



**Personnel
Certification**

Swiss Association for Quality

You have registered for the remote examination with SAQ. This document will provide you with information for the procedure before and during the remote exam.

Before the exam

You will receive an e-mail from PRUEFSTER (info@pruefster.com) a few days before the exam date.

Please use the Chrome or Edge browser for the exam. If not already available, please download one of the two browsers before the exam. Other browsers are not allowed for the remote exam. In a further step, a system check must be carried out. Only if this check is successful, you can take the exam. The system check includes the following:

- Check of the microphone
- Check of the camera on PC/laptop
- Check of the screen sharing
- Check of the camera of the smartphone

Technical requirements

- Operating systems Laptop / PC
 - o Windows 8 +
 - o Max OS X +
- Smartphones / Tablets:
 - o Latest operating system

We recommend that you take the exam on your **personal laptop / PC**. There is a chance that possible security settings on business laptops / PCs may cause serious disruptions during the exam.

VPN connections are not permitted.

If you would still like to use your business laptop / PC for the exam, we recommend that you clarify in advance with your employer whether certain (security) settings could interfere with / prevent the exam procedure.

If you are also writing the exam at your office, please clarify beforehand whether possible firewall settings block the exam page. In this case, we recommend using a hotspot or clarifying with your IT department how this can be solved.

Please also make sure that you deactivate any cookie-blockers in your web-browser. This can cause serious disruptions during the exam as well.



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Start of exam

This system check is carried out a second time at the start of the examination.

From this point on, the examination is recorded.

Please make sure that you are alone in the room and that you have used the toilet (it is not allowed to use the toilet during the remote exam).

Attention: Do not just click through the next steps but follow the instructions on the screen. Until you reach the “Start exam” button.

- You will not hear / see the exam proctor before or during the exam. You can communicate with the exam proctor using the chat window.
- Please make sure that your room is well lit. You will be monitored by two cameras and must be clearly visible.
- Place your smartphone in an angle where the proctor can see you and your table with the screen from the side. If possible, please turn off internet telephony on your smartphone (Whatsapp, Facetime, etc.).
- Make sure your smartphone has enough battery life or connect it to a charging cable.
- Please make sure that your speaker from the PC/laptop is set to loud so that you can hear any chat messages from the proctor and switch to the tab.
- Have your ID card / Passport ready

Once the system check has been successfully completed, you will be redirected to the examination link. In addition to the check link, this page also contains information about the privacy policy.

Click on the exam link (Teststudio) and fill out your personal data (see picture below).



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Benutzerdaten

Anrede
Frau

Vorname
Test

Nachname
Tester

E-Mail-Adresse
test@test.ch

Heimort (CH) / Geburtsort (andere Länder)
Test

Nationalität (ISO-Code)
CH

Straße
Teststrasse

Postleitzahl
3000

Stadt
Test

Telefon
Test

Geburtsdatum
01.01.1991

Geschlecht
 Männlich Weiblich Divers

Abmelden Weiter

Important: after entering your personal data, [click on the green button at the bottom right](#) to proceed to the exam.

During the exam

- Only one screen may be used. The others, if installed, must be switched off. We recommend that you use at least a 15 inch screen for the exam.
- Any loss of network connection will automatically terminate the exam. Please ensure that your current connection is stable for the entire exam.
- You are not allowed to open any new tabs or windows during the exam.
- You are not allowed to print the exam.
- You are not allowed to take screenshots.
- You are not allowed to copy anything

During the exam we have access to your microphone, your webcam, your smartphone webcam, your entire screen and every website you visit.

Aids / Notes

- It is not allowed to write physical notes during the exam. You have the possibility to write notes during the exam using a digital notepad within the exam.
- No aids are allowed, except those mentioned in the examination regulations.



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Terminating the exam

Important: If you have finished all questions and want to terminate the exam, please finish the exam by clicking on "**Abgeben**" / "**Finish**" first and then change tab and click on "**Finish Session**".

Privacy policy

Information on data protection can be found under the following link:

<https://saq.ch/de/disclaimer-datenschutz/>

Duty of disclosure and data protection

SAQ undertakes to use the personal data of certified persons exclusively for the purposes of certificate administration (e.g. recertification requests), for the purposes of carrying out checks and monitoring misuse (e.g. providing information on validity to third parties, preventing forgeries of certificates) and for the purposes of quality assurance.

Bern, March 2024