

The Challenge?

Shift a Global Certification Program from
Pencil-and-Paper Testing to Online in 2 Months

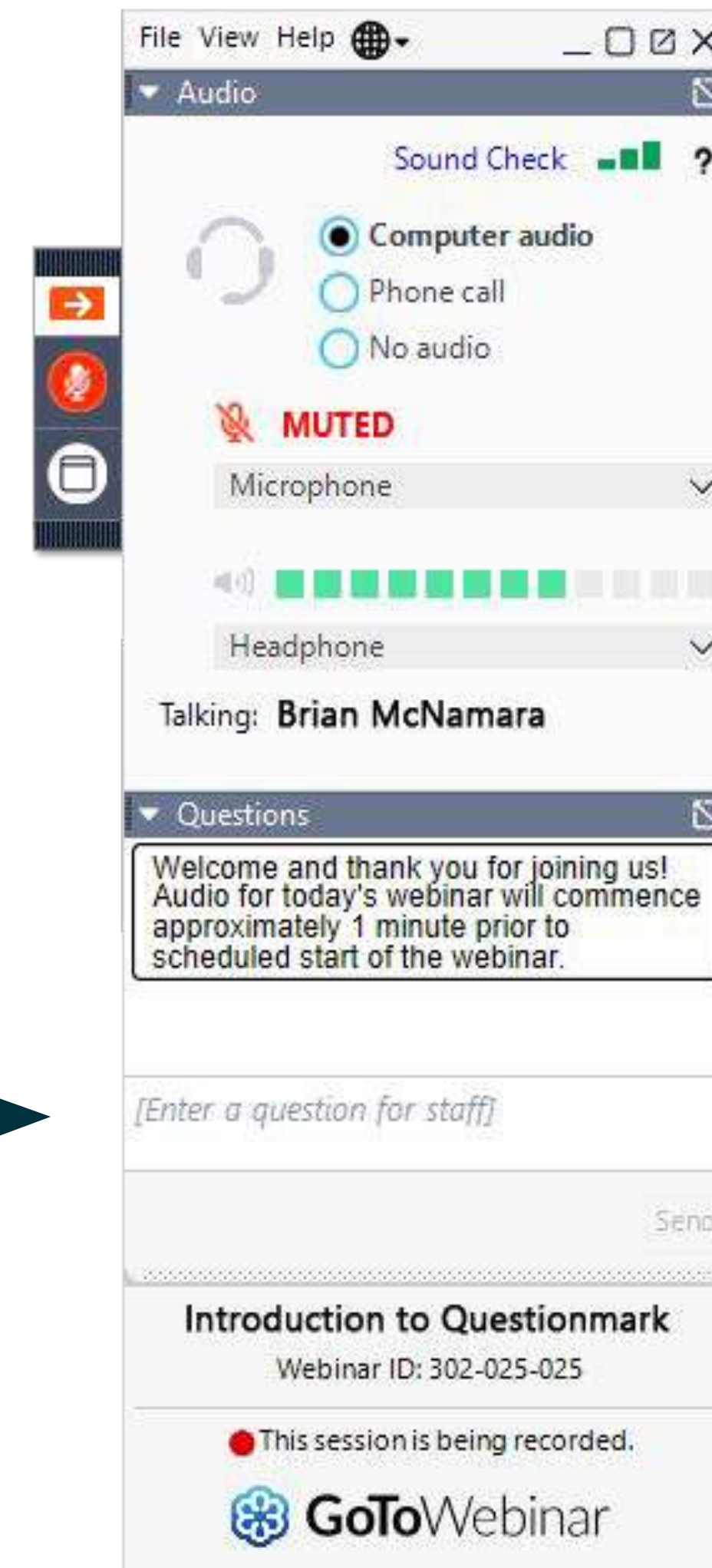


Before we get started

Watch for an email after the webinar to:

- Download slides (PDF)
- View a recording
- Explore valuable resources

To ask questions, use
the "Questions" feature

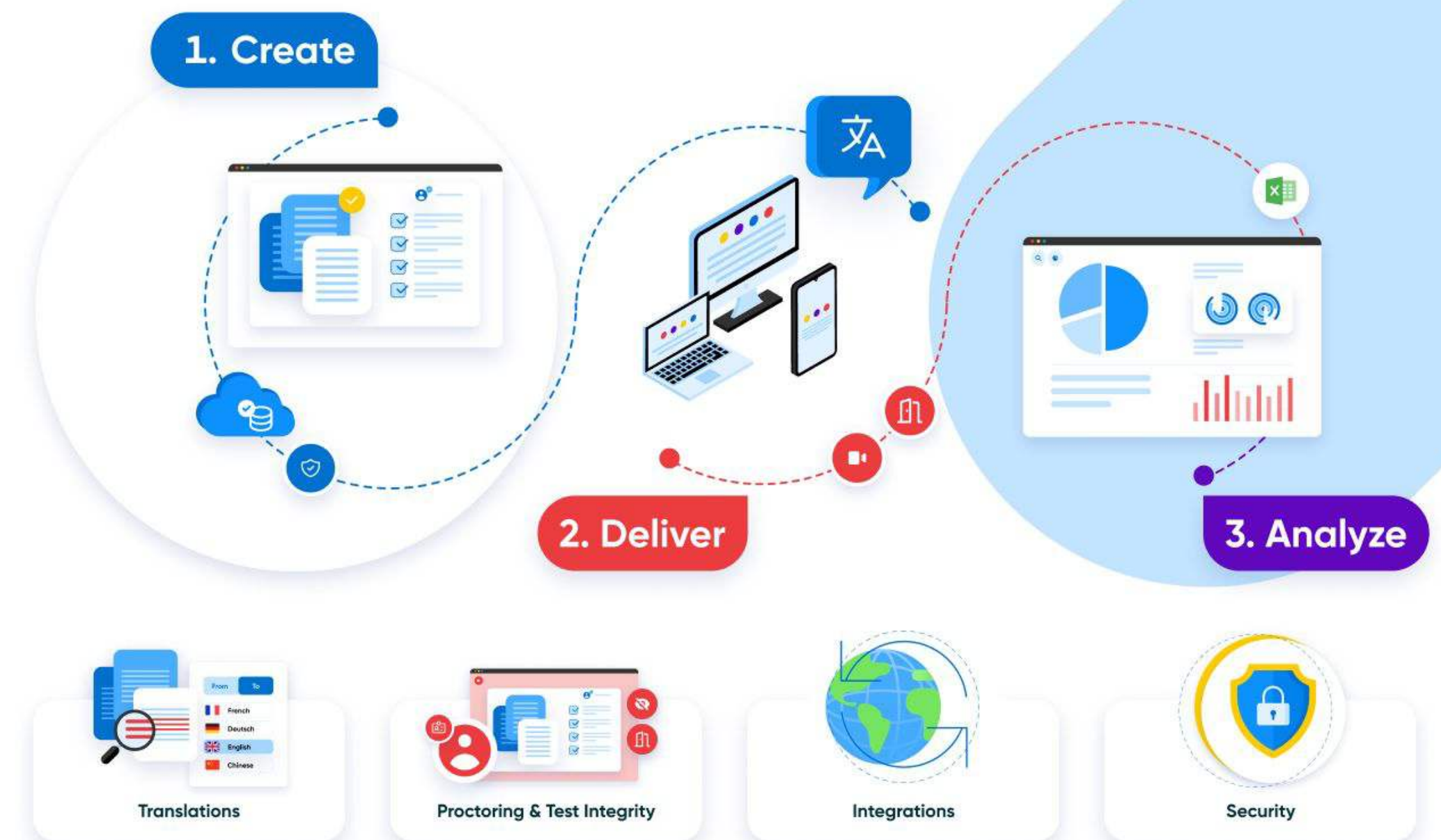


About Questionmark

Background

- Founded in 1988, recently acquired by Learnosity
- Assessment solutions to measure knowledge, skills, abilities and attitudes securely for certification, regulatory compliance, workforce learning, sales-force readiness and higher education
- ISO/IEC 27001 Certified (Learn more: www.questionmark.com/trust)

Assessment Management System





Sue Martin

Global Head of
Personnel Certification
TÜV Rheinland



- Sue has been a trusted advisor to companies and institutions across Europe in the area of workforce credentialing, learning strategies and certification for many years, including her role as Global Head of Certification at SAP
- Sue has held several positions within industry institutions, such as the Chair of the European Association of Test Publishers and a member of the Learning & Development Committee at BCS (British Computer Society) and an EU Subject Matter Expert on digital skills initiatives.



With deep roots in Germany – at home the world over: In 1970, TÜV Rheinland began to internationalize its operations. Today we are active in some 60 countries on all continents – from Argentina to Morocco to Vietnam.

Who is TÜV Rheinland?

We are a worldwide leading independent provider of inspection and testing services with a tradition going back nearly 150 years. More than 21,000 specialists work for the Group the world over. We strive for quality and safety in the interaction between people, technology and the environment. Our decisive edge is the tremendous technical expertise that we bring to bear in meaningful ways.



1872

was the year that the "Association for the Monitoring of Boilers in the Municipalities of Elberfeld and Barmen" was established – the organization that eventually became TÜV Rheinland.

345.1



million euros were invested by TÜV Rheinland in its innovation capacity from 2016 through 2019. The ongoing digital transformation, encompassing elements such as wireless transmission, cybersecurity and autonomous driving, has been an essential focal area – and one that will remain so in the future.



263

Laboratories worldwide test ergonomics and safety as well as functionality and suitability for use. We scrutinize an extremely wide range of products, including furniture and household appliances as well as textiles and toys. Added to that are products such as motor pumps, cables and solar panels, but also automotive tires and medical devices.

21,441

Full-time employees were employed throughout the Group on average over the course of 2019. That represents a 4.8-percent increase over the previous year.

Of which:

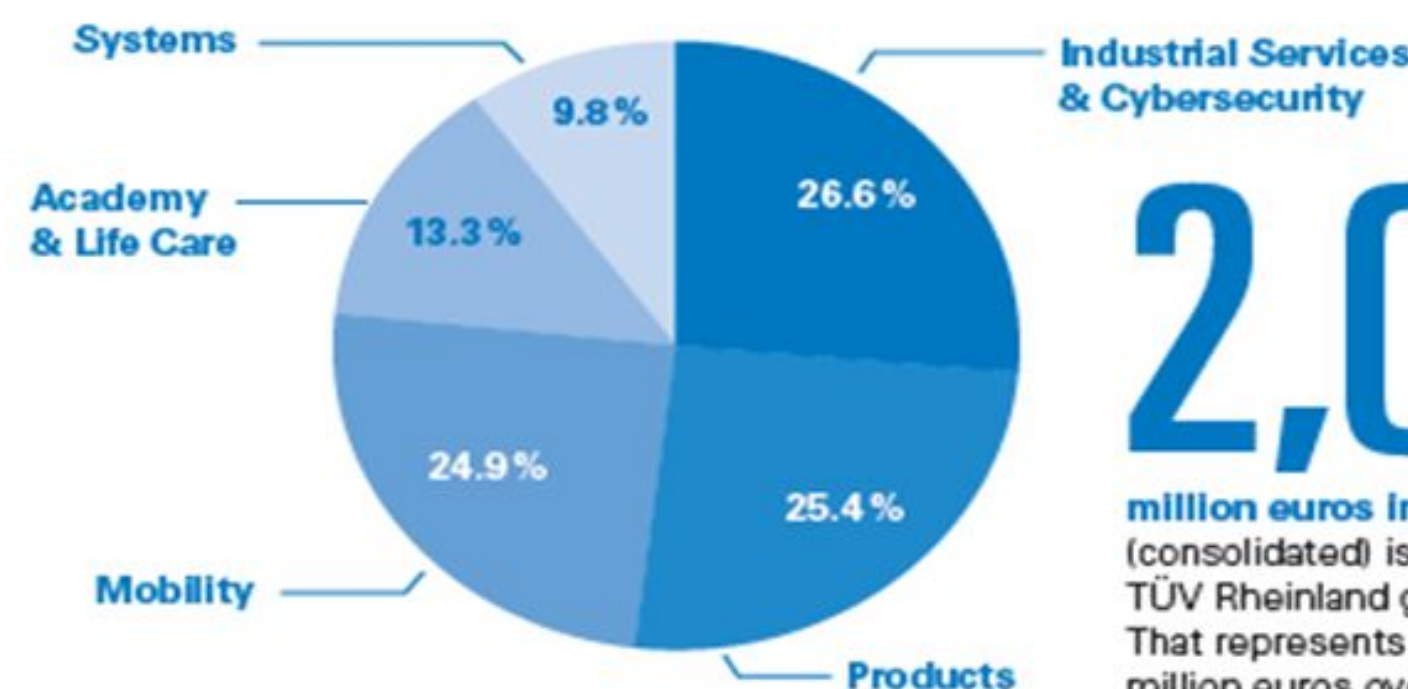
9,082 Region Germany
4,112 Region Greater China

Committed to sustainability:

Since 2006, TÜV Rheinland has supported the Global Compact between companies and the United Nations. At its core lies the concept of sustainability – and therefore compliance with fundamental values relative to human rights, corruption and also environmental protection.



WE SUPPORT



2,085

million euros in sales revenue (consolidated) is how much TÜV Rheinland generated in 2019. That represents an increase of 87 million euros over the previous year.

More than

750

accreditations have been granted to TÜV Rheinland worldwide. From occupational safety to rail technology approval management, each of these "Licenses to inspect, test and certify" confirms that we are able and authorized to provide certain services. To that end, we are regularly audited by an extremely wide range of accreditation bodies the world over.



TÜV Rheinland Academy in Figures

150

Academy locations
worldwide in 26 countries



30,000 personnel
certifications annually

 **Questionmark**
powered by Learnosity

 **TÜV Rheinland**[®]
Precisely Right.

Every 2 minutes

one person around the world completes a
TÜV Rheinland qualification and starts a
new career as a technical employee



2,100

training specialists around
the world

More than 750
certification programs

More than 30,000
seminars and training courses per year

More than
300,000
participants per year



Digitalization in a Complex Environment

Challenges

- Our core topics
- Production & technology
- HSE
- Quality management & sustainability
- Energy
- Mobility
- IT & data protection
- Trade, services and sales

**= Challenges throughout the transition:
multilingual, complex programs,
digital skill gap**

Our assessment methods

- Written exams (e.g. multiple choice questions, multiple response questions, essay questions, audit reports, case studies)
- Practical exams
- Oral exams

Multilingual challenges

Do you have a global standard?

What is the source language?

Who should be able to see what information in the system? (question pools, grading site, candidate data, grades, item statistics)

Do you have experts for each language?

Do you have a language in common with the experts?

Do you have IDs to identify programs / exams?

Have you translated everything? Will the correct information show in your reports, certificates, etc.?

Do you need guidelines for users in different languages? -> Versioning!

Do you have a process to make changes to the source and translations?

