

Candidate Assessment Regulations



CIOL Qualifications Level 7 Diploma in Translation
Qualification Number 501/1445/1

CIOL Qualifications Level 6 Certificate in Translation
Qualification Number 610/0823/0

CIOL Qualifications Level 6 Diploma in Public Service
Interpreting
Qualification Number 501/1250/8

CIOL Qualifications Level 3 Certificate in Bilingual Skills -
Police
Qualification Number 600/1990/6

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Introduction

All CIOL Qualifications (CIOLQ) assessments are conducted in line with the information published in the relevant guide for candidates and relate to all assessments. We want our candidates’ exams to go as smoothly as possible, so it is essential that they read through this guide to ensure that they know what the rules are and what is expected of them.

All candidates must ensure that they have read and fully understood this information before sitting any of our exams. This information is also provided to reduce the risk of misconduct leading to malpractice on the part of the candidate.

Malpractice means any act, default or practice (whether deliberate or resulting from neglect or default) which is a breach of CIOLQ assessment requirements.

Candidate malpractice in exams is a serious offence and this guidance is intended to inform and support candidates so that any instances of cheating, copying or plagiarism, (whether intentional or unintentional) are reduced so that it does not place candidates in a position that could affect the achievement of their qualification.

CIOLQ will take formal steps to investigate any instances that we identify which may compromise the security and integrity of our exams and at the most serious level could include action such as candidate disqualification.

It is essential that all candidates read and familiarise themselves with these regulations and the relevant candidate guides before the day of their exam.

Different exam platforms for different qualifications and units

CIOL Qualifications Level 6 Diploma in Public Service Interpreting		
Unit	Format	Exam Platform
Unit 01	Oral unit	Microsoft Teams
Unit 02	Oral unit	Microsoft Teams
Unit 03	Oral unit	Microsoft Teams
Unit 04	Written unit	Online Assessment Platform
Unit 05	Written unit	Online Assessment Platform

CIOL Qualifications Level 7 Diploma in Translation		
Unit	Format	Exam Platform
Unit 01	Written unit	Online Assessment Platform
Unit 02	Written unit	Online Assessment Platform
Unit 03	Written unit	Online Assessment Platform

CIOL Qualifications Level 6 Certificate in Translation		
Unit	Format	Exam Platform
Unit 01	Written unit	Online Assessment Platform
Unit 02	Written unit	Online Assessment Platform
Unit 03	Written unit	Online Assessment Platform

Candidate identification

Before the start of each exam session candidates will be required to complete an identification check by showing a valid photo ID together with signature, using the web camera facility. Please have your ID ready before the start of the exam. In some cases, the Interlocutor or Invigilator may ask candidates for additional verification of their identity.

An exam session will not commence if the Interlocutor or Invigilator is not able to satisfactorily verify the candidate's identity in line with CIOLQ guidance.

Accepted forms of photographic ID are:

- Passport
- National ID card
- Driving licence

Candidate consent

Exam sessions are video recorded for marking, quality assurance, review and regulatory purposes. All candidate personal data is handled in accordance with our GDPR policy published on our website here: <https://www.ciol.org.uk/policies>

CIOLQ will seek to protect the privacy of candidates arising from the production of a video recording. Without being able to video record candidates during an exam session CIOLQ is unable to complete the exam process.

Showing your photographic ID prior to the exam session commencing will be taken as candidate consent to be video recorded and monitored for the purposes of the exam.

Exam environment and conditions

It is the responsibility of the candidate to ensure that they are at home and have a quiet and comfortable environment in which to work and will not be interrupted for the full duration of the exam session. Candidates should not attempt to take exams outside of their homes or in public locations such as libraries, airport lounges, station coffee shops, offices, or schools etc. CIOLQ will not make allowances for inadequate arrangements.

The candidate must have their web camera and microphone switched on throughout the duration of the exam session and be positioned in the centre of the screen at all times. Failure to do so may be considered malpractice and result in disqualification.

The candidate's computer screen will be closely monitored during the exam session by the Interlocutor or Invigilator.

