



UNIVERSITATEA BABES-BOLYAI
BABES-BOLYAI TUDOMÁNYEGYETEM
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TRADITIO ET EXCELLENTIA

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INSTITUTUL
CULTURAL
ROMÂN

BBU-RCI Consortium for Testing Romanian as a Foreign Language

EXAM ADMINISTRATION GUIDE

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Preliminary clarifications

Art. 1. An institution can become an examination center (EC) for the examinations of Romanian as a foreign language provided by the BBU-RCI Consortium for Testing Romanian as a Foreign Language (BBU-RCI Consortium) after a *Partnership Agreement* has been signed between the two parties.

The compliance with the provisions included in the present *Exam Administration Guide for the examinations administered by the BBU-RCI Consortium for Testing Romanian as a Foreign Language* is the subject of the *Partnership Agreement* signed between BBU-RCI Consortium and the Examination Center (EC).

Art. 2. The present version of the *Exam Administration Guide for the examinations administered by the BBU-RCI Consortium for Testing Romanian as a Foreign Language* is a translation of the main version of the document, which was written in Romanian language.

Art. 3. The present document, as well as the associated forms and appendices, can suffer amendments, about which all the parties involved in exams preparing and administration will be informed in due time. The amendments will take effect immediately after their publishing in the current version of the present document, unless otherwise specified.

Art. 4. Since the exams created by the BBU-RCI Consortium and administered through the EC have not been designed for children, we recommend the minimum age of 14 for the candidates who want to take this exam.

Art. 5. The BBU-RCI Consortium promotes equal opportunities for its candidates, regardless of nationality, ethnicity, religion, sex, or possible disabilities. For any examination session special conditions will be granted to the candidates who require them, to the extent possible.

The equal opportunities policy is promoted by the BBU-RCI Consortium both during the exam sessions, and via its means of communication, through publications and through the training provided to their associates and partners (examiners, assessors, invigilators).

Chapter I. Introduction

Art. 6. This guide contains the necessary guidelines for the administration of the exams of Romanian as a foreign language (RFL) provided by BBU-RCI Consortium for Testing Romanian as a Foreign Language in other locations than the Faculty of Letters in Cluj-Napoca.

Art. 7. The exams provided by BBU-RCI Consortium are the only exams of Romanian as a foreign language which benefit from international accreditation by ALTE (Association of Language Testers in Europe), through the quality mark Q-mark. These exams are as follows:

- Romanian as a Foreign Language (RFL), Level B1;
- Romanian as a Foreign Language (RFL), Level B2;
- Romanian as a Foreign Language (RFL), Level C1;

BBU-RCI Consortium provides also examinations created in the same system, but which do not have the ALTE Q-mark yet. These exams are as follows:

- Romanian as a Foreign Language (RFL), Level A1;
- Romanian as a Foreign Language (RFL), Level A2;
- Romanian as a Foreign Language (RFL), Level C2.

Art. 8. The present document is intended to standardize the RFL exam administration among all centers where they are organised, granting equal opportunities to all candidates. In this regard, the guidelines in the present document will be followed exactly.

Art. 9. All of the forms that the candidates or their parents/tutors might need (marked with numbers 1, 2, 3, ...), are available on the website <https://roexam.com/>, in the section Info Candidați, Formulare Candidați EN. All of the forms that might be necessary for the centers of examinations (EC), marked with letters (A, B, C, ...), will be sent by e-mail, alongside the present *Exam Administration Guide*, as soon as the intent for an institution/ an assessment center / a university express their intention to become examination centers for the exams provided by BBU-RCI Consortium.

The forms are integral part of the *Exam Administration Guide*, and are to be used according to the indications the *Guide* contains.

1.1 Locations and staff involved - Abbreviations

MEC	Main Examination Center	The Department of Romanian language, culture and civilisation (DRLCC), Faculty of Letters, Babeş-Bolyai University, Cluj-Napoca.
RCI	Romanian Cultural Institute, Bucharest	
EC	Examination Center	The center where the examination is conducted.
CSE	Coordinator of the Session of Examination	A member of The Department of Romanian language, culture and civilisation (DRLCC), Faculty of Letters, Babeş-Bolyai University, Cluj-Napoca.
RSE	Responsible for the Session of Examination	The person in the EC responsible for the organization and administration of the exam in the location.

(Table 1. Locations and staff involved- Abbreviations)

1.2. The centers involved in the RFL examination process. Their main duties

The duties of the centers involved in the RFL examination process will be briefly outlined below (**Art. 10-12**) and will be detailed further in the present document (**chapters II-VII**).

1.2.1 The Main Examination Center (MEC)- DRLCC, Faculty of Letters, Cluj-Napoca

Art. 10. At the Main Examination Center (MEC), the following actions from the examination process are carried out:

- 1) The tests are developed, submitted to the judgment of RFL experts, pretested and assembled in their final form;
- 2) The necessary copies for every examination center (EC) are printed in the suitable number for the candidates registered in the examination session, wrapped and sent out to the EC;
- 3) The exam papers and all the materials associated with exam administration are received from the EC, after the exams were administered.
- 4) The exam papers are evaluated and marked, and the results are posted on the website <https://roexam.com/>;
- 5) The certificates of language proficiency for the candidates that passed the exam are being issued;

- 6) Potential complaints and appeals from the candidates are addressed;
- 7) The language proficiency certificates are sent to EC;
- 8) Activities of research, statistics, quality management are performed;
- 9) Training for the staff involved in the exam development and administration (item writers, assessors, examiners, invigilators) is provided.

1.2.2 Romanian Cultural Institute (RCI), Bucharest

Art. 11. At the Romanian Cultural Institute (RCI), Bucharest, the following actions in the examination process are performed:

- 1) All the activities specific to the EC, in the RCI headquarters in Bucharest and abroad which function as EC;
- 2) Activities of promoting the BBU-RCI exams through the means specific to this institution.

1.2.3 The examination center (EC)

Art. 12. At the examination center (EC) the following actions from the examination process are carried out:

- 1) The examination session is prepared, with compliance of all the examination conduct conditions;
- 2) The exam papers are received from MEC;
- 3) After the exam is administered, the exam papers are sent to MEC;
- 4) The certificates of language proficiency of the candidates who passed the exam are received from MEC;
- 5) The certificates of language proficiency of the candidates are distributed to the candidates at the headquarters of EC;
- 6) The required conditions for the exam administration are ensured;
- 7) The necessary conditions for keeping all the materials related to the exam administration process in conditions of security both before exam administration and after their completion are ensured.

1.3 Communication between involved centers (MEC, RCI, EC)

Art. 13. Communication between MEC, RCI, EC will be permanently maintained.

1) The communication means are the following:

e-mail: office@roexam.com

postal address: 31 Horea St., 400202, Cluj-Napoca, Romania

telephone: +40767690277

2) Communication will be conducted in Romanian or in English.

3) Communication will be carried out effectively, respecting the response time, if specified, so that the examination process is not affected.

4) Any communication related to protocols or regulations and to the exam administration itself will be performed in writing.

Chapter II. Responsibilities of the Examination Center (EC)

2.1. The session of examination

Art. 14. In every center where the RFL exams are administered (EC) there will be a person in charge of the whole administration session, who will coordinate all the actions specific to the examination process. This person is *the Responsible for the Session of Examination* (RSE). RSE will be designated by the EC and approved by MEC. EC will immediately announce MEC in case any change of RSE occurs and the new contact data would be sent, if they have been changed.

Art. 15. RSE will ensure that the EC can provide all the necessary facilities for exams administration (appropriate examination rooms, necessary devices for the conduct of the Writing part, including the Listening component, and the Speaking part).

Art. 16. The EC will receive the exam papers sent by MEC according to the number of the registered candidates. If the exam papers do not arrive at the EC maximum 48 hours before the examination, the EC will immediately announce MEC, in order to resolve the situation in due time. **Photocopying the exam papers within EC is not allowed** at any time when the exam papers are within the center.

Art. 17. RSE will make sure that the EC owns appropriate storage space for the exam papers, before and after their administration, in conditions of maximum security. RSE will also make

sure that the examination papers are received at EC and sent to MEC in conditions of maximum security.

Art. 18. RSE will make sure that the center has enough personnel for invigilation, as well as for the administration of the Speaking part. The staff has to be prepared including for administrating the exam to the candidates with special needs.