COVID Impact

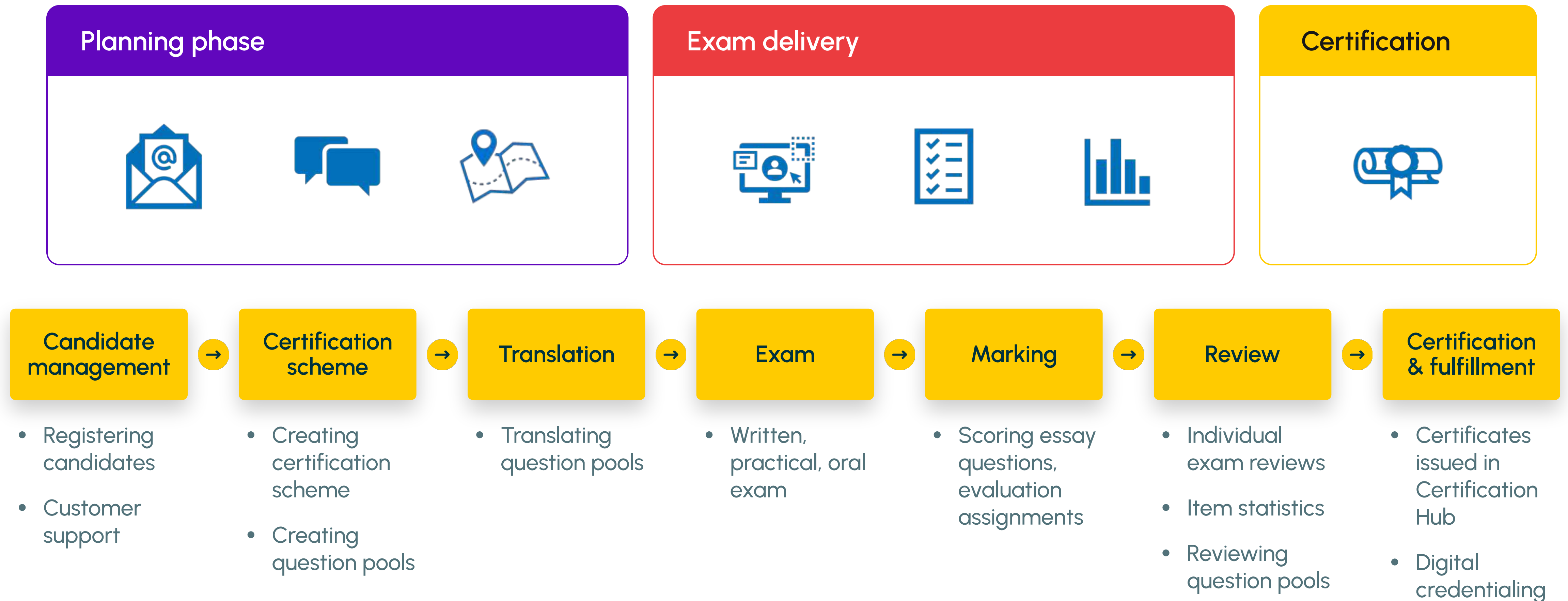
- Need for business continuity
- URGENT need to accelerate digitalization agenda
- Need to digitalize beyond just the online exam experience
- Need of customers to continue their learning path and pursue certification goals
- Need to meet new expectations: doing assessments anywhere and at any time, not having to travel
- Equal opportunities for all candidates around the world



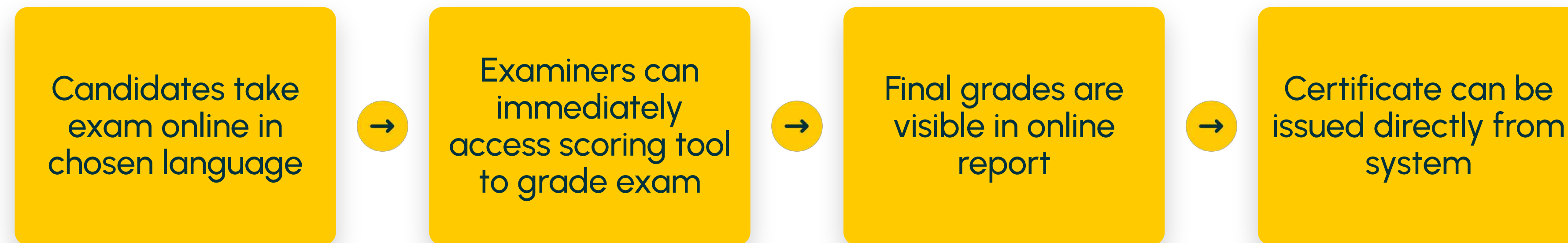
**Implemented Certification Hub
in Q1/2020 in 2 months**



| What Have We Digitalized?



Marking Essay Questions Online in Multiple Languages



Advantages

- Same exam available in multiple languages
- Reduced marking time
- Resources: We can use examiners from other countries e.g. Spain and Latin America
- More reliable statistics
- Audit path

Assessment Name▼	Un-Scored	Saved	Total
Demo Exam TÜV Rheinland	8	0	8
PR 328 IRCA QMS ISO Lead Auditor - 73984_102	18	0	18

Next >> Cancel ?

