



REPORT

Workpackage no. 3

Date:

**Title: DEFINING THE STRUCTURE AND PROCEDURES FOR THE
FUNCTIONING OF THE CECA CENTRE INCLUDING THE FREE OF CHARGE
PILOT COURSES**

Duration: Month 3 - Month 5

Partners Involved:

| | | |
|----|--|--------------------------|
| P1 | Politehnica University of Bucharest, Romania | <input type="checkbox"/> |
| P2 | SILABO, Italy | <input type="checkbox"/> |
| P3 | Sistemi e Servizi, Italy | <input type="checkbox"/> |
| P4 | CLC-KUT, Lithuania | <input type="checkbox"/> |
| P5 | MECB, Malta | <input type="checkbox"/> |
| P6 | XGrant, The Netherlands | C |

Coordinator: P6





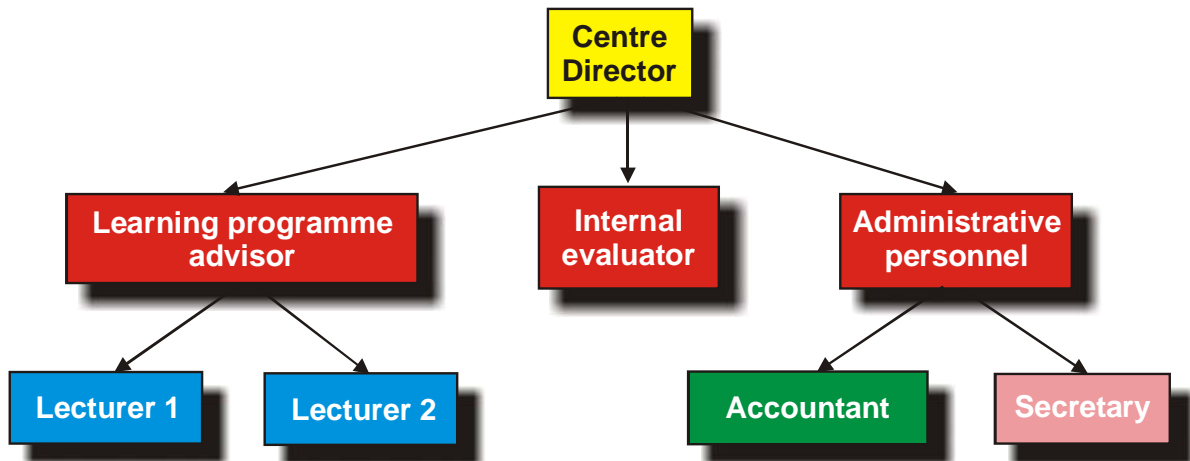
IMPLEMENTATION OF AN INNOVATIVE MODEL AND SELF SUSTAINABLE SYSTEM OF ECDL CAD TRAINING/TESTING CENTER (CECA)

Workpackage 3

Aims

To define the structure and the procedures for the functioning of the CECA centre. This includes the establishment of the duration of courses, the establishments of the target audience that need to take the preparatory module, the training and testing procedures.

Organizational structure of the CECA centre



Procedures manual

Edition 1 date May 2006

1. General rules

Operational procedures described in this manual (The Manual), issued in accordance with the ECDL Foundation and ECDL Romania requirements, assure and prove well function of the accredited CECA ECDL Testing CENTER according to ECDL standards requirements.

The Manual includes all the essential elements needed for ECDL activity and it is designated for all examiners which develop their activity at this Centre, both for instruction activities and functioning. The Manual contains the exact persons and responsibilities for each activity.

The persons who are contained in this Manual will sign a nominal list which will be kept together with this manual. The nominal list will also contain the signing date. In the case of any modifications to The Manual, the persons involved in the ECDL activity which's activities are affected by those modifications will sign for acknowledging the last form of The Manual. The responsibility for keeping the nominal lists belongs to The Coordinator.

The Manual is the base for auditing the procedures used by the testing centre and is a part of the sub-license contract.

The Centre Coordinator is responsible for the development and revision of the procedures manual according to available ECDL standards.

The requirements regarding The Regional Representative apply only for those areas where such a representative exists.





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2. The use of the ECDL Name and Logo

The ECDL testing Centre Coordinator will look up to requirements of the mark use Contract.

The testing centre will use the ECDL name and logo for the following situations:

- identification as an accredited ECDL Testing Centre, using the logo only together with the expression “Accredited ECDL Testing Centre”;
- on promotional materials referring to ECDL testing;
- on preparing materials produced by the centre which lead to ECDL certification, but not in a manner that suggest that the materials have the approval of the ECDLR or ECDLF;

The use of the ECDL name and logo will be made only with the Testing Centre Coordinator approval.

