatively quickly. The video file will take longer.
- You will need at least 4GB of free space available on your computer's hard drive. The video file will be temporarily and automatically saved to your hard drive first, then automatically uploaded, and then automatically deleted from your hard drive.
- A 4-hour video file that is uploading at the slowest allowable upload speed (2.5Mbps) will take about 45 minutes. The stronger your internet connection and faster your upload speed, the shorter the upload process will take.
- You will receive an email notification when each file has uploaded successfully. You can also check the upload status on your Exemplify dashboard (first screen when you log in).

What is the most important thing to do once you have completed the exam submission process?

Currently Selected : D

A Take a deep breath and smile.

B Congratulate yourself for undertaking this challenge regardless of the results.

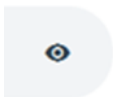
C Put it out of your head for a while since it's out of your hands for a while.

D All of the above.

Previous Finish

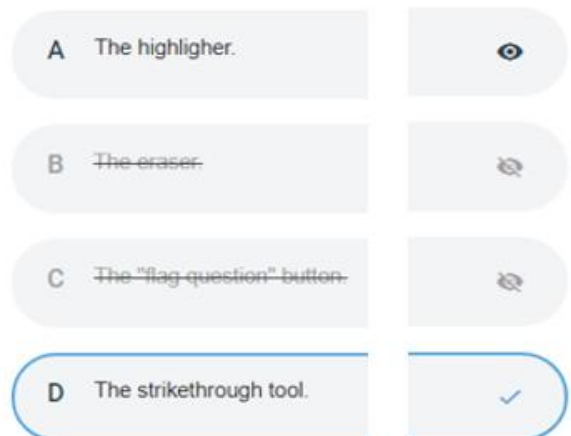
Useful Tools

Strikethrough Tool



Click the eyeball icon at the far right of any answer choice you think is wrong. This puts a line through the text and turns it gray so you can narrow your focus to the choices you think might be right. Just click the icon again if you change your mind.

Remember, even if you cross out the ones you think are wrong, you must still actively select the one you think is right in order for a response to be recorded in your answer file. Crossing out choices is just a visual aid.



A The highlighter.

B The eraser.

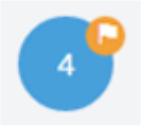
C The "flag question" button.

D The strikethrough tool.

"Flag Question" Button

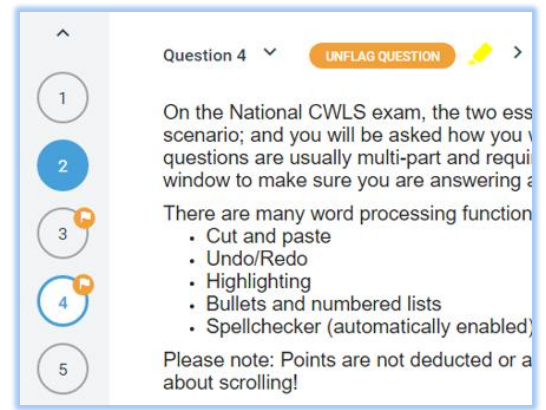
FLAG QUESTION

UNFLAG QUESTION



Click this button (near the top) to remind yourself to return to the question later. An orange flag will appear on the question number in the column at the left of your screen and the flag button in the question will turn orange. Click the button again to unflag it.

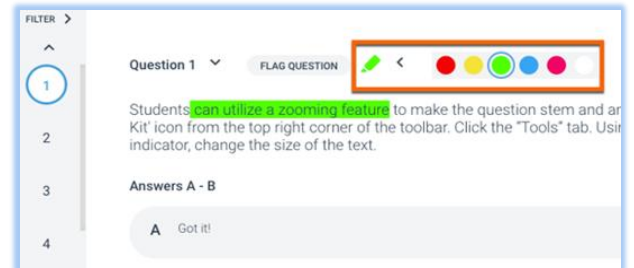
Even if you decide to flag a question, select your best guess before moving on in case time runs out before you have a chance to take another look. There is no penalty for wrong answers.



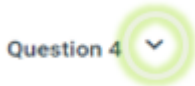
Highlighter



Some questions on the CWLS exam are detailed. Use the highlighter (next to "Flag Question" button or in toolkit) to call out key pieces of info for quicker reference once you start reviewing answer choices. (Use white highlighter to undo.)