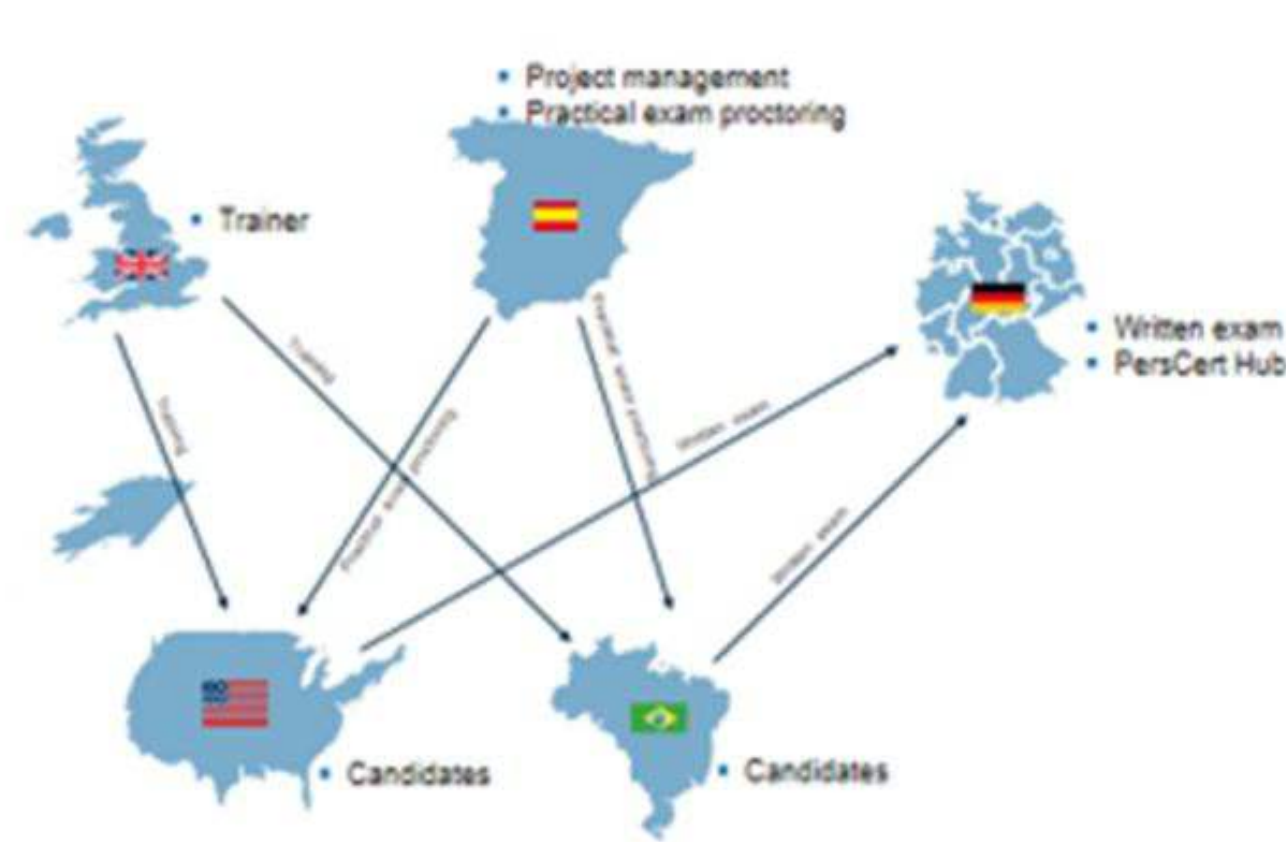


Written and Practical Exams

- Online Proctoring and practical exams
- International multi-site examiner team for international project development
- Candidates all around the world examined at the same time

Written exams

- Online proctoring & platform
- International examiner team



Practical exams

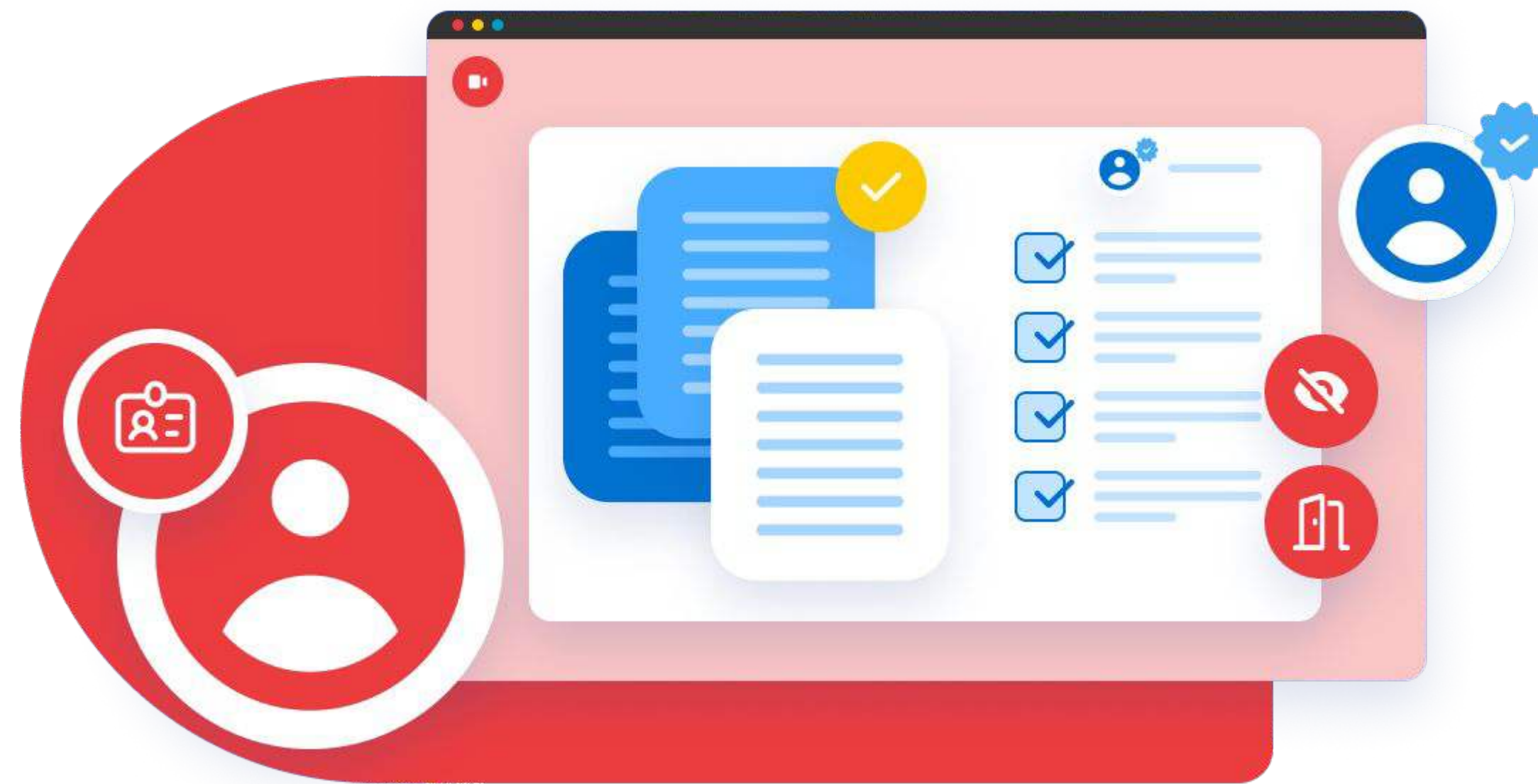
- Multi-site live streaming system
- Examiner team located at multiple sites (online)
- TÜV Rheinland proctor located at multiple sites (online)