Art. 19. RSE, together with MEC, will make sure that the staff involved in exam administration is trained before every exam administration session.

Art. 20. The EC will provide a safe space to the candidates during the whole examination period. Any kind of repairing works within the EC premises must be reported, and the EC will ensure that the candidates' access to the building and their stay at the EC will be safe for them. The EC premises must be provided with a **working fire alarm** and with the necessary **exit routes** accessible to candidates and properly signposted. Any **cleaning work** that might affect the candidates' safety must be signposted - for instance, wet floors.

Art. 21. The EC will provide the MEC all the contact details, and will inform of any change that may occur regarding them, including changing the RSE.

Art. 22. The candidates will be able to make written complaints, at the EC headquarters (**Form 4**). These will be scanned by RSE and sent to the e-mail address office@roexam.com. The complaints can be submitted also directly by the candidates to the e-mail address office@roexam.com. The complaint can only be made in the day of the examination. The complaints will be analysed by a committee formed from CSE and two other members of the MEC staff. The deadline for responding to complaints is one week. The EC personnel will cooperate for solving the complaints, if these concern the administration conditions in the EC location or the behavior of the EC staff involved in the examination session.

Art. 23. The EC has to ensure that the reputation of the BBU-RCI Consortium is not affected in any way during the process of RFL exam administration or outside it.

Art. 24. The declaration of interest - If a member of the staff, including RSE, is involved in the administration of an exam that will be taken by a person who represents a special interest for them, this interest has to be declared (**Form A**) when the registration lists for the exam are closed. The persons who can be included in this category are: friends, relatives, former or present students. The declaration of interest will be kept by RSE in case of a potential inspection of the examination session, and also for analyzing and solving potential complaints from the

candidates. The declaration of interest will also be sent to the e-mail address office@roexam.com.

2.2. Quality assurance

Art. 25. The EC will cooperate in any inspection action by MEC of the exam administration process, by providing the inspector with all the required documents, and assuring the inspector's access to all the facilities and storage spaces of the EC. RSE will accompany the inspector throughout the entire visit. The inspections take place, normally, during the examination session, but they can also be planned outside of it, aiming to check the examination administration spaces, storage spaces of the exam papers, the relevant documentation for the exams, etc. The first inspection will take place before the beginning of the exam administration, then inspections will take place regularly (once a year).

Art. 26. The EC will cooperate in every action to ensure and improve the quality of the exam administration process, which may include self-evaluation processes.

Art. 27. The EC will announce any location change of its headquarters at least 30 days before a new examination session, in which case a new inspection may be carried out.

2.3. The candidates

Art. 28. The main source of information on exam administration is the website <https://roexam.com/>. EC will communicate with the candidates with regard to the dates and locations of examination. All the questions received from the candidates that cannot be answered by the EC will be directed to MEC.

Art. 29. The EC will confirm the identity of all the candidates who attend the examination, comparing the identity document presented by the candidate with all the data from the attendance lists, taken from the examination registration site. The attendance lists will include the candidates' last name and first name, as well as their date of birth.

Art. 30. The EC will provide optimum conditions for the examination, including appropriate waiting rooms and the necessary devices.

Art. 31. The EC, through the RSE or his/her delegate, will receive the examination materials from MEC, will store them in safe places until the examination time, will use them in the exam

administration, at the end of the examination will collect them, will store them in conditions of security and then will send them to MEC for evaluation. The examination papers that have not been used due to the potential absence of some of the candidates, as well as the papers for drafts used by the candidates or the ones that have not been used, will be sent to MEC.

Art. 32. Copyright on the materials used for the examination belongs to MEC, the exam papers and the tasks they contain **will not be used for any other purpose** than the administration complying with the protocols in the present *Guide* and in the associated documents, within the exam session.

Art. 33. The candidates' oral and written productions can be used by MEC with the purpose of research and training of collaborators (examiners and assessors) within the workshops organized by MEC. The materials will be used only with the candidates' approval, expressed during the process of exam registration, and in conditions of anonymity.

Art. 34. The EC will provide continuous supervising of the candidates, according to the protocols, preventing any kind of cheating attempts. RSE and the invigilators will make sure that in the examination room there are not any materials that the candidates can use for solving the given tasks (e.g. grammar charts, dictionaries, textbooks); the invigilators will report any attempt of cheating to the RSE; the staff involved will assist any relevant investigation in case of attempts of cheating.

Art. 35. The EC will receive the certificates of linguistic competence of successful candidates from MEC no later than 35 days after the examination and will distribute them to the candidates. The candidates or their authorized representatives shall present themselves at the EC premises where they took the examination in order to collect their certificates of linguistic competence.

Art. 36. The EC will keep the certificates of language competence that have not been picked up for one year, in high safety conditions. During this period, the candidates can reclaim their certificates at any moment and they can pick them up after making an appointment with the EC.

Art. 37. Non-compliance by EC with the above specified conditions will lead to actions that MEC will take in order to provide optimum examination conditions and to assure the exam results' relevance, measures that could aim:

- 1) application of remedial actions;
- 2) more frequent inspections of the exam administration location;
- 3) suspending the administration of exams at that location until the problems found have been fully rectified;

4) termination of collaboration with that EC.

Chapter III. Preparation of the exam

3.1. Exam schedule

Art. 38. The exams of Romanian as a foreign language are administered in accordance with the dates and the locations posted on the website <https://roexam.com/>. The exam calendar is proposed by MEC in agreement with the examination centers. Any kind of hindrance regarding the exam administration at the EC will be reported by the EC; the examination calendar is subject to changes approved by MEC and the EC, to ensure optimal examination conditions.

Art. 39. In addition to the dates provided on the website, special examination sessions may be set up, in case there are such requests. The special sessions will be requested by candidates or by institutions on behalf of several candidates (**Form 2**) and will be accepted by the BBU-RCI Consortium only on condition that the examination organizers (MEC and EC) can be sure that all normal administration conditions are complied with. Moreover, the motivation of the candidate or the institution requesting the special session must be well-founded (e.g. the results are needed for admission into an educational program, or at the time proposed for the examination, other activities are carried out on EC premises requiring mobilization of EC human and material resources).

3.2. Examination start time

Art. 40. If the RFL exam is administered in different centers across the country or the world, the exam will begin at the same time in all the locations, with adjustments according to the time zone. The start time will be set separately for the centers on other continents.

3.3. Support in exam administration

Art. 41. This section presents the means of support provided by MEC and how they can be accessed.