The Testing Centre Coordinator will notify ECDL Romania if he, or any other Centre employee or collaborator, has observed improper use of the ECDL name or logo

3. Personal

3.1. The Testing Centre Coordinator

The Centre Coordinator is Mr. Catalin Gheorghe AMZA .

The Centre Coordinator Assistant is Mr. Vlad Ionut PAUN.

Note: In the case of the assistant's absence, The Coordinator authorizes another person to be responsible for the ECDL activity for the entire period of absence. The Assistant or the person authorized by the Coordinator takes it's responsibilities for the replacement period.

The Coordinator is / is not an authorized examiner

Responsibilities

The Coordinator has the full responsibility facing ECDLR regarding ECDL Centre activity

In the moment of establishment or unannounced audit of the testing centre, The Coordinator will assure the Centre representation in front of ECDLR auditors.

Will assure that all announcements from ECDLR are took into consideration and transmitted to the responsible persons.

3.2. Examiners

The Centre has to have for the entire accreditation period a minimum of 2 accredited examiners. An examiner cannot be accredited for more than one centre in the same time.

An examiner is accredited after he passes the tests needed to obtain ECDL License, in no more than 25 minutes / test and a test with questions regarding the content of the present manual. The accreditation tax is at this moment 3,600,000 ROL (360 RON) (VAT not included) and includes, if is the case, the ECDL card and the ECDL License issue tax.





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The Coordinator will keep a list of all authorized examiners used by the Centre. A copy of this list will be submitted to ECDLR. The list will be updated in case of any modifications and it will be submitted to ECDLR for each update. An examiner which is not on the list cannot participate to an examination session. The examiners list can be considered the one in the database if it is agreed this way.

The current examiners list is:

_____, _____, preparation, ECDL certificate no.
_____, _____, preparation, ECDL certificate no.
_____, _____, preparation, ECDL certificate no.

The Coordinator will assure visible posting of examiners certificates inside the centre

The Accrediting Procedure for new examiners

The Testing Centre Coordinator addresses a written request to ECDL Romania, according to the model presented in Annex III, in which he indicates the identification data and the level of training for the proposed persons

Copies of the documents that prove the mentioned qualifications will be attached to the request, copies of the documents to confirm the employment of the proposed persons in the Centre organizational chart and a request of the examiner (Annex XI)

The Coordinator watches obtainment of the accreditation for the examiners, receives and posts the examiners certificates.

A centre cannot program the examination of their own examiners without first announcing ECDL Romania according to the above procedure. A centre cannot program the examination of examiners from other centers.

3.3. Instructors

ECDL Romania does not request at this moment accreditation of the instructors. Choose belong to the Centre. Taking into account the fact that the quality of certification depends of the quality of the instruction activity, ECDLR makes the following recommendations:

- All the instructors should have the ECDL License and the Examiner Certificate;
- The instruction activity should be realized following an well defined instruction plan;
- Inside the centre at least one experienced instructor should exist;

3.4. IT Responsible

The Center's IT Responsible is _____.

The responsibility of maintaining the hardware infrastructure, including computers, peripheral equipment and network, the software, proper for testing, according to the current syllabus, which need to be available and in optimal functioning condition, belongs to the IT responsible.

When a hardware configuration is made, the IT Responsible addresses a note to the Centre Coordinator and the Coordinator addresses this note to ECDL Romania. The note will contain (where is the case):





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- The new computers arrangement;
- The new computers configuration;
- The new server configuration;
- The new installed applications;
- Other technical modifications;

The IT responsible will register the hardware and software used for ECDL testing. In this way, an evidence of the technical data, according to the ECDL Romania standards and requirements will exist, for all examination sessions organized by the Testing Centre, kept in safe conditions on the server and with back-up on a data stocking device.

If the IT responsible or it's contact information modifies, the Centre Coordinator will inform ECDL Romania.

The IT responsible will assure well functioning of the centre before each examination. Repeated defects can lead to centre accreditation suspend.

3.5. Other personnel categories

The testing centre must assure personnel to accomplish secretariat activities and bookkeeping. These activities doesn't request, from the point of view of The ECDL Romania, specialized personnel.

4. Documents

4.1. ECDL skills card

4.1.1. Description

The ECDL skills card is the document which attests registration of a candidate in the certification program. In this card are mentioned the tests accomplishments and on this base, the ECDL License is issued. Each card has a unique series. The cards can be bought by the candidates both from the centre and ECDL Romania.

