GOETHE-ZERTIFIKAT A1: START DEUTSCH 1 (ONLINE)

HANDBOOK FOR EXAMINATION PARTICIPANTS

GOETHE INSTITUT

Sprache. Kultur. Deutschland.

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The *manual for GOETHE-ZERTIFIKAT A1: START DEUTSCH 1 examination participants,* which is conducted as an online German examination, is part of the examination preparation process for GOETHE-ZERTIFIKAT A1: START DEUTSCH 1 online German examination participants.
It is intended to inform participants about the preparation and implementation of the online German examination – from registration to receiving their certificate. The focus here is primarily on the format-specific requirements of the online German examination.
The *handbook for examination participants* contains sources of information and support. The current version of the *Examination Guideline* and *Terms and Conditions for Exam Administration* are legally binding.

1. INTRODUCTION

The online German examination is location-independent: you can participate wherever the technical and spatial requirements are met [see Point 3: Technical and spatial prerequisites]; the room in which you take the examination is considered the examination room for the duration of the examination.

The advantages of this examination format are, for example, that you save travelling costs and time and have the opportunity to be examined in a familiar environment and concentrate fully on the examination. You take an established language examination in a modern, digital format.

You can take the online German examination GOETHE-ZERTIFIKAT A1: START DEUTSCH 1 on your private end device (desktop computer or laptop). The online German examination is an individual examination. You will be joined by a virtual invigilator during the written part of the examination, and two examiners during the oral part of the examination.

The online German examination GOETHE-ZERTIFIKAT A1: START DEUTSCH 1 must be taken in the country in which it was booked.

2. HOW IS THE ONLINE GERMAN EXAMINATION ORGANISED?

The online German examination GOETHE-ZERTIFIKAT A1: START DEUTSCH 1 consists of the following compulsory parts:

- Written part of the examination (listening, reading, writing)
- Oral part of the examination (speaking)

There are no differences in scope, item format, content and difficulty level between the paper-based, digital or online examination; any differences in format are due to the technical implementation of the examination in the digital environment. This guarantees the equivalence of the certificates, irrespective of the way in which the examination is conducted.

The written part of the examination is carried out in cooperation with the service provider Meazure Learning™. The examination is made available via this channel, and is monitored live (live examination invigilator).

The oral part of the examination is conducted via the Zoom™ service provider. The Zoom™ desktop application does not need to be installed, but this is recommended. You do not need a Zoom™, account to take the examination.

In the written part of the examination, you will be connected to a virtual invigilator (hereinafter referred to as the "invigilator"), and, in the oral part of the examination, you will be connected to two examiners certified by the Goethe-Institut.

3. TECHNICAL AND SPATIAL PREREQUISITES

Technical prerequisites:

- ❑ Usable devices for the exam: desktop computers, laptops or Chromebooks (no tablets and mobile devices – such as smartphones);
- ❑ One monitor or screen (multiple monitors or dual screens may not be used);
- ❑ Usable device for the security compliance check: smartphone;
- ❑ Internet connection: min. upload & download speed: 5 Mbit/s; recommended: 10 Mbit/s;
- ❑ Operating systems: Windows 10 or newer; macOS 11 or newer;
- ❑ Browser: The Guardian Browser will be provided during the technical check and on the day of the exam;
- ❑ Internal or external loudspeaker; computer microphone/web camera microphone (headsets or in-ear headphones are not permitted);
- ❑ Integrated or mobile web camera; a mobile web camera is recommended (the camera must be able to be moved so that the invigilator has a 360° view of the room, including the table surface. If necessary, keep a mobile phone with a camera to hand if your camera cannot move 360°);
- ❑ Your computer must be connected to a power source during the entire examination;
- ❑ Keyboard language: German (Instructions).

Spatial prerequisites:

- ❑ You are alone in the room during the entire examination period (pets or children are also not permitted);
- ❑ Your examination room may only have one door;
- ❑ The door and windows of the room are and remain closed. During the examination, you should sit in such a way that the invigilator or the examiners can see the door;
- ❑ The space is not open to the public (no cafés etc.);
- ❑ Rooms with large glazed walls are not permitted;
- ❑ There are only materials on the desk that serve the purpose of examinee identification (no books, electronic devices, additional monitors, etc.);
- ❑ Your examination room must be well lit.

Detailed information on the examination rules can be found in the Annex to the *Examination Guideline* and *Terms and Conditions for Exam Administration*; the current version shall apply. There, you can also read about the consequences of disregarding the examination rules.

4. HOW DOES THE EXAMINATION WORK?

A. EXAMINATION BOOKING

You can only book the online German examination online via the Goethe-Institut Webshop.

You first select an examination period. You can then set your exact date later in the examination booking process. Please note that you can currently only book the date for the written part of the examination in our Webshop. The date for the oral part of the examination will be set by the Course Office of your Goethe-Institut and communicated to you in good time by e-mail.

You need an account at "Mein Goethe.de" to take the examination. If you do not have one at the time of booking, you will be asked to create an account during the booking process. Instructions for creating the account can be found in the Annex.

During the booking process, you must agree to the Specific Privacy Policy of the online German examination, and confirm that you have completed the technical check and are in the country in which you have booked the examination at the time of the examination. With your booking, you also confirm that you have acknowledged of the *Examination Guideline* and *Terms and Conditions for Exam Administration*. These will also be made available to you during your booking.

You will receive all the information you need for the oral part of the examination from the Course Office.

Please note that the online German examination can only be booked by people aged 18 and over.

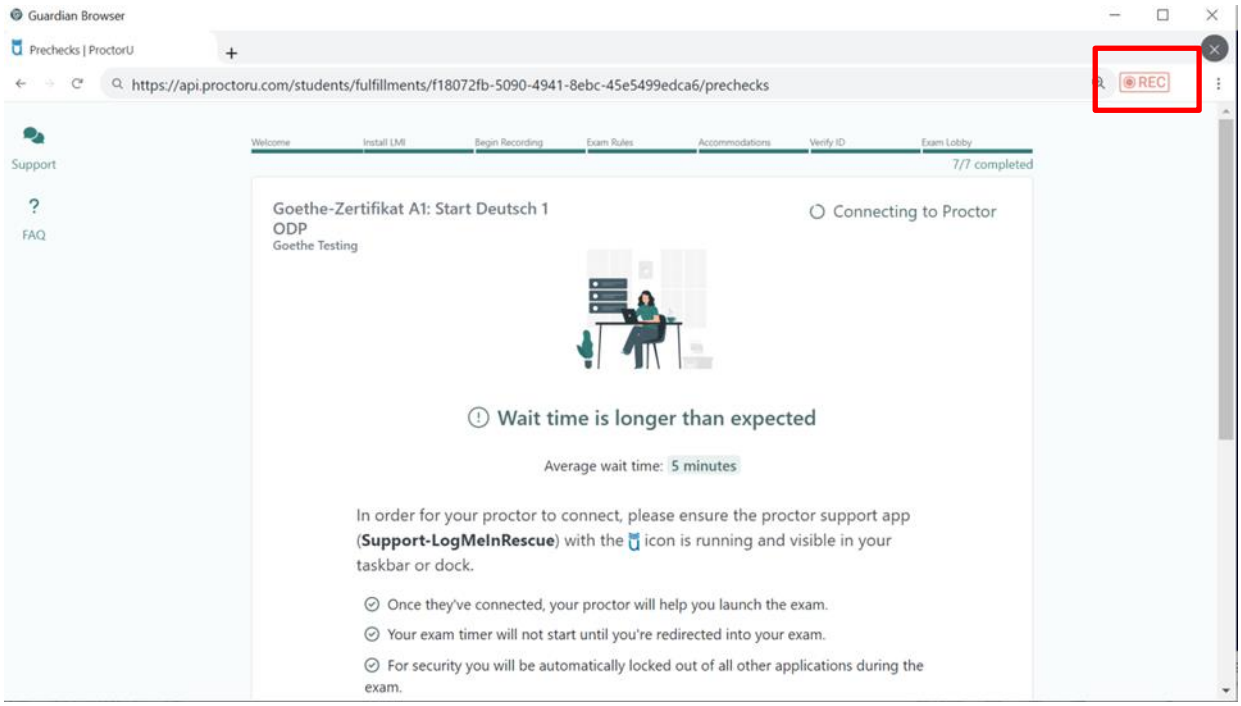
B. TECHNOLOGY CHECK

Before registering for the online German examination, please check whether you fulfil or can fulfil the technical requirements. You can also find an overview of this under 3. Technical and spatial prerequisites. We also recommend that you run the Meazure Learning™ technical check on the device you will be using for the exam before booking. To do this, the Guardian Browser must be installed. The instructions of the technical check are in English. Click here for the technology check.

C. IDENTITY CHECK

Your identity will be checked before each partial examination stage. To do this, you will need a valid official ID document with a photo, which you show to the invigilator or the examiners via web camera.

To view your own video, please click on the Rec-button.



D. 360° ROOM CHECK

In order to ensure that you are alone in the room, that there are no unauthorised aids in the room and that the door and windows are closed, a 360° room check is carried out before the start of the examination. The invigilator in the written examination and the examiners in the oral examination will conduct the room check, during which they will check the examination room and your desk (on and under the table top).

You start the room check by slowly showing the entire examination room. To do this, move your camera or laptop around the room. The invigilator can give you even more precise instructions here, for example, filming more slowly, showing a section of the room more precisely or pointing the camera up and down.

