Remote test session information sheet

ICDL Europe has introduced the possibility to take ICDL certification tests remotely. This information sheet will provide you with all the information you need as an ICDL candidate. If you have any questions, please contact your ICDL test centre.

System requirements

To take an ICDL certification test from home, you need:

- A PC running Microsoft Windows 7 or later
- Microsoft Office 2013 or later
- An internet connection
- A webcam and microphone

Where you can take your ICDL certification test

You can take ICDL certification tests from home, but it is important that you set aside space to make sure that you can take your test undisturbed. The space where you take your test must be:

- In a separate room from other friends or family members *or,*
- In a partitioned-off space in a shared room if a separate room is not available.

You must be alone in the room or space for the whole test session. You also need to make sure that you can stay at your computer for the whole test session. Your ICDL test centre will tell you what you need to have access to during the test.

How do I start my test?

Your ICDL test centre will send you a web address to join a video call, with a password to access the call.

Click on the address or paste it into your web browser (Chrome, Internet Explorer, Firefox, etc.).

A small piece of software should start to install. Follow the instructions on screen or ask your test centre for help to install and join the call.

What will happen during the video call?

When you have joined the call, you will be asked to show the ICDL tester the space you will be taking the test in. This is to make sure it meets our requirements. You will also be asked to provide identification to prove who you are and to agree to the following rules.

Remote test session rules

As a candidate, you must agree to the following rules to take an ICDL certification test:

- Candidates must not communicate with anyone except the remote invigilator.
- Candidates are not allowed to receive help from any unauthorised person.
- Candidates must maintain a quiet testing environment.
- Candidates can only talk to the remote invigilator for clarification of instructions or if there are technical problems.
- Candidates may not leave the test room during the test.
- No books, or any media, electronic or otherwise, can be used during the test.
- Access to the help function within the application is allowed. Candidates are permitted to use this help, but they may not use the browser to search for and use other online help, for example, online discussion forums.
- Only programs or applications specified in the test can be used.
- Candidates are forbidden to use mobile phones, cameras and video recording equipment during the test, other than the webcam used to monitor the test session.
- Your camera, microphone and speakers must be enabled and running during the test session.
- Your webcam must always be focussed on you during the test, with your face in the centre of the view.
- Nothing may cover the webcam lens during the test.

⚠ **Important: *If you break any of these rules, the test will be immediately terminated.***

Data protection

ICDL Europe will use your personal data to allow you to:

- take ICDL certification or diagnostic tests and assessments
- store test results
- issue certificates and transcripts
- occasionally contact you by email

ICDL Europe needs to process your data because you have registered to take an ICDL certification test, or a combination of ICDL assessments, which are administered by us. We will process the following personal data: name, date of birth, email address, ICDL assessment results, a recording of your remote test session.

Your personal data will be processed by appropriate authorised staff of ICDL Europe, and by appropriate authorised staff at your ICDL Accredited Test Centre. Your data will also be processed externally by Sophia Testing GmbH or Skillsbox, both providers of automated testing systems for ICDL tests.

A video recording of your test session will be stored by your Accredited Test Centre for 3 months from the date of the test session and may be provided to ICDL Europe. We will store it for no longer than 3 months from the date we receive it.

Your other personal data will be held by us so long as you remain registered as an ICDL candidate in one of the following countries:

- Azerbaijan
- Belgium
- Georgia
- Portugal
- Sweden
- The Netherlands
- Turkey

You have the right to ask ICDL Europe to correct inaccurate information that it holds about you. You also have the right to ask ICDL Europe to delete your personal data from its systems, or to restrict what ICDL Europe can do with your information. You can ask ICDL Europe for a copy of the data that we hold about you. ICDL Europe has been provided with your data by the ICDL Accredited Test Centre that you are registered with.

If you are not happy with how ICDL Europe has used your personal data, you can make a complaint to the appropriate data protection authority in your country.

We can be contacted at: *ICDL Europe srl, Avenue Roger Vandendriessche 18, 1150 Brussels, Belgium —* customersupport@icdleurope.org.

Your privacy

When you take a remote ICDL certification test, the following applications will be used to monitor you:

- **Sophia *or* Skillsbox**
  This software is an automated test system. It will run on your computer, display questions or set tasks, and monitor what you do during the test. It can see everything that you do on your computer during the test.
- **Zoom *or* Microsoft Teams**
  This software allows you to join a video call. It uses your webcam, microphone and can see what you do on your computer screen. The video call during the test will be recorded and kept by your ICDL test centre. It may be requested for review by staff of ICDL Europe.

Please make sure that you do not have any sensitive information visible on screen during the test. If sensitive information is visible, it may be stored in the recording of the test session.

You only need to have these applications on your computer for the certification test. Please feel free to uninstall them after the test, if you will not be taking any other tests remotely.

Questions and help

If you have any questions about anything on this information sheet, please contact your test centre. ICDL Europe is unable to help with detailed enquiries from individual candidates because most issues are handled by test centres directly.