

Instructions for Participants – FY'21 International Certification, 3rd Term

1) Logging into the Certification System (Moodle)



Link: <https://certification.datalab.eu/>

Required Browser: Use *Microsoft Edge* to ensure a secure connection!

Username and Password:

- Using the username and password that you will receive in individual emails from Blažka Pečjak between 9 and 16 April 2021.

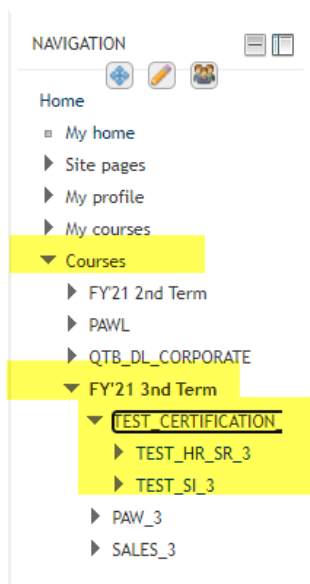
2) Practice Test Environment – Available 9-20 April 2021

We set up a **practice test environment**, including a **practice test**, so that you can **try** to:

- a) Log into the system.
- b) Solve the practice test.
- c) Check out our tips and troubleshoot if something goes wrong.
- d) Report the issues before the actual certification. If you find an issue or a bug before certification officially begins, please send a ticket to Blažka Pečjak at blazka.pecjak@datalab.si.

The practice environment will be available between 9 and 20 April (test the options above).

Practice Tests (Exams):



- a) TEST_HR_SR – A practice test in Croatian/Serbian.
- b) TEST_SI – A practice test in Slovenian.

3) Issues during Certification and Help Line

If you run into problems when logging in or taking the test, please report it to your **sub's contact person** (first line of assistance):

- **Slovenia:** Blažka Pečjak (blazkapec777)
- **Croatia:** Dijana Latković (dijana.latkovic), Iva Devčić (iva.devci)
- **Bosnia and Herzegovina:** Aida Šabić (the_aeeda)
- **Serbia:** Zoran Nesterović (zoran.datalab), Nevena Čkonjević (live:51401c08fdd4f689)
- **North Macedonia:** Ana Trajkova (ana.trajkova), Marija Nikolovska (live:d709db9560f9be52)

If the contact from the first line of assistance is not able to solve your problem, they will escalate it to someone in HQ who will be available to assist you.

Please don't contact people not on this list.

4) Internet Speed and Stability

Certification will take place entirely online. Datalab will ensure that the certification server is stable and backed up daily.

Candidates must ensure that their internet connection is stable and fast enough. **Minimum speed: 2/2 Mbit/s; Recommended speed: 10/2 Mbit/s or more.**

Check this, please!

5) Access to Modules on Moodle (Courses) and Rules

- In the online certification system, candidates can only **access** certification tests for those modules (courses) that they **signed up** for.
- Each module will **open** at a **pre-determined date and time** as scheduled. Accessing the tests will not be possible before or after the scheduled date and time.
- If you try to enter a module for which you **didn't sign up**, you will get the following **error message**: **'You cannot enroll yourself in this course.'** (see picture below).

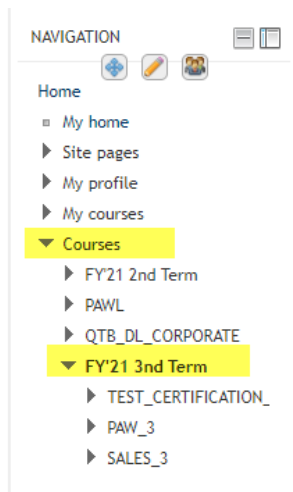


If this **error appears in a module for which you did sign up** and should be open for you, please go through these troubleshooting steps first and check:

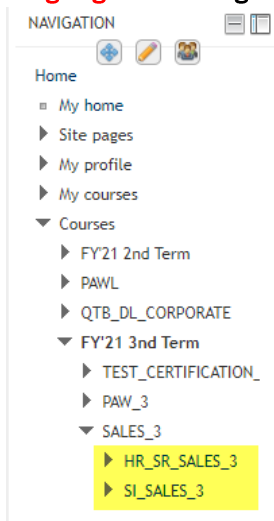
- Did you log in with the provided username and password?
- Did you click the correct module?