A candidate which has a valid card can be registered for examination in any center. No centre can refuse the registration of a candidate on the base of not buying the card from the specified centre. When a centre has doubts regarding the availability of a card, the card's authenticity will be checked at ECDL Romania.

The cards have a three years validity period from the date of the first examination (even if the examination was successfully passed or not).

For the cards issued abroad, their authenticity will be verified at ECDL Romania.

There are two prices for these cards, the full price (at this moment 975,000 ROL or 97.5 RON) and the reduced price (at this moment 780,000 ROL or 78.0 RON) for pupils, students, unemployed persons and persons with disabilities.

The price for a skills card is fixed (prices do not include VAT – see payments section).

ECDL Advanced Skills Card is the document which attests the registration of a candidate in the Advanced certification program. For each ECDL advanced module another card exists. The price for this card is (at this moment) 470.000 EUR for centre and at most (at this moment) 585,000 ROL or 58.5 RON for candidates.





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4.1.2. Cards request command

The centre must assure that each candidate has a valid card when is registered for examination. Regarding this, the centre should periodically request cards from ECDL Romania. When requesting, the following aspects should be followed:

- the cards must be requested and paid before the examination date;
- the cards request should be done according to the model in Annex II;
- the cards request must be a multiple of 10;
- when requesting, the card type must be indicated;

Note: for bigger requests please first check the special offers from ECDL Romania.

4.1.3. The registration and the candidate card data fill in

The registration card is filled on by the candidate in the moment of card acquisition. The authorized examiners will fill in the skills card with **the entire name of the candidate in uppercase** (same as the candidate's ID documents), the current date, the name and the code of the testing centre (contract number).

No modifications can be made to the candidate's name from the moment of registration.

To each registration card, a copy of a valid ID document will be attached (e.g. passport, ID card). This ID document must clearly indicate the complete name and the personal code of the candidate. Also, for reduced price cards, copies of the documents to attest the special price should be attached (e.g. pupil card, student card, person with disability card, unemployed card etc).

The original registration card together with the attached documents will be submitted to ECDL Romania, and the testing centre will keep copies of these documents in its archive.

For the Advanced ECDL cards, because from the registration conditions result that already a registration card exists, a new card will be filled in only if the data has changed. A request will be submitted to ECDL Romania which will mention the number of the ECDL Advanced card allocated to the candidate.

4.1.4. Card kept

The candidate will be informed that the card can be kept at the Centre from which it was bought or at the one where he will attend the examination, but only with the candidate acceptance. The centre will assure that the card is kept in safe conditions in

When the card is submitted to the candidate, a delivery-receive minute will be filled in.

4.1.5. Results card fill in

When the tests results are received, the requested information should be filed in the card by an examiner, in accordance with the result communicated by ECDLR right after each module has been accomplished.

The Coordinator will designate the examiner / examiners authorized to fill in the skills crds. The next details will be filled in the card or each passed test.

- visible signature of the examiner which has filed in the card;
- the software used for testing, including the version;
- testing date;
- official stamp of the centre;

Modifications to other sections of the ECDL card will be made only with the approval of the Coordinator in a manner that should permit the visibility of the original registration as well as





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the visibility of the modification. Such modifications must be signed and dated by the examiner.

Corrective substances use should be avoided.

Taking into considerations that a skills card has a validity period of 3 years from the date of the first exam, when the first exam was not passed, the following note should be made on the back of the card:

[Name of the centre][examination date][tested module] – the exam was not passed – [examiner signature and official stamp of the centre]

ECDL License

4.1.6. Description

The complete ECDL License (ECDL Start) is the document which certifies that all 7 (4) modules of the ECDL syllabus have been passed.

The ECDL Advanced is the document that certifies that the chosen module has been passed.

The licenses are issued only by ECDL Romania and have a unique series. The owner of such ECDL license can be verified at ECDL Romania.

4.1.7. License request

The Coordinator has in the archive of the centre or receives from the candidate the skills card filled in, together with a request which indicates the contact data of the candidate and gives to the candidate a receipt.

The Coordinator keeps a copy or a scanned image of the aptitudes card and the original request and sends the original card to ECDL Romania together with an address.

When the centre requests more than one certificate, together with the requests a exact list of the candidates will be submitted.(see Annex IV – license request model). The original cards will be submitted after receiving the receipt from ECDL Romania confirming that all necessary documents exist. (registration card, ID card copy etc).

The Coordinator will receive the certificates from ECDLR together with a list which contain the name of the candidates which received certificates.

4.1.8. Transmission of the certificates to the candidates

The Coordinator informs the candidates about the certificates receive in maximum 2 days from the day of receive from ECDL Romania, using the data submitted by the candidates.

