CISIA

TOLC RULES FOR PARTICIPANTS

1. CISIA (TOLC) ONLINE TESTS

1.1 Definition

CISIA Online Tests (hereafter TOLCs) are individual tests, usually different for each participant, consisting of questions automatically and randomly generated by the CISIA TOLC database through proprietary software. Both the tests and the software are implemented and maintained by CISIA.

All TOLCs have a similar or at least comparable difficulty.

1.2 Structure

TOLCs can be automatically generated or selected from a set of pre-prepared tests, all with similar or otherwise comparable difficulty level, and originating from the CISIA TOLC database.

The structure of the different TOLCs, meaning the sections that make up the TOLC, the number of questions for each section, and the time available to take the test, is always updated and available on the CISIA portal. Any changes to the structure of TOLCs or the overall organization are notified by December 31 of each year. The knowledge syllabi, meaning the topics covered by each TOLC, are up-to-date and available on the CISIA website www.cisiaonline.it.

The questions found in the TOLCs are multiple-choice ones and have 5 possible options, only one of which is correct.

The Italian-language TOLCs are supplemented with a section to assess English language proficiency.

The TOLCs structure for the year 2026 will be the following:

- TOLC-I has four sections: Math, Logic, Science and Verbal Comprehension
- TOLC-E has three sections: Logic, Verbal Comprehension and Math
- TOLC-F has five sections: Biology, Chemistry, Mathematics, Physics and Logic
- TOLC-B has four sections: Basic Math, Biology, Physics and Chemistry
- TOLC-S has six sections: Basic Mathematics, Problem Reasoning and Text Comprehension, Biology, Chemistry, Physics and Earth Sciences
- TOLC-SU has three sections: Reading comprehension and knowledge of the Italian language, Knowledge and skills acquired in studies, and Logical reasoning

- TOLC-AV has six sections: Biology, Chemistry, Physics, Mathematics, Logic and Verbal Comprehension
- TOLC-PSI has five sections: Reading Comprehension, Basic Math, Verbal Reasoning, Numerical Reasoning, and Biology
- TOLC-AV has three sections: Logic, Verbal Comprehension and Math
- TOLC-SPS has three sections: Reading comprehension, acquired knowledge, reasoning and mathematical language.

1.3 Databases for tests and validation

The CISIA TOLC database is a confidential and protected database, not open to public browsing, and is the exclusive property of CISIA. For TOLC-F the questions are taken from a public and user-accessible database. The questions database is periodically updated and validated by the specially established scientific committees coordinated by CISIA.

1.4 Delivery

TOLC@UNI and TOLC@HOME are provided by the individual locations. Location means the participating university facility.

TOLCs take place according to a general schedule established by CISIA in agreement with the member locations; the calendar with the dates available for the tests can be found on the CISIA website at www.cisiaonline.it.

1.4.1 Delivery in IT classrooms at university facilities (TOLC@UNI)
TOLCs are made available to each participant through the CISIA platform in special accredited IT classrooms set up by the participating university facilities.

1.4.2 Remote delivery in virtual classrooms (TOLC@HOME)
TOLC@HOME tests are delivered to each participant through the CISIA platform, with the use of tools and technologies that create virtual classrooms where a safe and controlled environment is made available to each participant in such a way he/she can be correctly identified and take the test independently. Virtual classrooms are managed by university locations in collaboration with CISIA.

1.5 Assessment and results

Each TOLC result, with the exception of the English Language proficiency test, is calculated based on correct, incorrect and unanswered answers which leads to an absolute score, obtained according to the following:

- 1 point for each correct answer
- O points for each omitted answer
- –0.25 penalty points for each incorrect answer.

For the English Language proficiency test, there is no penalty for incorrect answers and the score is calculated by awarding 1 point for each correct answer and O points for incorrect or omitted answers.

From these data, each member location can interpret the TOLC result, using its own internal scoring system and possible coefficients to weight the individual section scores, and set its minimum threshold for passing the test. The assessment criteria and passing thresholds set by each location are available on the websites of the various universities along with the information necessary to pass the test for registration purposes. To facilitate the dissemination of this information, CISIA is including links on its portal to the various university websites.

1.6 TOLC Validity

Participating in the TOLCs are university locations through their departments, schools, or similar facilities, which from henceforth shall be referred to simply as "locations" and/or "university locations".

TOLC member universities guarantee the same organization methods for all participants better detailed in these rules. For this reason, the result achieved in the same type of TOLC is valid, regardless of the method (at the university or at home) and location of delivery, during admission to a degree program, for all the various locations using that same TOLC. The TOLC validity is accepted by all the locations at least for the year in which it was taken. Universities indicate in their announcements and/or notices, which delivery methods (TEST@HOME and/or TEST@UNI), and consequent results, they recognise as valid for the purposes of access to their courses of study.