Organisation ahead of your exam

- Start preparing for the exam session early giving yourself ample time.
- Carefully read all the information received, as well as referring to the relevant Qualification Specifications published on our website.
- It is your responsibility to know the format of the exam.
- Prepare the room/area where you will be taking the exam in advance.
- Check lighting and room temperature.
- Lighting must be 'daylight' quality and overhead lighting is recommended.
- Organise the space you are going to use and check that it is big enough for the number of dictionaries and reference materials you are going to refer to.
- This is a professional qualification, and you are required to dress and behave accordingly.
- You are allowed to wear a simple wristwatch with an analogue or digital display or use a wall clock. Smart watches are not allowed. This includes an Apple Watch, Samsung Galaxy Watch, Fitbit or similar. You will not be allowed to use your mobile phone to check the time.
- Familiarise yourself with timings, particularly start time and the duration of each unit.
- You are not permitted to smoke, vape or eat during the exam session.
- You must have cookies enabled on your browser to access all exam materials.
- You must ensure you clear your browser cache, cookies and browsing history prior to your exam to ensure Teams / Online Assessment Platform work as efficiently as possible.
- Webcam and microphone setup during the exam:
 - The webcam and microphone must be enabled and running throughout the duration of the exam.
 - Your face must be positioned in the centre of the webcam view and the full head and shoulders must be visible throughout the duration of the exam.
 - Nothing must obstruct or cover the lens of the webcam at any time during the exam.
 - False or blurred background should not be enabled.
- There must be no background noise or sounds. This includes music and television.
- There must be no other computers or similar devices running in the background.
- Your computer must be connected to a power source and not reliant on a battery source.
- There must not be any other people present in the room.
- Screen mirroring is not permitted under any circumstances.
- Multiple screens/monitors are not permitted during the exam, and this may result in disqualification.
- Spelling checker or predictive text applications must be disabled.

Organisation just before the exam starts

- If you believe that you may have something that is prohibited, immediately inform the Invigilator.

- Keep your mobile switched on until you are safely in your exam in the event that you need to call CIOLQ before the exam starts.
- Once you are confident that you can access your exam, you must turn off your phone. You are not permitted to just switch the phone to 'Airplane', 'Flight', or 'Do Not Disturb' mode.
- Place the phone away from the desk/exam area.
- Using your mobile phone as a source of internet connection is strictly prohibited.
- Ensure that you have your photographic ID with signature ready for inspection.
- If you have requested and received approval for Reasonable Adjustments, make sure you have the confirmation letter with you in case this is requested by the invigilator.
 - Candidates with approved extra time will have this time automatically added to their exam session duration.
- Ensure that you have a supply of single-leaf paper for rough notes if required.
- Check that there are no materials around the room or on the walls which could be deemed as benefiting you or providing information that will assist you during the exam.
- Pay attention to all instructions from the Interlocutor or Invigilator.

During the exam

- Act in a professional manner as would be expected in a face-to-face exam setting.
- Any complaints received in relation to candidate misconduct will be investigated by CIOLQ and video recordings reviewed as necessary.
- It is recommended that you make yourself comfortable prior to the exam. Make sure you have had something to eat, drink and have taken a comfort break.
- Follow all instructions received. For oral exams, the Interlocutor will provide these verbally. These will be sent via the chat box by the Invigilator for written exams. Any instructions received either verbally or in writing must be acknowledged promptly. Not following instructions or exam procedures could be deemed malpractice and may result in an exam being recorded as null and void.
- If you need to take a comfort break during a written exam, you are required to inform the Invigilator before leaving the exam environment. Additional time will not be added for comfort breaks.
- Ensure you have a good-quality headset with a microphone for all oral units.
- If your exam is taking place via the Online Assessment Platform, raise your hand if there is a problem during the exam and the Interlocutor or Invigilator will support you with any issues via the chat function.
- If your exam is taking place via the Microsoft Teams platform, speak directly to the Interlocutor or Invigilator.
- You must not communicate with anyone not connected with the exam process or talk out loud except for the purpose of communicating with the Interlocutor or Invigilator, as part of the exam.
- You must not use any exam resources such as reference materials, online translation software or hard copy dictionaries during the exam session unless allowed for specific units as specified in the relevant Qualification Specification.
- You must not attempt to copy any of the exam material shared with you during the exam session or attempt to record audio and/or video. Any such attempt will be considered as malpractice and may result in disqualification.

