



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 email from ProctorExam a few days before the exam. In this email, you will be asked to download the Chrome browser if you do not already have it. Other browsers may not be used for the exam. Next, the ProctorExam extension must be downloaded (ProctorExam Screen Sharing). In a further step, a system check must be performed. Only if this check is successful, you can take the exam. The system check includes the following:

- Check of the microphone and speakers
- Check of the camera on the PC/laptop
- Download link for the ProctorExam app including camera check of the smartphone.

Technical requirements

- Operating systems Laptop / PC
 - o Windows 8 +
 - o Max OS X +
 - o Chrome OS
 - o Most Linux distributions (Ubuntu 14.04 +, Debian 8 +, openSUSE 13.3 +)
- Smartphones / Tablets:
 - o Android 5.1 +
 - o iOS 10.0 +

Huawei and Google Pixel smartphones are **NOT** compatible with the exam software and may not be used for the remote exam.

We also 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.

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.

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

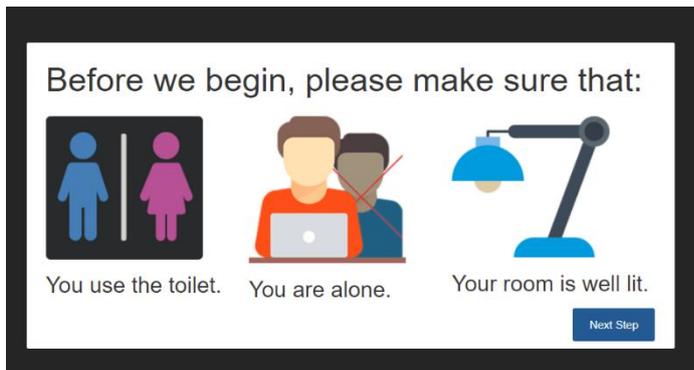


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Start of exam

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



Afterwards, a chat window will appear, with the exam proctor giving you instructions.

Do not just click through or skip the steps. Follow the proctor's instructions.

- 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 the room is bright enough. 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 or connect it to a charging cable.
- Have your identity card 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 check link 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)
Tester

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 tab may be used. The others, if any, must be closed. We recommend that you use at least a 15 inch screen for the exam.
- The browser must be in full screen mode.
- Any loss of network connection will automatically terminate the exam. For the entire exam, please make sure that your current connection is stable.
- You may not open 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.

We have access to your microphone, webcam, smartphone webcam, your entire screen, and any website you visit.

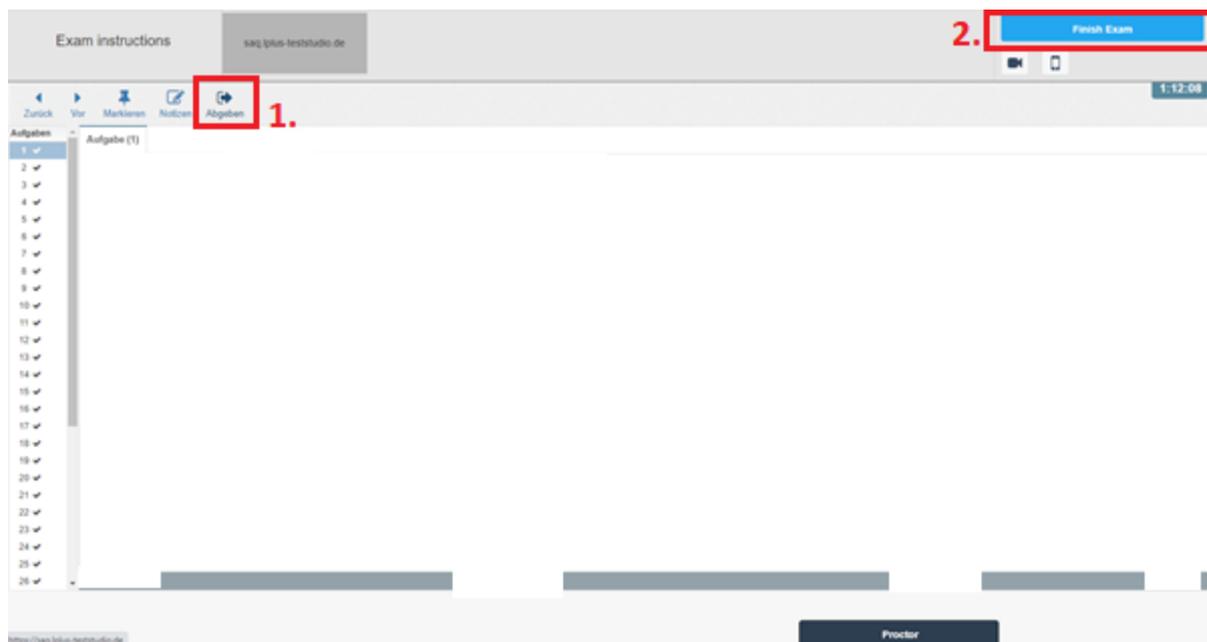


Taking notes

- You are not allowed to write physical notes during the remote exam. You have the possibility to write notes during the remote exam using a digital notepad option that is integrated in the exam page.
- No aids are allowed except those mentioned in the exam regulations.

Terminating the exam

Important: If you have finished all questions and want to terminate the exam, please finish the exam by clicking on **1. "Abgeben"** first and then on **2. "Finish Exam"** (see image below).





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Privacy policy

Responsible for the collection, processing and use data (including personal data) is:

SAQ Swiss Association for Quality
Stauffacherstrasse 65/42
CH-3014 Bern
Tel: +41 (0)31 330 99 00
info@saq.ch

SAQ treats your data confidentially, carefully and for intended purposes only. In doing so, we comply with the relevant provisions of the applicable data protection law.

Basic information on data processing and legal bases

We process user data in compliance with the relevant data protection regulations (Swiss data protection law, in particular the Swiss Federal Data Protection Act (DSG)). This means that user data will only be processed if we have legal permission to do so. I.e., in particular if data processing is necessary or legally required for the provision of our contractual services (e.g., processing of examinations, issuance of certificates) as well as online services.

Transfer of data to third parties and third-party providers

SAQ transfers the personal data of certificate holders to the relevant IT board. The IT board and SAQ undertake to use the personal data of the certified persons exclusively for certificate administration purposes (e.g. exchange of information in the event of certificate loss), control and abuse verification purposes (e.g. prevention of forged certificate certificates) and quality assurance purposes.

Data processing in the context of the provision of contractual services

We process data (e.g. e-mail address, title, first and last name and private/company address, webcam recording, audio recording, ... etc.) for the purpose of fulfilling our contractual obligations and services pursuant to Art. 4 para. 3 DSG.

Contact

When contacting us (via contact form or e-mail), the user's details are processed for the purpose of handling the contact request and its processing in accordance with Art. 4 Para. 3 DSG.

Deletion of data

The data stored by us will be deleted as soon as they are no longer required for their intended purpose and the deletion does not conflict with any statutory retention obligations. If user data is not deleted because it is required for other and legally permissible purposes, its processing is restricted. I.e. the data is blocked and not processed for other purposes.

Right of objection

Users may object to the future processing of their personal data in accordance with the legal requirements at any time.



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Bern, April 2021

<https://www.saq.ch/info/datenschutzerklaerung/>