The candidates **sign the list from ECDL Romania** when receiving the certificate.

The Coordinator will periodically / on request inform ECDL Romania upon the situation of certifications.

In the centre database will be recorded the number of the ECDL Certificate for each candidate and the date.

When filling in the list, the centre keeps a copy or a scanned image and transmits the original to ECDL Romania.

4.2. ECDL tests battery

ECDL Tests Battery (QTB)



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All of the employees have read and understood the following:

QTB is a confidential document and is the object of severe control. QTB is the property of ECDLR. Any hold of a QTB or any part of QTB without written approval of ECDL Romania represents a violation of The ECDL Standards and of the contract rules.

Copies of the QTB, partial or complete, will be hold only by the authorized examiners. They will have the possession of these copies only with the written approval of ECDL Romania or as a result of a procedure application authorized by ECDL Romania and only for a limited period of time.

The name of the examiners, which have the copies, will be recorded. The methods used to assure the required security for QTB will be clearly communicated to the examiners that hold copies by the person who gives them the copies.

Copies of the QTB tests can be made only to be used by the candidates when attending the exams. The copies will be made only with the ECDL Romania S.A. authorization or as a result of ECDLR authorized procedure application. The employees of the centre cannot hold illegal copies of the QTB.

Examples of written papers will be offered only with the ECDL Romania approval and thwy will be clearly identified.

The testing center will not offer to the candidates questions or written papers from older versions of QTB which are in the possession of the center.

4.3. The documents archive

Note: for each document type, the way of archiving is mentioned (physical or electronically).

Documents archived

The following documents received from ECDL Romania will be archived:

- The sub-contract license and mark use;
- The syllabus, all received versions;
- The standards for testing centers;
- Other documents;

The following documents will be kept in archive:

- The procedures manual;
- The list of authorized examiners and in course of authorization which work for the Centre;
- Identification data of the Coordinator;
- The list containing the hardware equipment and the software applications used for testing;
- The database containing the skills cards sold and the ECDL certificates issued by ECDL Romania through the Centre;
- The database containing the examinations and examinations rappers;
- Internal and external audit rappers;
- Appeals and their responses;
- The correspondence with ECDL Romania;





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- Other documents needed for the ECDL activity requested by ECDL Romania;

The old documents will be kept at least 10 years and it will be mentioned that they are no longer in use together with the date when their validity expired.

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Confidential documents destroy

All confidential documents will be ripped by shredding or by using a paper shredding machine.

5. Records. Database.

5.1. ECDL Romania database

The Testing Centre Coordinator will receive from ECDL Romania accounts and passwords for accessing the ECDL database and it will have the obligation to fill in all requested data, according to the instructions received from ECDL Romania.

Separately, the testing centre will have it's own database according to the following instructions.

5.2. Center's database

The next records will be kept for at least three years:

- Attendance lists;
- Candidates contestations;
- Internal audit;

The next records must be kept for at least ten years:

- ECDL cards numbers bought by the center from ECDLR;
- ECDL cards sold and the name of the candidates which bought them together with the acquisition date;
- Candidates name and candidates card number for those candidates who received certificates through this center;
- The name and the card number for those candidates which took one or more tests inside the center but have not received ECDL Certificates, by mentioning those candidates which are considered to be inactive (low probability to apply for new tests inside this center);
- The name and the card number for those candidates which have cards issued more than three years ago, but which have not received ECDL Certificates;
- The name and card number for those candidates which have cards issued by other centers;

The database regarding the examination is configured in order to permit:

- Candidate identification;

For a candidate, following data should be identifiable, for all tests, including the not-passed ones or repeated;

- Complete candidate name, using uppercase according to the candidate's ID card;





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- Candidate's card number;
- Date of the tests;
- The number of the written paper and the version of the QTB used for testing;
- The names of the examiner and of the supervisor for the tested module;
- The name of the corrector which has evaluated the test;
- The grades for each question, as specified in the QTB (ECDLR);
- The number of the ECDL Certificate, if it was issued;

- Test identification

For a test, the following data must be identifiable:

- The test date;
- Start hour and end hour;
- The name of the candidates for that test;
- The name of the examiner which has selected the written paper (ECDLR);
- The name of the examiner / examiners which have supervised the testing;
- The numbers of the papers, the number and version of the QTB used for testing;
- Testing room, when the center has more than one testing rooms;
- The address of the testing Center, when the Center has more than one addresses;
- Any other observations related to the testing activity considered as being relevant;

6. Examination

6.1. Examination programming

General conditions

The maximum number of candidates having simultaneously a test cannot be more than the number of available computers in the testing room, according to the most recent audit, excepting the test for module 1. For module 1, the programming should be done so as the candidates in an hour to have a minimum distance of 1.5 meters one to another

The maximum number of candidates to have the test in an hour is **25** in an hour. In special cases, ECDL Romania can pass this rule, for each examination session separately.

