



# Remote CLOE sessions Candidate Guide

## Contents

<b>Introduction</b> .....	<b>2</b>
<b>How the written assessment is organised</b> .....	<b>2</b>
<b>How the oral exam is organised</b> .....	<b>2</b>
<b>The CLOE environment</b> .....	<b>3</b>
<b>Succeed with CLOE</b> .....	<b>3</b>
<b>Le mini-demo test</b> .....	<b>3</b>
<b>Technical requirements</b> .....	<b>4</b>
<b>Les conditions pour passer votre CLOE</b> .....	<b>Erreur ! Signet non défini.</b>
<b>The CLOE certification</b> .....	<b>Erreur ! Signet non défini.</b>
<b>Precautions</b> .....	<b>6</b>
<b>In the event of a technical incident</b> .....	<b>7</b>
<b>How does the computer-based test work?</b> .....	<b>7</b>
<b>How is the oral interview conducted?</b> .....	<b>11</b>
<b>The results</b> .....	<b>13</b>

## Introduction

You are about to take the CCI France CLOE Certification, which certifies your ability to communicate in a multilingual environment. The aim of the CLOE Certification is to measure your **knowledge of the written language** and your ability to **communicate orally**.

The CLOE certification is divided into 2 parts, and **you will need to show your ID for each of them**.

The distance version of CLOE Certification is supervised online via webcam by our integrated monitoring system.

**Please note that the CLOE interface is entirely in French.**

## How the written assessment is organised

You will first take an interactive online assessment. This part lasts approximately 50 minutes and is designed in the form of a 50-item adaptive test based on 5 key skills:

- Knowledge of vocabulary,
- grammar and syntax skills,
- knowledge of terms and expressions,
- comprehension of written texts,
- oral comprehension.

The test adapts to your responses by adjusting the difficulty of the questions, ensuring your results are determined quickly and accurately.

## How the oral exam is organised

Following the online written part, an oral interview with a CLOE assessor is conducted by appointment via webcam. Lasting 15 to 20 minutes, this interview is tailored to your profile and assesses your communication skills in professional and socio-professional contexts.

The detailed results of the oral section categorize your language abilities into five areas:

- Vocabulary knowledge and range
- Grammar and syntax
- Fluency
- Pronunciation and intonation
- Interaction skills

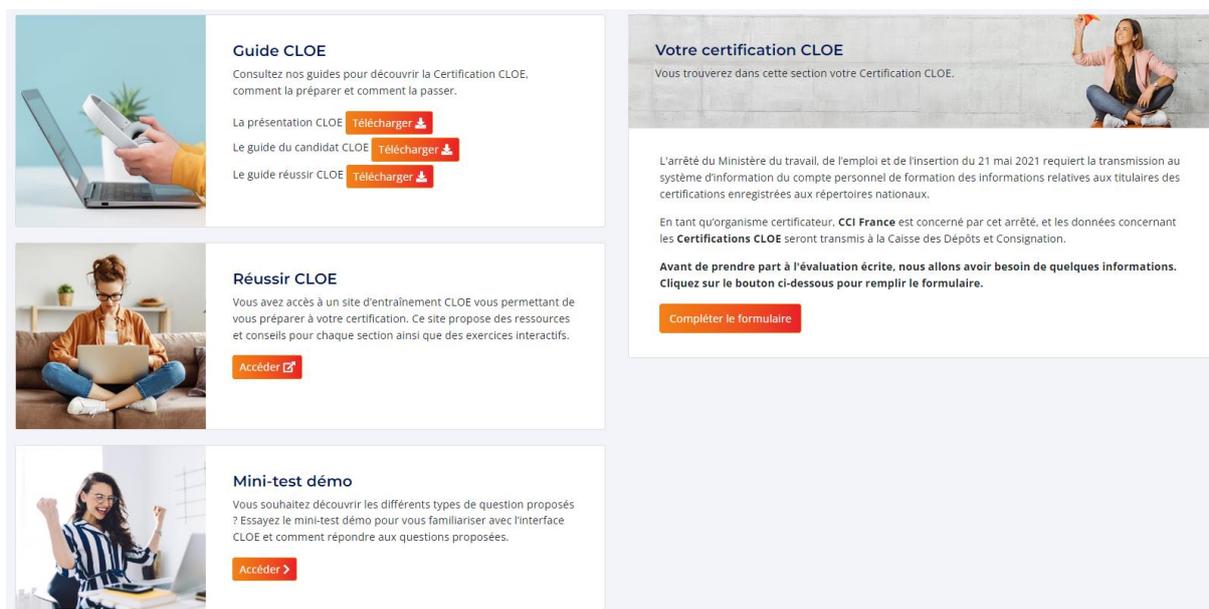
The two parts of the CLOE Certification are indissociable, and a partial result cannot be awarded. The oral test must be completed after the written part.