website	https://roexam.com/	On our website you will find: -information on exam administration; -presentation of examinations (components, allocated time, allocated number of points, targeted skills); -sample exams and preparation materials;
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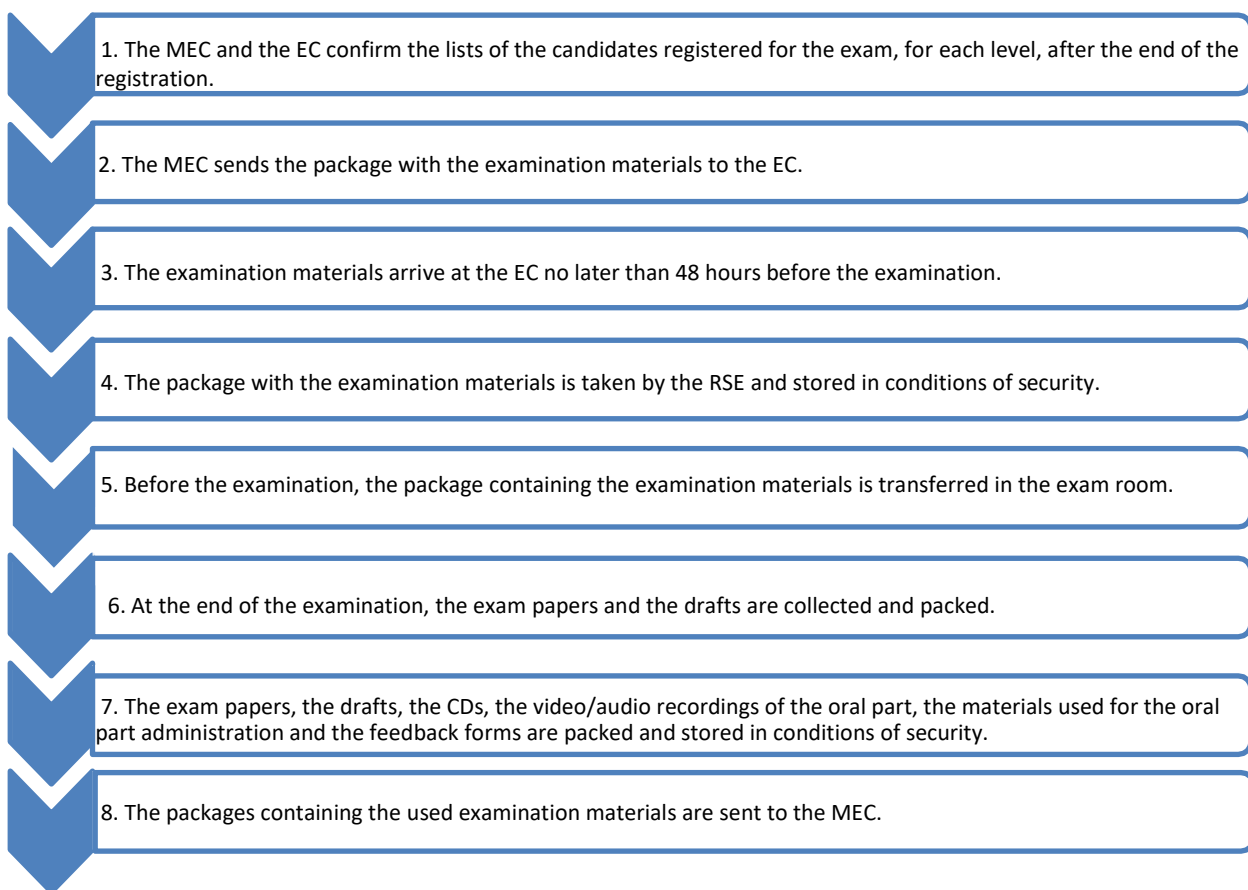
		-samples of assessed candidate productions; - news and announcements.
e-mail:	office@roexam.com	The e-mail will be checked daily and all of the announced problems will get solved in maximum 24 hours since the message has been received. This time-frame can be exceeded if consultation with other specialized authorities (e.g. the legal office), production of documents, or information requested from other sources are needed.
telephone:	+40767690277	The telephone will be available for transmitting urgent issues the whole period of registration, as well as on the examination day. Beside the conversation on the telephone, all of the requests or issues that need to be addressed on the examination day will be transmitted also through e-mail. The official answer will be received by the same means.
mailing address:	31 Horea St, 400202, Cluj-Napoca, Cluj County, Romania	Packages or envelopes can be received at the MEC mailing address at any time, given the permanent presence of security personnel in the Faculty of Letters premises. All requests submitted will be addressed within 24 hours of receipt. This time-frame can be exceeded if consultation with other specialized authorities (e.g. the legal office), production of documents, or information requested from other sources are needed.

(Table 2. Support in exam administration)

3.4. Receiving the examination materials at the EC and their sending to MEC

Art. 42. The exam papers, the papers for drafts and the CDs/USBs for the listening part, as well as the file with the materials used for the three exercises of the oral part and feedback forms, are sent from MEC to the EC. The EC receives the examination materials, stores them in conditions of security, and transfers them to the examination room the morning of the examination day.

The diagram below outlines the process for receiving and dispatching the examination materials and is followed by a breakdown of the steps in this process.



(Figure 1. Reception of the examination materials by EC and their sending to MEC)

Art. 43. Detailed presentation of the stages of examination materials transmitting

- 1) The participant lists are considered as final at the end of the registration period for a certain examination session, 30 days before the examination. MEC and the EC confirm, based on the registration lists on the website, the number of participants at the examination session, for each level.
- 2) Based on the registration lists, MEC prepares the package that contains the examination materials, and sends it to the EC. The package contains the number of exam papers and of papers for drafts necessary for the candidates who registered. The number of papers for drafts will exceed with 3-10 the candidates' number, in case that some of them would need more than one paper for drafts. The package will also contain the CD/USB for the listening part. The materials necessary for the three exercises of the oral part will be packed separately. These materials will be used only after the end of the written part. This package will also contain the feedback forms, used after the oral part is finished. Two packages will be prepared for every level of exam administration, one containing

the materials for the written part, and the other one, the materials for the oral part. The content of the package with the examination materials is specified in the table below.

The purpose	Examination/ Administration material	Observations
The written part (the first envelope for every level for which the exam is organized)	Exam papers	Their number corresponds to the number of registered candidates.
	Papers for drafts	Their number exceeds with 3-10 pieces the number of candidates.
	The CD/USB for the listening part	In order to make sure that the listening part can be performed without any problems, the MEC will send the recording for the listening part both on CD and on USB.
The oral part (the second envelope for every level for which the exam is organized)	The file with the materials necessary for the 3 exercises of the oral part	It includes: <ol style="list-style-type: none"> 1. The sheet with questions for the conversation with the examiner; 2. The topics for the exercise of dialogue between the candidates; 3. The sets of images for the exercise of monologue.
	Feedback forms	They concern the whole exam and will be filled up by the candidates anonymously, at the end of the oral part.
Other materials	Empty envelopes for materials wrapping after the examination completion	Includes two envelopes for every level, one for the materials for the written part, the other one, for the materials for the oral part. Beside these, there will be an extra envelope for Form P , filled out for every sent envelope.

(Table 3. Content of the package with examination materials received by the EC from MEC)

MEC will send an e-mail to the EC in order to announce the number of the sent packages, the levels for which they will be used, the number and type of included materials. The packages will be wrapped together, in a larger package. On its exterior, the content of the included packages will be specified (the number of packages and the levels for which the examination materials will be used).

- 3) The package with the examination materials arrives at the EC no later than 48 hours before the exam. Otherwise, the EC will immediately announce MEC in order to remedy the situation.
- 4) The package with exam materials arrives at the EC and is taken by the RSE or a person delegated by RSE. The person that receives the package with exam materials has to make sure that:
 - a) the package is intact and shows no signs of having been opened;

b) it contains the necessary number of packages, corresponding to the levels the examination is organized for (verification will be done by looking at the details of the contents of the package displayed on the outside of the package).

If the package is received by someone other than the RSE or the person delegated by RSE, the package will not be opened when it is picked up. It will be stored in a location of high security within the EC premises.

Once arrived at the EC, the RSE will check the received package and will record, in a table, the materials that have been received, according to the specifications found on the package exterior (the level that the materials were received for, the receiving date). This table will be kept and filled out at every new delivery of examination materials. The RSE will immediately announce MEC in case any problem occurs, such as: the number of packages or the level mentioned on them do not match what was mentioned in the message sent by MEC; the package was not intact; any suspect elements with regard to examination materials packaging. In these conditions, the package will be photographed, then stored in conditions of security until the situation is clarified.

The RSE will only open the big package at the delivery. The packages inside it, containing the examination materials, will not be opened, they remain sealed until the examination day.

- 5) The packages with the examination materials will be stored by the RSE in a safe place, in conditions of high security. Preferably, the package will be stored in a safe, and in case this is not available, the package will be stored in a locked cabinet. The safe or the cabinet need to be in a room where only the RSE and one or two more members designated by the RSE have access to. In case the room has windows, these have to be secured with bars or to stay closed the whole time when the examination materials are in the room, without possibility of exterior access.

The RSE designates one more person, maximum 2 more persons, that can access the package with the examination materials. The keys or the access codes have to be kept in a location where unauthorized persons have no access. Every person that has been entrusted with the right of access to the keys or codes has to be able to use the exam materials independently of the other persons, in case the other persons that have access to the keys or the access codes are not present at the EC in the day of the examination.

In case the security of the examination materials is endangered by fire exposure, loss, theft, damage, unauthorized access or other situations, MEC has to be informed as soon as possible.

If one of the members of the staff involved in the exam administration has got an interest towards a person that takes the exam in the current session (see section **2.1. Art. 24.**), that person is not allowed to have access to the examination materials, neither before, nor after the exam administration, without being accompanied by someone else. If the case applies to the RSE, he/she will be accompanied by another person that has access to the examination materials throughout the whole exam administration period.

In case that the RSE has any questions or uncertainties regarding the materials' confidentiality, these have to be addressed to the MEC and not discussed with other centers which administer the exams of BBU-RCI Consortium or with unauthorized persons.

