

FAQs - CIOL Qualifications Level 6 Diploma in Public Service Interpreting exams
November 2020

Q1: I have registered with a centre to take the exams. Can I now transfer my full registration to the CIOLQ Virtual Centre?

All oral exams will be conducted via Microsoft Teams and CIOLQ will transfer your registration for oral units automatically. You will receive more detailed information about how these exams will be conducted from CIOLQ after the close of registration.

If you have registered with a centre to take Unit 04 and/or Unit 05, by the traditional pen & paper method, then yes, you now have the option to transfer your registration for those units to the CIOLQ Virtual Centre also.

Please first contact the centre at which you are registered and check the centre cancellation policy. Then email info.dpsi@ciol.org.uk to request a registration transfer for Unit 04 and/or Unit 05.

Q2: Do candidates still have a choice between pen & paper and online for Unit 04 and/or Unit 05?

Yes, if the centre at which you have registered is providing a pen & paper option, but please be aware of the possibility that your centre may cancel as a result of local or national lockdown due to the Covid-19 pandemic.

Q3: If I register for online, is it compulsory to take the exam at home?

It is not compulsory to access the online platform from home. The platform can also be accessed through a centre which offers appropriate and sufficient IT facilities.

Q4: Do I have to pay an additional fee to take the exam online?

Yes, if you register with the CIOLQ Virtual Centre, a virtual centre fee is payable.

Q5: 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.

Q6: Have changes been made to the format of the exam?

No. The exam format remains the same. Please look at the qualification specification which you can find on our website: <https://www.ciol.org.uk/ciol-diploma-public-service-interpreting-dpsi>

Q7: When will the exams take place?

You will receive two notifications from CIOLQ providing information as follows:

23 October 2020 – Admission notification information will be released to candidates who have registered to take the written Units 04 & Unit 05 in the CIOLQ Virtual Centre. These exams will take place on Tuesday 24 November 2020 only.

30 October 2020 – Admission Notification information will be released to candidates who have registered to take oral units. These exams will take place between Monday 16 November 2020 and Friday 20 November 2020 only.

Q8: Please provide information about exam conditions. How will time be monitored?

If you are taking the 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.

Q9: What if I need to take a comfort break?

Comfort breaks are permitted during Unit 04 and/or Unit 05 only, regardless of where and how you are taking the exam. However, no extra exam time will be added if you take a comfort break during the exam. On return from a comfort break you will need to use your webcam to demonstrate that the environment is still secure.

Q10: 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.

Q11: Can I use reference materials?

Yes, reference materials may be used. Any reference materials, such as dictionaries, thesauruses, glossaries or similar, 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.

Q12: Can I use any online resources and spellchecker?

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

Q13: Are electronic dictionaries allowed?

No.

Q14: Does CIOLQ provide dictionaries?

No, CIOLQ will not be providing dictionaries.

Q15: Are candidates allowed to upload PDF files to be used as dictionaries instead of paper dictionaries?

No, this is not an option currently available.

Q16: 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.

Q17: If I experience internet connection problems during the exam, will my work be automatically saved?

Yes, the system automatically saves every 30 seconds.

Q18: Is the date the same or can I choose when to take the exam?

You cannot choose when to take the exams. The exams will take place as scheduled and in line with the information published on our website in the Key Dates document.

Q19: 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.

Q20: 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.

Q21: Will I be able to keep a copy of the question paper?

No.

Q22: 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.

Q23: What is the software requirement to access the CIOLQ Virtual Centre?

This will be specified in the candidate guide

Q24: What is the name of the system being used?

We will be using an exam delivery platform called Rogo for the written units.

Q25: How can candidates access the system? Is the exam on a special portal?

The exam platform can be accessed via a normal web browser by candidates who have registered with the CIOLQ Virtual Centre. Further information will be provided in the candidate guide.

Q26: Will I receive training in how to use the platform?

The information needed will be contained in the candidate guide.

Q27: 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.

Q28: Do I require a webcam?

Yes, a webcam and microphone will be required.

Q29: Can I test the system before registration?

Details regarding this will be included in the candidate exam guide.

Q30: 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.

Q31: 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.

Q32: 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.

Q33: 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. On-screen centre option is also available for some candidates, so they are advised to get in touch with their local centre to confirm this option.

Q34: How can I check that the equipment I have is compatible with the platform being used?

Information on this will be provided in the candidate guide.

Q35: Am I required to have particular software?

Information on this will be provided in the candidate guide. The new exam delivery platform is accessible via a normal web browser, so no particular software is expected to be required.

Q36: Is the platform compatible with a Mac OS?

Yes, as this is a web-based platform.

Q37: Will the diploma certificate indicate that the exam was taken online?

No, it will not.

Q38: Will CIOLQ be offering face to face exams in 2021?

No. We will continue to deliver assessments remotely in 2021.

Q39: What is the exam entry deadline for applications?

The exam entry deadline is as per the information published in the Key Dates document on the website (16 October 2020 by 1700 GMT). Applications received without a CIOLQ Virtual Centre fee are considered incomplete and will not be processed. Late applications will be subject to an additional extended exam entry close fee and may not be accepted.