You then show your desk: you film both the top and bottom of your desk.
The room check can be repeated at any time during the examination. This is not part of the processing time of your examination.

A room check includes (but is not limited to):

- Recording of the entire examination room,

- Ascertaining doors and windows,
- Checking curtains,
- Table top and bottom,
- Observing shelves and other objects that are difficult to recognise, or large objects.

During the room check, you show the entire examination room. If it contains items that you do not wish to share with the invigilator or examiners or that you wish to have recorded (e.g. family photos, private souvenirs, etc.), it is your responsibility to remove these items from the room before the examination begins.

You must also show that all technical devices in the examination room are switched off. You can either move your devices to another room or switch them off in front of the invigilator or examiner during the briefing.

5. PERSONAL CHECK

In the next step of the authentication process, you as a person are subject to a more detailed check by the invigilator or the examiners. First, please film yourself from head to toe.

You will be asked to show your forearms to check that you are not wearing jewellery, a watch or a smartwatch.

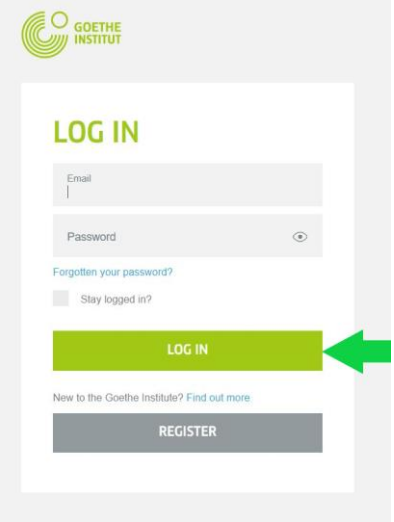
The examiners will ask you to show your ears so that they can check that you are not using headphones. Your ears and face must be clear and visible throughout the examination, and must not be covered by hair, a hat or similar items. Jewellery worn in the facial area, hair accessories and accessories close to the face – such as scarves, shawls and ties – are not permitted.

Religious headgear is permitted, but here too the ears must be visible during the examination.

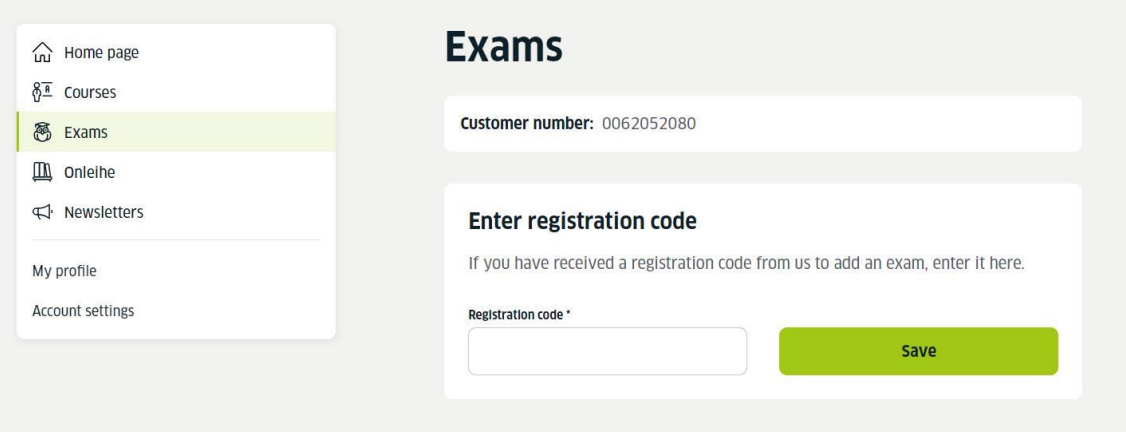
If you are wearing glasses, you must take them off briefly and point them at the camera. The wearing of sunglasses is not permitted during the examination.

6. PROCEDURE FOR THE WRITTEN PART OF THE EXAMINATION

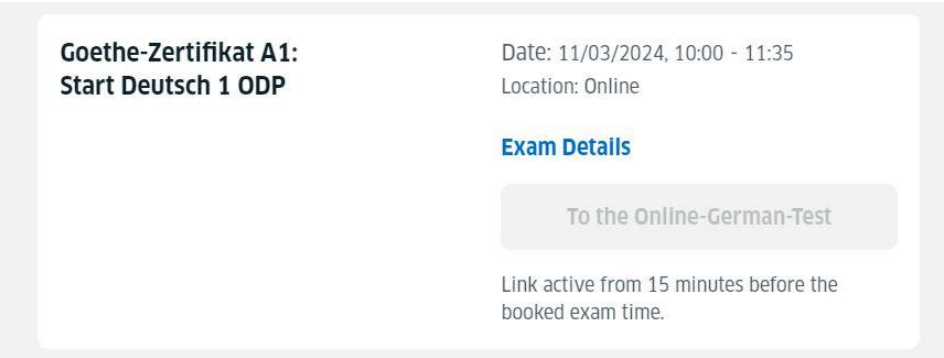
On the day of the examination, log in to “Mein Goethe.de”. Use the e-mail address you provided when you booked the online German examination.



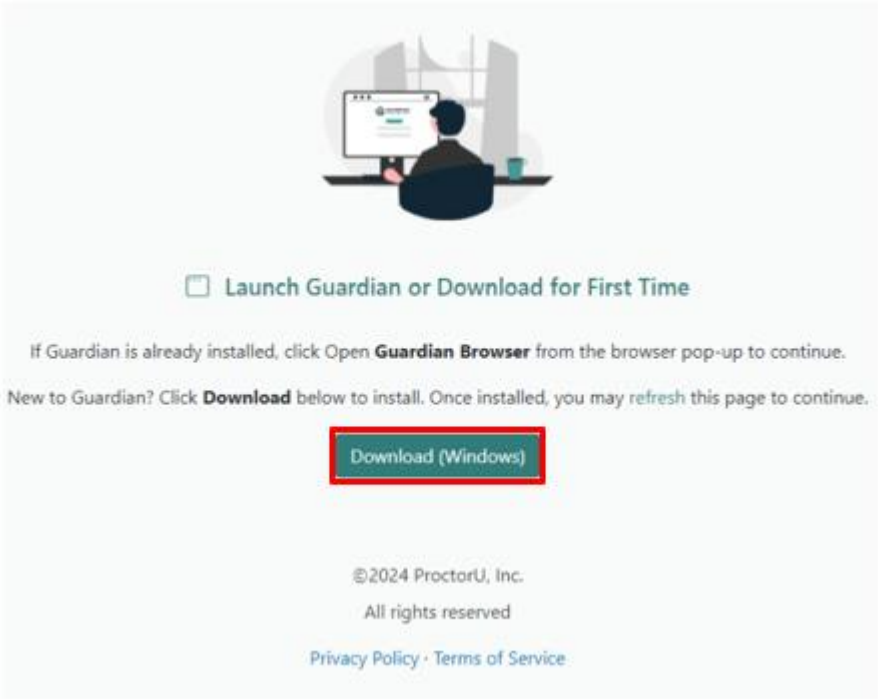
Select the “Examination” tab here. The current examination is displayed at the top.



In order to access the examination, click “Go to Online German Exam”. The link can be clicked from 2 minutes before and until 60 minutes after the booked exam time.



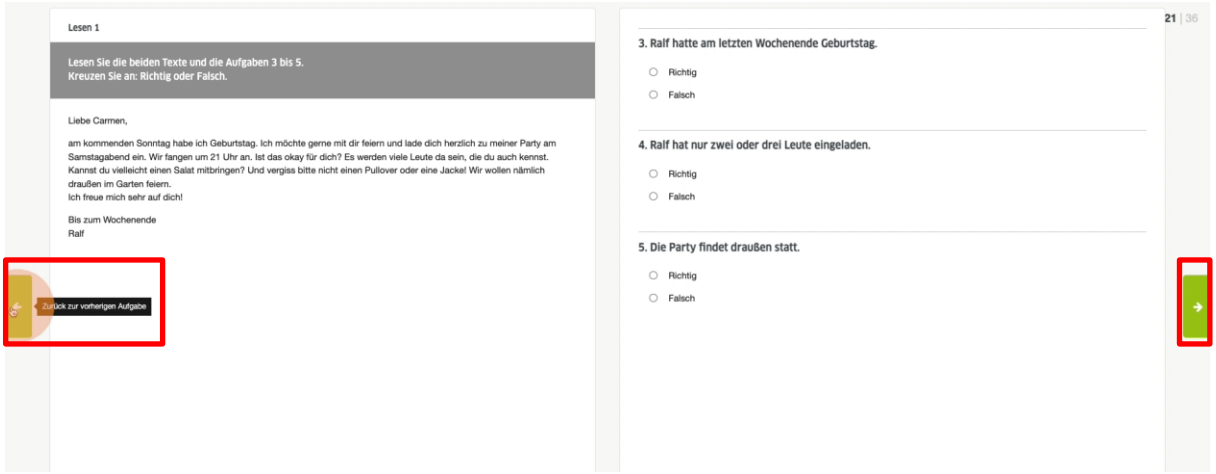
After you have clicked “Go to Online German Exam”, you will be redirected to the Meazure Learning™ page, our virtual exam monitoring service provider, and asked to open or install the Guardian Browser. Among other things, this prevents other programmes from being used or screenshots from being taken during the exam.