- 6) After the examination room has been prepared and checked, in the examination day, the materials are being transferred from the location where they had been kept in conditions of high security to the examination room. After that, the room will be locked up until the beginning of the examination.
- 7) After the completion of the examination, the exam papers, the drafts, the CDs/USBs used for the listening part get wrapped in sealed packages. This action will be carried out **in the examination room**, by the RSE or by another member of the staff, specially designated by the RSE for performing this action.

The action will be performed in the presence of at least two candidates that took the exam in that examination room. If the examination was performed for only one candidate, he/she will stay in the room until his/her exam paper, the draft, and the CD/USB for the listening part were wrapped and sealed. (For collecting and wrapping the examination materials, see, also **Art. 70.** and **Art. 71.**).

The attendance list of the candidates at the writing part will be transferred to the room where the oral part will take place, and will be filled out with the names of the candidates attending the oral part. After the oral part completion, the video support that contains the candidates' oral productions, the file with the examination materials used for the three exercises of the oral part, the feedback forms and the final list of the candidates' attendance at the two parts, oral and written, will be placed in an envelope, on which the level the oral part was performed for will be mentioned.

All the envelopes that contain the examination materials used for the oral and written part will be sealed and stored in conditions of security until their delivery to the MEC.

The empty envelopes in which all the examination papers, and all the materials linked to them will be introduced will be sent to the EC from MEC, being included in the packages with the blank exam papers sent by the MEC.

All of the envelopes will be packed together, in a package made out of a resistant material, that has hard corners. The envelopes that contain the exam papers will not be sent before being introduced in an external package first.

8) The packages that contain the examination papers, the drafts, the examination papers and the drafts that have not been used, the CDs/USBs used for the listening part and the video/audio recordings of the oral part, the feedback forms, as well as the materials used for the 3 components of the oral part, are sent to MEC as soon as possible. RSE will make sure that he/she has the contact of the mailing firm that the packages are sent through, being able to follow the package until it arrives at the destination, and he/she can also reach the mailing firm in case the package did not arrive at MEC in the time specified by the RSE at the time of delivery. The content of the package sent by the EC to the MEC is detailed below (**Table 4**). All the materials which are sent will be listed in the table in **Form P**, which will be included in the large package, in a separate envelope containing only **Form P** for each level at which the exam was organized.

Purpose	Examination/ administration materials	Observations
The written part (the first envelope for each level for which the exam is organized)	used exam papers	The number of the used exam papers corresponds to the number of the candidates who attended the examination.
	unused exam papers	The number of the unused exam papers corresponds to the difference between the number of the candidates registered for the examination and the ones who attended the examination.
	used papers for drafts	Will have mentioned the name of the candidate who used them, the same as the exam papers.
	unused papers for drafts	
	the CD/USB for the listening part	
Oral part (the second envelope for each level that the examination is organized for)	the file with the material for the three exercises of the oral part	It includes: 1. the list with questions for conversation with the examiner; 2. the topics for the exercise of conversation between candidates; 3. the image sets for the monologue exercise.
	the video/audio recordings of the candidates' oral production	They will be on CD or USB or, for safety, on both types of electronic support.
	filled out feedback forms	They will not include the names of the candidates who filled them out.

	blank feedback forms	
	attendance list	It includes the attendance for the written and the oral parts.
centralization	Form P	It is filled out for each level for which the exam was organised and number of delivered materials.

(Table 4. Contents of the package with examination materials received by MEC from EC)

3.5. Facilities (examination rooms, supervision, allocated time)

Art. 44. The examination rooms will meet the following conditions:

- 1) they are protected from noises that could disturb the candidates; they have enough light, are well ventilated and clean, with appropriate temperature;
- 2) they are equipped with the necessary devices for a good performance of the listening part (CD player, computer) and have acceptable acoustics; RSE has to make sure that there are extra devices for the listening part; in the event of a malfunction requiring a change of the player, the recording will resume from the point where the playback was interrupted.
- 3) they do not contain dictionaries, charts or other materials that the candidates could have access to and could distract or help them in solving the examination tasks;
- 4) if the tables or the desks in the examination room have drawers or shelves, these have to be checked before the exam and any materials found must be removed;
- 5) the examination rooms shall have sufficient seats for all candidates, seated in conditions of examination (at least two empty seats/ 1,25 m between every two candidates, on the side and in the direction of desk/table orientation); the candidates shall be in perfectly parallel rows, one behind the other; all candidates will be oriented in the same direction;
- 6) each candidate shall have his/her own desk or sufficient place on the table for the examination paper, papers for drafts and writing instruments.

Art. 45. The preparation of the invigilating process will consider the following:

- 1) The invigilators will have on them, in the examination room, copies of the document “*Instructions for invigilators*”.
- 2) There is at least one invigilator for a maximum of 20 candidates. Even in rooms with fewer than 20 candidates, there will not be only one invigilator. If this is not possible, the invigilator will be able to call an assistant at any time (for example, there may be a situation where the exam is conducted in three different rooms with fewer than 20 candidates in each room; in such a case, a minimum of 4 invigilators will be available: one permanent in each

room, one able to act as an assistant for all three rooms where the examination is carried out). The invigilators in the rooms can be replaced during the examination, on condition that they are not fewer than the number required in relation with the number of candidates; all invigilators involved in the examination session are previously trained and prepared by the RSE.

- 3) The positioning of the desks allows the invigilators to see all the candidates.
- 4) If an invigilator is or was the teacher of one or several candidates, he/she cannot be the only one supervising in the examination room at any moment;
- 5) The invigilators will have on them a means of communication for requiring assistance if needed (mobile phone), which will not be used by the invigilators for other purposes, for example, to communicate with someone outside the exam room while they are in the examination room.
- 6) No persons other than the candidates and the invigilators will be in the examination room. The RSE may enter the examination room at any time and may stay there in order to supervise compliance with the conditions for the examination.
- 7) A functional toilet is located in the proximity of the room. The students may leave the room to use the restroom during their examination (except during the listening test), but without having a telephone or other means of information on them. They will be accompanied to the door of the restroom by an invigilator and then accompanied back to the examination room.
- 8) RSE prepares the list with the invigilators participating in the exam and the room in which they supervise (**Form B**). The list must be kept by the RSE if it would be requested in an inspection of the examination session by the MEC or if there were complaints of inappropriate behavior. The scanned list is sent to the e-mail address office@roexam.com.

Art. 46. The time allocated for the examination administration is managed as follows:

- 1) All candidates have access to a common means of knowing how much time they have left in the exam (for instance, a wall clock);
- 2) The supervisors will notify the candidates every hour how much time they have at their disposal, every 15 minutes during the last hour and also when they have five minutes left of their written examination time;
- 3) The start time and the end time of the exam are displayed, visible to all candidates, from the beginning of the exam.

Do not forget!

Use the checklist for the examination day to make sure that all the requests regarding the conditions of exam administration are met. (Form C).

3.6 The invigilators

3.6.1 Invigilators' training

Art. 47. The invigilators will be trained regarding the way they have to supervise the candidates and to react in different situations:

- 1) one week before the examination, at the latest, they will receive the document *Instructions for invigilators*;
- 2) RSE will organize a training and preparing session for the invigilators, even if they are experienced;
- 3) on the examination day, the invigilators will be in permanent communication with the RSE, informing him/her about different situations that may occur:
 - attempts to cheat in the exam;
 - technical issues with the recording devices;
 - health issues that may occur suddenly among the candidates.

3.6.2 Invigilators' duties

Art. 48. Before the exam:

- 1) on the exam day, they will bring all the necessary materials (exam papers, papers for drafts, audio CD/USB) in the exam room, under the supervision of RSE;
- 2) if they leave the exam room between the time when they brought the exam materials in and the start of the exam, the invigilators will make sure that the exam room is locked in all this time;
- 3) they will put a note on the door of the exam room saying that there is an exam and the time of the beginning and of the end of exam;
- 4) they will check that the audio system is functional and that there is spare system in case of malfunction.

Do not forget!