## The CLOE environment

The entire online CLOE Certification test takes place under surveillance, using our integrated monitoring system.

Once your training centre has registered you for a CLOE session, you will receive a message containing your CLOE login details to your CLOE account where you will be able to access:

- The candidate guides
- Access to an online CLOE preparation platform
- A mini test to check the test functions correctly on your device
- Your CLOE test, once this has been made available by your centre.
- Your final report and certificate, once you have completed the test and the results have been validated.



The screenshot shows a website interface with three main sections on the left and a larger section on the right.

**Guide CLOE**  
Consultez nos guides pour découvrir la Certification CLOE, comment la préparer et comment la passer.

- La présentation CLOE [Télécharger](#)
- Le guide du candidat CLOE [Télécharger](#)
- Le guide réussir CLOE [Télécharger](#)

**Réussir CLOE**  
Vous avez accès à un site d'entraînement CLOE vous permettant de vous préparer à votre certification. Ce site propose des ressources et conseils pour chaque section ainsi que des exercices interactifs.

[Accéder](#)

**Mini-test démo**  
Vous souhaitez découvrir les différents types de question proposés ? Essayez le mini-test démo pour vous familiariser avec l'interface CLOE et comment répondre aux questions proposées.

[Accéder](#)

**Votre certification CLOE**  
Vous trouverez dans cette section votre Certification CLOE.

L'arrêté du Ministère du travail, de l'emploi et de l'insertion du 21 mai 2021 requiert la transmission au système d'information du compte personnel de formation des informations relatives aux titulaires des certifications enregistrées aux répertoires nationaux.

En tant qu'organisme certificateur, CCI France est concerné par cet arrêté, et les données concernant les **Certifications CLOE** seront transmises à la Caisse des Dépôts et Consignation.

**Avant de prendre part à l'évaluation écrite, nous allons avoir besoin de quelques informations. Cliquez sur le bouton ci-dessous pour remplir le formulaire.**

[Compléter le formulaire](#)

You will receive a message when your CLOE Certification is available to take. Your training centre will specify a beginning date and an end date for your test to be available. We advise you to take your CLOE test as soon as possible following the end of your language course.

## Succeed with CLOE

The Réussir CLOE platform has been designed to help you prepare for your CLOE certification in the best possible conditions. This platform offers you a variety of interactive exercises that will familiarise you with the different types of questions used in the exam. Improve your writing and speaking skills through engaging and instructive activities, while boosting your performance to pass your certification with flying colours.

## Le mini-demo test

A demo test allows you to check that the test works correctly on your computer. Take the test to familiarise yourself with the questions asked and to check your equipment. It is not a full test, only includes 7 different types of question found in the real certification and only takes a few minutes.

## Technical requirements



You must take your CLOE online on a computer or tablet equipped with a webcam and a working microphone. Make sure you turn on the sound; the use of headphones is also permitted. Check the quality of your internet connection and make sure that your device is plugged in or has enough battery life for an hour's connection.



**Please note that you cannot take the CLOE on a mobile phone.**

## Important information before you start



You will receive your login codes, reminders and appointment confirmation by e-mail.  
**Please check your spam folder**



If your internet connection is insufficient, disconnect the other devices if this persists or contact the support department.