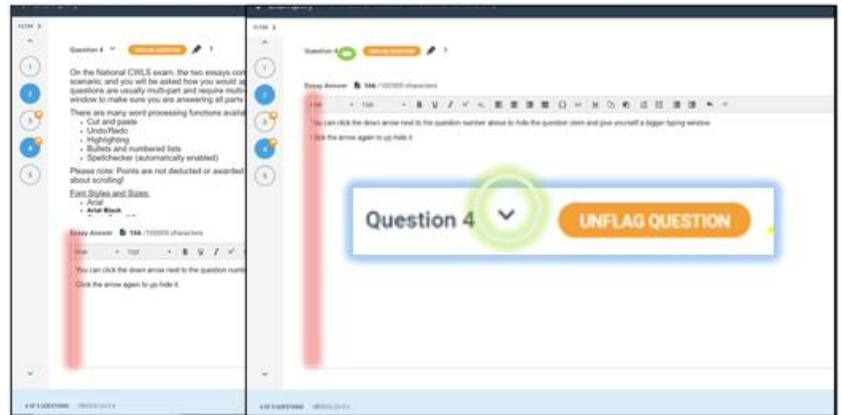
Question Hider



You can hide the text of the question to focus on your answers by clicking the down arrow next to the question number.

This may be particularly useful when writing essays. Hiding the question will give you a bigger writing window.

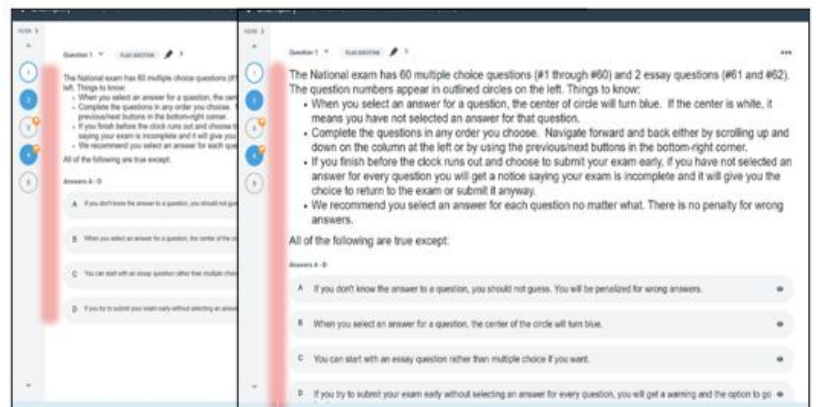
Just click the same arrow to show the question again.



