

FAQs - CIOL Qualifications Level 7 Diploma in Translation exams January 2021

Q1: I have registered with a centre to take a pen & paper exam. Can I now transfer my registration to the CIOLQ Virtual Centre?

Yes, you have that option. Please first contact the centre at which you are registered and check the centre cancelation policy. Then email info.diptrans@ciol.org.uk to request a registration transfer.

Q2: I have registered with a centre to take the exam using centre IT facilities. Can I access the remote assessment platform in the centre?

This is an option in some but not all centres. Please contact the centre at which you are registered to discuss your requirements and find out what options are available to you. If the centre is unable to meet your requirements, then you may wish to consider a registration transfer to the CIOLQ Virtual Centre.

Q3: There is no exam centre in the country in which I live. Can I register to take the exam in the CIOLQ Virtual Centre?

Yes. Please go to our website www.ciol.org.uk and register using the online shop facility.

Q4: Do candidates still have a choice between pen & paper and online?

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 due local or national lockdown due to the Covid-19 pandemic.

Q5: In 2022 can I sit a traditional pen & paper exam?

Yes, but only if the centre at which you register will provide a pen & paper option.

Q6: 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.

Q7: Do I have to pay an additional fee to take the exam online?

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

Q8: 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.

Q9: 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/diptrans>

Q10: 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. Exam time allowed has not changed. The onscreen exam delivery platform will be set up to allow the exams to be completed within the usual exam time allowed.

Q11: What if I need to take a comfort break?

Comfort breaks are permitted 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.

Q12: 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.

Q13: 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.

Q14: Can I use any online resources which I choose or is there a limit to the number of websites that can be accessed?

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

Q15: Are electronic dictionaries allowed?

No.

Q16: Does CIOLQ provide dictionaries?

No, CIOLQ will not be providing dictionaries.

Q17: Are candidates allowed to upload PDF files to be used as dictionaries instead of paper dictionaries?

No, this is not an option currently available.

Q18: 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.

Q19: If I experience internet connection problems during the exam, will my work be automatically saved?

Yes, the system automatically saves every 30 seconds.

Q20: Do all three units still need to be completed on the same day?

Yes, candidates are required to complete all three units on the same day and in line with the following local start times: Unit 01 – 0930, Unit 02 – 1330, Unit 03 - 1600

Q21: How long is each unit?

Unit 01 – 3 hours, Unit 02 – 2 hours, Unit 03 – 2 hours

Q22: 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.

Q23: 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.

Q24: 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.

Q25: Will I be able to keep a copy of the question paper?

No.

Q26: Will I be able to send a copy of the question paper to a friend?

No. The system will not allow this.

Q27: 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.

Q28: What is the software requirement to access the CIOLQ Virtual Centre?

This will be specified in the candidate guide

Q29: What is the name of the system being used?

We will be using an exam delivery platform called Rogo.

Q30: 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.

Q31: Will I receive training in how to use the platform?

The information needed will be contained in the candidate guide.

Q32: 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.

Q33: Do I require a webcam?

Yes, a webcam and microphone will be required.

Q34: Can I test the system before registration?

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

Q35: 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.

Q36: 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.

Q37: How will you support different time zones? If I have a problem will there be someone to contact?

Candidates will have support options regardless of the time zone and further information will follow.

Q38: 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.

Q39: 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.

Q40: 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.

Q41: 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.

Q42: Is the platform compatible with a Mac computer?

Yes, as this is a web-based platform.

Q43: Can I use a spellchecker?

No, you will not have access to spellchecker.

Q44: What is the "start" button on the Rogo page used for? Can I start the exam at anytime?

Information on this will be provided in the candidate guide.