Only after taking these steps should you contact someone from the list in Part 3.

- To access the tests, first click **Courses | Module Name** (e.g. VAT) as shown in the picture below.



- e) Each module has tests available in two languages: SI, SR_HR. You can **choose ONE language** according to your own wishes.



- f) You can **only** take each test **ONCE**!
- g) You will have **90 minutes** to solve the test. When you start your attempt, the time will start counting down automatically.
- h) You are **allowed to use PANTHEON** (we recommend the last version) and **PANTHEON Help** during the test.
- i) **Communication tools**, such as Skype, e-mail, phones etc., **are prohibited** during the test.
- j) You can access the **updated certification rules** HERE: https://www.datalab.si/wp-content/uploads/2018/09/NEW_RULES_REGULATIONS_CERTIFICATION_FY21_DESIGN_ED_EN.pdf.

6) Using PANTHEON Help

During certification, it is only allowed to use PANTHEON (we recommend the last version) and PANTHEN Help on the website: <https://usersite.datalab.eu>.

You can use PANTHEON Help in the language of your localization. Alternatively, for additional help, you can also use instructions and explanations in English.

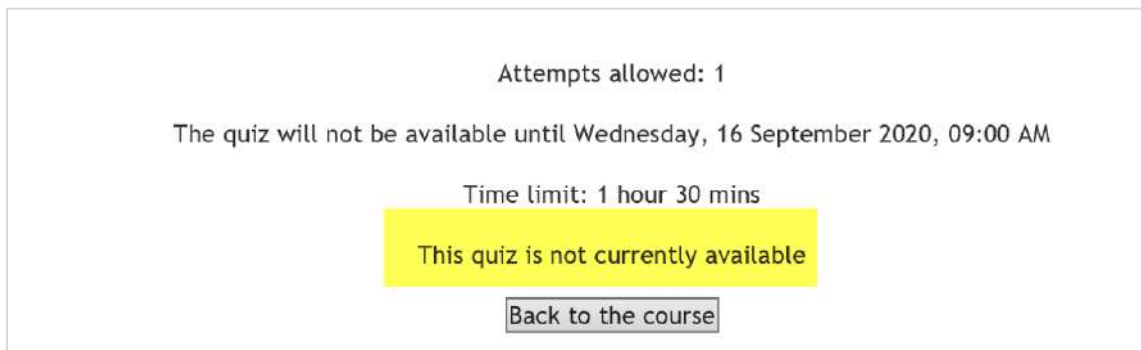
To change the language on the website (into English or any other chosen language), click Country and select your desired choice.



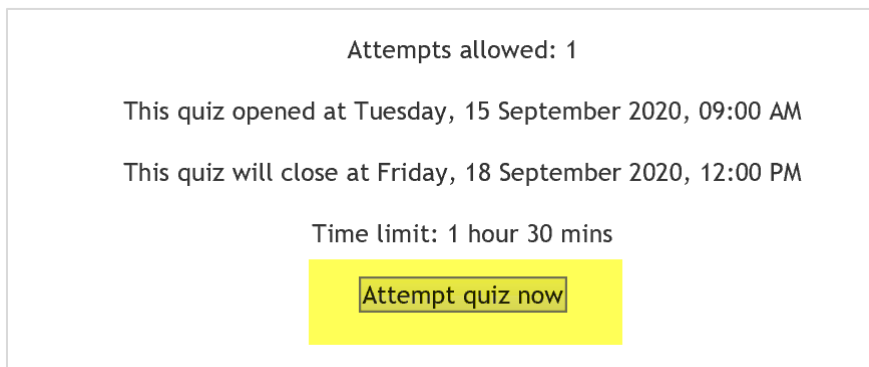
7) Solving the Test

When you open the test, you will see an **introductory window** containing information about how many **attempts** you have left (1) and how much **time** you have to solve the test (90 minutes).

