

.2.1 Equipment required to take the TOLC@HOME and preliminary instructions

To take the TOLC@HOME participants must guarantee they have the equipment listed below and complied with all instructions contained in the specifications “TOLC@HOME TEST ROOM CONFIGURATION, TESTING AND NETWORK REQUIREMENTS” which they receive by e-mail at the time of booking and to which they agree. These specifications are always available in the CISIA area.

Technical and digital requirements for taking the TOLC@HOME are:

- A stable data network to access the Internet;
- A desktop or laptop connected to the power supply and to the Internet where the participants can install possible specific applications, suggested by CISIA, in order to take the TOLC;
- A smartphone or tablet connected to the power supply and to the Internet equipped with a video camera (hereinafter mobile device) that will be used as a tool for identification and control by the Virtual Test Room Supervisors (hereinafter Commissioners). The latest version of ZOOM app must be installed on the mobile device and it will be used to enter the virtual room. Blank sheets of paper to take notes and a pen;
- The possibility to have an exclusive use of a room that complies with requirements described in the “TOLC@HOME TEST ROOM CONFIGURATION, TESTING AND NETWORK REQUIREMENTS” document.
- A pair of headphones or earbuds to use during the listening

Beside, it is mandatory that participants

Set the room, where the participants will take the TOLC@HOME, following the CISIA’s instructions stated “TOLC@HOME TEST ROOM CONFIGURATION, TESTING AND NETWORK REQUIREMENTS” document;

Ensure that the connection of the computer and the mobile device is always active during the release of the TOLC@HOME, taking into account that the average data exchanged via computer will be around 50MB and those exchanged with mobile device around 1GB;

If required by CISIA, it is necessary to download the SEB (Safe Examination Browser) on the computer, the one used for taking the TOLC: this request could be communicated by e-mail to the participant’s e-mail address indicated in the CISIA STUDENT and disclosed by the CISIA media channels, and unloading the “TOLC@HOME TEST ROOM CONFIGURATION, TESTING AND NETWORK REQUIREMENTS” document that the participant needs to agree and sign again.

For the TOLC@HOME to be considered valid, the participant must remain connected throughout the duration of the test, both with the computer and with the mobile device. The consequences of any short disconnections will be managed by the Virtual Test Room Supervisor who will decide how to proceed.

Throughout the duration of the test, it is not possible to use other electronic devices or accessories as earphone, headphone, smartwatch, google glass, microphones, speakers.

4.2.2 Access to the virtual room for the TOLC@HOME

The virtual rooms, used for TOLC@HOME, are set as ZOOM meetings and are managed and administered by the Commissioners

To start the access process, participant should enter their CISIA STUDENT area from their computer and follow the instructions to launch the TOLC delivery client from the computer or the SEB app

Once the delivery client, or the SEB app, has been activated, participants can connect, via their mobile device, to the virtual test room through the link received by e-mail or by scanning the QR code displayed on the computer screen.

On the TOLC client startup window, there will be displayed:

- Participant's personal information;
- Login and password (already entered in the fields required to start the client).

After the login, on the computer screen, there will be displayed:

The control code that the participants need to show to Commissioners using their camera of the mobile device during the identification phase in the virtual test room;

The QR code that can be used to access the virtual test room from the mobile device. During this phase, the link to access the virtual test room will also be sent to the participant's e-mail entered during registration. The link or the QR code should be used strictly on the mobile device

During the connection to ZOOM app, participants must observe a proper code of conduct and communicate with the Commissioners by raising the hand (in ZOOM App, click on the icon "All the participants" and then click on "Raise your hand").

If required by the Commissioners, participants should:

- Answer the roll-call;
- Show their face through the mobile device camera;
- Frame the control code, displayed on the computer screen in order to show it to the Commissioners;
- Show to the Commissioners the room surroundings and workstation;
- Set the mobile device behind them, according to the specifications contained in "TOLC@HOME TEST ROOM CONFIGURATION, TESTING AND NETWORK REQUIREMENTS" document and approved at the time of booking, so that the mobile device camera shows from behind both the workstation and all the surroundings.