Then allow access to your camera and microphone. Your audio and screen will be recorded from this point on. In order to verify your identity, the next step is to take a photo of yourself and your ID document. After that, the people check takes place and the room check begins. Click “Begin Exam” to connect to the invigilator. The invigilator will then carry out the identity, people and room checks with you. If everything is in order, you can then start the exam.

You start with listening, then reading and finally writing. The designated time is 65 minutes.

You can jump independently between the individual parts of the examination (scroll forwards and backwards).



In the lower part of the view, you can open an overview that shows you which tasks have already been processed and which you still need to process.

All answers are automatically cached.

You can edit your answers and texts until you either actively complete the written examination or the available time expires.

The examination can finish in one of two ways:

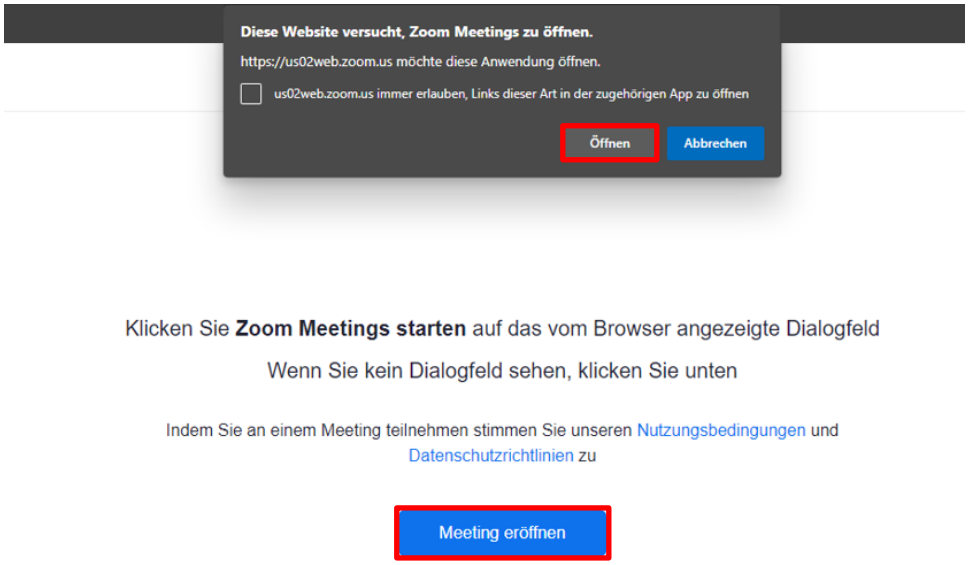
1. The allotted time runs out.
2. You end the examination manually. Your submission is then final and cannot be revoked.

When the examination is completed, all examination monitoring efforts are also terminated. The recording of the examination ends here. The Guardian Browser must be uninstalled manually.

7. PROCEDURE FOR THE ORAL PART OF THE EXAMINATION

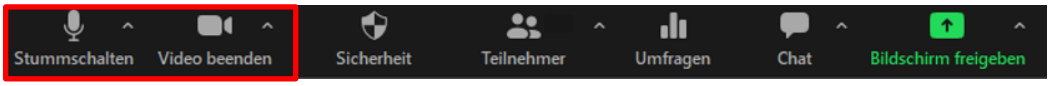
The scheduled date of the oral part of the examination is usually after the date of the written part. There may be a maximum of 14 days between the two partial examinations. The Course Office will send you the date and the Zoom™ access link in your examination invitation e-mail. You do not need to install a browser extension for the oral part of the examination.

On the day of the examination, click on the Zoom™ link and then on “Open” or “Open meeting”.

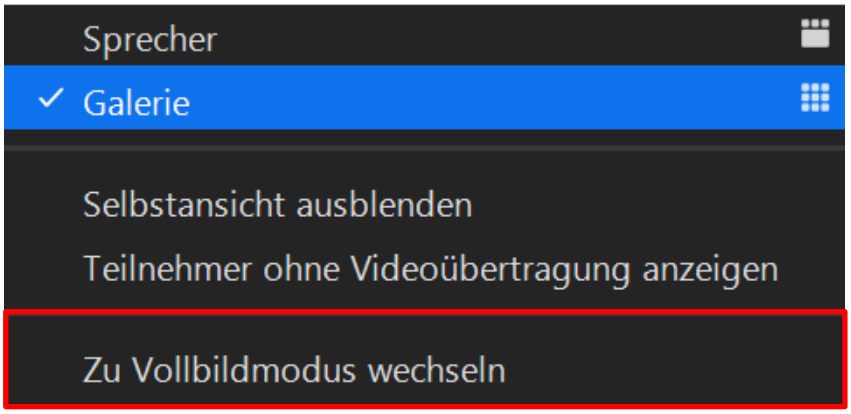


You will have to wait briefly in the waiting room before the examination. This usually takes a few minutes.

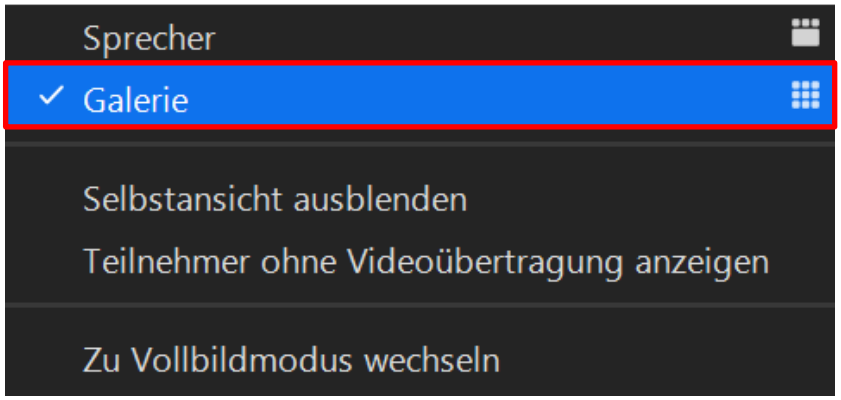
Please activate your camera and microphone by clicking on the respective icon. If the symbols are not crossed out, the camera and microphone are activated.



Change Your Zoom™ or browser settings, respectively, so that you are in full screen mode.

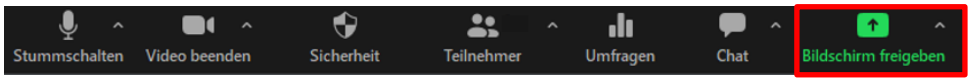


Select the gallery view.



The briefing for the oral part of the examination is analogous in form and content to that for the written part, and is carried out by the examiners.

In the last step of the briefing, you must share your screen. Please ensure that all other programmes are closed. For data protection reasons, we recommend that you remove private files before the examination, so that they are not visible to the examiners while you are showing your screen.



Now, the examination begins.

8. EXAMINATION RESULTS

You can view the examination results via “Mein Goethe.de” after you have completed both compulsory parts of the examination.

9. RECOMMENDATIONS FOR TECHNICAL OPTIMISATION

A. TROUBLESHOOTING ASSISTANCE REGARDING ISSUES WITH THE CAMERA AND/OR MICROPHONE

Written part of the examination: Please ensure that all applications that have access to the camera and microphone or your screen are closed.
Programmes such as Skype™, Teams™ or Zoom™ must be fully closed manually.

Oral part of the examination: all programmes that have access to your microphone, camera and screen must also be closed during the oral partial examination. The exception is Zoom™, which is required to perform the examination.
In the Zoom™ settings, make sure that you have selected the camera and microphone that you want to use for the examination. If you want to use Zoom™ in the browser, check whether you have given your browser the necessary authorisations to access the camera and microphone.

B. TIPS FOR IMPROVING THE INTERNET CONNECTION

The online German examination requires a robust and stable internet connection to support screen sharing and remote invigilating software. Issues with stability or speed may prevent you from performing the examination or cause problems during your examination. Please ensure that nobody else is using the internet (especially data transfer via streaming services, uploading or downloading, online gaming) while you are taking the examination.
If you are logging in via a WiFi connection, please connect an Ethernet cable or move as close as possible to the router.

C. PERFORMING THE EXAMINATION ON COMPANY PCS

You will require administrator access to your computer to download the Guardian Browser. If you are taking part in the examination on a work computer, there may be firewalls that prevent this extension from being downloaded. We recommend that you contact an IT administrator at your company before registering for the examination to check whether this installation is possible. Alternatively, you will have to switch to another device.

10. PROCEDURE IN THE EVENT OF TECHNICAL DIFFICULTIES

A. INTERRUPTION OF THE INTERNET CONNECTION DURING THE EXAMINATION

If you lose connection to the invigilator or the examiners during the examination, you can reconnect and continue the examination. In the event of such an interruption, the room check and personal check shall be repeated.
If you experience any technical issues during the examination but are still connected, you can contact the invigilator or the examiners via the chat function. The time needed to solve your problem will not be deducted from your examination time. However, you must also repeat the room check and personal check here.

B. CONNECTION TO EXAMINATION NOT POSSIBLE

Written part of the examination: in order to access the written part of the examination, you must register at MeinGoethe.de. The link to the examination – under "Examinations" – can be clicked from 2 minutes before the start of and up to 60 minutes after the booked examination time. If you are unable to click on the link, please refresh your browser. If you experience any issues with starting the examination, make sure that the time and time zone are set correctly on your computer. If you are able to click on the link at MeinGoethe.de but experience technical problems when accessing the examination you must contact Meazure Learning™ technical support immediately.