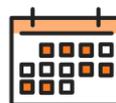
During the written part, you will be monitored by webcam.  
**Please respect examination conditions**



Set aside one uninterrupted hour to take the written part of your CLOE.  
**Isolate yourself in a quiet environment.**



You will be asked to identify yourself at the start of each section.  
**Have your ID ready**



After the first part, make an appointment for the oral via the proposed timetable.  
**Have your schedule ready.**



The oral part is organised by videoconference with a CLOE assessor.  
**A link to connect will be sent by e-mail**



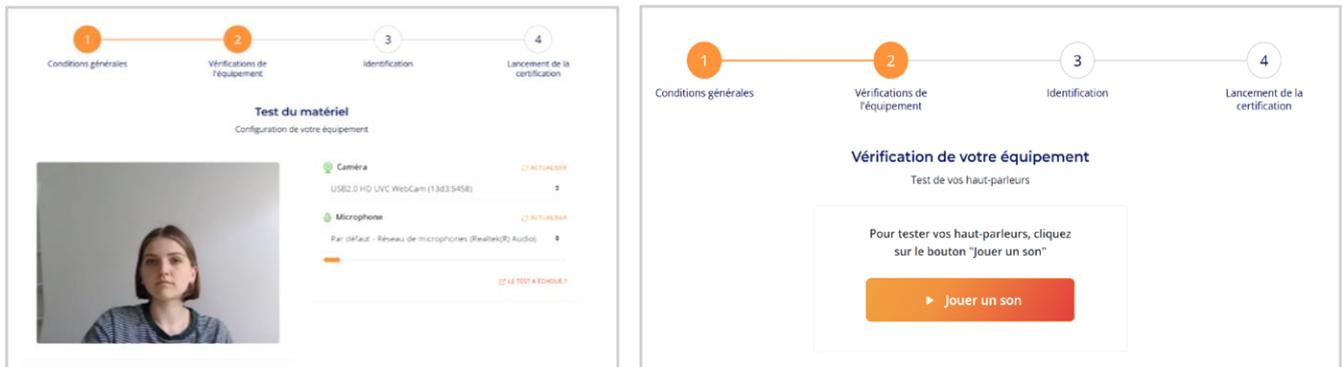
If you have any questions, do not hesitate to contact a CLOE advisor on the Chat  
<https://aidecloe.crisp.help/fr/>

## Taking the CLOE test

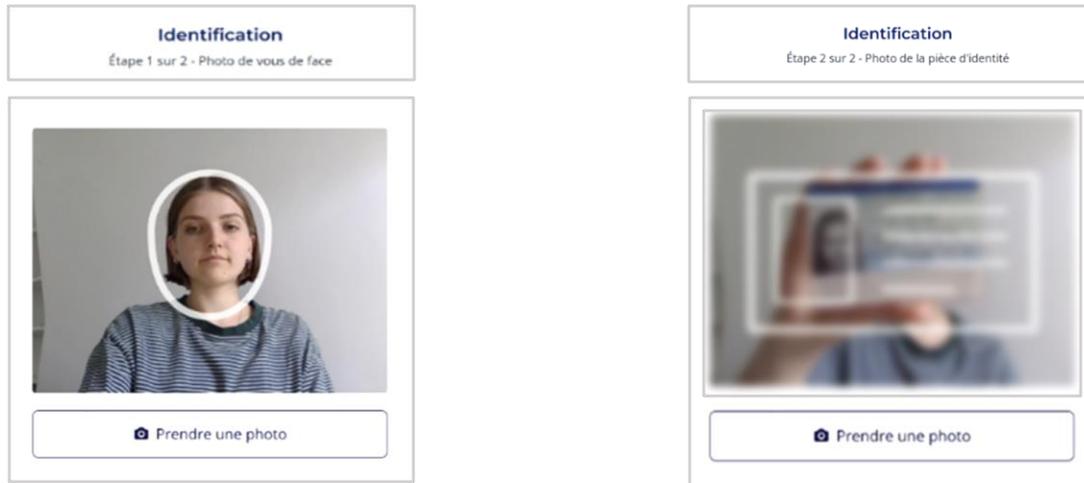
In order to start the CLOE Certification, you will need to check and complete your personal details on a form provided.

You will receive a message informing you that your CLOE Certification is available. It is available for a limited period but can be taken at any time. We recommend that you take it as soon as possible after the notification of availability.