Throughout the test, participants must remain silent to avoid disturbing the other candidates present in the virtual test room.

Participants may have only blank sheets of paper and a pen. If specific aids have been assigned, it will be integrated in the TOLC. If a reading tutor is required, some virtual room will be created to permit interaction between participant and the tutor, without disturbing the other participants.

Special delivery arrangements, as smaller virtual test rooms, are possible for the participants with disabilities or LDs, as they may need further aids in addition to those already provided by the delivery client.

Once these preliminary steps have been completed, the Commissioners will start the test.

Would the participants face any technical issues during the test, they must immediately contact the Commissioners by the individual chatbox, available on the client. The chat with the Commissioners must be activated by the hand icon button, in the top right in the TOLC page. Once the command has been activated, the Commissioners will receive an alert so they could start to chat.

TOLC will take place using a computer with the support of a TOLC delivery client which does not allow to open other browser window during the test and block the access of other computer devices or with the support of the SEB app.

The Commissioners are responsible for the accuracy of the carrying out of the TOLC. For this purpose, the Commissioners could have recourse to the collaboration of CISIA in order to verify any ambiguous situations resulting in improper behaviors of any participants during the test. Also in this event, the Commissioners could cancel or invalidate the participant's test.

Each virtual room is supervised by, at least, one Commissioner who is in charge for the center and the management of all the procedures related to the access, identification, control and monitoring. CISIA staff could access to the virtual rooms in case of need or support, if required by the center.

4.2.3 Rules of conduct

Participants must abide by the virtual test room rules of conduct contained in this regulation and in the specifications "TOLC@HOME TEST ROOM CONFIGURATION, TESTING AND NETWORK REQUIREMENTS" document which they receive by e-mail and accept at the time of the booking of the test and that can always be found in the CISIA STUDENT area

The login will be valid as entry signature and clicking on the "COMPLETE" button, at the end of the test, will serve as exit signature and declaration of regular execution of the test.

Participants are responsible for completing the test. Failing to do so may entail the non acknowledgement of the correct execution of the TOLC@HOME.

The test could be suspended or, possibly invalidated, if, throughout the test, the participant do not:

- keep the camera of the mobile device turned on;
- keep the microphone of the mobile device turned on and not use any other instrument connected to it;
- keep the environment adequately lit;
- remain silent during the test;

- carry out the control operations required by the Commissioners at any time;
- allow other people to enter the room where the TOLC is taking place.

The Commissioners, at least one for each virtual room, are in charge for verifying the correct carrying out of the TOLC@HOME. They can ask the candidate at any time to show the surrounding environment or speak..

They, therefore, constantly monitor that the proper conditions for carrying out the test are maintained; so they may ask the participant, at any time, to show the surrounding environment or to speak out.

The Commissioners can:

- view the physical environment or room
- view the participant's face in physical environment or room;
- view in order to check the participant's identity document, previously uploaded;
- view the code control displayed on the computer screen and place the mobile device behind the participant;
- check that the participant's mobile device camera and microphone are always turned on throughout the test;
- redo a video and audio check of the room;
- Interrupt/suspend the test at any time should there be cases or attempts of misconduct;
- Invite other supervisory personnel inside the virtual test rooms for support and give them management authority over the virtual room and therefore assist in the work of identification and supervision.

Should the Commissioners encounter technical problems on their equipment or for any other temporary need, they can be replaced by the CISIA staff who will carry on the identification and supervision operations

Should the supervisor not be able to re-enter the virtual room within 30 minutes from the occurrence of the problem, the TOLC may be cancelled and rescheduled.

The Commissioners are required to suspend the test if the participant leaves the virtual room or turns off the camera or the microphone or if the Commissioners detects incompatible noises coming from the participant's physical room.