Oral part of the examination: if you experience technical problems when dialling into the virtual examination room on Zoom™ that you cannot solve independently, you must contact the examiners or the Course Office.

Before the examination day, be sure to check whether your Internet connection is stable and switch off all other devices connected to your network if necessary.

11. TECHNICAL SUPPORT

A. TECHNICAL SUPPORT DURING THE WRITTEN PART OF THE EXAMINATION

If you experience any issues before the written part of the examination, you must contact Meazure Learning™ Support.
You can do this in two ways:

- Telephone
- Live chat

Telephone:

- USA and Canada: +1 (855) 772-8678
- Canada (French-speaking): +1 (888) 900-0005
- United Kingdom: +44 (808) 168-1055
- Australia: +61 (1800) 841-822
  +61 (1800) 957-152

Live chat: https://auto.proctoru.com/chat/, available 24/7.

If you have any problems during the written part of the examination, you can contact the invigilator via the chat function. You will only be forwarded to support if the invigilator cannot solve your problem. The time needed to solve your problem will not be deducted from your processing time. This means that the invigilator interrupts the examination until you no longer need help.

Support from the invigilator is only possible if you are connected to the Internet.

B. TECHNICAL SUPPORT DURING THE ORAL PART OF THE EXAMINATION

If you experience any technical problems when accessing the oral part of the examination that you cannot solve independently, you must contact the examiners or your Course Office.

During the examination, when you are already in the virtual examination room, the examiners can support you and help you solve issues as they arise. You can do this verbally or in writing via the chat function. The examination will only continue once your problem has been solved. Communication takes place in the national language, and is not included in the assessment of your examination. In the event of any major technical issues, the examination must be cancelled.

You also have the option of contacting the Course Office by telephone or e-mail.

Do you have questions to which you have not found answers in this *manual*? Take a look at our FAQs!

Checklist for participants:

- ❑ Account created via “Mein Goethe.de”
- ❑ Meazure Learning™ technical check carried out
- ❑ Keyboard language changed to German
- ❑ Mobile web camera and smartphone ready
- ❑ Valid identity document with current photo
- ❑ Suitable room (see above: “Room requirements”)
- ❑ Examination room prepared
- ❑ Workstation with door in the back
- ❑ Read the *handbook*, *Examination Guideline*, *Terms and Conditions for Exam Administration* and *privacy policy*
- ❑ Diligent preparation 😊

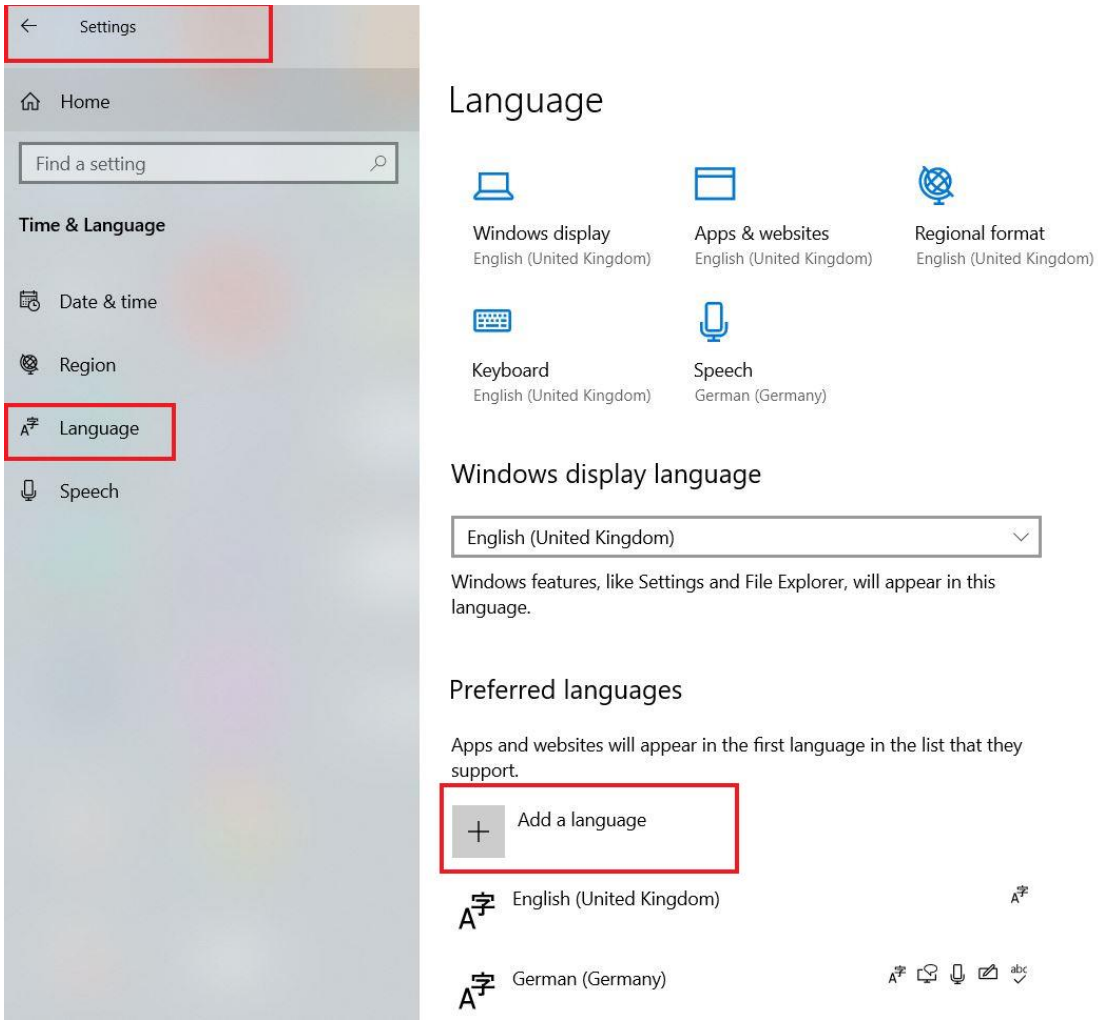
INSTRUCTIONS: CHANGING THE KEYBOARD LANGUAGE TO GERMAN

Note: these instructions are examples for the Windows and Mac OS operating systems. The individual steps may vary depending on your operating system. Please find out in good time how to change the keyboard setting on your device and check the setting before the examination.

WINDOWS

Install the right language:

1. Open the settings via the "Start" menu
2. Select "Time and Language"
3. Select "Language"
4. "Add language" → Select "German" → "Continue" → Uncheck "Set as my Windows display language", "Speech recognition", "Handwriting" → "Install"

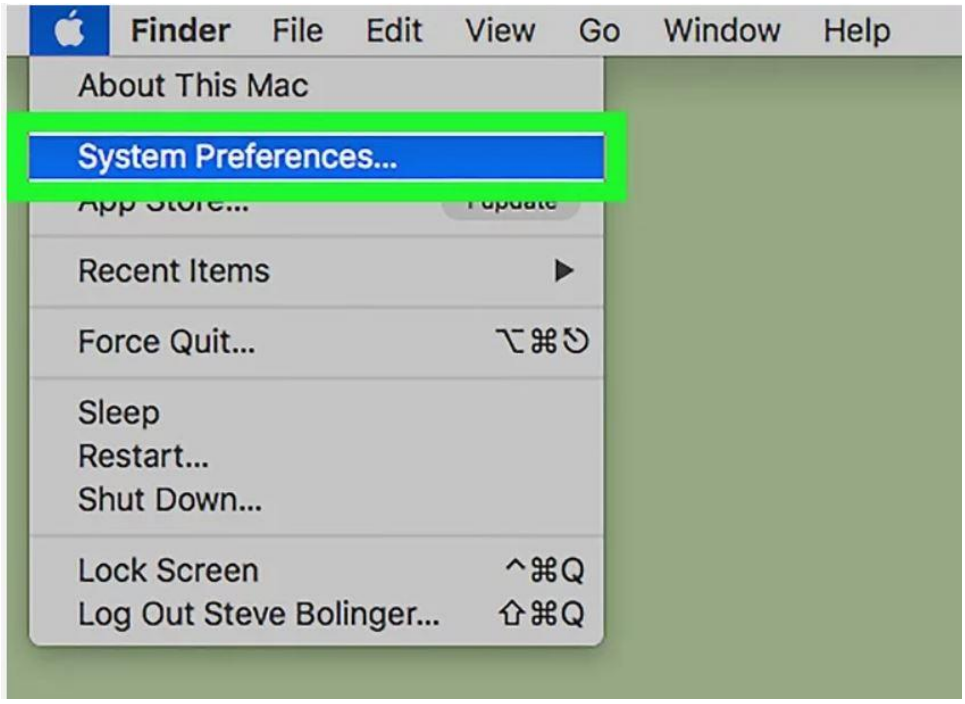


Activate display in the Task Bar:

1. Right-click on the Task Bar
2. Select “Task Bar Settings”
3. Select “Activate or deactivate system icons” → Set “Input indicator” to “On”
4. Abbreviation (e.g. DEU for German) is now displayed in the Task Bar, by clicking on the abbreviation all installed languages are displayed and you can quickly switch between the input languages.