Check the list with all the material the invigilators need to have in the exam room. (**Form D**)

Art. 49. During the exam:

- 1) they distribute the exam papers and help the candidates to fill out their personal data, if it is necessary (e.g. they indicate what first name and surname mean);
- 2) they supervise the candidates during the entire time allotted for the examination, without talking to their colleagues or doing activities which might distract the candidates;
- 3) they do not have on them means of communication (laptops, tablets, etc.) except a mobile phone which they will use in case they need to ask for assistance; they will not communicate with persons from outside the examination; they will not read the candidates' exam papers;
- 4) they will not take exam papers, filled out or not by the candidates out of the exam room;
- 5) they will give the candidates pens, erasers, extra paper for drafts, if they need them; the candidates will not borrow this type of supplies from colleagues;
- 6) they give the candidates information related to the exam administration exclusively and they will not explain or translate words and do not help with solving the exam tasks;
- 7) they are careful to prevent any attempted fraud and warn the candidates who do not comply with the exam regulations;
- 8) if during the examination unauthorized materials are found on a candidate, the candidate will have to leave the exam room; he/she can take the exam in another session, by registering again and paying the examination fee again;
- 9) the candidates who distract their colleagues will be warned to stop this behavior; if there are enough seats in the room, a candidate who distracts his/her colleagues can be moved into another part of the exam room; in case their behavior does not change, they can be excluded from the exam room;
- 10) they will check that the time allocated for the examination is not exceeded by any of the candidates; they will have clocks/watches and will communicate the candidate how much time they still have (initially once every hour and during the last hour of the exam every 15 minutes and 5 minutes before the time of the examination is up);
- 11) they accompany the candidates who need to leave the exam room during the exam; only one candidate can leave the exam room at one time; the candidates can leave the room to use the restroom; the invigilator will accompany the candidate to the restroom door, will wait for the candidate there and will accompany him/her back to the examination room;

12) another reason for which a candidate can leave the room is related to health; if a candidate needs a short break, he/she will be accompanied outside the exam room by an invigilator who will stay with the candidate throughout the break, then he/she will accompany the candidate back into the exam room; the candidate who needed the break will be given extra time at the end of the exam (the number of minutes they spent for the break).

Art. 50. On completion of the exam, the invigilators have the following responsibilities:

- 1) they will take the students' exams and drafts and will wrap them according to the instructions from **Art. 70** and **Art. 71**;
- 2) they will make sure that the students do not take any material related to the exam (exam components, drafts) out of the examination room;
- 3) if a candidate used the draft for continuing his/her answer, that paper for drafts will be introduced inside the exam and it will be mentioned on the exam paper, by the invigilator "continued on the draft".

Chapter IV. Conduct of the examination

4.1 Examination registration

Art. 51. The candidates will register online, on the website <https://roexam.com>.

Art. 52. The examination can be attended only by the candidates registered online that met the deadline mentioned on the website.

Art. 53. For the minor candidates, a parent or tutor will submit an application through which they require the minor candidate to sit the examination (**Form 1**). The form will be uploaded on the website <https://roexam.com> as part of the exam registration procedure. The registration is not possible for a minor without this form. As the exams administered by BBU-RCI Consortium are not designed for children, we recommend that the minimum age for candidates who wish to take this exam should be 14 years.

Art. 54. Candidates will need to bring with them an identification document with photography (passport/identity card/residence permit/driving license).

4.2 The written part

4.2.1 Access in the examination room

Art. 55. The access to the examination room will be carried out according to the following protocol:

- 1) The candidates will be present at the location where the exam is administrated 15 minutes before the exam starts, so that they enter the examination room before the exam start time;
- 2) Lists of information on access to the examination rooms will be displayed, 24 hours before the exam begins, at the entrance in the test center (on the EC door or in the lobby area); for this purpose, the RSE will have access to the printable form of the lists of persons registered for the exam (**Form E**); the lists will contain:
 - a) the number/name of the room where the examination is conducted;
 - b) the location of the room (floor, building wing);
 - c) the level of the examination conducted in that room;
 - d) the time when the exam starts;
 - e) the names of the candidates who will enter each room, in alphabetical order.
- 3) Next to the lists for access to the rooms, **Form F** (*Notification for candidates*) will be displayed; the form includes the main rules on what candidates are allowed/are not allowed to do and the objects they are allowed/are not allowed to take in the examination room;
- 4) The candidates will be welcomed by the invigilators and guided to the rooms where the examination will take place;
- 5) Access to the examination room will be based on the nominal lists drawn from the registration website, organized alphabetically, now called "attendance lists"; Attendance lists will be printed at the EC by the RSE and will include both the candidates' names and first names and the date of birth; the information will be entered in **Form G**;
- 6) The candidates will enter the examination room only after their identification check-up based on an identity document with photography (passport/identity card/residence permit/driving license); the first and last name and the date of birth will be verified;
- 7) The candidates will be seated in the order in which their names appear on the attendance lists;
- 8) If a candidate is missing, no place will be left empty where he or she should have sat;
- 9) The presence or absence of registered candidates will be marked on the attendance list (P for "present" and A for "absent");

- 10) If there are candidates who take the exam in a different room, for the reasons given in section **6.2**, their names shall be listed with all participants, stating in brackets next to their names the number or the name of the room in which they took the exam;
- 11) Candidates are allowed to take the examination in a different room than the one indicated for the rest of the participants only under the conditions specified in section **6.2**.

Art. 56. Authorized and unauthorized objects in the examination room are as follows:

- 1) The candidates will **not** have on them in the examination room:
 - a) electronic devices (mobile phones, smart phones, laptops, tablets, iPod, etc.) or any other electronic means, with or without access to the internet; these will be turned off and left outside the examination room;
 - b) conventional means of information (textbooks, grammar books, exam preparing volumes, dictionaries, etc.);
 - c) unauthorized objects (bags, nontransparent pencil boxes, papers of any kind).
- 2) The invigilators will decide themselves with regard to other objects that could be introduced in the examination room;
- 3) The candidates can have on them water in plastic bottles in the examination room.

Do not forget!

The goods which the candidates are not allowed to have on them in the examination room (bags, laptops, mobile phones, tablets, etc.) must be stored in conditions of security during the whole written and oral examination period, and will be returned to the candidates once the examination is completed. If storage in the specified conditions cannot be assured, the candidates' goods will be stored in the examination room, if possible, in a locked-up cabinet, and if this is not possible, in a place that is out of the candidates' reach (for instance: in a corner of the room).

Art. 57. The situations where the students are late for the examination will be addressed as follows:

- 1) If one or more candidates are late on the day of the examination, they may be admitted to the examination room provided that they arrive in the room before the examination starts, more exactly, before the beginning of the *Listening* part;
- 2) The candidate who is late will be placed in the remainder of the seats occupied by the candidates already present in the examination room;

- 3) If candidates can no longer enter the examination room, they may use the fee already paid to participate in another examination session, for which they will have to register again online;
- 4) If a certificate of language proficiency is urgent for the candidate who is late and cannot wait for a subsequent administration session, the candidate will make a request to the EC for a special session of examination (**Form 2**); the EC will consult with the MEC and a decision will be taken by mutual agreement on the possibility of the candidate to take the exam on a date other than those provided on the website; the decision to take the exam at a date other than those stated on the site will be taken only if all the conditions for safe administration and in accordance with the provisions of this *Guide* are fulfilled.

Art. 58. Special situations that can occur during the examination will be addressed as follows:

- 1) If the RSE or a Member of the staff designated by the RSE to supervise the conduct of the examination considers that a candidate is not in sufficient physical or mental condition to take the examination, he or she need to make sure that the candidate considers that he/she is capable of taking the examination;
- 2) The RSE or his/her delegate will inform the candidate of the possibility of taking the test at another time, for the fee already paid;
- 3) It is the candidate who will ultimately decide whether he/she is physically and mentally able to take the examination;
- 4) If the candidate enters the examination room and begins the examination and finds during the examination that he/she is unable to complete it, no special circumstances will apply; in order to take the exam, the candidate will resume the application procedure for another date and pay a new examination fee;
- 5) If necessary, the invigilators and the RSE will be prepared to seek medical help by calling the ambulance service.