If the TOLC result led to an admission with OFAs (Additional Educational Obligations), the student shall meet such requirements in the manner described in the University's educational regulations, as established by the regulations in force, at the location where he or she is enrolled.

2. PARTICIPANTS

It is possible to take a TOLC test starting from the penultimate year of Italian or foreign high schools. People who have earned a high school diploma in Italy or abroad if recognized in Italy can also take the TOLC.

Those who take the TOLC without having the requirements listed above risk that the TOLC results may not be recognised by the university locations.

Each participant may take each type of TOLC, regardless of the delivery mode, no more than once per month regardless of the organizing university location selected.

A person who is registered in a TOLC cannot enter another TOLC of the same type before he or she has taken the one for which he or she is already booked. It will be possible to register for another test; however, it shall be in a different calendar month, starting from the day after the date of the test in which that person was registered.

3. REGISTRATION, ENROLMENT AND PAYMENT

3.1. Method of registration and enrolment

The TOLC participant registration and enrolment steps are as follows:

1. The participant must register in the CISIA Test reserved area of the cisiaonline.it portal through the appropriate form. He/she will receive from the system, at the e-mail address specified at the time of registration, the information to access the personal area on the CISIA portal. The participant shall also confirm the registration and activate the profile by clicking on the link in the e-mail

2. using the credentials, the participant shall log in to his or her CISIA Reserved Area from where he or she can select the delivery method (TOLC@HOME, TOLC@UNI) and the type of TOLC in which he or she wishes to register. Then:
   - select the method of payment
   - select the university location and the date on which he or she wishes to take the TOLC
   - if a TOLC@HOME is chosen, you will need to upload the image (front and back) of a valid identification document on the date of booking (if the identification document is not available due to loss or theft, it will be acceptable to upload the related police report). The images of the uploaded document must be in jpg, jpeg or png format and perfectly legible, otherwise it will be impossible to take TOLC@HOME. It is forbidden to use VPN/PROXY connections or any system and/or technology that relocates the access point to the Internet network from the actual network to which the laptop and mobile device (point 4.2) that the user is using to take the TOLC@HOME are connected, and the test must be taken in the State indicated when booking the TOLC@HOME

3. pay the registration fee, collected by CISIA on behalf of the University where he/she wishes to take the test, either at the physical or virtual location.

Payment can be made by:

- MAV
- credit card
- other systems that may be available.

The deadlines by which the participant can register depend on the chosen date, as follows:

DAY OF THE TEST	ENROLMENT DEADLINE
Monday	2:00 pm - previous Tuesday
Tuesday	2:00 pm - previous Wednesday
Wednesday	2:00 pm - previous Thursday
Thursday	2:00 pm - previous Friday
Friday	2:00 pm - previous Friday

In case the enrolment deadline is on a public holiday, it will be postponed to 2 p.m. on the next business day.

3.2. Payment of Contribution

For each test, the participant must pay the mandatory all-inclusive fee contribution, collected by CISIA on behalf of the university location, physical or virtual, at which he or she takes the test. The amount of this contribution is non-refundable and is the same across the country and is set each year by the CISIA Consortium Assembly.

For the year 2026, this contribution has been set at EUR 35.00.

Payment may be made by:

- bank MAV
  The bank MAV must be paid by the deadline shown on the MAV slip. CISIA reserves the right not to guarantee a place in the classroom for those who do not issue the MAV payment by the deadline. The participant, upon successful payment to CISIA, will receive confirmation to the e-mail address provided at the time of registration. After receiving the confirmation, he/she will have to print out the receipt of payment and registration, which he/she will find in his/her CISIA reserved test area under the menu item "Managing My Bookings"
- Credit Card
  Upon successful payment by credit card, the participant can immediately print a receipt of payment and registration, which they will find in their CISIA test area.

The participant can print out the receipt of payment and registration that can be found in the CISIA test reserved area under the menu item: "Managing My Bookings".

For TOLC@UNI, it will be available as soon as the transaction is completed.

For TOLC@HOME, you must also do the following:

- upload your profile picture to your CISIA test reserved area;
- download and install the APP to take the test no later than the day before;
- it is recommended to take at least one simulation test before the TOLC@HOME.

Registration is confirmed only when there is a receipt of payment and registration in the "Managing My Bookings" reserved area.

This receipt must be presented to access the classroom and entitles the participant to take the test If you do not receive confirmation of payment and do not have the registration and payment receipt, you will not be allowed to take the TOLC.