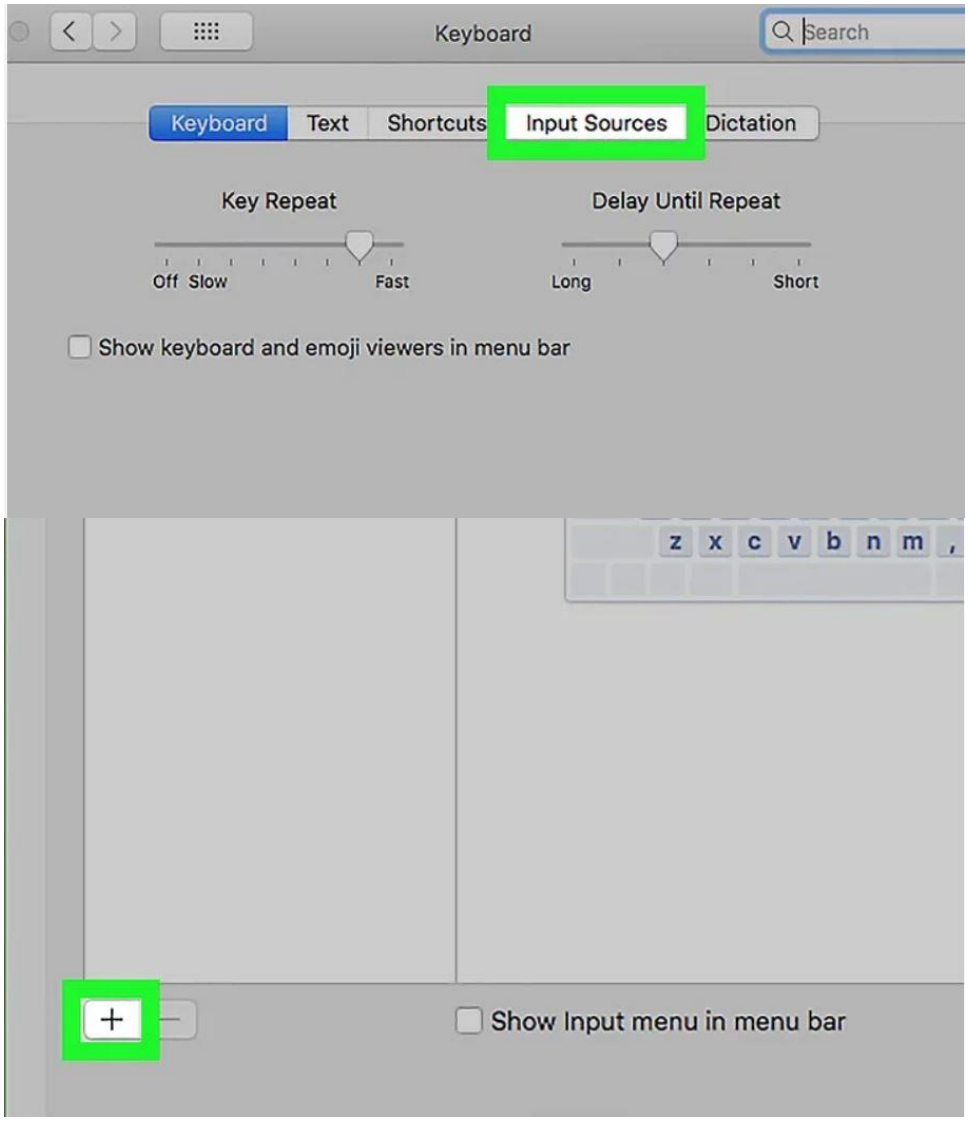
MAC

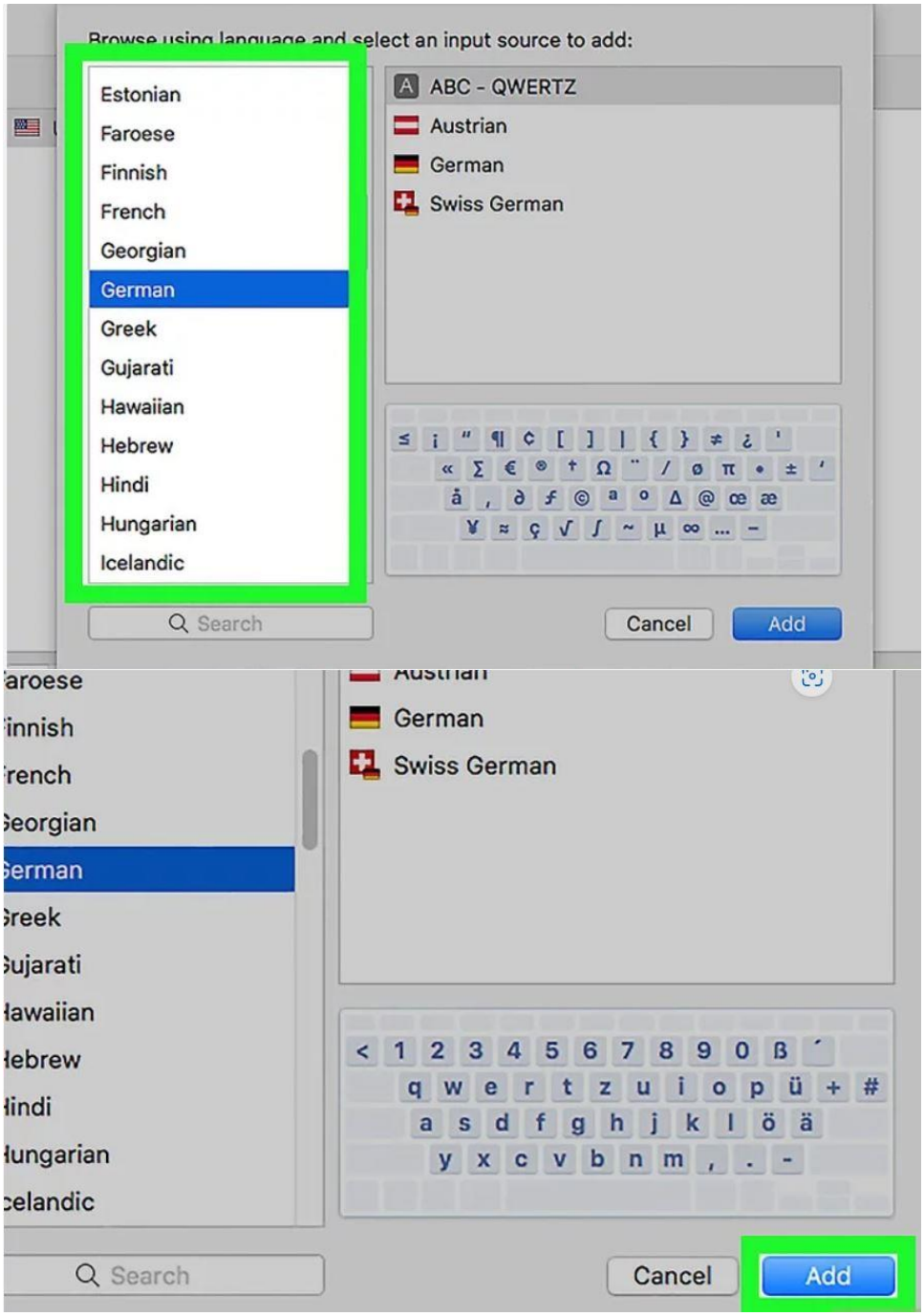
1. Open “System Preferences”



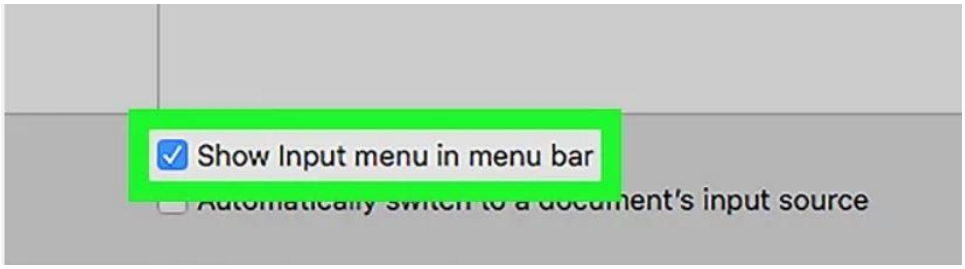
2. Click on “Keyboard”

3. Select “Input Sources”, click on plus symbol, select language (e.g. German) > “Add”




Browse using language and select an input source to add:
Estonian
Faroese
Finnish
French
Georgian
German
Greek
Gujarati
Hawaiian
Hebrew
Hindi
Hungarian
Icelandic
Search
ABC - QWERTZ
Austrian
German
Swiss German
Cancel
Add
German
Swiss German
Search
Cancel
Add

4. Tick the “Show Input in menu bar” box



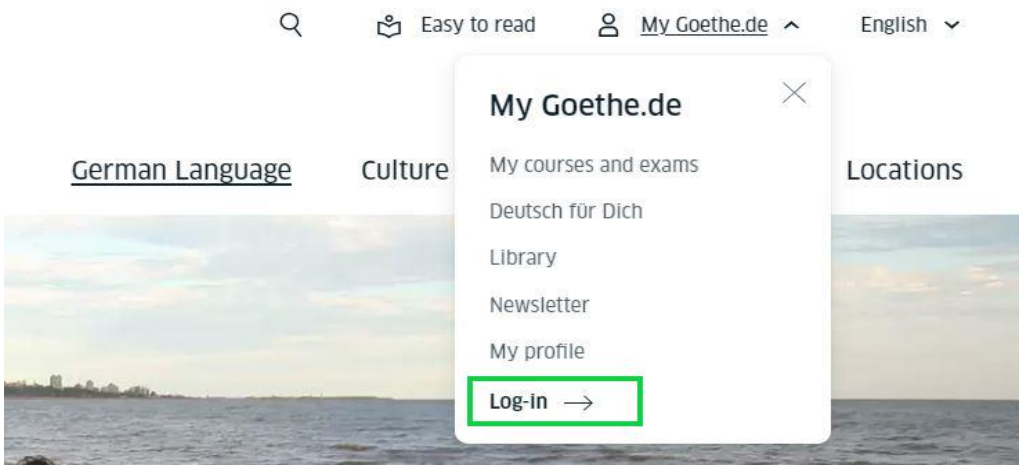
5. Click on the flag symbol in the menu bar and select the desired language.