Font Size Adjustment Slider

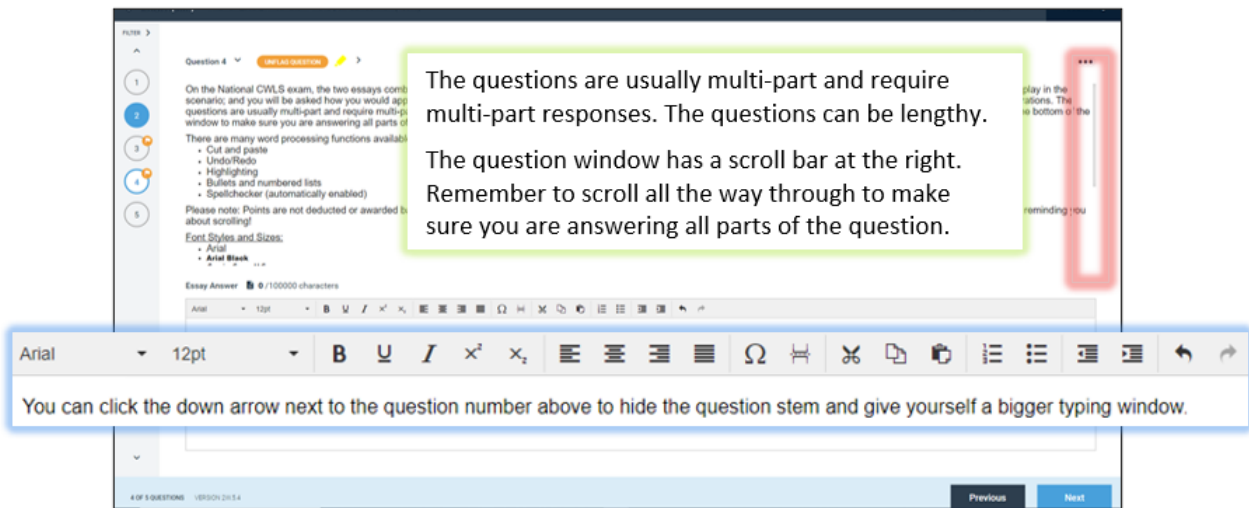


You can change the size of the question font by using the adjustment slider in the toolkit.



Answering Essay Questions

On the CWLS exam, the two essays combined make up 40% of your overall score. For each question, you will be provided with a fact pattern or scenario; you will be told what role you play in the scenario; and you will be asked how you would approach various issues from the perspective of your role. Points are awarded based on your identification and analysis of key issues and considerations.



Submitting Your Exam

Submitting/Uploading Process

Important Note: You need to have an internet connection during this process, and you need a minimum of 4GB of free space available on your computer's hard drive on exam day. During the automatic upload process, your exam files will be temporarily saved to your hard drive first, then uploaded to ExamSoft, then deleted from your hard drive.

The exam submission/upload process will start automatically when the clock runs out. You can also manually initiate the submission process if you finish with time remaining.

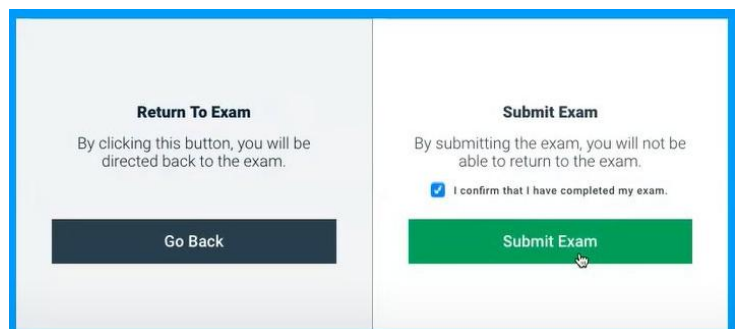
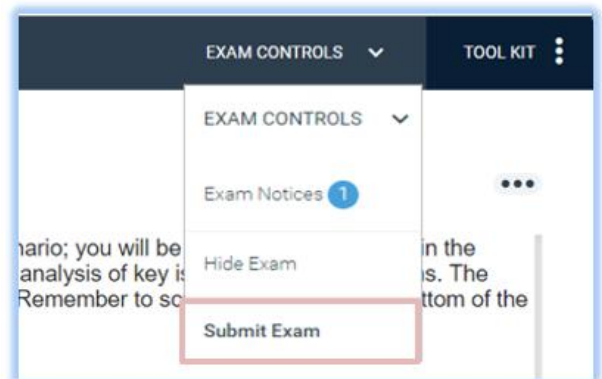
1. Go to the "Exam Controls" menu in the top-right corner and select "Submit Exam." (You can also re-read the exam notices here if needed. Note: Clicking "Hide Exam" does not stop the clock or allow you to access to other programs – it simply puts up a cover screen until you click "Resume.")

If you follow the manual submission process but have not selected an answer for every question, a notice will appear giving you the option to go back to the exam.

You will be asked to confirm that you have completed your exam and wish to submit.

2. When you click the green "Submit Exam" button, all monitoring and recording will stop.

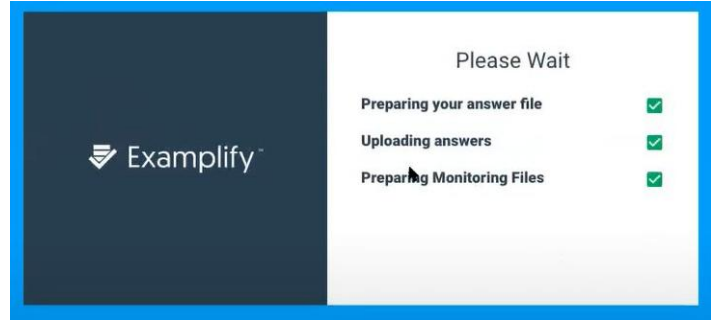
The exam will be over!