- You must not attempt to screenshot any part of the exam. Any such attempt will be considered as malpractice and may result in disqualification.
- Your head and shoulders must be positioned centrally in front of the camera all the time.
- Unauthorised materials listed below must not be in the same room/location as that in which the exam is being taken. Candidates found in possession of unauthorised materials during an exam will be referred to CIOLQ for investigation into potential malpractice.
- Answers must be all your own work and you must not copy or attempt to copy from another source.
- Answers must be written in the correct area of the Online Assessment Platform and submitted for marking in line with the instructions provided.
- Draft answers written in the Notepad area of the Online Assessment Platform and not submitted for marking in line with the instructions provided will not be marked.
- You must not be involved in any arrangement whereby another party undertakes the exam on your behalf.
- You must ensure that others do not interrupt, disturb or disrupt your exam.
- You must not obtain or access, or attempt to obtain or access, unseen exam questions.
- You are not allowed to leave the exam for any reason without permission from the Interlocutor or Invigilator.
- You must tear up all scrap paper and any notes made when instructed to do so by the Invigilator, and in all instances before leaving an exam session. Failure to follow these instructions may result in disqualification and the exam being recorded as null and void.
- You are not allowed to use a spellchecker, predictive text or translation applications.

Unauthorised materials

There are a number of items which you are not permitted to use during your exam and which you must not have in your possession or have access to at any time, whether or not they have been used, or were unintentionally or intentionally within easy access during the exam.

Such items include:

- Personal organisers, electronic dictionaries, electronic translation devices, radios and personal audio equipment (including head/earphones for written exams).
- Communication devices, mobile phones, smart watches (this includes an Apple Watch, Samsung Galaxy Watch, Fitbit or similar), assistive handwriting keyboards or other electronic, mobile, technical or computing equipment capable of accessing the internet, email and/or storing data.
- Drinks in open cups, mugs or tumblers. **The only drink permitted is a clear water bottle with label removed.**

Candidate misconduct

Misconduct in exams can include (but is not restricted to) the following prohibited activities:

- Copying or paraphrasing text or material from other sources and presenting this as one's own work.
- Impersonating or attempting to impersonate a candidate.
- Co-operating with any other person when completing the exam.
- Unauthorised and undeclared acquisition or dissemination of exam questions or related material prior to or after an exam.
- Failing to follow assessment regulations for an exam in a way that might result in gaining an advantage.
- Submitting exam answers which are not entirely one's own work.
- Failing to follow the Invigilator's instructions.
- Any other actions reported and deemed to require formal investigation by CIOLQ due to suspected malpractice or maladministration.

Key dates and times

Key dates are published on our website [CIOL \(Chartered Institute of Linguists\)](#) for all qualifications and provide important timelines for all stages relevant to your exam and post-exam services. Please read the document and familiarise yourself with relevant dates and deadlines.

Declaration

CIOL Qualifications (CIOLQ) strongly recommends that candidates only use their own personal equipment (PC/laptop) for exam purposes, and do not use equipment provided by another party or organisation (e.g., colleague, employer, course provider or public library etc.).

If you do, however, choose to not adhere to our recommendations and use equipment provided by another party or organisation and attempt the exam outside of your own home environment, CIOLQ will not be held responsible for any issues which may arise on the day of your exam/s.

Experience has shown us that in such cases candidates frequently experience technical issues relating to third-party firewalls, security restrictions, inadequate connectivity etc. In such instances, candidates are required to contact the relevant local IT administrator for assistance and if a technical issue is not fully resolved within a period of 15 minutes maximum from the scheduled exam start time, CIOLQ may determine that you are not able to continue with your exam session and it will be cancelled, and any fees received forfeited. However, you may, if you wish, apply and pay the fees again, for the next exam session.

Please keep this guide to hand.