3.3. Exceptions

3.3.1 Changes to registration
Once registered in a TOLC, it is no longer possible to cancel it.
Enrollees, by logging into their CISIA test reserved area under the "Managing My Bookings" menu can modify their booking by changing:

- the date of registration
- the location
- the type of TOLC
- the test mode.

You can make the above changes provided that:

- registrations for the currently booked TOLC and those for the new one are still open
- there are still seats available
- payment is completed.

3.3.2 Absences
If you miss the TOLC test for which you registered and paid the applicable fee, you may re-register on another date, even at a different location from the previous one, using your credit from the previous registration.

Each participant's CISIA test reserved area will show any unused credit as of the day following the TOLC for which the absence occurred.

Reusing the feed already paid is only possible in the year of payment and by the last available TOLC date of the year.

The credit can be used to book another test of any type even if it is different from the one for which the participant received the credit. Credit earned via absence can also be spent within the same calendar month as the test, as long as registrations are still open and seats are still available.

Those who, upon further registration in a TOLC test using their credit, miss it once again will forfeit the fee paid.

Credits not used within the calendar year cannot be spent in subsequent years and will not be refunded.

3.3.3. Technical Issues
In the event that technical problems of various kinds (e.g., loss of connection, power outage, audio or video problems) are encountered during the delivery of the TOLC test and particularly of the TOLC@HOME, the TOLC can be reset by the location.

This generates a credit that can be used to book a new TOLC, even during the same calendar month, as long as registration is still open and there are still seats available. The credit will be available in the CISIA test reserved area starting the day after the TOLC reset by the Commission. Again, the credit can be spent by the last TOLC date of the year and, if not used, it will not be refunded. A credit as a result of test reset does not add up to a credit for an absence.

3.3.4 Voiding the test
If, when taking a TOLC test, the committees find serious irregularities (e.g. the use of unauthorized devices, searching for hints or copying of questions) the test may be cancelled.

In this case, the participant will be allowed to book a new TOLC from the following month by paying the registration fee again.

In any case, CISIA shall not validate the test or shall not allow it to start, considering it null and void and therefore non-refundable, if the laptop or connection used by the participant, in the TOLC@HOME mode, does not meet the mandatory standards better defined in these rules.

It is understood, by way of example, that TOLC@HOME will not be validated or will not be allowed to start if it appears that they are carried out through the use of

devices, of whatever nature, other than the participant's laptop and that they do not comply with the rules set out in these regulations.

4. TAKING THE TEST

4.1 TOLC@UNI

The following are the instructions to take the TOLC@UNI test.

4.1.2 Digital classroom access and test start procedure

On the day of the TOLC, test participants must:

- bring with them a printed copy of the payment and registration receipt and a valid identification document
- report to the classroom at the time specified on the payment and registration receipt making sure to remember the username and password for the CISIA test reserved area
- log in with their credentials to the TOLC login page. The workstation will already be set up with the page at the login link. The system will show to the participant on screen their personal identification information, photo and TOLC booked that day. The commissioner verifies that the data does indeed correspond to the person at the work station:
    - if they do not match, the commissioner uses the cancellation button from the test management interface. The cancellation is recorded in the minutes with the reasons for it and the person is removed from the classroom
    - if they match, the commissioner validates the participant. the participant, validated in the presence of the commissioner, clicks on the TOLC test of the day he/she is to take it and clicks on the button to start the full-screen test. Clicking on the TOLC of the day by the validated participant is equivalent to applying the signature at entry
- the participant will have to wait silently for the committee to complete the steps described for the entire classroom. The committee will start the test for all identified and validated participants.

In case of issues accessing the CISIA test reserved area, the participant may request support from the classroom committee.

4.1.3 Test procedure

During the test:

- no breaks are scheduled. In exceptional cases, the committee may grant a break and/or manage the support for the participant. If granted, the break will take place at the end of a section and before starting the next section
- the participant may not use computerized tools or other aids, except those needed by participants with disabilities or specific learning disorders for the purpose of equal performance of the test and communicated to the committee by the competent offices and/or Location Manager.
- TOLC ends at the end of the allotted time of the last section or when the participant presses the dedicated button. The data for each individual test is sent to the CISIA server which, in real time, returns the result to each participant on the screen
- participants can finish the test only from the last section. The test, once started, is valid even if completed before the allotted time expires. The system records the score in any case;
- participants may complete the test and leave the classroom according to the directions that will be given by the classroom commissioners. The participant who wishes to end the TOLC and leave the classroom:
  - must get to the last section of the test
  - must press the button that allows ending the test by following the directions shown on screen; this is equivalent to an "exit signature" in the case of a digital procedure
  - must review on screen the number of correct, incorrect and omitted answers by TOLC section and the score per section and the total score
  - must return all received and certified sheets to the commissioners and must sign them in case of a paper procedure.