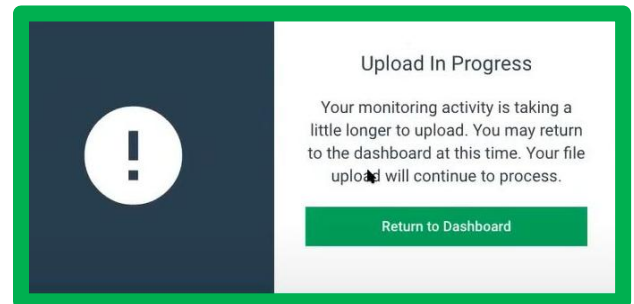
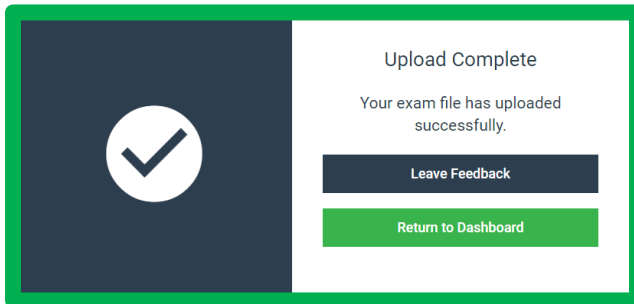
3. Exemplify will start preparing the upload. The upload consists of two files – your answer file containing your responses to the questions, and the audio/video file.

You will see a "Please Wait" screen while they are being prepared. Ticks will appear as processes are completed.

Please note, as Exemplify exits exam lockdown mode, various screens may flicker and change color. This is normal. Also, the mock exam files are very small compared to the files that will be created on exam day. The mock exam files will upload very quickly (within a minute). The process will likely be longer on exam day.



4. Once the answer file has uploaded and the audio/video file preparation is underway, you will see various green screens. One confirms your exam answer file has uploaded successfully. Another may indicate that your audio/video file is still being processed. This is expected for longer exams and is not a cause for concern. Click "Return to Dashboard" to monitor your upload status.



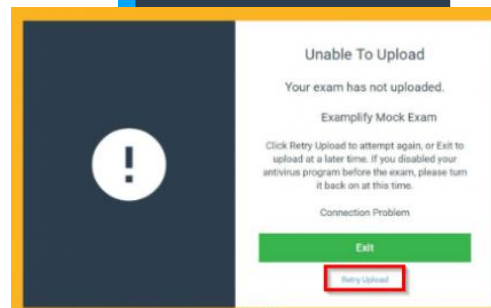
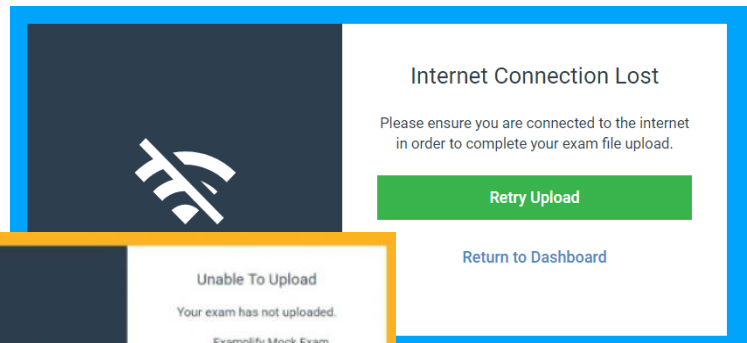
Note: Clicking "Leave Feedback" takes you to an ExamSoft survey about your experience using the software. It is not specific to NACC or the CWLS Exam, and NACC does not see the results.

5. In some cases, you may also see blue and yellow screens with error messages. *Do not panic.* It is usually an internet connection issue, not a problem with the actual files.

Be aware that Exemplify not only blocks access to your internet browser during the exam – in some cases it also completely disconnects your computer from the internet. If this happens, you'll get an error message when it tries to upload. Just reestablish your internet connection and click "Retry Upload."

