



**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

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.



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Right of objection

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

Bern, November 2021

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