



ARGENTUM
EXPANDING SENIOR LIVING

Sales Counselor Program FAQs

What is the process for participating in the Sales Counselor Program?

1. Once available, complete an application and pay online (<https://www.castleworldwide.com/connect/argentum>) for immediate access to the three-module training course. The training course can be viewed anytime for 366 days from the date of purchase. You may view the training in as many sessions as needed, but should expect to spend about three (3) hours total taking the training course.
2. Five (5) days after payment, Castle will send you a Notice to Schedule (NTS) via email, which will give you a username, password, and any additional information you need to schedule your testing appointment.
3. You will schedule and complete the assessment online at your convenience in your home or workplace. It is possible to schedule to take the assessment on the same day if a live-online proctor (LOP) is available. Note that more time may be required if you are applying for special accommodations.
4. You will have 90 minutes to complete 75 assessment questions.

What are the technical requirements for completing the training course and online assessment?

The training course is delivered online and can be viewed with the latest version of any mainstream internet browser.

You will need access to a computer with a mainstream internet browser, Flash player 7+, and a webcam (built-in or external) and a quiet, private room to complete the online assessment. Additionally, you must be able to accept cookies and allow pop-ups from Castle’s testing site.

Day of Payment:	Day to Receive NTS:
Monday	Saturday
Tuesday	Sunday
Wednesday	Monday
Thursday	Tuesday
Friday	Wednesday
Saturday	Thursday
Sunday	Friday

What is the cost of the Sales Counselor Program?

The training course and assessment are available for \$350.