The certified sheets returned by the participants before leaving the classroom will be destroyed by the commissioners, who will make sure to check that the same number of sheets provided upon entering the classroom has been returned.

4.1.4 Code of conduct

The participant must abide by the code of conduct of the classroom (which can be reviewed on screen before the TOLC begins), these rules, and the terms accepted when registering for the TOLC.

He/she will also have to abide by the provisions of the committee at each location regarding classroom use and leaving the classroom before the predetermined time for each TOLC.

If he/she fails to comply with the above rules, the participant will be removed from the TOLC location and will not be entitled to any refund. In such a case, he/she may register for a new TOLC session, paying the registration fee again, starting

from the following calendar month, if registration is still open and there are still seats available.

4.1.5 Time frames and procedures

The test has a predefined procedure and timed deadline. Each section of the test has a maximum duration; the participant may use all the time allotted to each section or close it early losing the time allotted to that section.

In the case of a break granted to the participant, this may be a maximum of 10 minutes and take place at the end of one section of the test and before starting the next.

No calculators or other tools or aids may be used when taking the TOLC except those granted by the location as aids to persons with disabilities or specific learning disorders. In addition, no information and/or images within the computerized test may be fraudulently taken.

The participants at the time of the test must have on the table only a pen and the papers provided to them by the classroom committee, all of which must be returned before leaving the classroom. No other aids are allowed except those necessary to people with disabilities or specific learning disorders for the purpose of taking the test and authorized by the competent offices.

4.1.6 Results

At the end of the test, the participant can see immediately the summary data of the test taken, the score for each section, the total score expressed in absolute numbers, and the score of the English test.

The on-screen display of the results confirms that the data and answers chosen by the participant have been successfully saved.

For the test result to be recorded by the system and thus to be valid, the participant must complete the test by pressing the complete button on the interface.

If the participant does not do this, the test will not be completed and the result will not be stored by the system.

4.1.7 Leaving the classroom

The exit signature corresponds to the participant's click on the button to confirm that he/she wishes to end the test.

The participants must return to the committee all the calculation sheets and minute sheets provided to them upon entering the classroom, as well as pick up any materials left in storage upon entering the classroom.

The participants may complete the test and leave the classroom by requesting to do so to the classroom committee.

4.1.8 Obligations and responsibilities of the participants

The participant is responsible for any damage or fraudulent actions against the tools made available to him/her by the university location.

The participant, in case of technical issue when taking the test, must immediately notify the classroom committee, which will act according to the rules and procedures detailed in the TOLC regulations of the locations.

Those who have successfully completed the TOLC will find on the CISIA test portal in their reserved area, the result of the test and they will be able to print out the TOLC certificate of participation detailing the data on the results achieved. In addition to the above-mentioned data, this certificate will also list the location and date of the test.

A certificate of participation (which does not include the results) and an additional document detailing the data on the results obtained at the TOLC in the different areas of the test will also be available.

4.2 TOLC@HOME

4.2.1 Necessary and mandatory equipment to take the TOLC@HOME

In order to take the TOLC@HOME, it is mandatory to have the equipment listed below and to comply with all the instructions contained in the "TOLC@HOME ROOM CONFIGURATION, TESTING AND NETWORK REQUIREMENTS" specifications that participants agree to. These specifications are always available on the CISIA Test reserved area.

To take the TOLC@HOME the following is exclusively permitted:

- a stable data network with which to access the Internet, free of VPN/PROXY connections as already described in point 3 for both the laptop and the mobile device
- a portable computer, equipped with a functioning, built-in camera, not connected from the outside, connected to the mains and to the Internet on which to install the necessary and compulsory applications, no later than the day before the test, in accordance with the specifications provided by CISIA, in order to be able to take the test properly

- a smartphone or tablet (henceforth referred to as mobile device) connected to the power outlet and the Internet, equipped with a digital video camera to be used as a means of recognition and supervision by the Commissioners. The Webex application updated to the latest version for mobile devices must mandatorily be installed on the mobile device. The virtual classroom will be accessed through the mobile device
- blank sheets of paper for taking notes and a pen
- the exclusive use of a room that has the characteristics described in the document "TOLC@HOME ROOM CONFIGURATION, TESTING AND NETWORK REQUIREMENTS", free of other persons and correctly lit, in which to set up a space with the elements listed above and which is equipped with doors that close the room in which the TOLC@HOME is taken.