INSTRUCTIONS FOR REGISTERING AND LOGGING IN TO MEIN GOETHE.DE FOR THE FIRST TIME

You must create an account at Mein Goethe.de before/when you book an online German examination, so that you can see your booked examination and the examination result later.

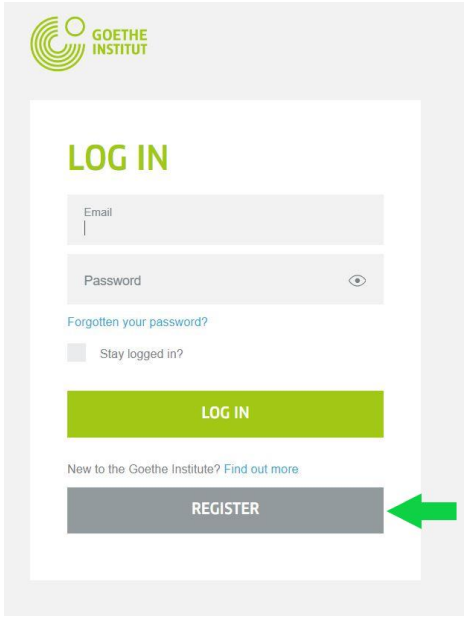
Below, you will find the steps on how to sign up and log in.

At www.goethe.de you will find access to the Mein Goethe.de portal (top right).

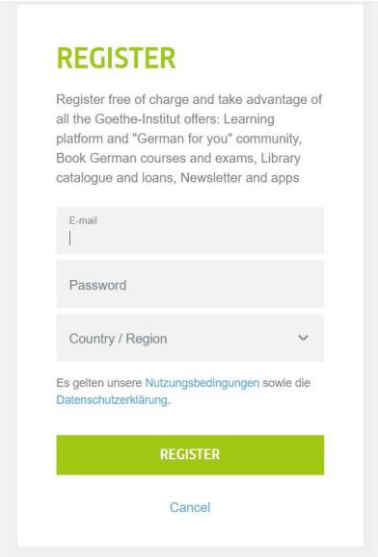


Click on it and the drop-down menu opens.

Click **Log in** again in the drop-down menu.



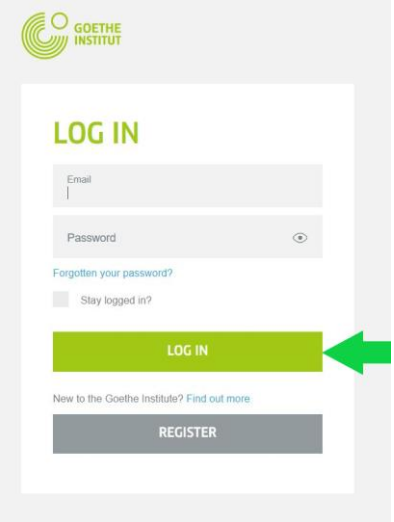
Please enter your e-mail address, a password of your choice and your country or region.



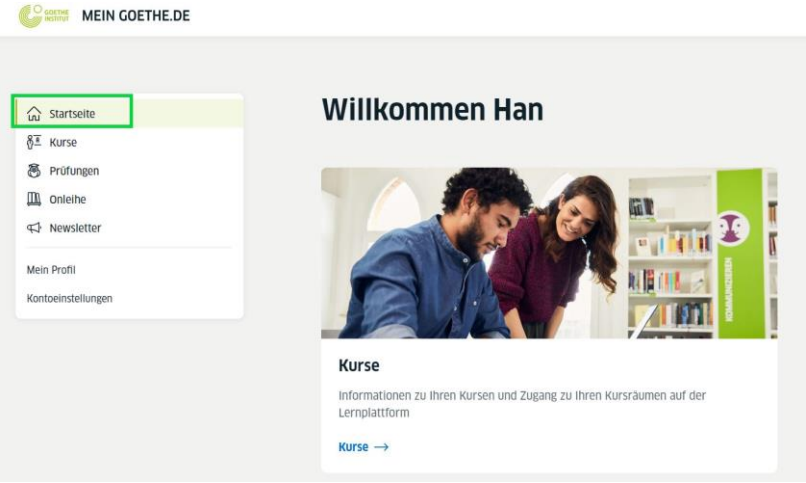
Please take note of the applicable conditions and the Privacy Policy. Complete the process by clicking on **Sign Up**.

In order to successfully complete the registration process, please open the e-mail with the sender **noReply-kdf2** and the subject **Mein Goethe.de / Activate access** in your e-mail inbox.

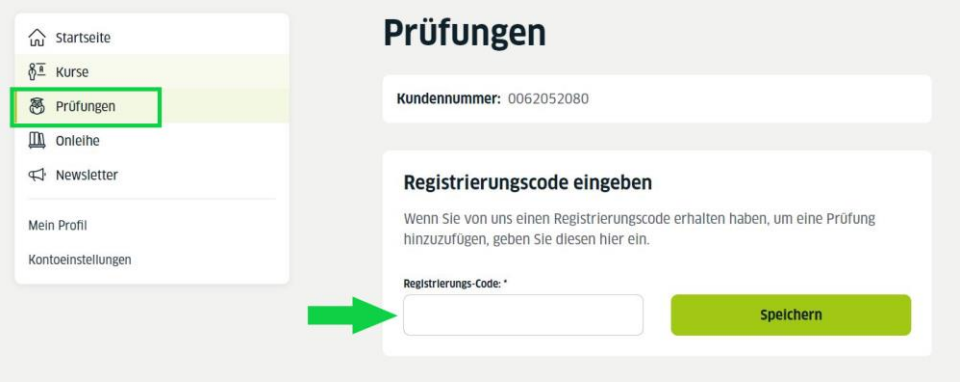
Click on the confirmation link contained therein. The screen you are already familiar with then opens. Enter your e-mail address and password, then click on **Log in**.



You will then be taken to the **start page of your account**.



Click on **Examinations** in the navigation bar on the left to display your examination. If your check is not displayed, you can also add it using your customer number or registration code.



INSTRUCTIONS: DISPLAY TASK MANAGER

You must share your screen and open the Task Manager (Windows)/the Programme Manager (MacOS) before the examination/at the request of the examiners in the oral part of the examination, so that the examiners can see the programmes running on your device.

Below you can see the various options for opening the Task Manager or Programme Manager.

- **Windows**

Windows offers several ways to open the Task Manager. The instructions and illustrations refer to **Windows 10**, but are also valid for Windows 7 and 8, with a few exceptions.

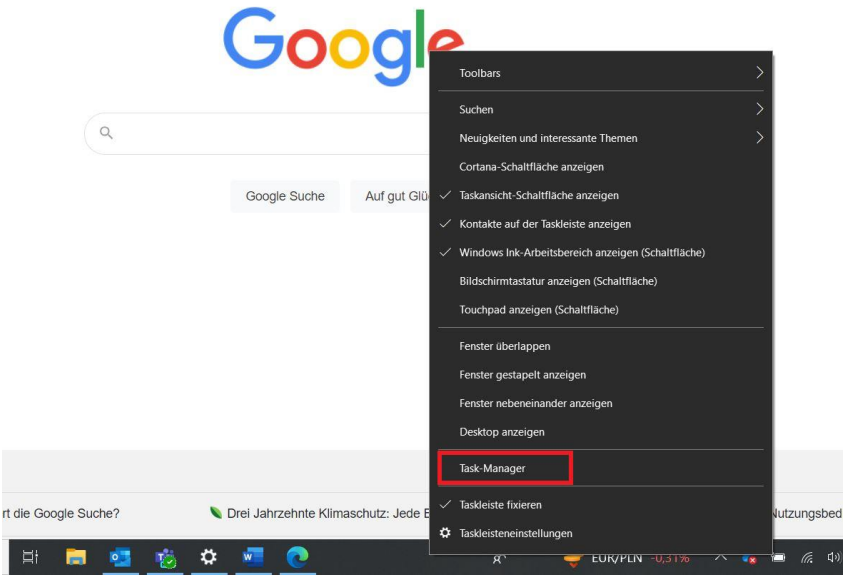
If you are not sure which version of Windows you are using, you can find out in the settings.

Option 1: If you press the three keys **[Ctrl] + [Alt] + [Del]** simultaneously on your keyboard, Windows opens a menu with a blue background. If you select the **"Task Manager"** option there, the Task Manager opens in a new window.