If the upload is still unsuccessful, contact ExamSoft technical support (24/7):

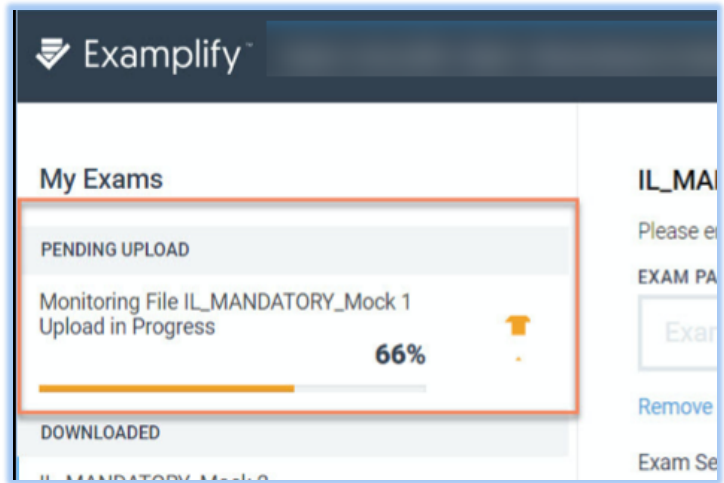
- Phone: 1-866-429-8889
- Email: support@examsoft.com
- Chat: <https://support.examsoft.com> (chat box at bottom right corner)



Note: "Retry Upload" button isn't always green.

6. Once you are back on your Exemplify dashboard, you can see if your files are still in "Pending Upload" status. You will see a progress bar and a moving arrow while uploading. The software requires a minimum of a 2.5Mbps upload speed.

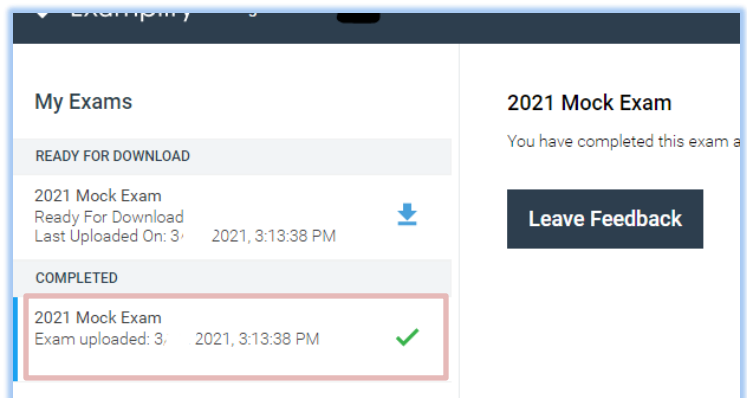
- Please note, uploading a 4-hour video file at the lowest allowable speed could take 45 minutes. The faster your upload speed, the less time it will take.
- You can get a general idea of your speed ahead of time by visiting a speed-testing site like www.fast.com or www.speedtest.net.
- Keep your computer on and awake while the upload is in process. You can leave the Exemplify screen and open other programs – the upload process will continue in the background.



7. Once the upload process is finished, the status on the dashboard will change from "Pending Upload" to "Completed" with a green checkmark. (Again, this will be almost immediate for the mock exam.) This means that all files have been uploaded to ExamSoft and deleted from your hard drive where they were temporarily stored for upload.

As noted above, since you can download and take the mock exam up to ten times you will still see the mock exam in the "Ready for Download" section until you reach the max.

At this point, you may close Exemplify and shut off your computer and/or internet connection. (If you had to disable your antivirus software for the mock exam, you should re-enable it now but remember to disable it again for your actual exam.)



On Exam Day

The processes on exam day for downloading the exam, verifying your identity, taking the exam, and submitting it are all very similar to the processes for the mock exam. The main difference will be in the time it takes to upload your exam files when complete. The steps are summarized again here.

Getting Prepared

- Ensure you are in a well-lit room with **front-facing lighting**. Position yourself so that you are directly facing the webcam. For the ID verification photo, the lighting on your face needs to be brighter than the lighting behind you. For the best results, have a light behind the webcam facing you. Do not sit with your back to a window on a bright day or have a lamp behind you.
- Ensure there is no one else in the room and turn off any music, TV, or other background noise. (And once the exam starts, do not read the questions to yourself audibly.)
- Disconnect any dual monitors if in use.
- Put away your cellphone and remove any headphones or earbuds.

