

FAQs - CIOL Qualifications Level 6 Diploma in Police Interpreting (DPI) exams  
November 2020

**Q1: I have registered for the DPI how will the exam be conducted?**

*The exams for Units 01, 02, 03 and 04 will be conducted via Microsoft Teams through a live remote interaction between the candidate and CIOL Qualifications English Interlocutor and Other Language Interlocutor (Examiner). Unit 05 will be conducted via our online delivery platform called Rogo. You will receive more detailed information in a candidate guide being produced by CIOLQ and available shortly.*

**Q2: Do I have to pay a fee to take the exam online?**

*Yes, a centre fee is still payable but it is the CIOLQ Virtual Centre fee only.*

**Q3: Where do I have to be located to access the CIOLQ Virtual Centre?**

*You can access the CIOLQ Virtual Centre from the comfort of your own home.*

**Q4: Have changes been made to the format of the exam?**

*No. The exam format remains the same. Please read the qualification specification which you can find on our website: [Qualification Specification](#).*

**Q5: Have adaptations been made to the way in which the units are examined?**

*Yes, an adaptation has been made to Unit 01 Part B. Candidates will be required to have a pen and paper ready on the day of the exam, on which to make notes. Candidates will then be given access to an online answer booklet document in which they will be required to type up their statement in the other language directly into the answer booklet using their computer keyboard. Unit 01, Unit 02, Unit 03 and Unit 04 will be examined in sequence.*

**Q6: When will the exams take place?**

*As per the information in the Key Dates document published on our website, the exams will take place the week commencing Monday 16 November 2020. Unit 05 will take place on Monday 16 November 2020 and Units 01, 02, 03 and 04 will take place on Friday 20th November 2020. Individual times to be confirmed.*

**Q7: Please provide information about exam conditions. How will time be monitored?**

*When taking an exam in the comfort of your own home, make sure that you have a quiet and comfortable space to work in, with a table and chair. The onscreen exam delivery platform will be set up to allow the exams to be completed within the exam time allowed.*

**Q8: Can candidates write the exam by hand in front of a webcam, observed by the invigilator and then submit work for marking?**

*No. This is not an option.*

**Q9: Can I use reference materials for Unit 05?**

*Yes, reference materials may be used. Any reference materials, such as dictionaries, glossaries or word banks, must be used as printed hard copies only and be placed within the candidate's reach during the exam. Candidates will be required to confirm what reference material they will use at the beginning of the exam session.*

**Q10: Can I use any online resources and spellchecker?**

*No, you will not be permitted to use online resources or spellchecker.*

**Q11: Are electronic dictionaries allowed?**

*No.*

**Q12: Are candidates allowed to upload PDF files to be used as dictionaries instead of paper dictionaries?**

*No, this is not an option currently available.*

**Q13: What would happen if I experienced internet connection problems during the exam? Can I take the exam/s the following day?**

*Detailed instructions will be provided closer to the exam/s to cover this eventuality. You can only take the exam/s on the date scheduled.*

**Q14: Can I print the question paper off or do I need to read it on screen?**

*Candidates do not have the option to print the question paper off and will be required to read it on screen.*

**Q15: Can candidates print off a draft copy or is the whole exam conducted on screen?**

*Candidates do not have the option to print off a draft copy and the whole exam will be conducted on screen.*

**Q16: Will I be able to keep a copy of the question paper?**

*No.*

**Q17: How do I prepare for an online exam?**

*A candidate guide will be produced to provide all the key information on how the on-screen exam option will work.*

**Q18: What is the software requirement to access the CIOLQ Virtual Centre?**

*This will be specified in the candidate guide*

**Q19: Will I receive training in how to use the platform?**

*The information needed will be contained in the candidate guide.*

**Q20: What would be the impact on the privacy and hardware/software integrity of my personal equipment?**

*No such impact is expected. The exam platform is accessible via a web browser and candidates will not be required to download or install any third-party software.*

**Q21: Do I require a webcam?**

*Yes, a webcam and microphone will be required.*

**Q22: How will the exam be invigilated?**

*We are currently planning to use live remote proctoring based on human invigilators, remotely monitoring candidates thorough the webcam and screen monitoring technology.*

**Q23: Does the assessment platform have an online chat?**

*The candidate guide will specify how candidates will be able to communicate with the remote interlocutor and seek other support during the exam.*

**Q24: How will use of internet be monitored?**

*We are intending to use a remote live proctoring/invigilation software to monitor candidates during the exam via the internet.*

**Q25: Can I use my own computer or do I have to go into a centre?**

*All CIOLQ Virtual Centre candidates will have to use their own laptop/PC.*

**Q26: Am I required to have particular software?**

*The new exam delivery platform is accessible via a normal web browser, so no particular software is expected to be required.*

**Q27: Is the platform compatible with a Mac OS?**

*Yes, as this is a web-based platform.*

**Q28: Will the diploma certificate indicate that the exam was taken online?**

*No, it will not. The standard of the assessment remains the same and therefore is equivalent to previous exams taken with pen and paper.*