Advantages

- Multi-located candidates
- Multi-located specialists, proctors and examiners
- Organization cost reduction
 - Travel
 - Fees
 - Expenses
 - Etc.
- Simplifies exam organization
- Expanding markets

| Question

Will Online Proctoring become the New Normal post-COVID?



Certification Hub - Online examinations

Online Testing Event

- TÜV PersCert Proctor observes candidate via webcam throughout exam TÜV PersCert Proctor preschedules Online Test Center event
- Proctor offers local language support
- Group of candidates work remotely on own PCs, either locked down by QM Secure browser or Desktop Sharing

Online Proctoring Appointment

- Proctoring pool of external proctors available for scheduling 24 x 7 validates ID and observes examinee via webcam throughout exam
- Candidate can schedule own appointment
- Proctors only speak English
- Examinee works on own PC, locked down by QM Secure Browser


Online Proctoring = the "new normal" for TÜV post-COVID-19
= Benefits: automatization, transparency, defensibility; valid & fair & reliable assessments

Self-service portal for exam candidates

- Schedule exam appointment or see pre-scheduled event
- Take exam at booked time with online proctoring via webcam and/or Secure Browser on own device



Candidate Dashboard Available in Multiple Languages



Precisely Right.

To return to this Dashboard from anywhere in this site, click on the home icon at the top left of the page.

Welcome to the TÜV Rheinland Certification Hub! You have received your access instructions via email and now it is time to focus on your upcoming exam. From your email you can see whether you have been authorized for an Online Testing Event but currently only in English).

Technical Support:
Chat with a Technical Support Agent [here](#).
Find out more about [PersCert TÜV](#).

If you have been invited to an **Online Testing Event**, follow the next preparation steps **at least 24 hours prior to the event**.

1. Set your [local time zone](#)
2. Read [Online Testing Event process](#)
3. Read the [FAQs](#)
4. Test communication and bandwidth

You will be asked to consent to this [Candidate Agreement](#) before starting your exam.

If you have been authorized for an **Online Proctored Appointment**, follow the next preparation steps **at least 24 hours before your exam appointment** and then book your appointment slot.

1. Set your [local time zone](#)
2. [Install Questionmark Secure](#) and launch a sample assessment
3. Test your IT setup
4. Read [Online Proctored Appointment process](#)
5. Read the [FAQs](#)

You will be asked to consent to this [Candidate Agreement](#) before starting your exam.

My Assessments

You have no scheduled assessments.

Exam Name	Appointment Status	Appointment Date	Options
Demo of all question types with QMSecure (TÜV)			Schedule

Susan.Martin@de.tuv.com

Susan
Martin
Susan.Martin@de.tuv.com
[Edit my profile](#)

FAQs, user instructions, etc.
All available to candidates in 13 languages

如需返回控制面板，请点击页面左上方的主页图标。

欢迎来到莱茵TUV认证中心！您将通过电子邮件收到访问说明，是时候关注即将到来的考试了。从您的电子邮件中，您可以查看您是否已被授权参加由当地监考员安排的TUV莱茵在线考试活动，以及提前安排的日期和时间，或者您是否应该预订在线监考预约的日期和时间(全天候提供，但目前只有英语版本)。

您需要知道

如果您已预约参加在线考试，请在预约考试前至少24小时进行后续准备工作。

• [设置当地时区](#)

• [阅读在线考试事宜流程](#)

• [阅读常见问题解答](#)

如果您已获得在线监考预约的授权，请在预约考试前至少24小时完成接下来的准备步骤，并预约考试时间。

• [设置当地时区](#)

• [进行系统测试安装Questionmark Secure并进行模拟考试](#)

• [测试通信和带宽](#)

• [阅读在线预约管理流程](#)

• [阅读常见问题](#)

如果您需要技术支持：

• [在这里与技术支持代理沟通](#)

• [与监考支持人员沟通](#)

[在这里了解更多关于TUV莱茵认证](#)

在考试开始时，需要您同意一份考生协议。如果您想提前阅读，您可以在[这里](#)找到它。

| Where do we go from here?

- Digital badges
- User instructions for different roles in dashboards
- B2C webshop integration
- Reporting enhancements
-



| Question

What will be the next big thing for your program?