In addition, the participant must:

- download the applications indicated by CISIA onto the laptop with which the TOLC will be taken, no later than the day before the test;
- test the proper operation of both the laptop computer and the mobile device that will be used for the test, according to the instructions received after registration for the TOLC@HOME:
  - on the laptop computer the tests of the TOLC@HOME delivery client and the application needed to take the TOLC
  - on the mobile device the video and audio of the Webex application
- prepare the equipment listed above in time to take the TOLC@HOME
- set up the room from which you will take the TOLC@HOME according to CISIA's instructions contained in the "TOLC@HOME ROOM CONFIGURATION, TESTING AND NETWORK REQUIREMENTS" specifications;
- make sure that the laptop computer and mobile device connection are always on during the TOLC@HOME, taking into consideration that the average data exchanged via computer will be of 50MB and those exchanged with the mobile device will be of 1GB.

In order for the TOLC@HOME to be considered valid, it is necessary for the user to remain connected at all times, both with the laptop and the mobile device during the entire course of the test. The consequences of any brief disconnections will be handled by the virtual classroom committees who will decide on the incident.

For the duration of the session, no other electronic devices, devices or accessories such as for example, headphones, earphones, smartwatches, google glasses, microphones, speakers may be used.

4.2.2 Access to the virtual classroom of TOLC@HOME

The virtual classrooms where the TOLC@HOME can be taken are configured as Webex meetings and are provided and managed by the Virtual Classroom Commissioners (henceforth referred to as the Commissioners).

Those who are enrolled in a TOLC@HOME session must connect to the TOLC delivery client exclusively from their laptop computer through the necessary application and must connect with their mobile device to the virtual classroom in accordance with the modalities and timetable indicated in the receipt of payment and enrolment. Before logging in, it is necessary to check that you have complied with the provisions of Section 4.2.1 above.

In order to start the TOLC@HOME access procedure, it is necessary to follow the instructions received at the e-mail address communicated during registration, enter the CISIA reserved test area from the laptop computer and follow the instructions to start the TOLC delivery client, accepting the authorisation to use the camera incorporated in the laptop computer. In the absence of this last authorisation, taking the TOLC@HOME will not be permitted.

Only after activating the client and launching the application on the laptop will the participant be able to connect, through the mobile device, to the virtual classroom either by using the link received by e-mail or by framing the QR code that appears on the laptop screen.

On the startup screen of the TOLC client on the laptop computer, the participant's will see his or her identification data.

After logging in, the laptop's screen will display the following:

- a control code to be shown to the Commissioner via the mobile device's camera during the personal identification stage in the virtual classroom
- the QR code that can be used to access the virtual classroom from the mobile device; at this stage, the link to access the virtual classroom will also be sent to the e-mail address specified during registration. The link or QR code should only be used by the mobile device.

While connecting from Webex, one must maintain a good conduct and communicate with one's Commissioner by raising one's hand (on Webex click the three dots at the bottom, then tap the hand icon at the top-left corner).

When requested by the Commissioner, the participant must:

- answer the roll call
- show their face through the camera of the mobile device
- frame the control code that appears on the monitor of the laptop to show it to the Commissioner through the camera of the mobile device

- show the Commissioner the entire environment, the workstation through the camera of the mobile device
- through the camera of the mobile device show the input and output ports on the laptop. No devices should be connected to the computer's input ports, except if the network cable is required
- place the mobile device behind you, according to the specifications contained in "TOLC@HOME ROOM CONFIGURATION, TESTING AND NETWORK REQUIREMENTS" signed at the time of registration, so that the mobile device's camera frames from the back both the test location and the access to the room
- show the laptop's camera your ID, front and back, and your face again, with your ID next to it.

When taking the test, you must be silent so as not to distract others in the virtual classroom. Only blank sheets of paper and a pen will be available to the participant. In case of aid(s) assigned by the Disability and DSA (specific learning disorders) Offices of the university facilities, compensatory tools will be integrated into the TOLC delivery client. If tutors are needed, individual virtual classrooms will be organized to allow interaction between tutor and participant without bothering other participants.

Delivery arrangements, including through smaller virtual classrooms, will be made available to participants with disabilities or with specific learning disorders for whom additional aids are needed beyond those provided by the delivery client or application.

Once these preliminary steps have been completed, the Commissioner shall start the test.