4.2.2 Communication of information on the conduct of the examination

Art. 59. The invigilators will communicate the information in a clear and explicit manner, with an attitude of sympathy and support. After they took their seats, the candidates will be informed regarding:

- 1) the fact that they are not allowed to open their exam papers before being instructed to do so;

- 2) the fact that any attempt of cheating in the exam will result in the exclusion of the candidate from the exam room;
- 3) the fact that communicating with any other candidate in the room is not allowed; in case of any problem, need, observation, the candidates will address the invigilators directly and exclusively; they will draw the invigilators' attention by raising their hand in silence; the invigilator will go to the candidate who raised his/her hand and will talk to him/her in a low voice;
- 4) the conduct of the examination (succession of exam parts, exam duration);
- 5) how to fill out the exam papers: the final answers will be written on the exam paper only in blue or black pen, not in pencil; the candidates will write in capitals on the exam cover: their family name and first name, date of birth, their country/countries (according to the data they mentioned in the registration form);
- 6) how to correct their mistakes on the exam paper (a slash will be drawn over the wrong answer and the new one will be written next to it);
- 7) when the exam results are communicated (maximum 20 days from the date when the exam was taken) and the way in which they will be communicated (on the website);
- 8) the possibility for the exam paper to be re-evaluated; the re-evaluation can be requested in the day when the results become accessible on the website or in maximum 2 days after this date; **Form 5 (Re-evaluation request)**, which is available on the website, will be filled out and sent to the e-mail address office@roexam.com; the request will be resolved in maximum one week from its reception and the result will be communicated directly to the candidate;

The invigilators will ask the candidates if they have questions related to the exam conduct and will answer all these questions.

After this, the candidates will be able to communicate with the invigilators only in the conditions specified above (**Art. 59, point 3**) and will not be allowed to communicate with the other candidates.

Do not forget!

Use the document which contains the information which needs to be presented to the candidates after they took their seats in the exam room (**Form H** – *What we tell the candidates on exam day*).

The empty boxes within the document (**Form H**) will be filled out with the exam data.

This form can be translated in the language of the country where the exam is administered. The translation might be necessary for candidates who take the examination at levels which do not allow the understanding of the document content in Romanian.

4.2.3 The conduct of the examination

Art. 60. After all the information related to the examination was communicated to the candidates and their questions were answered, the invigilators will give the candidates the papers for drafts and the candidates will write their names on them; the candidates cannot use other papers for drafts than the ones provided by MEC.

Art. 61. The invigilators will give the candidates the exam papers and the candidates will write their family name and first name in capitals, the same as they are written in their identity card; they will also write their date of birth and their country; the candidates will be instructed not to open the exam papers before they are instructed to do so.

Art. 62. After the candidates wrote their name on the cover of the exam and on the paper for drafts, the invigilators will verify, for each candidate, the correspondence between the name on the exam paper and on the paper for drafts, the name on the attendance list and the candidate's identity card; while this procedure is performed, the invigilators will make sure that none of the candidates opens their exam paper.

Do not forget!

The invigilator will make sure that the name written on the exam cover is the same with the one on the identity card the candidate presented and with the one in the attendance list. The form in which the name is written on the exam paper, on the attendance list and the identity card is the one in which the name will be written on the issued certificate.

The candidates will be informed about this.

Art. 63. The invigilators will supervise the candidates throughout the examination (according to the procedures indicated in section **3.6.2**).

Art. 64. The invigilators will check the time and will write the start and end time of the examination in a place visible to all the candidates.

Art. 65. The invigilators will write the exact time when the exam started on the attendance list.

Art. 66. Only after the start and end time of the exam was written in a place visible to all the candidates, they will receive the instructions to open the exam papers and the administration of the exam will start with the *Listening* part.

Art. 67. During the *Listening* component, the CD/USB, once started, will only be stopped in emergency situations; noise outside the exam room does not represent a solid reason for stopping the CD/USB unless it affects understanding the recording; if the *Listening* part is stopped because of an emergency situation, the recording will be played at the exact place where it was interrupted; if emergency situations occur, RSE will write a report which will be sent at the e-mail address office@roexam.com (**Form J**).

4.2.4 Completion of the written part

Art. 68. The candidates can leave the exam room when they consider that they ended solving the tasks, anytime during the exam.

Art. 69. The candidate who wants to end the exam and to leave the examination room will hand in the exam paper to the invigilator and will leave the room; after this, the candidate cannot return to the exam room before the other candidates have finished the exam and he/she cannot have access to his/her exam paper.

Art. 70. When a candidate wants to leave the exam room, once he/she considers that he/she finished solving the tasks, the invigilator will perform the following steps:

- 1) he/she takes the exam paper and the paper(s) for drafts from the candidate and writes the exact time when the candidate handed in the exam paper on the attendance list, in the corresponding column;
- 2) the draft papers will be collected and placed in the same order with the one of the exam papers; the draft papers will be sent, together with the exam papers, to MEC, where the papers are evaluated;

- 3) if a candidate used the paper for drafts in order to continue their answer for the Writing component, the paper for drafts will be introduced in the exam paper and the invigilator will write on the exam paper: continuation on the paper for drafts; when the paper is evaluated, the paper for drafts will be attached to the exam paper.

Art. 71. After the exam was finalized, the invigilators' duties in the exam room, in the presence of RSE, are the following:

- 1) they check if the number of papers which were handed in corresponds to the number of participants present in the exam; they also check the correspondence between the names in the attendance list and the names on the exam papers;

Do not forget!

The exam papers will not be photographed and they will not be read by anyone else except the evaluation team at MEC.

- 2) they introduce the exam papers in the envelope sent from MEC, which will have the level it was prepared for mentioned on it; the operation will be performed in the presence of at least two candidates who took the examination in that room; if only one candidate participated in the examination, he/she will stay in the room until his/her exam paper, the paper for drafts and the CD/USB for the *Listening* part were packed and sealed;
- 3) they introduce all the exam papers and the papers for drafts which have not been used (in case some persons who registered for the exam did not participate) in the envelope;
- 4) they seal the package with the exam papers by glueing it and apply the stamp of the EC so that the stamp covers both parts which have been glued; in the same area, RSE or his/her delegate will apply their signature; if the EC is not in possession of a stamp, the sealing will be made by the RSE or his/her delegate by signing on the glued part of the envelope;
- 5) they sign the attendance list for the written part and transfer it in the room where the oral part will be conducted;
- 6) if all the candidates who registered for a session of examination are absent, the attendance list will be completed with this piece of information, will be signed by the invigilators, scanned and sent to the e-mail address office@roexam.com.

Do not forget!

The packages with the written exam papers will be stored in conditions of security until the oral part is finished. At that moment, all the packages are wrapped into a big package, which will be kept in conditions of security until it is sent to MEC.

4.3 The oral part

4.3.1 Preparation of the oral part

Art. 72. The oral part cannot start before all the candidates finished the written part.

Art. 73. There is a 10-20-minute break between the written and the oral part.

Art. 74. During the break between the two parts (written and oral), the lists for the oral examination will be posted (**Form I**). The lists will include:

- 1) the number or name of the room where the oral part is conducted;
- 2) the pairs of candidates to be examined;
- 3) the start time of the oral part for each pair of candidates.

The lists for the oral part can be prepared any time after the written part has started. The candidates who are present in the written exam will be included in the list in an alphabetical order.

Art. 75. The candidates will wait for the start the oral part in a safe, adequate place. The brochure the *Conduct of the oral part* will be at their disposal here.

Art. 76. The room in which the oral part is conducted will be protected from noise.

Art. 77. The electronic devices will be verified and prepared for recording the oral part.

Art. 78. The materials for the conduct of the oral part (the task sheets and files) will be transferred in the room together with the feedback forms and the attendance list already completed for the written part. The room will be locked until the oral part starts.

4.3.2 Conduct of the oral part

Art. 79. The oral part will be conducted as follows:

- 1) The candidates will participate in the oral part in pairs. Only one candidate is evaluated in case he/she is the only one present in the examination, at that level.
- 2) The pairs of candidates can take the oral part in a different order than that in the list provided that there are good reasons for the change (e.g. a candidate needs to get to the station or the

airport in order to get back home). If the pairs of candidates do not enter the oral part in the order in which they were listed, the change will be indicated in the table by modifying the number of the candidates (e.g. numbers 1 and 2 can become 3 and 4 and numbers 3 and 4 can become 1 and 2).