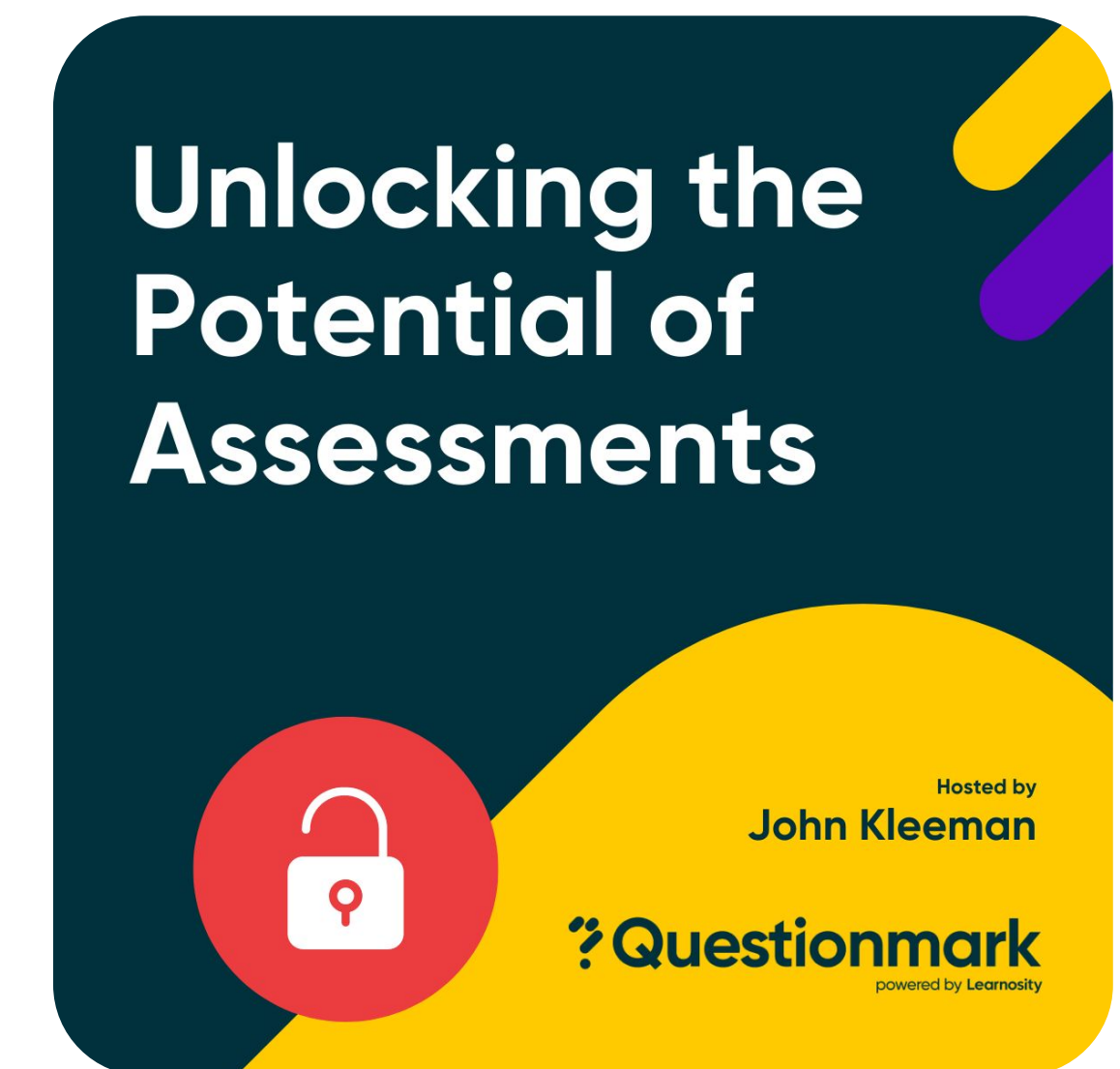
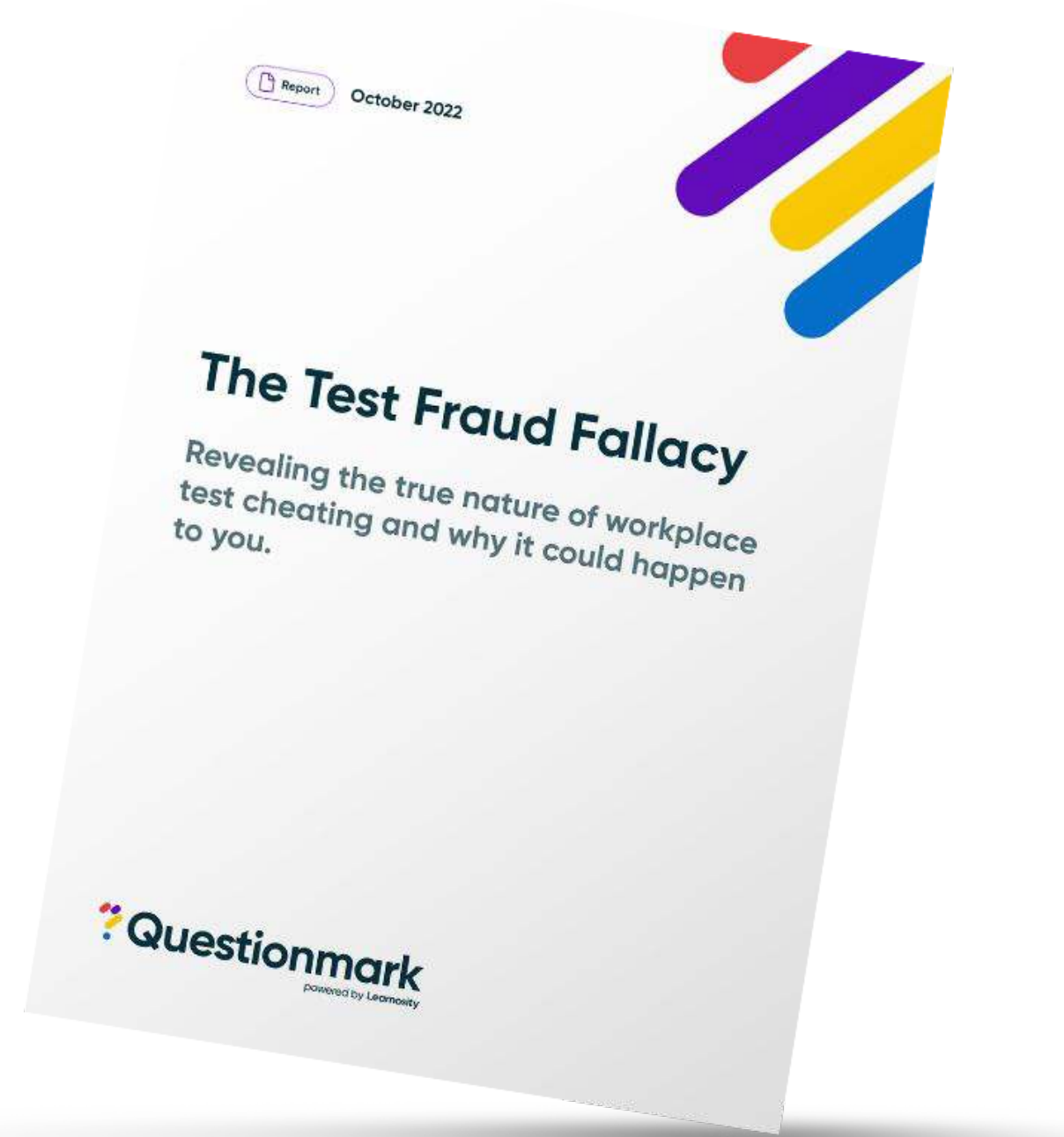
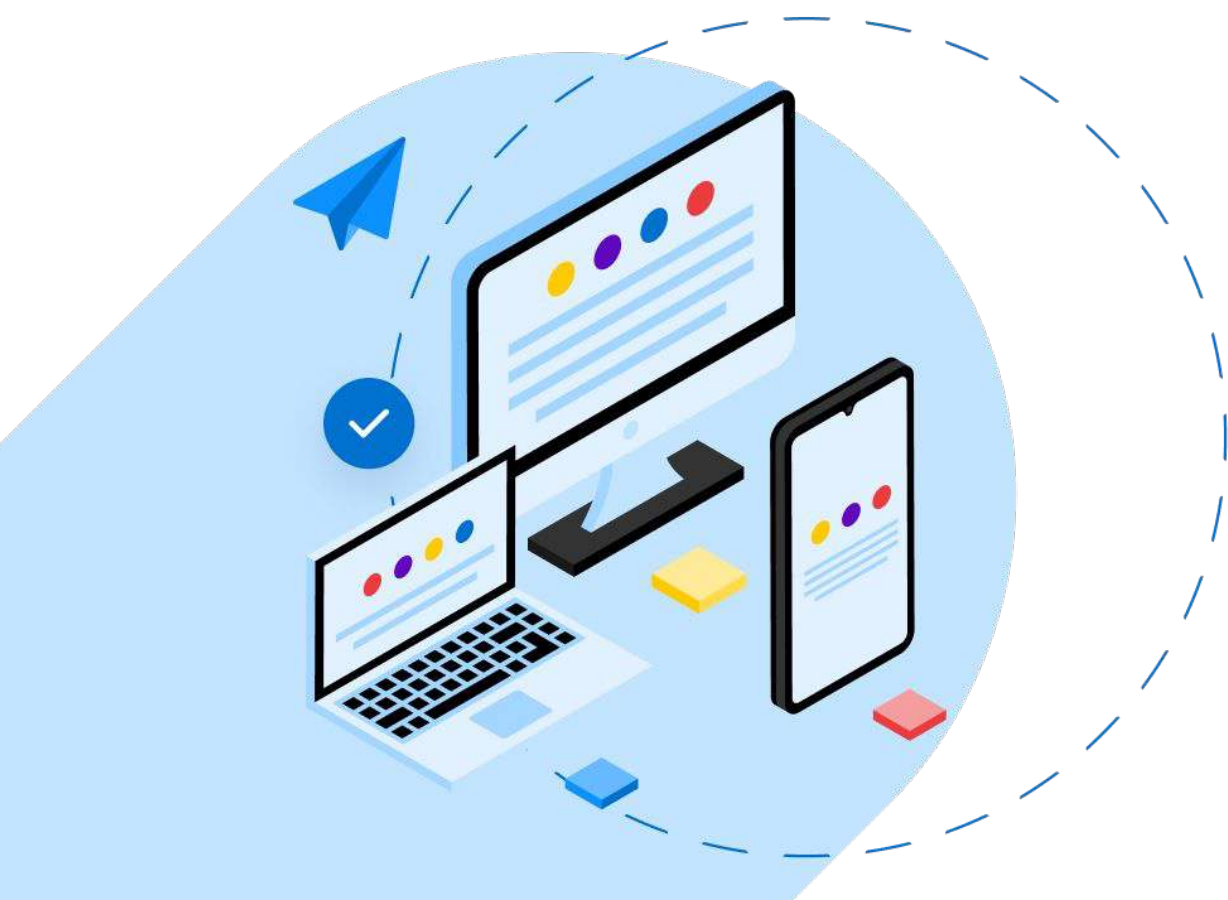
Q&A

| Questionmark's Resources

Check out our website to find the latest:

- Reports
- Webinars
- Blog articles
- Podcast episodes
- And more!

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