At any time of the test, the Commissioners, using the client chat can carry out checks to verify the following:

- the room where the participant is taking the test The Commissioners can request, at any time, to make a full video and audio check of the room in which the TOLC@HOME is taking place either through Webex and thus with the camera of the mobile device or the camera of the laptop
- the identity of the participant: by asking them to frame, through the camera of the mobile device or the camera of the laptop, their face and the original identification document, which must be available at all times
- that no forbidden devices are connected to the laptop's ports
- that the room at any time, even after validation, fully complies with the indications provided by CISIA and that it is completely closed.

In case of technical problems during the test, the participant must immediately notify the Commissioner through the individual chat tool via the laptop. The chat with the Commissioner is activated through a command located in the upper right corner of the TOLC delivery client and it has a hand icon. Once the command is activated, the commissioner will receive a notification and will be able to initiate a text chat with those who have requested it.

Commissioners may use the cooperation of CISIA to verify ambiguous situations regarding improper conduct of the participants during the TOLC. Again, it will be the responsibility of the Commissioners to take any decision on whether to cancel or reset the test.

Each virtual classroom will be manned by at least one Commissioner. The Commissioner is responsible for the location and oversees all entry, personal identification, control and monitoring. The virtual classrooms may also be accessed by CISIA personnel as needed or for support, as directed by the locations.

4.2.3 Code of conduct for TOLC@HOME
The participant must abide by the rules of virtual classroom behaviour detailed in these rules and in the "TOLC@HOME ROOM CONFIGURATION, TESTING AND NETWORK REQUIREMENTS" specifications that he or she signs when booking the test.

Logging in will be valid as an entry signature, and clicking on the button to confirm that you wish to end the test, at the end of the test, will be valid as an exit signature and a declaration that the test has been properly completed.
It is the participant's responsibility to end the test. In fact, if the TOLC is not ended, it will not be possible to view the score and validate the TOLC@HOME results.

Under penalty of suspension and possible cancellation of the test, the participant must, for the entire duration of the TOLC:

- keep the camera of the mobile device on for the entire time
- keep the microphone of the mobile device on for the entire time and do not use any tools connected to it
- keep the environment adequately lit
- remain silent
- carry out verifications at any time the committee requests them
- do not allow other persons to enter the room in which the TOLC is being taken and keep the access door of the room in which the TOLC@HOME is being taken closed.

For any technical or procedural issues, participants have the opportunity to interact with the Commissioners through individual chats available in the Webex app before the test starts and in the test delivery platform after the test has started.

The Commissioners, at least one per virtual room, are in charge of supervising the TOLC@HOME process. To this end, they monitor that all the conditions necessary for taking the test are met. They may at any time require each participant to frame and show his or her surroundings and make his or her voice heard.

Classroom commissioners may also:

- cancel the TOLC at any time if the rules are not followed or instances or attempts of unlawful behaviour are identified
- invite additional supervisors to join the virtual classrooms to support their role, to whom they can assign virtual classroom administrator powers and who can assist in identifying and monitoring the participants
- during the course of the test, request the participant, by means of a popup displayed by the participant's browser, to start the camera of the laptop or to use the camera of the mobile device for any further checks. In the first case, a direct connection is established between the participant's browser and the Commissioner's browser.

The Commissioners, in the event of technical problems with their equipment or momentary needs, may be replaced by CISIA staff who will continue to perform personal identifications and monitoring operations.

In the event that no commissioner has the ability to re-enter the virtual classroom within 30 minutes of the problem occurring, the TOLC may be reset and rescheduled.

The Commissioners are required to halt the test should the participant leave the virtual room or disable the video camera or turn off the microphone or in the case noise coming from the participant's physical room is detected. Commissioners, in the cases they deem most serious and at their sole discretion, may proceed to the immediate cancellation of the test.

Classroom commissioners and participants will have a laptop chat available to communicate with each other.

The participant who has technical difficulties or malfunctions may request, through the individual chat, assistance from the classroom commissioners who, once the problem is resolved, may proceed to reactivate the credentials to restart the test. In case it is not possible to use the chat, the classroom commissioners can also contact participants by phone.

In case of technical problems that cannot be attributed to the participant's carelessness and cannot be resolved, the participant may receive a credit for a new TOLC registration (TOLC reset). Such a reset gives the opportunity to rebook a new TOLC without payment and does not compromise the ability to regenerate credits again following an absence.

The test will not be started, or in any case will not be considered valid, in cases where the laptop and/or connection used by the participant does not comply with the provisions of these regulations.

In such cases, no refund will be due.

It will still be possible to attend a later session by paying the registration fee again.

In cases deemed more serious, the university locations, also in cooperation with CISIA, may decide to impose additional sanctions.

4.2.4 Time frames and procedures for TOLC@HOME

The test has a predefined procedure and timed deadline. Each section of the test has a maximum term: the participant may use all the time allotted to each section or close it early, giving up the remaining time allotted for that section.