At the start of your CLOE Certification, you will be asked to test your equipment (sound and microphone) and your Internet connection, and then to proceed with verification of your identity. To test your speakers, click on the "Play sound" button and check your Internet speed.



Then identify yourself. Take a photo of yourself, making sure that your face is correctly positioned in the white circle. Then place your identity document in the frame provided.



You can now start your written assessment.



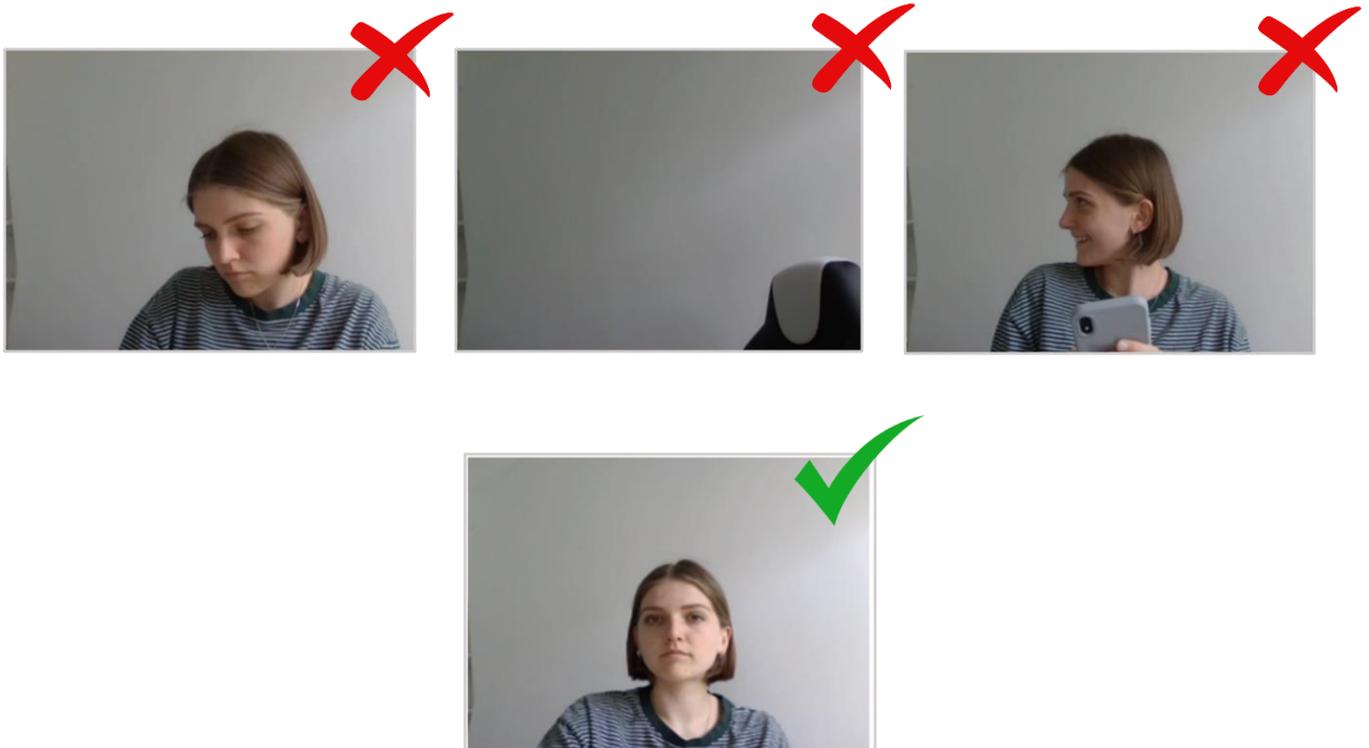
On this last screen before the questions start, check that the sound is working correctly and that you can hear the instructions:



## Precautions

Don't forget to have your **identity document to hand** and to isolate yourself in an environment suitable to taking an exam. **Don't forget that you are being monitored.**

**Warning** - Make sure you look straight ahead during your certification, stay within the camera's field of vision and do not use your smartphone or any other electronic devices. The self-monitoring system will detect any attempt at cheating, and your session will be verified. The presence of any other person on the screen will result in your certification not being validated.