- Ensure you have an internet connection. (You will need a connection to download the exam, when you first launch the exam, and during the upload process at the end. Otherwise, you do not need a connection for the rest of the time.)
- Close all other open programs and windows on your computer including your internet browser.

Navigating to the CWLS Exam, Downloading (if not yet done), and Starting

1. Open Exemplify (look for the checkmark icon in your "Downloads" folder, startup menu, or finder).
2. Once on your Exemplify dashboard, if you have not yet downloaded the CWLS Exam, you'll find it in the "Ready to Download" section in your list of exams. Select the CWLS Exam and click the blue "Download" button.
3. Once downloaded, select the exam and type in **your CWLS Exam password** that you received from NACC via email. Click "Enter."

Verifying Your Identity with ExamID

- ExamID will now try to capture an ID verification image automatically. If you are moving, looking away, or the light behind you is brighter than the light on your face, the image capture attempt may be unsuccessful, or the image may be unclear. You can reject it and/or retake it. Once the photo is captured, ExamMonitor will take over. **Recording will start at this point and continue until you submit the exam.**

Taking the CWLS Exam

1. Next, you'll see the yellow warning screen. Click "Continue."
2. The exam notices will now appear. Read the notices carefully. The exam starts when you click "Next" on the final notice screen. **The exam clock will start at this point and continue until you submit the exam or the time limit is reached.**

Uploading the CWLS Exam

1. As with the mock exam, the CWLS Exam upload process will begin automatically when the time limit is reached or when you manually initiate the process by going to the "Exam Controls" menu at the top-right of your screen and clicking "Submit Exam."
2. You will see a similar series of green confirmation screens as the upload progresses. The upload time will vary depending on the speed of your internet connection. For some, it may be relatively quick – for others, it may take much longer.
3. When you're given the option, you can return to your Exemplify dashboard and monitor the upload process from there. When the upload status changes from pending to complete (green checkmark), you can close out of Exemplify (and re-enable your antivirus software if you had to disable it).
4. Again, if you receive an upload error notice, *do not panic*. Make sure you have an internet connection and then click the "Retry Upload" button. If the upload is still unsuccessful or if the upload isn't progressing at all as you monitor it on your dashboard, contact ExamSoft technical support.

After the CWLS Exam

1. Relax and congratulate yourself for tackling this challenge regardless of the results!
2. Email us at Certification@NACCchildlaw.com if you experienced any technical difficulties or other problems during the exam.
3. Expect to receive your exam results via email toward the end of the month following the month in which you took the exam (for example, if you took your exam anytime in May, expect your results at the end of June).

Technical Support

Technical Support Before and After the Exam

If you need support prior to exam day, before the exam starts, or after the exam, contact ExamSoft at:

- Phone: 1-866-429-8889
- Email: support@examsoft.com
- Chat: <https://support.examsoft.com> (chat box at bottom right corner)

Technical Support During the Exam

If a technical problem occurs during the exam that you cannot resolve on your own, take these steps:

1. Announce to the webcam that you are getting your phone to seek technical assistance.
2. Bring your phone back to your computer and call ExamSoft in front of the webcam. If necessary, ExamSoft may provide you with a resume code. **Do not close or exit the exam unless instructed.** If you close or exit the exam, you will not be able to re-enter the session and a resume code will not work.
3. Remove your phone from the testing area as soon as the support call ends.

CWLS Exam Notices

Exam Notice Page 1

Welcome to the NACC CWLS Certification Exam!

You will have a total of 3 hours and 55 minutes to complete the exam including any restroom or other breaks you wish to take throughout the exam – the clock will keep running once you begin. Your exam time is yours to allocate – here's what we recommend:

- Multiple Choice (60 questions/60 points) – 2 hours (2 minutes per question)
- Essay 1 (24 points) – 1 hour
- Essay 2 (16 points) – 40 minutes
- (Optional) Total Break Time – 15 minutes

Please take a moment to write down your specific transition times so you know when you should be moving on to Essay 1 and then Essay 2. You will also be able to set additional alarms within the exam.

Click "Next" to review what's prohibited and what's allowable during the exam.