In the case of a break granted to the participant, this may be a maximum of 10 minutes and occur only and exclusively at the end of one section of the test and before starting the next.

No calculators or other tools or aids may be used when taking the TOLC except those granted by the location as aids to persons with disabilities or specific learning disorders. In addition, no information and/or images within the computerized test may be fraudulently taken.

In case of problems that cannot be solved during the TOLC@HOME, the Commissioners, in agreement with CISIA, may decide in the case of available seats to move the participant to remedial virtual classrooms. These virtual classrooms and related remedial sessions can be organised by the Location Contact Person through change management.

It is not possible to choose the remedial time: the participants must make themselves available for the remedial test in the manner provided by the location, or they will not be able to take the TOLC.

Those who are moved to remedial classrooms receive an automatic email from CISIA with information about the new time and day of remediation and how to access the TOLC at no additional charge.

In case of any issues that make it difficult to take the TOLC@HOME, the participants have the obligation to report these issues only and exclusively to the virtual classroom committees over the course of the TOLC test. Notifications or reports that are not submitted promptly or made after finishing the TOLC@HOME and, therefore, after clicking the COMPLETE button and obtaining the result, will not be accepted.

4.2.5 Checking the TOLC@HOME test results

The score obtained, which is immediately viewable on the screen at the end of the test, will be recognised as official and made available, subject to verification of non-compliance of the test performance in accordance with these regulations, within 48 hours from the day after the test date.

After the test is over, the Commissioners can access the recordings and verify that the tests were taken properly, as well as consider reports of any abnormal conduct in the use of the client or application indicated by CISIA.

After 48 hours from the end of the TOLC@HOME, the participant who has correctly taken the test, abiding by the rules and code of conduct outlined in these regulations will see his or her TOLC@HOME results recognized and will be able to access the certificate of achievement. After 48 hours, the score achieved can be accessed by the locations that recognize the TOLC@HOME results. Following detailed and accurate reports and/or further verifications performed by CISIA and/or the universities that lead to evidence of irregularities, the universities within 90 days from taking the TOLC, and therefore beyond 48 hours, may proceed to void the test notifying to the participant of the reasons for that decision.

5. TERMS AND CONDITIONS OF SERVICE

The contents of the TOLCs are the exclusive property of CISIA and may not be disclosed in any form.

The reproduction and/or dissemination in any way of the questions contained in the TOLCs is prohibited.

CISIA, in order to protect its products, takes legal action against participants in cases of such a violation.

Anyone who registers for the CISIA portal agrees to accept in full all the terms and conditions and points specified within these TOLC regulations.

Use of the service is conditional on acceptance, at the time of registration, of the terms and conditions of registration and these rules.

In the case of the TOLC@HOME mode, a participant whose test has been cancelled or who has not been allowed to start due to non-compliance with the rules set out in these regulations may apply for a re-examination within 30 days of the test being held or of the day on which he/she should have taken the test by sending a specific communication by Certified Electronic Mail to cisiaonline@pec.it. CISIA will forward the communication to the appropriate committees to initiate, if there are grounds, any reconsideration process, which must be completed within the next 30 days.

6. PARTICIPANTS WITH DISABILITIES OR SPECIFIC LEARNING DISORDERS

Participants, when registering in the CISIA portal reserved area, may declare that they are persons with disabilities or specific learning disorders (DSA).

In these cases, the location(s) at which they plan to take the test is specified and the necessary documents and certifications are made available to these university locations through a special document upload form provided by CISIA. CISIA provides the participant with the contacts of the relevant offices at each specified location, and the participant agrees – if so required by the test delivery locations – to contact them to agree on the specific measures necessary for the delivery of the TOLC, in accordance with the regulations in force. The certificates and certifications of a participant who selects a venue other than the one previously indicated when registering on the CISIA portal during the booking process will automatically be made available also to the newly selected venue.

For cases where it is not possible to use the digital method for TOLC delivery, CISIA will provide a paper TOLC or other available media that locations use, supporting individual needs.

7. DATA PROCESSING

Users interested in taking TOLCs provide their data directly to CISIA, which acts as the data controller.

Therefore, CISIA processes the participants' personal data to carry out its official purposes and statutory goals in accordance with applicable laws and regulations. The data may also be used in anonymous and aggregate form for analysis and statistical purposes.

The result of the tests may be communicated to universities in their capacity as third-party recipients in accordance with Art. 4, points 10 and 11 EU Reg. 2016/679.

However, in the event that the result obtained in the TOLC is used to enrol or register in a competitive procedure at a chosen University, the latter will be the data controller of the data received directly and those provided by CISIA in its capacity as independent data controller.