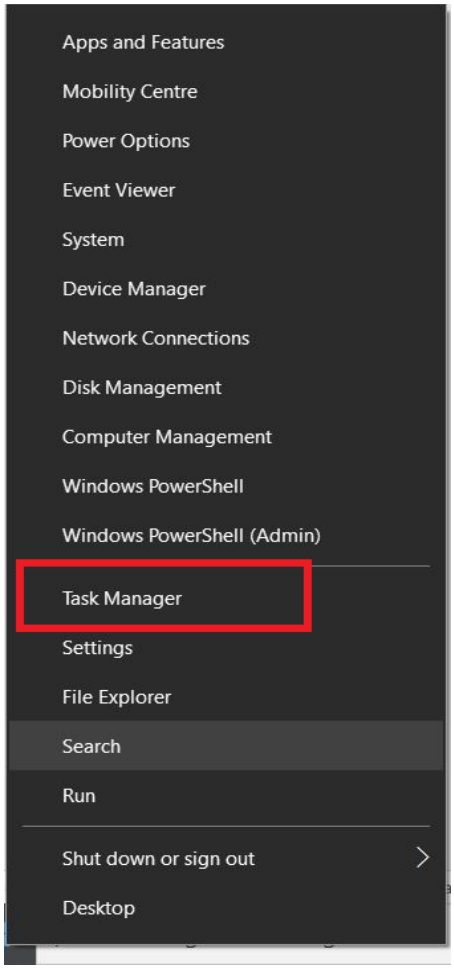
Note: If you are using Windows 7, the option shown is available to you under the name "Start Task Manager".

Option 2: Hold down the three keys **[Ctrl] + [Shift] + [Esc]** at the same time. The Task Manager will then open automatically without the need for another mouse click.

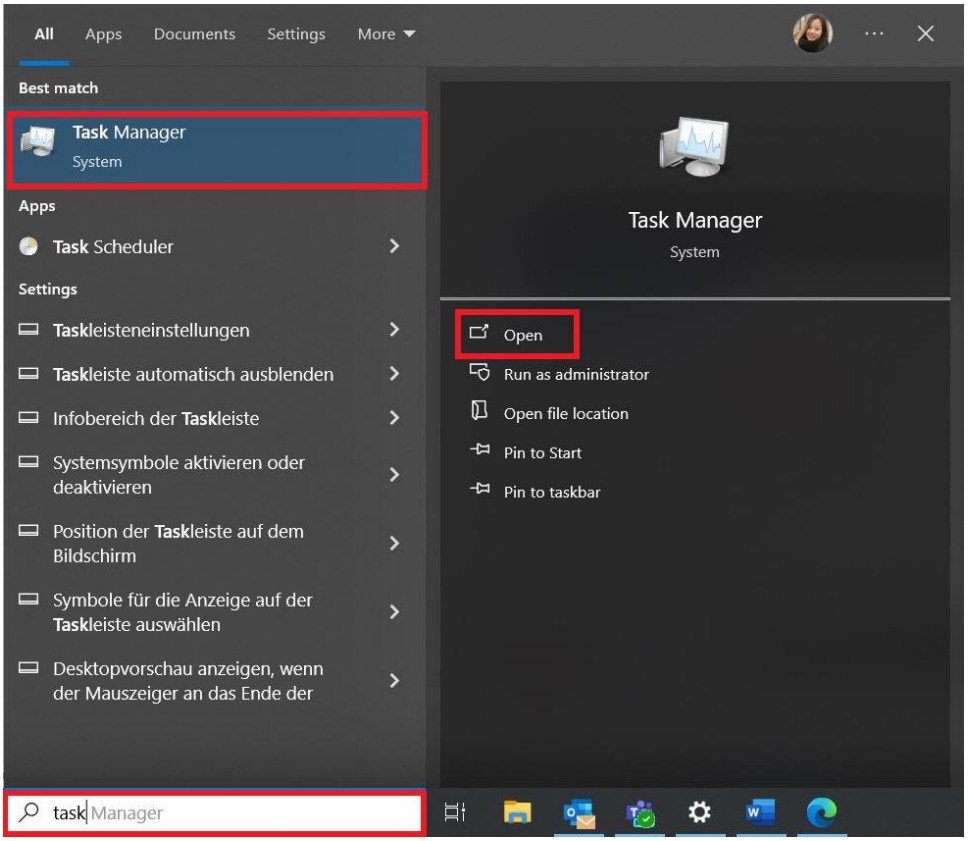
Option 3: First **right-click on the taskbar to call up the context menu**. In this menu, select the "Task Manager" option with the left mouse button. Windows 7 users will see the same function labelled "Start Task Manager".



Option 4: Right-click on the Windows icon (located in the left-hand corner of the taskbar). The corresponding context menu will then open. Then select the "Task Manager" option.



Option 5: With Windows 10, you will find the search field directly in the **taskbar** in most cases (otherwise in the Start menu). Enter the search term **"Task Manager"**. The search results displayed are automatically updated as you type. As soon as the appropriate result appears, select it by clicking left in the "Highest match" area or click on **"Open"** in the right-hand area.



Note: If you are using **Windows 7 or 8**, the search function is just a click away: Open the **Start menu** by clicking on the Windows button left.

In Windows 7, the search bar is immediately visible. Then enter the search term as described and confirm your entry with the Enter key on your keyboard. In Windows 8, no input field is visible - you do not need this. Open the Start menu and simply enter the search term on your keyboard. The operating system will automatically start the search and display the results as usual.

- **Mac**

Option 1: Click on the Apple logo in the top left-hand corner and then select the menu item "Quit now…".

Option 2: You can also open the Programme Manager with a key command. If you press the three keys **[Command] + [Option] + [Escape]** simultaneously on your keyboard, Mac will open a new window.

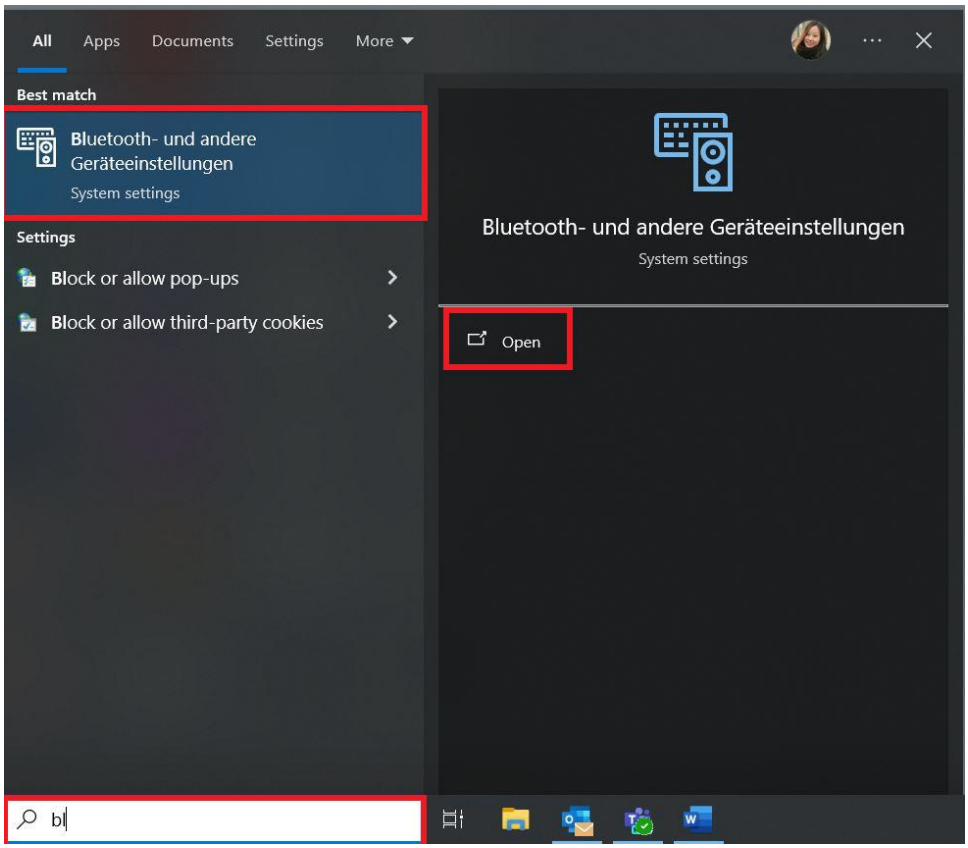
Once you have opened the Programme Manager, you can select a programme and confirm your entry by clicking on "Exit immediately".

INSTRUCTIONS: TURN OFF BLUETOOTH

➢ Windows

1. Select the Start button, then select Settings > Devices > Bluetooth & other devices.
2. Select the Bluetooth toggle to turn it Off.

Note: The Bluetooth toggle only appears on your system when Windows detects a Bluetooth adapter.



➢ **Mac**

1. On your Mac, choose Apple menu > System Settings, then click Bluetooth in the sidebar. (You may need to scroll down.)
2. Click to turn Bluetooth on or off.

Note: If you're using an external USB Bluetooth adapter, the option may not appear in Bluetooth settings. Try unplugging the adapter to turn off Bluetooth.

INSTRUCTIONS: GUARDIAN BROWSER

1. **Introduction**

The Meazure Learning Guardian Secure Proctoring Browser is a web browser that incorporates features needed for remote proctoring.
Exam participants will be required to download the Guardian Browser to utilize the online proctoring services. The Guardian Browser can be downloaded from https://go.proctoru.com/testitout before starting the exam or as a part of the exam launching process. It is recommended that exam participants download the Guardian Browser (some days) before starting the exam. The Guardian Browser must also be downloaded in advance to carry out the technology check.