Exam Notice Page 2

Exam Rules - Prohibited

- You **may not** use any edition of *Child Welfare Law and Practice* (the Red Book) in any format (not the book itself, not photocopies, and not the electronic version).
- You may not use any online or electronic resources. All materials must be hardcopy.
- You may not have dual computer monitors or other screens visible to you (phone, tablet, etc.).
- You may not wear headphones or earbuds.
- You may not access your smartphone or other mobile devices, even to track time. We suggest wearing a wristwatch or having an actual clock nearby to keep yourself on pace. A default timer has been set in Examplify to warn you when you have 5 minutes left. (The one exception to the phone prohibition is if you need to call ExamSoft for technical support.)

Click "Next" to review what's allowable.

Exam Notice Page 3

Exam Rules - Allowable

- You may use hardcopy notes, workbooks, training materials, and study guides (including the exam prep course workbook).
- You may use any other hardcopy legal reference books **except the Red Book.**
- You may stand up, stretch, and leave the room for breaks as needed. The exam clock will not stop during breaks. Exam monitoring and recording will not stop during breaks.
- You may wear any type of head-covering as long as it does not obscure your eyes.
- You may have a water bottle/glass/mug on your desk.
- You may call ExamSoft for technical support (1-866-429-8889) if a technical problem occurs during the exam: Announce to the webcam that you are getting your phone to seek technical assistance. Then bring your phone back to your computer and make the call in front of the webcam. Remove your phone from the testing area as soon as the support call ends.

When you click "Next," the exam will begin and the clock will start. Best of luck!

Mock Exam Notice and Content

Mock Exam Notice Page 1 [See pages 2 and 3 above]

Welcome to the Mock Exam!


You are required to take this 9-minute mock exam before taking the CWLS Certification Exam. It consists of four multiple choice questions and one essay question (unrelated to child welfare law). The mock exam is designed to do three things:

- **Ensure your computer/laptop meets minimum system requirements.** Any issues that arise during the mock exam can be identified and resolved before the actual exam.
- **Establish your baseline photo.** You have just completed your baseline photo setup. Another photo will be taken just before you start the actual exam on exam day. The two will be compared to verify your identity.
- **Introduce you to the testing software.** Familiarize yourself with the features available on the exam platform. All info covered in the mock exam is also in the CWLS Exam User Guide. At the end of the mock exam, you will go through a similar (but shorter) exam uploading process to the one you will experience on exam day. The mock exam is not graded or reviewed.

Taking the mock exam is **not a substitute** for fully reviewing the CWLS Exam FAQs and User Guide found on NACC's Applicant Resources webpage. It is your responsibility to be familiar with their contents.

The next two exam notice screens are identical to the Exam Rules screens in the actual CWLS Exam, including what's prohibited and what's allowable.

Have fun exploring!


Question 1 FLAG QUESTION  >


1 The National exam has 60 multiple choice questions (#1 through #60) and 2 essay questions (#61 and #62). The question numbers appear in a column at the left. Things to know:


- When you select an answer for a question, the circle will turn solid blue. If the center is white, it means you have not selected an answer for that question.
- Complete the questions in any order you choose. Navigate forward and back either by scrolling up and down on the column at the left or by using the previous/next buttons in the bottom-right corner.
- If you finish before the clock runs out and choose to submit your exam early and have not selected an answer for every question, you will get a notice saying your exam is incomplete and it will give you the choice to return to the exam or submit it anyway.
- We recommend you *select an answer for each question no matter what*. There is no penalty for wrong answers.


All of the following are true **except**:

Currently Selected : D

5 **A** If you try to submit your exam early without selecting an answer for every question, you will get a warning and the option to go back. 

B You can start with an essay question rather than multiple choice if you want. 

C When you select an answer for a question, the circle will turn solid blue. 

D If you don't know the answer to a question, leave it blank. You **will be** penalized for wrong answers. 

If you get to a question and the answer isn't jumping out at you, there are a few tools you might find helpful:

- **The Strikethrough Tool:** Click the eyeball icon at the far right of any answer choice you think is wrong. This puts a line through the text and turns it gray so you can narrow your focus to the choices you think might be right. Just click the icon again if you change your mind. Give it a try.
- **The Highlighter:** Some of the questions on the CWLS exam are long. Use the highlighter (near the top) to call out key pieces of information in a question for quicker reference once you start reviewing the answer choices.
- **The "Flag Question" Button:** Click this button (near the top) to remind yourself to return to the question later. An orange flag will appear on the question number in the column on the left. Even if you decide to flag a question, we recommend selecting your best guess before moving on in case time runs out before you have a chance to take another look. There is no penalty for wrong answers.