The minimum number of exams that can be held during an examination session, without any penalties from ECDL Romania is **20**.

The testing Center will notify ECDL Romania regarding the examination date with minimum **15** days before the examination (see Annex VI) and assures that receives the approval in maximum 24 hours.

Cancellation of an approved examination session can be done with at least **7 days** before the examination date. When the session will be canceled in less than **7 days** until the examination date, the testing Center will have to pay the penalties to ECDL Romania.

The candidates cannot attend the examination if they did not paid an ECDL Skills Card.

The candidates must have for each exam, a valid ID document with picture.





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The last registration is allowed with maximum **3 days** before the examination date. The Center will notify, 3 days before the examination, ECDL Romania regarding the registered candidates and the examination modules and looks for a confirmation (see Annex VII – examination programming model)

The Coordinator will designate an authorized examiner for the examination. The instructor who performed the instruction for the examined module (modules) does not have the right to be present in the examination room during the examination.

The exams must be scheduled so as to permit the supervisor to reach the testing center headquarters with at least half an hour before the testing.

The examination program is: **from Monday to Friday between 09.00-19.00** and **Saturday between 09.00-14.00**. On Sunday no exam will take place. For special cases, ECDL Romania can pass this rule for each examination session separately.

A center cannot have more than **8 hours** of exams per day.

The characterization of the special cases belongs strictly to ECDL Romania and it's made on the base of a notification from the center.

Scheduling

The center's delegate will submit to ECDL Romania, or to the regional delegate, at the above mentioned terms, the examination request and the list of candidates (Annexes VI and VII) and looks for confirmation from ECDL Romania. Also, if the request is submitted to the regional delegate, a copy of the request will be submitted to ECDL Romania.

6.2. Examination preparation

In the test day, or at most one day before, the IT responsible will verify correct functioning of the equipments and applications. Proper functioning of the computers, network, **including administration rights** (to permit the access of the examiner to all computers and to restrict the access of the candidates by limiting their access only to their computer), printers and CD-RW will be verified. E-mail addresses will be configured according to the requirements, at least one address for each computer and three addresses on the server accessible to the examiner and the supervisor. Internet connection will be verified and also a virus check will be performed for all computers. The existence of archiving software will be assured.

Other settings

Printing

The examination room must have a printer available for all computers. If this printer does not exist, then "print to file" will be used. In order to "print to file", it is necessary that on every computer **XEROX 4900 PostScript** printer needs to be installed.

The default folder for saving the *.prn file will be "MyDocuments".

Files view

On all computers, by default, list view will be set. Also the extension of the files must be visible!!!

Measuring unit

No matter what Office version is used, the measuring unit will be the **centimeter**.

Spelling and grammar





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The spelling and grammar for new tests will be set to **Romanian**. In order to use this option, Romanian dictionary must be installed.

Desktop icons

Where the test requires that the desktop items have to be moved, the Testing Center must assure that the "auto arrange" option is not active and the icons are properly arranged.

Home page for Internet explorer

All computers will have the same home page.

It will be confirmed that all equipments and applications used are those mentioned in the last list at ECDL Romania. The following data for hardware will be recorded: the type of the processor and the speed and capacity of RAM memory for each computer and server as well as the number of computers and the following data for software: name and version of the application, including the web browser and e-mail application, as well as the network and internet access software.

The positioning of the candidates will be established, depending of the testing modules, in order to prevent collaboration, copy or observation of another's candidate test.

Inside the testing room no other activity will be programmed during testing. Unauthorized personnel will not have access to examination without ECDL Romania authorization or special cases.

The registration list, based on the programming (Annex VII) will be checked. This list must contain:

- Name and surname of the candidates;
- Series and numbers of the ID documents;
- Allocated card number;
- Testing modules / exam hours (minimum 5 exams / hour);
- Candidate's signature;

The existence of a wall clock, visible to all candidates will be assured and it will be considered the unique device for measuring the official time.

On the server, a folder named "[Center's name] [Examination date]" will be created. This folder will contain subfolders with the names of all candidates registered for examination for that session.

Conclusions

The duration courses cannot be established at this point in the project. All learning/testing materials have to be realised before the duration of the courses can be foreseen.

Deliverables

Report containing detailed description of the functioning of the new CECA centre