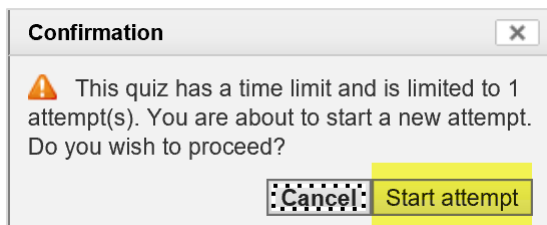
If the test is **not yet available** (did you try accessing it too soon?), you will see the following message: 'This quiz is not currently available' (as seen on the picture below).



During the **window of availability**, you will see the following button: 'Attempt quiz now'.

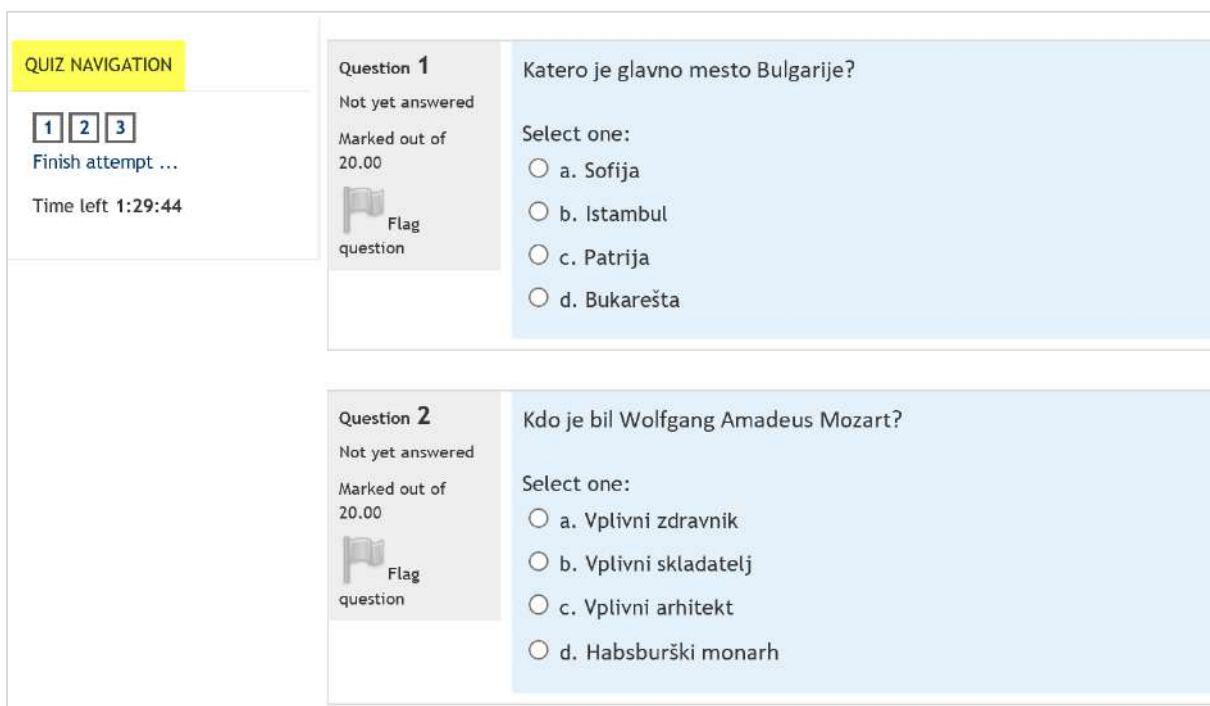


Clicking that button will open a confirmation window (see picture below) with another message. Click '**Cancel**' if you have changed your mind, or '**Start attempt**' when you are ready to begin. The automatic countdown will begin once you start your attempt.



The test is divided into pages. Clicking '**Next**' will take you to the next page.