- 3) The examiner will communicate the information in a clear and explicit manner, with an attitude of sympathy and support.
 - a) The examiner greets the candidates and verifies their identity, asking them to show a document of identity with a photography (passport/identity card/residence permit/driving license);
 - b) The examiner makes sure that the candidates' identity is recorded correctly; in this sense, he/she will indicate the person whose name he/she reads from the identity document;
 - c) The examiner invites the candidates to take a seat and communicates to them the structure of the exam, the conduct of the oral part and the time they have for each of the tasks;
 - d) The examiner reminds the candidates that the oral part is recorded audio/video for the production to be assessed at MEC;
 - e) The conduct of the oral part is presented in the document *Conduct of the oral part. The examiner's guide*;
 - f) The candidates are kindly asked to fill out the feedback forms and then they can leave the examination room;
 - g) If the candidates registered for the exam are in odd number, the last three candidates will be examined together; there will not be one candidate to be examined by himself/herself in the end;
 - h) During the oral part an invigilator or a member of the security personnel will be present in the welcoming area in order to give back their goods to the candidates and to lead them to the exit of the EC.

Do not forget!

The examiner will use the brochure which presents the conduct of the oral part (the document *Conduct of the oral part. Examiner's guide*).

4.3.3 Completion of the oral part

Art. 80. After all the candidates for a certain level finished the oral part, the examiner will perform the following steps:

- 1) He/She will stop the video/audio recording with the oral productions of the candidates and make sure that the recordings are transferred on an electronic support (CD/DVD/USB);

Do not forget!

The audio/video recordings will not be copied, watched or used by anyone else except the team from MEC.

- 2) He/She will introduce the recording in the envelope sent from MEC, which will have written on it the level for which it was prepared;
- 3) He/she signs the attendance list, now completed also with the oral part, and introduces it in the envelope, together with the recording;
- 4) He/She introduces the files with the tasks, the feedback forms filled out by the candidates and the ones which have not been used in the envelope;
- 5) He/She seals the package with the task files by gluing and stamping it with the EC stamp, so that the stamp covers both sides which have been glued; RSE or his/her delegate will apply his/her signature in the same area; if the EC does not have a stamp, the package will be sealed through the signature of RSE or of his/her delegate on the glued area of the envelope.

Do not forget!

After the oral part is finished, the materials used for it, packed according to the indications above (**Art. 80**), will be wrapped in a bigger package, together with all the materials used for the written and the oral part for each level the exam was administered for and will be stored in conditions of high security until they are sent to the MEC.

4.4 Emergency situations

Art. 81. In case of an emergency situation (e.g. fire alarm), the candidates' and EC personnel's safety is the priority. The personnel will act as follows:

- 1) They will evacuate the room, taking the candidates to a safe place;
- 2) They will make sure the candidates are supervised all the time the exam is interrupted;

- 3) They will make sure that all the examination papers remained in the exam room, which is locked;
- 4) They will make sure that the candidates will return to the examination room only after the danger has been removed; if this is not possible, the exam will be cancelled and reorganized at a later date, with different exam tasks;
- 5) If the exam can be resumed, the duration of the break will be recorded and the corresponding number of minutes will be added at the end of the exam;
- 6) If the number of candidates is a small one, they can be moved together with the exam papers (which will be transported from one room to another only by the invigilators) in a different room, on condition that this is out of any danger for the candidates and for the EC personnel;
- 7) A report on the emergency situation and the way it was addressed will be written and the report will be sent to the MEC right after the exam finished (**Form K**).

4.5 Incorrect attitude

Art. 82. The incorrect attitude occurs when the rules of exam administration are not followed, jeopardizing the integrity of the examination process and the validity of the results and of issued certificates.

The incorrect attitude can be:

- 1) Intentional, with the purpose of favoring a candidate;
- 2) Caused by negligence or ignoring the rules;
- 3) Result of circumstances which are not under the control of the participants in the examination process.

Both candidates and EC personnel can be in the situation of incorrect attitude.

Art. 83. In order to prevent situations of incorrect attitude, RSE needs to make sure that both EC personnel and the candidates are informed clearly and correctly about the responsibilities incumbent to them.

Art. 84. Candidates' incorrect attitude can manifest as follows:

- 1) They introduce unauthorized objects in the exam room;
- 2) They behave inadequately during the examination;
- 3) They try to cheat by copying from other candidates;
- 4) Plagiarism;

- 5) They try to transmit confidential exam material to someone else;
- 6) Impersonating attempt;
- 7) They try to transmit the answers to exam tasks to other candidates in the room;
- 8) Distorted presentation of exam results.

The list is not exhaustive; other situations of this kind may occur before, during or after the exam.

Art. 85. EC personnel' incorrect attitude can manifest as follows:

- 1) Breach of confidentiality of exam materials;
- 2) Inadequate invigilation of candidates during the exam;
- 3) Helping candidates by suggesting answers or clues for solving the exam tasks;
- 4) Tampering with the integrity of the exam papers.

The list is not exhaustive; other situations of this kind may occur before, during or after the exam.

Art. 86. In case RSE suspects a situation of incorrect attitude, RSE needs to report this to MEC by using **Form L**, if a candidate is in question and **Form M** if a member of the personnel is in question. The filled-out form will be attached any documents which might clarify the reported situation, for example, declarations of other EC staff members, results of a possible investigation performed locally by RSE, photographs of unauthorized objects found in the exam room.

Art. 87. The person who is suspected of incorrect attitude needs to be communicated this situation and be given the occasion of giving a written declaration for explaining the situation (**Form N** for candidates and **Form O** for members of personnel). The report on the suspicion of incorrect attitude will be written and transmitted to the MEC in the day of the exam. The suspicion of incorrect attitude will be transmitted to the person concerned the same day. The suspected person can give a written declaration immediately, by using **Form N** or **Form O**, as the case may be, or can wait for the report from the MEC, which he/she will receive by e-mail. The person in question will have 48 hours to answer the report. Based on the received information, RSE will try to clarify exactly what happened, asking for details or further information, if necessary.

Art. 88. The situations concerning suspicion of incorrect attitude will be treated confidentially until they are solved.

Art. 89. A representative from the MEC might need to travel to the EC in order to investigate the situation which had been reported. The decisions will be made only based on information collected locally and on investigations. The decisions might take the following forms:

- 1) No measure is taken;
- 2) A warning is addressed to the EC;
- 3) The candidate is disqualified and no certificate is issued for the exam they took;
- 4) Forbidden participation in exams for a period of time for a candidate whose intentional incorrect attitude was proven;
- 5) Forbidden participation in exams for a period of time for a member of EC personnel;
- 6) Penalizing of EC, including suspension of the right to organize examinations.

Other measures can be taken, according to the situation.

Art. 90. The written decision will be transmitted to the RSE and directly to the candidate or the member of personnel in question. The candidate, the member of EC staff or the EC can react to the decision of the MEC and in this case the situation can be analysed again.

Art. 91. The decision will be communicated by MEC to the EC and the person in question in maximum two weeks from the reception of the report. If investigating the situation requires longer, this will be communicated to the EC and the person in question in maximum two weeks from the receipt of the report. An estimated period for solving the reported case will also be communicated.

Art. 92. The EC or the person in question can ask for the revision of the case in maximum two days from reception of the decision from the RSE. In case revision is required, this will be performed by a commission formed from three members of MEC, excluding the person who coordinated the session of examination. The revision will be performed in maximum one week from the reception of the request and the result will be communicated to the EC and the person in question.

Chapter V. Evaluation of exam papers, communication of results and issue of certificates

5.1 Evaluation of exam papers

Art. 93. The exam papers are received at MEC (Faculty of Letters, Cluj-Napoca), where they will be kept in conditions of security at all times; the papers are evaluated exclusively within the premises of the Faculty of Letters, under the supervision of CSE, according to the procedures in the *Assessor's Guide*.

Art. 94. The certificate of linguistic competence will include: the score the candidate obtained, the mark in which the raw score is transformed and the number of points the candidate obtained for each of the components.

Art. 95. The minimum score for passing the exam (*cut off*) is calculated for each exam. In case the candidate has not obtained the minimum number of points, a certificate of linguistic competence will not be issued.

5.2 Communication of results and issue of certificates

Art. 96. The results are visible on the site in maximum 20 days from the exam. Each candidate can see only his/her results, by using their access data.

Art. 97. The candidates will check on the website the correctness of the personal data which will be included on the certificate. In case there are errors, they will be indicated by the candidate. In this sense, the candidate will fill out a form (**Form 6**) requesting correction of personal data which are wrong (e.g. name, date of birth, country). The candidate will indicate the wrong data and their correct form. The form will be attached a copy of a document proving the correct data. For example, if the name has been misspelt, the candidate will attach a copy of his/her identity card.

