QUALIFICATIONS CIOL

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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Contents

Introduction 3
Candidate identification 3
Candidate consent 4
Exam environment and conditions 4
Organisation ahead of your exam 4
Organisation just before the exam starts 5
During the exam 6
Unauthorised materials 7
Candidate misconduct 8
Key dates and times 8
Declaration 8
CIOLQ exam platform information for each qualification 9

Introduction

All CIOL Qualifications (CIOLQ) assessments are conducted in line with all information published for that relevant qualification, alongside the universally applicable Candidate Assessment Regulations (CAR) herein. We want all candidate exams to run as smoothly as possible, so it is essential that candidates 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 regulations.

Candidate malpractice in exams is a serious offence, and this guidance is intended to inform and support candidates so that the likelihood of an instance of cheating, copying or plagiarism (whether intentional or unintentional) is reduced, so that candidates do not find themselves 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. At the most serious level, this could include 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.

Candidate identification

Before the start of each exam, candidates will be required to complete an identification check by showing **a valid form of photo ID complete 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 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 (either full or provisional)

Please note that no other forms of photographic ID, apart from those listed above, will be accepted.

Candidate consent

Exams are video recorded for marking, quality assurance, review and regulatory purposes. All candidate personal data is handled in accordance with the General Data Protection Regulation (GDPR) Policy and Process published on our website here: https://www.ciol.org.uk/policies

CIOLQ will always seek to protect the privacy of candidates within the production of an exam video recording. Without being able to video record candidates during an exam, CIOLQ is unable to complete the exam process.

Exams are video recorded for marking, quality assurance, review, and regulatory purposes. This recording is necessary for the performance of our contract with candidates and supports our legitimate interests in maintaining exam quality and regulatory compliance. All personal data collected during this process is processed in accordance with our General Data Protection Regulation (GDPR) Policy and Process, published [here], including the retention periods set out within it.

We take reasonable steps to protect the privacy of candidates in the production, storage, and review of exam video recordings. Video recording is a required part of the exam process; we are unable to deliver an exam without it.

We will continue to protect the privacy of candidates who have been, or are being, recorded throughout the retention and review of that footage, and recordings will not be kept for longer than necessary for the purposes set out above.

Showing your photographic ID prior to the exam 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. 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 by an Invigilator or Interlocutor.

Important note! Candidate Assessment Regulations apply from the time at which the exam video recording and/or audio recording commence (and before the identification check process begins).

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 Specification 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. Please sit on a comfortable chair at a table or desk for the duration of the exam. It is not acceptable to be sitting or lying on a sofa or bed. Failure to comply with this requirement may result in the exam being cancelled.
- 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 all exam timings, particularly the start time of each unit 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 for 'All Time' prior to your exam to ensure that Microsoft Teams (for any oral units) and / or the Online Assessment Platform (for any written units) both function 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 your 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.
    - A false or blurred background should not be enabled at any point during the exam(s).
- 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. This also includes infants, toddlers and children. Failure to comply with this requirement may result in the exam being cancelled.
- Screen mirroring is not permitted under any circumstances.
- Multiple screens/monitors are not permitted during the exam, and this may result in disqualification. You may only use your primary device's screen if employing a laptop computer.
- Spellchecker (including Grammarly), predictive text and translation applications must be disabled before the exam.

Organisation just before the exam starts

- If you believe that you may have brought something into the exam environment that is prohibited, immediately inform the Invigilator.
- Keep your mobile switched on until you are safely logged in to the online assessment platform, with all ID and other preliminary checks completed, in the event that you need to call CIOLQ for support 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. You must also not use a mobile hotspot, dongle or similar internet connectivity device.
- Ensure that you have your photographic ID with signature ready for inspection.
- Ensure that you have your candidate number ready and noted down. **You will find it on your Admission Notification.**
- 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 you are taking the DPSI Unit 01 Part A – consecutive interpreting task. You may take notes during the DPSI Unit 01 Part B – simultaneous interpreting task, but this is strongly discouraged.
- Ensure that you open and only use the Notepad area of the Online Assessment Platform to make notes during all written units.
- 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, and always acknowledge any communication received before the exam starts.

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 prepare yourself well before the exam. Make sure you have had something to eat, drink and have taken a comfort break.
- Follow all instructions received. During any oral units, the Interlocutor will provide these verbally. During any written units, these will be sent via the chat box by the Invigilator. 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. Adjustments will not be considered if a candidate uses earbuds/earphones which impact on the sound quality of the recording produced.
- If your exam is taking place via the Online Assessment Platform and there is a problem during the exam, the 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.
- During the exam(s), you must not communicate with anyone beyond the assigned exam Interlocutor, Invigilator and/or Assessor.
- During the exam(s), you must not read out loud and/or talk, except when communicating with the Interlocutor or Invigilator.
- You must not use any online translation software at any time.

- You should refer to the relevant Qualification Specification and Candidate Guides for information on what resources are permitted in written exam units.
- 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 at all times.
- Any and all unauthorised materials listed in the next section of this guide 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 entirely 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. If, for any reason, you need to reconnect to the exam session and/or reboot your system, any notes made in the Notepad area before that will not be saved unless they are copied and pasted into the response area.
- 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. Once an exam video recording and/or audio recording commence (which will be before the identification check process begins), you are not allowed to leave the exam environment for any reason without seeking permission from the Interlocutor or Invigilator.
- When instructed to do so by the Invigilator, you must tear up all scrap paper and any notes you have made during the DPSI Unit 01 Part A – consecutive interpreting task and, if applicable, during the DPSI Unit 01 Part B – simultaneous interpreting task. Failure to follow these instructions may result in disqualification and the exam being recorded as null and void.
- You are not allowed to make notes on scrap paper during any written units. You must open and only use the Notepad area of the Online Assessment Platform for this purpose. 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 (this includes Grammarly), predictive text, voice-to-text transcription or translation applications.

Unauthorised materials

There are several 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).
- Hearing or listening aids, unless approved under the CIOLQ Reasonable Adjustments Policy.
- Mobile phones, unless approved under the CIOLQ Reasonable Adjustments Policy.

- Communication devices, smart watches (this includes any form of Apple Watch, Samsung Galaxy Watch, Fitbit, Smart Glasses 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 any and all labels removed.**

Important note! You should prepare for a 360-degree camera room sweep, which Invigilators may request randomly.

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 and not acknowledging communications from the Interlocutor and/or Invigilator.
- Failing to screenshare at any point during an exam.
- 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.).

CIOL Qualifications (CIOLQ) strongly recommends that candidates only use their own personal equipment (PC/laptop) for exam purposes in their own home environment and not in another location (e.g., office, school, college 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/or 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.

CIOLQ exam platform information for each qualification

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 6 Certificate in Translation and 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

Please keep this guide to hand!