## In the event of a technical incident

In the event of a connection problem or if the screen remains frozen for more than 30 seconds, you can refresh the screen using a dedicated button at the top of the screen:



## How does the computer-based test work?

During this computer-based test, you will answer 50 questions in the form of an adaptive questionnaire:

- 10 questions about your **vocabulary** knowledge
- 10 questions about your **grammar and syntax skills**
- 10 questions about your knowledge of **idiomatic expression**
- 10 **written comprehension** questions
- 10 **oral comprehension** questions

CLOE proposes questions that are more or less difficult, depending on your previous answers. It is fully scalable and continuously adapts to your needs, giving you a distinct result for each skill according to the Common European Framework of Reference for Languages.

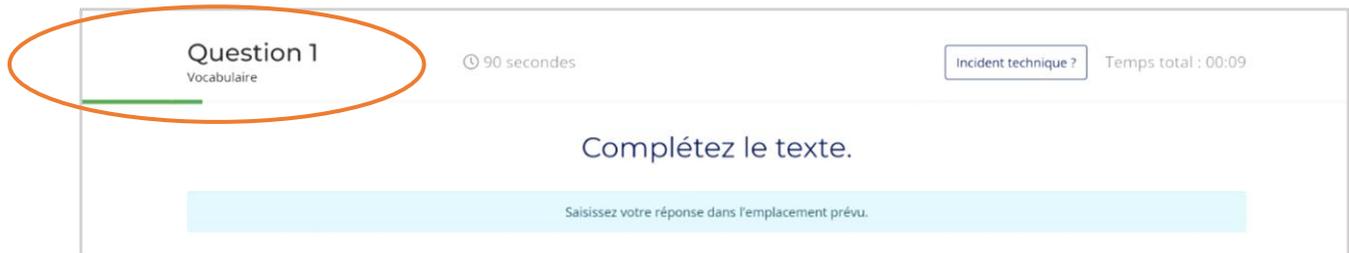


*Visual presentation of an example of adaptive testing*

## Duration

This first part lasts approximately 50 minutes. There is no set time for the test as a whole. Time is limited for each of the questions and the length of the test may vary depending on the questions proposed:

- **The time taken** to answer each question varies according to its difficulty and to the task required.
- The time taken to answer the question is displayed in a progress bar. This line is **green** for half the time allowed, then turns **yellow** and then **red**. At this point, you must validate your answer, otherwise you will move on to the next question. You will then have 3 seconds to prepare for the next question.



## The different types of question

Several types of questions will be proposed. Here are some examples and instructions for answering them.

### Sentence to fill in the blanks

Click in the drop-down list to select the appropriate word to complete the text.

Confirm your answer once you have filled in all the blanks.

Complétez les phrases avec un des items proposés dans le menu déroulant.

Choisissez la bonne réponse parmi celles proposées.

invitations from Zoe and Mum I  Sunday entirely alone. I decided the house needed to be cleaned. I  hard at all the  accumulated over the . The more I cleaned the better I felt

### Mixed order text

The text has been mixed up. The first sentence is shown on the right-hand side of your screen.

Simply click on the sentences to move them.

Click on misplaced sentences to remove them (do not drag and drop).

Le texte a été mélangé. Mettez les phrases dans le bon ordre. La première phrase est donnée.

Cliquez sur les phrases pour les placer dans le bon ordre.

Enfin, en cas de difficulté, n'hésitez pas à contacter notre SAV.

L'objectif de ce guide est d'apporter des précisions sur les modalités à mettre en place.

Nous sommes à votre disposition pour toute information complémentaire.

Ce guide précise également le traitement de problème associés.

### Bank of words

The exercise involves completing a text using the words suggested.

Click on the blank spaces, then click on the word you want to place. You can also click on a suggested word followed by one of the highlighted locations.

Click on the wrongly placed words to remove them (do not drag and drop). Be careful, sometimes there are more words than slots.

Complétez les phrases avec l'expression qui convient parmi celles proposées.

Cliquez un mot et déplacez-le dans l'emplacement approprié.