Art. 98. The certificate will not be changed in case the candidate changes his/her name (for example, by marriage) or for including parts of the name which had not been mentioned. The certificate reflects the candidate's data at the moment when he/she took the examination.

Art. 99. If the score obtained by the candidate is not equal or higher than cut off score, a certificate will not be issued and the wording "not promoted" will be entered on the website, to the right of the candidate concerned.

Art. 100. The candidates have the right to request reassessment of their exam paper on the day the results are posted on the website or in maximum two days after this date. In case there is such a request, CSE or an assessor delegated by him/her, different from the two assessors who have already evaluated the exam paper, will re-evaluate the whole exam paper.

Art. 101. A candidate can request the re-evaluation of the exam paper by using **Form 5**, which will be filled out, signed and sent to the e-mail address office@roexam.com. The request will be addressed and solved in maximum one week from its reception and the result will be communicated to the candidate; for a candidate declared "non-promoted" initially, if the score

is equal or higher than *cut off score* after the re-evaluation, the certificate of linguistic competence will be issued.

Art. 102. For the candidates who passed the exam, the certificates are issued and sent to the EC in maximum 35 days from the examination.

Art. 103. The candidates will pick up their certificates from the EC where they took the exam according to the schedule indicated by EC.

Art. 104. The EC representatives will hand in the certificate only to the candidate who took the examination or to a delegate, on the basis of a power of attorney drawn up before a notary, in which the candidate agrees for the delegate to pick up his/her certificate.

Art. 105. In case a candidate applies for university admission or is in a position to apply for a job and needs the result of the examination before certificates can be issued, he/she can complete **Form 7** and send it to the e-mail address of the MEC, indicating the employer or the institution who need the results obtained by that candidate. The employer or institution will send a message to MEC and MEC will answer by providing the exam results to the e-mail address from which the message was received. Sending the results will not be charged additionally on condition the urgency of the request is motivated. The results will not be sent to a third party unless the form requesting, under the candidate's signature, that the results be sent is received at MEC e-mail address.

Art. 106. EC is responsible for keeping the certificates in conditions of security until they are picked up by the candidates. If personnel at EC notices that there are certificates which have been affected while transported from MEC to EC, MEC will be informed immediately. The affected certificates will be photographed, the photo will be sent to MEC, then the affected certificates will be destroyed. MEC will issue and will send to EC new certificates in maximum one week from receiving the request.

Art. 107. The candidates who have not picked up their certificates in one year since they were issued will receive a message from EC reminding them to pick them up as soon as possible. If the certificates are not picked up in one month from the date the message was sent, the certificates will be wrapped and sent to MEC. EC will not destroy certificates which have been issued and not picked up.

Art. 108. EC will not reproduce certificates issued by MEC under any circumstances.

Art. 109. In case of loss, theft or destruction of certificate, the candidate can obtain a duplicate on condition he/she fills out a declaration in which he/she declares the loss of the document (**Form 8**). The declaration will be sent to the MEC and MEC will issue a duplicate of the certificate, based on the personal data and the results recorded in the database, in maximum two weeks from receiving the request.

5.3 Verification of results

Art. 110. A third party, for example, an employer or an educational institution, can request verification of a candidate's results in order to have them confirmed. In case MEC receives an e-mail with such a request, MEC will verify the results communicated by the e-mail sender in the data base and will confirm or not the received results. MEC will respond the request in maximum one week from receiving the request.

Chapter VI. The candidates' rights

6.1 Informing the candidates

Art. 111. The candidates are informed, through the website <https://roexam.com/>, about:

- 1) The exam calendar;
- 2) Content specifications of exams;
- 3) Exam conduct (start time, exam duration, location);
- 4) Communication of results.

6.2 Examination conduct. Special conditions

Art. 112. The candidates have equal conditions of exam administration (written and oral parts – see above sections **4.2** and **4.3**);

Art. 113. Candidates with disabilities are ensured the right to special conditions of exam administration.

Art. 114. Candidates requesting to take the examination under special conditions will announce this before registering for the examination (**Form 3**) and will attach a medical certificate for permanent disabilities. MEC will consult with EC about the possibility of taking the examination in special conditions and will inform the candidate in maximum one week from

reception of request if this is possible. After the possibility is confirmed the candidate with special needs can register for the exam. Both MEC and EC will make everything possible to ensure the conditions requested by the candidates with special needs.

Art. 115. The situations in which special conditions are requested will be treated as follows:

- 1) Dyslexia – normally, 25% from the time of the exam is added; these candidates might need one or two breaks (10-15 minutes) – they can have these breaks on condition the candidates are supervised constantly; the break time will not be taken out from the examination time;
- 2) Vision problems – special copies of the exam paper can be made, with enlarged letters, according to the candidate's request (font size 16 – 20); if these arrangements are not enough for the candidates, the exam can be adapted: it can be offered in Braille system or, in case the candidates are not familiar with it, the tasks can be transferred from written to audio form and the answers can be written by dictation; for this adaptation a reader needs to be present (an assistant who reads the indications and the text); the assistant may indicate the way in which a word is written, if the candidate needs this; the reader can do this only for the words in the input texts; he/she cannot indicate how a word the candidate wants to write as part of his/her answer is written); the assistant will also indicate the time the candidate has left for completing the answers;
- 3) Hearing problems – the tasks of the Listening component can be solved separately from the rest of the candidates, so that the candidate can hear the input texts at high volume or the candidate can use headphones; if these arrangements are not sufficient, the exam will be adapted by the introduction of a higher number of items for the other components; in this case, the certificate will include the results only for the components for which the candidate took the exam.
- 4) Locomotor disabilities – the EC will have adequate means for access;
- 5) The impossibility of writing independently – an assistant will be designated to write after dictation the candidate's answers; the assistant will only write what the candidate dictates, without suggesting answers or correcting the spelling, orthography or punctuation. The assistant will write according to the indications of the candidate and will not comment on these; the assistant will not give information related to the completion of a task, by indicating if this has been answered completely, he/she will not indicate when the candidate needs to move on to the next task or in which order the candidate should answer the tasks; the exam will be taken in a different room and so the other candidates will not be disturbed;

the assistant can read for the candidate what he/she has already written, without making any comments on the answer;

- 6) Speech problems – the candidate will be given sufficient time to produce the answer;
- 7) Any other situations will be addressed according to the circumstances.

Art. 116. For any of the situations mentioned above, the candidate who will benefit from the help of an assistant will be informed before the examination regarding the ways in which the assistant can help them and what they cannot do in order to help.

Art. 117. RSE and CSE need to make sure that the candidates' requests for special conditions of administration (**Form 3**) are supported with the necessary proof and they will keep copies of relevant documents.

Art. 118. In any of the cases which need the administration of the exam separately from the rest of the candidates, the candidate will be supervised permanently.

Art. 119. The special conditions ensured for the candidates with different problems will not give them an unfair advantage in relation with the rest of the candidates.

6.3 Non-attendance at the exam

Art. 120. If a candidate does not attend the examination for which he/she registered, he/she can:

- 1) register for the exam at a later date when the exam is organized, using the fee he/she already paid;
- 2) ask for a tax refund (**Form 9**).

Chapter VII. Candidates' obligations

Art. 121. The candidates must follow the exam conduct regulations, which are announced through the website and other means of information.

Art. 122. The candidates will not use any source of information to help them solve the exam tasks, from the exam room or from outside it.

Art. 123. Any attempt of cheating in the exam will result in the candidate's exclusion from the examination room.

Chapter VIII. The obligations of the institutions administering the exams

Art. 124. BBU-RCI Consortium and EC

- 1) will inform the candidates on the general content specifications of the exam and on the exam conduct (date, time, location, exam duration, succession of exam parts and the communication of results);
- 2) will offer extra information concerning the exam conduct at the request of candidates;
- 3) will ensure optimal conditions of examination for the written and oral parts of the exam;
- 4) will ensure the confidentiality of the candidates' personal data;
- 5) will make sure that the exam materials are used during the exam and are transported from the location of examination and the one of evaluation in conditions of security.

Art. 125. MEC will respond the requests of re-evaluation of exam papers in due time, through the complete re-evaluation of the exam paper and will communicate the result to the candidate.