Workflow:

Exam participants will be required to download and run the Guardian Browser, an executable file, prior to beginning their online proctored session. The workflow is identical to downloading any other secure browser on your Windows or Mac device, such as Chrome or Firefox.
(See section ***Instructions: How to install the Guardian Browser*** below)
It is also important to note that the Guardian browser requires administrative access to the exam participant machine and is a persistent download. Therefore, the software will remain on the exam participant's computer until manually removed by the user. If you wish to take the exam on a company PC, please discuss the download with your IT department in advance.
(See section ***Instructions: How to uninstall the Guardian Browser*** below)

2. **Guardian Browser's impact on exam participant's computer**

While in a proctoring session, proctors can:

- Call the exam participant via audio through the Guardian Browser
- End a session in the Guardian Browser, resulting in video streams being terminated
- View a exam participant screen and webcam
- Meazure Learning support staff are able to chat via text within the browser

While in a proctoring session, the Guardian Browser can:

- Detect and prevent the use of multiple monitors
- Continuously monitor for and shutdown a list of denied applications and processes
- Prevent use of the system clipboard for copy/paste
- Detect and prevent access to unpermitted URLs
- Control the sizy of the Guardian Browser window (Kiosk Mode)
- Cache and cookie data necessary for normal browser functionality (this is cleared each time the browser is closed)

- Detect all running applications: The Guardian Browser checks whether remote desktop applications (remote access applications) such as TeamViewer, AnyDesk or RemotePC are installed on your computer. If such applications are found, you will be asked to uninstall them
- Detect connected USB devices
- Detect connected Bluetooth devices
- Block the use of Google translate
- Block access to the contents of the URL bar
- Detect multiple keyboards and mouses
- Capture a unique device ID for the exam participant machines
- Detect Windows activation status
- Detect virtual webcam use

While the Guardian Browser is used outside of a proctored session

The Guardian Browser locally stores cache and cookie information needed for normal browser navigation and website usage

- This information is cleared each time the browser is closed whether in a Meazure Learning session or not
- There is no information stored in or connection to Meazure Learning services while not in a running session outside of the basic chat functionality available in the left-hand navigation menu

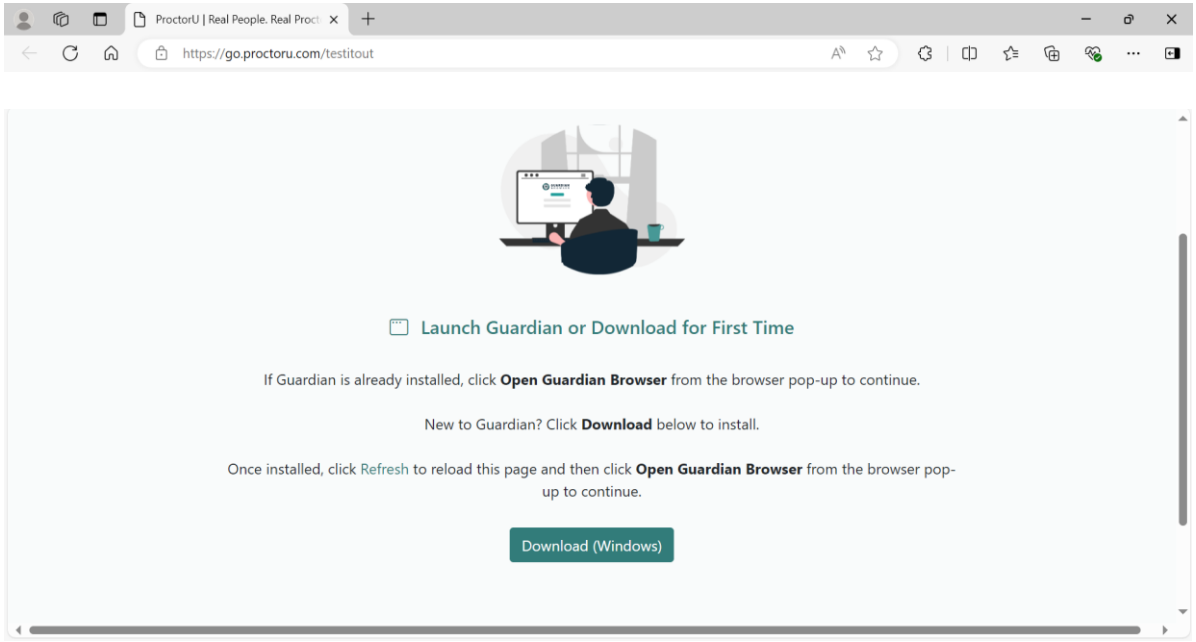
Guardian Browser does **not**

- Scan the computer for passwords or other personally identifiable information residing in the host computer
- Copy files from the host computer to any other device

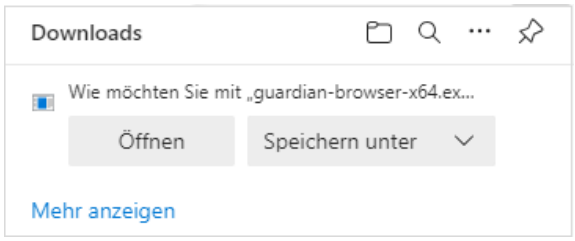
Instructions: How to install the Guardian Browser

Here you can find out how to install the Guardian Browser in Windows:

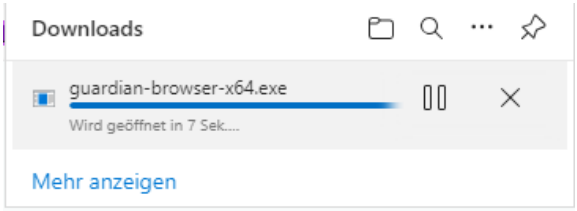
1. Download Guardian Browser.
   You can download the Guardian Browser before starting an exam by calling https://go.proctoru.com/testitout or during exam launching process.
   Click on "Download (Windows)" button.



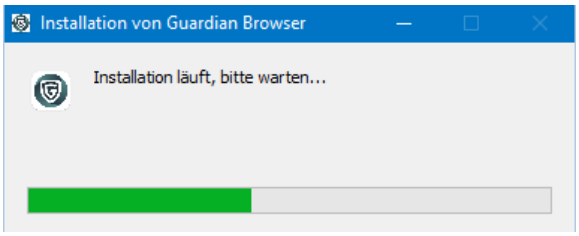
2. Click on "Open" ("Öffnen") button in the pop-up window.



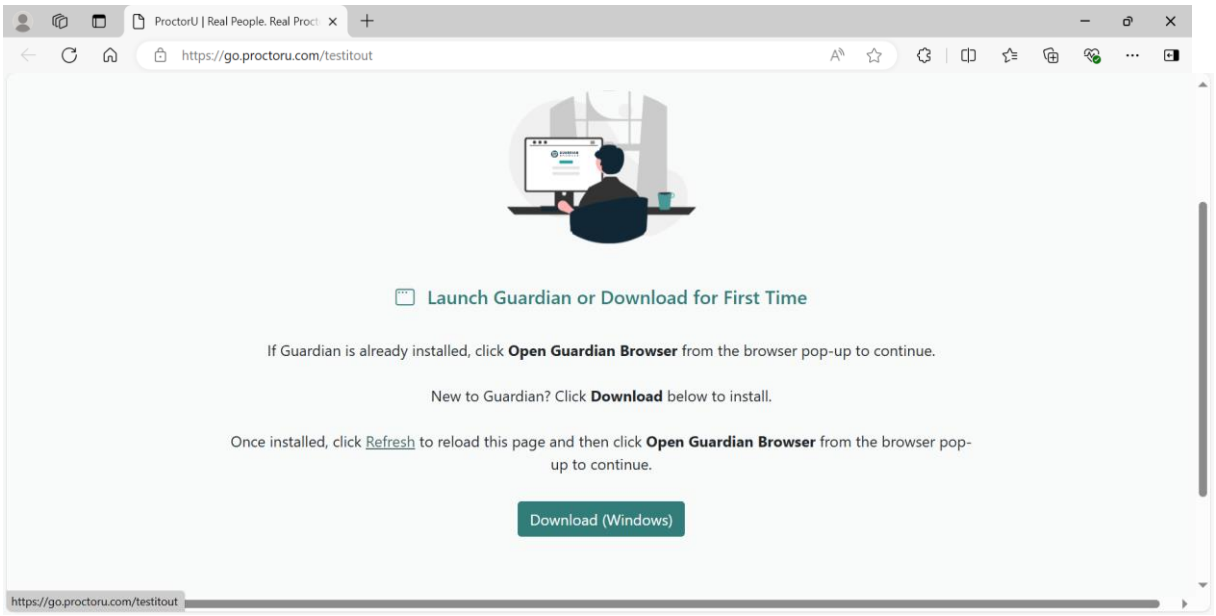
3. Guardian Browser is opened.



4. Installation is running.



5. When installation is finished, press “Refresh” to reload the page shown in 1. (if not refreshed automatically).



Instructions: How to uninstall the Guardian Browser

Here you can find out how to uninstall the Guardian Browser in Windows:

1. Select the **Start** button and search for Guardian Browser (Windows 11) or click on **All apps** (Windows 10) before this step.
2. Right-click on Guardian Browser and then select **Uninstall**.

Here you can find out how to uninstall the Guardian Browser on the MAC:

1. Open **Finder** > **Applications** and search for Guardian Browser.
2. Right-click on the Guardian Browser and select **Move to bin**.
3. Then empty the recycle bin.

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