Should the Commissioners consider the wrongdoing particularly serious by their unquestionable judgement, they may also proceed to the immediate cancellation of the participant's test.

If participants encounter technical problems or malfunctions they can chat and ask for assistance to the Commissioners who, once the problem has been solved, can proceed and reactivate the login details to restart the test.

If it is not possible to use the chat, the Commissioners could contact the participant by telephone.

In case of technical problems that cannot be attributed to the participant and cannot be solved, the participant receives a credit for booking another TOLC (the TOLC is canceled). This cancellation entitles the participant to book another TOLC without paying and it does not compromise the generation of the credit in the event of the participant's absence.

Failure to comply with the rules contained in this regulation will result in the invalidation of the test. In this case, the participant will not be entitled to any reimbursement nor credit. The participant may take the TOLC in future sessions by paying the fee again.

4.2.4. Timing and carrying out the TOLC@HOME

The test takes place following the pre-established procedures and timing. Each section has a time limit and the participant can use all the time allocated to each section or close the section in advance. The remaining allocated time of that section will be lost.

During the test there can be only one break and it will be authorised by the Commissioners. The break can last at the most 10 minutes and takes place at the end of a test section and before the start of the next one.

During the TOLC@HOME participants cannot use any calculation, learning or other tool of support other than those granted to students with disabilities or LD.

If unsolvable problems may occur during the test, the Commissioners, with the approval of CISIA and the seats are available, can decide to shift the participant to the recovery virtual room. These virtual rooms and the related recovery sessions are available in two different time:

In the afternoon of the same TOLC day, if the problems occur in the morning session;

The day after the TOLC date, if the problems occur in the afternoon session.

It is not possible for the participants choose when take the recovery TOLC and they must be available to take the recovery TOLC according the indications provided by the centre, otherwise they could not take the TOLC in that session.

The participants, who are shifted in the recovery rooms, receive an automatic e-mail from CISIA, indicating day and timing of the recovery test and how to access to the TOLC without extra costs.

4.2.5 Results and verification of the outcome of the TOLC@HOME

The results are immediately available at the end of the test and become official at 7.00pm, after two days after the TOLC@HOME.

Once the test has been completed, the Commissioners can access the recordings and verify the correct execution of the tests. They can also take into account any reports made by CISIA of any unusual behaviour in the use of the client or of the SEB app.

Within 48 hours after taking the TOLC@HOME, participants who have correctly executed the test, by following the rules and procedures indicated in this regulation, and who have used the delivery client correctly, will have their TOLC@HOME results approved and may access the results certificate. Also within 48 hours the score obtained can be collected by the centres that accept the results of the TOLC@HOME.

5. TERMS AND CONDITIONS OF THE SERVICE

TOLC contents are exclusive property of CISIA and shall not be disclosed in any form by the participants.

By registering to the CISIA portal, the participant accepts in full all the conditions and points specified in this TOLC regulation.

The use of the service is subject to the acceptance of the conditions, stated in this regulation and in the booking form, at the time of registration

6. PARTECIPANTS WITH DISABILITIES OR SPECIFIC LEARNING DISABILITIES

During the registration to the CISIA STUDENT area of the CISIA portal, participants may declare if they have any disability or specific learning disability (LD).

In these cases, participants indicate the centre(s) where they will take the test and provide the chosen centre(s) the necessary certificates and documents using a specific document uploading form provided by CISIA.

CISIA will provide the participant the details of the appropriate offices in each selected centre and the participant agrees to contact them (if required by the centre) and arrange the specific measures necessary to take the TOLC, in compliance with the current regulations. The participants, that should subsequently select a new different centre from the one previously indicated during registration to the CISIA portal, will be asked to fill the form and upload the required document again.

In those cases in which it is not possible to use a computer, CISIA will provide a paper TOLC that the centres use, in support the participant's need.