During the exam or at the end, before finishing, you can use the '**Quiz navigation**' function (links to individual questions) to return to questions you want to revisit and make changes to (as long as you have time left).



Question Types

There are two types of questions.

The first and most common type is **multiple-choice** where you select **one correct answer**.

Select one:

- ☐ a. Sofija
- ☐ b. Istambul
- ☒ c. Patrija
- ☐ d. Bukarešta

The other type is **matching** where you mark each **statement** True or False.

Several types of fruit and vegetables are listed below. Mark each as Fruit or Vegetable.

Cabbage	<div>Choose... Fruit Vegetable</div>
Pineapple	
Kiwi	<div>Choose... ▼</div>
Carrot	<div>Choose... ▼</div>
Banana	<div>Choose... ▼</div>
Lettuce	<div>Choose... ▼</div>

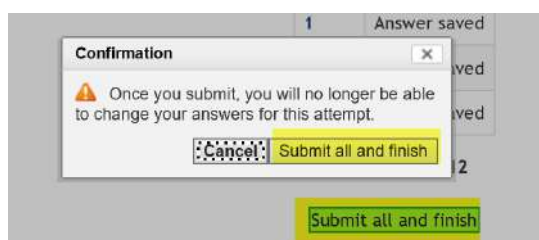
Completing the Test

When you've finished answering all the questions, you will see a **Summary of attempt** with information about how many questions you have answered and their status. As long as you have time left, you can return to the questions via 'Quiz navigation' and change your answers.

SUMMARY OF ATTEMPT	
Question	Status
1	Answer saved
2	Answer saved
3	Answer saved
Time left 1:28:02	
Submit all and finish	

When you're done with the final check and ready to turn in your test, click '**Submit all and finish**'.

Another confirmation window will open, giving you one final opportunity to go back ('**Cancel**') or complete the test ('**Submit all and finish**').



'I've lost track of time!' – If you run out of time (90 minutes for each test), the system will **automatically close the test** and save the answers you submitted up to the point of 90 minutes.

8) Certification Results

Candidates receive the results of the certification immediately after submitting their online test. Results are generated automatically and transparently.

Once a candidate finishes the certification session, they will no longer have access to the certification system. **Don't contact Product Managers and other stakeholders after the end of the certification. The tests are graded automatically.**

Any **claims** about the results, including **specific questions and certification areas** together with **justified arguments with concrete examples**, you can **send** at the **latest to 30 April 2021** in written form to blazka.pecjak@datalab.si or vanja.cigoj@datalab.eu.

The automatically generated certification results are not considered valid until the certification results are checked.

Within 14 days after taking the test and after the results of a particular Datalab SUB and partners were reviewed and verified as without irregularities at a particular certification term, the candidates receive official results and certificates.

If a candidate fails a test or is dissatisfied with the result, they have the right to retake the test within one fiscal year. Each candidate may take an exam for the same subject matter twice within one fiscal year.

9) Important tips

- a) **F5/Ctrl+R: Do not press F5 or Ctrl+R**, because this refreshes the active browser window and you might lose the answers you have submitted up to that point.
- b) **Closing the Browser/Test during Certification**
 - If you accidentally or on purpose close the test or your browser during certification in progress, **DON'T PANIC**.
 - **Re-open the certification system (Moodle).**
 - **Navigate back to the module** for which you were taking the **test**, and click '**Continue the attempt**' as shown in the picture below.

Courses

PAWL

QTB_DL_CORPORATE

SUPPORT

TEST_CERTIFICATION

TEST_EU

TEST_HR_SR

TEST_SI

Participants

Reports

General

Topic 1

Test_Primer_SI

Info

Results

This quiz opened at Tuesday, 15 September 2020, 09:00 AM

This quiz will close at Friday, 18 September 2020, 12:00 PM

Time limit: 1 hour 30 mins

Attempts: 1

Completed	Review
In progress	

Continue the last attempt

SUMMARY OF YOUR PREVIOUS ATTEMPTS

- However, you won't be able to continue if you run out of time in the meantime!