Which tool would be best to use if you want to eliminate answer choices you think are wrong in order to focus on the ones you think might be right?

Currently Selected : B

- A The "Flag Question" button.
- B The strikethrough tool.
- C The highlighter.
- D The eraser.

During your exam, a lot of useful information can be found at the top-center of the screen including:

- **The "Monitoring" Tab** - Your exam session will be recorded (the webcam video, your screen, and audio). The software will only be recording you when a tab is visible at the top of your screen that reads "Monitoring" next to a red dot. Click this tab to quickly check how you appear on the webcam. Your face needs to stay in-frame throughout the exam except when taking a break. As you adjust your seated position throughout the exam, doublecheck that you're still in-frame.
- **Time Remaining** - The timer at the top-center displays the time remaining for your whole exam. This clock will not stop running even when you take a break. A 15-minute break is built into the total exam time. It is your choice whether/when to take a break and for how long.
- **Alarm Notifications** - When you have 5 minutes remaining, an alarm notification will appear at the top-center. You have the option to set additional alarms at whatever intervals you choose (see Toolkit menu).

Which of the following most fully describes all that appears at the top-center of the screen?

Currently Selected : C

- A You can see how much time you have remaining on the timer at the top-center.
- B You can check how you appear on your webcam from the "Monitoring" tab at the top-center.
- C The "Monitoring" tab, the time remaining, and alarm notifications appear at the top-center.
- D An alarm notification will appear at the top-center when you have 5 minutes left (and at other intervals if you choose to set additional alarms).



Question 4

FLAG QUESTION



1

2

3

4

5

On the National exam, the two essays combined make up 40% of your overall score. For each question, you will be provided with a fact pattern or scenario; you will be told what role you play in the scenario; and you will be asked how you would approach various issues from the perspective of your role. Points are awarded based on your identification and analysis of key issues and considerations. The questions are usually multi-part and require multi-part responses. The questions can be lengthy. The question window has a vertical scroll bar at the far right. Remember to scroll all the way to the bottom of the window to make sure you are answering all parts of the question.

There are many word processing functions available to you including:

- Cut and paste
- Undo/Redo
- Highlighting
- Bullets and numbered lists
- Spellchecker (automatically enabled)

Please Note: Points are not deducted or awarded based on spelling, grammar, or punctuation - neither are points deducted or awarded based on your choice of fonts listed below. We are simply reminding you about scrolling!

Font Styles and Sizes:

- Arial
- **Arial Black**

Essay Answer 0 / 100000 characters

Rich text editor toolbar with options for font (Arial, 12pt), bold (B), underline (U), italic (I), subscript (x₂), superscript (x²), bulleted list, numbered list, indent, outdent, link, unlink, undo, redo, and refresh.



Question 5

UNFLAG QUESTION



1

2

3

4

5

When your exam is done, the exam submission process will begin. Things that are good to know:

- You can initiate the exam submission process manually if you finish before the clock runs out by going to the "Exam Controls" menu near the top-right.
- If the clock runs out while you are still working, the exam submission process will start automatically.
- You need to have an internet connection during this process. Your exam files (your answer file and the audio/video file) will automatically be created and uploaded to ExamSoft when you click "Submit Exam."
- You will need at least 4GB of free space available on your computer's hard drive. During the automatic upload process, your exam files will be temporarily saved to your hard drive first, then uploaded to ExamSoft, then deleted from your hard drive.
- A 4-hour video file uploading at the slowest allowable upload speed (2.5Mbps) will take about 45 minutes. The stronger your internet connection and faster your upload speed, the shorter the upload process.
- You can monitor the upload status on your Exemplify dashboard.

What is the most important thing to do once you complete the exam submission process?

Currently Selected : D

- A Take a deep breath and smile.
- B Congratulate yourself for undertaking this challenge regardless of the results.
- C Put it out of your head for a while since it's out of your hands for a while.
- D All of the above.