The person who has carried out a TOLC will not be able to request the erasure of the results obtained before the time limits set by law. If, on the other hand, the participant has only registered on the CISIA TOLC portal, he/she may request its modification or cancellation at any time.

In the case of use of the service by persons with disabilities or specific learning disorders, CISIA will process only the personal data and information about the declared status solely to apply measures to ensure equal conditions when taking the tests. Therefore, CISIA will be the data controller only for the aforementioned data. Universities, on the other hand, will be responsible for processing the personal data and special data of the aforementioned persons.

For people who did not enter the data regarding their diploma grade when registering on the portal, CISIA reserves the right to request this information from the National Student Registry to process the data for statistical purposes.

CISIA, for the sole purpose of ensuring proper recognition throughout the TOLC, requires adding the participant's personal photo when registering on the TOLC portal. CISIA retains the data only for the period of time strictly necessary to achieve the legitimate purposes of the processing, as set out in the privacy policy, in any case not exceeding 2 years. The data subjects may always exercise their rights under current legislation, including the right to request erasure at any time after the test.

When taking a TOLC@HOME, it is necessary to upload a suitable identification document that will be used to allow the classroom commissioners to properly govern the test. CISIA keeps the data only for the period strictly necessary for the fulfilment of the legitimate data processing purpose, as specified in the privacy policy, and in any case for a period strictly necessary to carry out the verifications mentioned above and not exceeding 2 years.

Only with regard to participants with disabilities and/or specific learning disorders, CISIA deems it necessary to apply a longer retention period, which usually coincides with the expiry of the term by law, given the technical needs already emerged at the Helpdesk stage, which call for a longer retention of the data in question. For TOLC@HOME tests, there is also a recording of the entire Webex meeting session in which the virtual classroom was configured. This recording may be viewed

only by the Classroom Commissioners and the Location Contact Person assigned by the Data Protection Officer.

Virtual Classroom Commissions could create "breakout sessions" within Webex meetings and place some participants in them to communicate with them without bothering the rest of the classroom participants. In the case of use of Webex's secondary sessions by virtual classroom committees, said internal sessions within the secondary sessions may be recorded by the commissioners who, as data controllers and data protection officers, comply with the privacy policies agreed with CISIA.

Also for the TOLC@HOME delivery method, it is the responsibility of individual participants to put in place every precaution to ensure that the mobile device's video camera does not frame objects and things in the physical environment in which the test will take place that could lead to information about the participant's or his or her cohabitants' sensitive data.

Video recordings of the virtual classrooms, as well as any recordings made by the Commissioners in the use of the secondary sessions, will be deleted within the 90-day period following the taking of the TOLC@HOME except in cases where the recordings are required and used for verifications of the proper conduct of the TOLC@HOMEs: in these cases, the recordings may be stored for up to 3 years.

Any streaming video images from the laptop used for the candidate's validation and/or to carry out any further checks during the test are not recorded. No data storage will therefore take place in this regard. The video stream of the laptop's camera is activated by the virtual classroom commissioner and is interrupted as soon as the validation or control phase is finished. CISIA does not perform any automated face-checking and/or proctoring and/or behavioural or environmental assessments.

8. ACCESS TO DEEDS AND CONFIDENTIALITY

As for TOLC, TEST ITA L2 and TEST OFA services:

a) The venue does not have access to the CISIA information system containing the questions and their solutions. This information is the property of CISIA, kept and protected by it, is confidential and covered by copyright, so that the institutes of simple and generalised civic access do not apply

b) in cases of defence access only, the extraction of parts of the test may be permitted, subject to a strict and reasoned examination of the necessary and pre-existing instrumental link between the documentation requested and the final situation that the applicant intends to treat or protect. In such cases, the Location Contact Person will forward the application to CISIA

c) CISIA, within fifteen days from the receipt of the application, shall transmit to the Location Contact Person, in electronic format, the parts of the test in order to allow its viewing and, if requested, its extraction limited to the questions administered and the associated answers found to be incorrect or omitted, while access to the questions and associated answers found to be correct shall be excluded

d) The Location Contact Person, or his/her delegate, having summoned the participant to the university premises, may have the applicant view, also in the presence of an attorney or expert, the contents of the test

e) requests for access are in any event not permitted if they do not state reasons, are generic and do not relate to any substantive or procedural benefits that are concretely advantageous for the judicial protection of the applicant's legal position, are of a merely exploratory nature or have no instrumental link

f) the dissemination of the questions contained in the TOLCs, ITA L2 TESTS and OFA TESTS remains in any case prohibited.