In this process, the robot [ ] the assembly line places the piece [ ] the board. The board is then passed [ ] to the next stage. The operator [ ] this station takes a box [ ] the top of the pile . He puts the piece [ ] the box and it is then transported away [ ] the dispatch area.

from

along

onto

into

to

at

above

### Out of order sentence

The words in a sentence are mixed up. The first word is given.

Click on the words to place them in order. Click again to remove them (do not drag and drop).

⌚ 60 secondes

La phrase a été mélangée. Mettez les mots dans l'ordre, le premier mot est donné.

Cliquez sur les mots pour les placer dans le bon ordre.

Can

take

accounts

this

you

department

to

document

the

?

### Sentence to fill in the blanks

Click in the slot to enter a word allowing to complete the text.

Often there is no indication of what the missing word is, and you therefore must guess the word.

Sometimes the root of a word is given in between brackets (a verb to be conjugated for example). Rewrite the word in the correct form.

Complétez le texte.

Saisissez un mot par emplacement prévu.

¿Puede llevar este documento al departamento ..... contabilidad?

Complétez le texte.

Saisissez un mot par emplacement prévu. Utilisez la bonne forme du mot entre parenthèses.

¿ ..... llevar este documento al departamento de contabilidad ? (PODER)

### Multiple choice questions

Click on the best answer.

MCQs can cover vocabulary, grammar, idiomatic expressions or even the comprehension of a short text.

Only one answer is possible.

Choisissez la meilleure réponse.

Cliquez sur la réponse qui convient.

Elon Musk is a business magnate, industrial designer and engineer. He is the founder, CEO, CTO and chief designer of SpaceX; early investor, CEO and product architect of Tesla, Inc.; founder of The Boring Company; co-founder of Neuralink; and co-founder and initial co-chairman of OpenAI.

As of November 15, 2020, his net worth is estimated by Forbes to be US\$90.8 billion, making him the fifth-richest person in the world. He is also the longest tenured CEO of any automotive manufacturer globally.

**Choose the statement that best describes Elon Musk**

- Elon Musk founded 5 companies and is no longer CEO of Tesla
- Elon Musk founded 4 companies and is currently CEO of Tesla
- Elon Musk was described by Forbes to be filthy rich
- Elon Musk founded Tesla early on in his business career

## Oral comprehension

The last section consists of 10 oral comprehension questions. Read the question and listen to the extract. You can listen to each extract twice. Answer a multiple-choice question or complete a gap-fill text.

The extract may be an announcement, a monologue, a dialogue or a message.

⌚ 45 secondes

---

⏸ 0:06 / 0:12 🔊 ⋮

Choisissez la meilleure réponse.

Écoutez l'annonce et répondez à la question, vous pouvez écouter l'extrait deux fois. Cliquez sur la bonne réponse.

Que demande-t-on aux clients ?

- Payer leurs articles.
- Quitter le magasin.
- Vérifier les prix.

**Remember to turn on your sound or put your headphones on for the oral comprehension part.**

## Make an appointment for the oral part

At the end of the written part, make an appointment for your oral interview on the suggested timetable. Click on an available slot and confirm your choice.

**PRISE DE RENDEZ-VOUS**

Votre évaluation écrite est terminée. Veuillez prendre un rendez-vous auprès d'un évaluateur pour la partie orale afin de compléter votre certification. Il suffit de sélectionner un créneau disponible dans le calendrier. Vous recevrez une confirmation par mail de votre rendez-vous. Pensez à vérifier vos spams.

Aucun créneau disponible ? Veuillez contacter [l'équipe CLOE](#)  
 Mon centre de formation a prévu un rendez-vous à ma place ? [Quitter sans prendre de rendez-vous](#)

Calendrier - Aujourd'hui ← → Du 14/03/2022 au 20/03/2022

	14 Lundi	15 Mardi	16 Mercredi	17 Jeudi	18 Vendredi	19 Samedi	20 Dimanche
Journée							
8h							
9h						10:00 - 10:30	
						11:30 - 12:00	

**Prise de rendez-vous** ✕

Voulez-vous sélectionner un créneau auprès d'un évaluateur le 19/03/2022 de 10:00 à 10:30 ?

