Remote Test Session Information Sheet

ICDL Arabia 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 2010 or later
- An internet connection of minimum 6mbps
- A webcam

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 and remain facing the web cam.

How do I prepare before my test?

At least one day before the test session date, your ICDL test centre will send you a small piece of software to install the remote proctoring and test platform. Once installed, you will need access the candidate portal by clicking on the following link: http://litmuslink.com/ATSOnlineGCC/CandidateGateway/Home.aspx and log in using the user name and password provided by your test centre. This is to ensure you have all the access you need before your test day. Ask your test centre if you need help installing or accessing the portal.

What should I do to start the test session?

Twenty minutes before your assigned test time you should log into the candidate portal:

Click on 'certificate test link'and follow the steps on screen to capture your photo, your ID, and take a picture of all four corners of your test room/space. This is to make sure it meets our requirements. These photos will be reviewed by the proctor and once approved the test will be activated.

You should enter your skills card number and click on start test. You will also be asked to accept the following rules as well as a privacy statement and once you accept your test will start.

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 proctor.
- Candidates are not allowed to receive help from any unauthorised person.
- Candidates must maintain in a quiet testing environment.
- Candidates may not leave the test room during the test and must remain facing the computer screen.
- No books, or any media, electronic or otherwise, can be used during the test.
- 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, 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 Arabia will use your personal data to allow you to:

- take ICDL certification or primer tests and assessments
- store test results
- issue certificates and transcripts
- send e-book information to your registered mobile phone
- occasionally contact you by email

ICDL Arabia 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 visual record of your remote test session.

Your personal data will be processed by appropriate authorised staff of **ICDL Arabia**, and by appropriate authorised staff at your ICDL Accredited Test Centre.

Images captured during your test session will be stored by ICDL Arabia and available to view by your test centre from the date of the test session until your certificate is issued.

You have the right to ask **ICDL Arabia** to correct inaccurate information that it holds about you. You also have the right to ask **ICDL Arabia** to delete your personal data from its systems, or to restrict what **ICDL Arabia** can do with your information. You can ask **ICDL Arabia** for a copy of the data that we hold about you. **ICDL Arabia** 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 Arabia** has used your personal data, you can make a complaint to the appropriate data protection authority in your country.

We can be contacted at: *PO Box 500396, Dubai, United Arab Emirates.*

Your privacy

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

- **[ATS System]**
  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.
- **Remote Proctoring platform**
  This software uses your webcam to monitor what is happening throughout the test session. The session monitoring will be recorded and kept by the quality assurance staff of **ICDL Arabia** and viewable by your ICDL accredited test centre.

Please make sure that you do not have any sensitive information visible on screen or in the room 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 Arabia** is unable to help with detailed enquiries from individual candidates because most issues are handled by test centres directly.