Reserver

Rendez-vous pris avec un évaluateur : 19/03/2022 10:00 - 19/03/2022 10:30

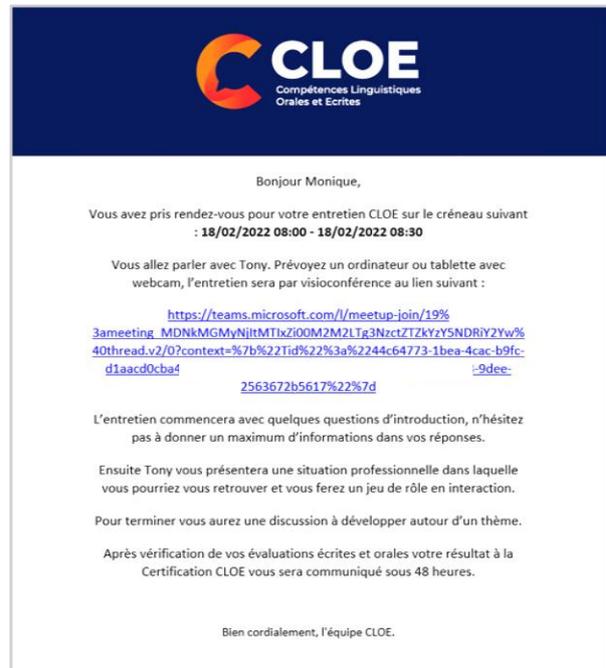
Il est encore possible de modifier l'horaire en sélectionnant un nouveau rendez-vous dans le calendrier.

Modifier le RDV
Confirmer et quitter

## Confirmation

You will receive confirmation of your appointment, with the option of saving it in your calendar.

You will also receive an e-mail 24 hours before the appointment containing the **videoconference link** specific to your assigned CLOE Assessor to use on the day of the test.



## How is the oral interview conducted?

**The oral part** is organised remotely via webcam. From the link sent by e-mail, **log in a few minutes before or at the scheduled test time and wait in the waiting room**. Your assessor will let you in at the appointed time and will ask you to show your **ID**.

The interview takes place on a one-to-one basis with a CLOE assessor, without any prior preparation. It lasts 15 to 20 minutes and is divided into 3 parts:

1. Introductory **questions**, for example:

"What is your job?"

"Do you work in an office?"



**Tip:** expand on your answers to show your ability to answer questions about your professional life.

2. A **situation** in which you could find yourself, which could take the form of a professional situation or one specific to your activity, for example:

"You've just started a new job that requires skills in software you don't master. Call the IT department to explain your needs and organise a training day. I play the role of your colleague in the IT department".



**Tip:** listen carefully to the instructions and don't hesitate to ask the assessor to repeat them. You won't need to prepare anything beforehand. Try to develop interaction with the person you are speaking to, as this is an exchange rather than a question-and-answer exercise.

3. A themed **discussion**. Like the role-play, the theme of the discussion will be professional or specific to your field of activity, for example:

"We're now going to talk about remote working: In your opinion, what are the elements to take into consideration when you set up teleworking in a company?"



**Tip:** the assessor will tell you about the subject for discussion and an initial question on the topic. Feel free to develop the topic in the way you prefer. Express and defend your point of view and give examples. This part of the test will enable you to demonstrate your ability to hold a discussion with an interlocutor, and to use more varied vocabulary, constructions and expressions.

The oral skills assessed are:

- **Vocabulary knowledge and range**
- **Grammar and syntax**
- **Fluency**
- **Pronunciation and intonation**
- **Quality of interaction**

**The role of the assessor** is to facilitate the dialogue. They will adapt their questioning to your level, while offering you opportunities to demonstrate your level of language proficiency.

## The results

The results will be sent to you by e-mail once the entire certification process has been verified, 24 to 72 hours on average, after the oral part. Your results will be explained in a **detailed result sheet**:



If you achieve the CEFR objective set by your training centre, in line with your professional project or your educational programme, you will obtain a **CLOE Certificate** validated by CCI France and valid for life. This digital certificate is completely secure and tamper-proof thanks to its registration in the blockchain, and the link can be sent to your employer or recruiters or shared on social networks.



*We wish you every success with your certification - the CLOE team*