



Part 1 – the online assessment

The first part of the CLOE test takes place **on a computer** with an online monitoring system provided by our system. **You will be monitored by webcam during your test.** Please be sure to isolate yourself, have your ID ready. Stay in front of the camera and avoid any interruptions.

Duration



Equipment required



A computer with an up-to-date browser, a webcam, microphone and audio

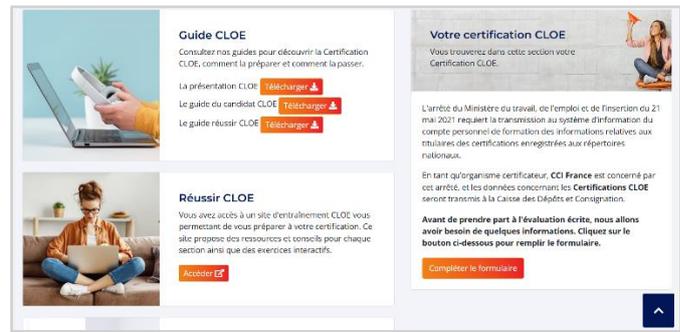
Identity document required



1 Log in to <https://candidat-cloe.com> using the codes you have received by e-mail. If you have not received them, click on **“forgotten password”** or contact your training organisation.

2 Try the **CLOE demo** to familiarise yourself with the questions asked and check your equipment. Practice online on the Succeed CLOE platform.

3 On the **date scheduled** for your certification, log in using the codes sent to you by e-mail. You have limited time to complete the written test and book the oral interview.



4 **Complete the form** with your personal details to check and complete your identity.

5 Test your equipment (microphone and sound) and remember to show your ID. You can now start your CLOE Certification and follow the instructions on the screen. There is a time limit for each of the questions. Depending on your answers, CLOE will suggest more or less difficult questions.

✂ Troubleshooting

If the test does not load – Check your Internet connection speed, disconnect other devices connected to your box and try again. If the problem persists, contact the help centre.

If a question will not load – click on the **Incident technique?** button at the top of the screen to load a new question.

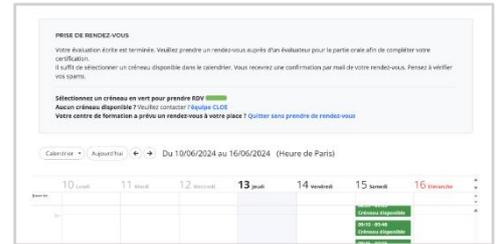
If the problem persists and if you are unable to continue click on the **Incident technique?** button to leave the test and contact the help centre.

👤 Help centre

For any technical assistance, please go to the Frequently Asked Questions section of the Help Centre <https://aidecloe.crisp.help/fr/>. If you can't find the answer to your question, use the 'Chat'  icon at the bottom right of the screen to contact a member of the CLOE team.



6 Once you have completed the written part, make an appointment for your oral interview. From the calendar displayed, click on an **availability slot in green** in order to reserve it. Remember to confirm your choice of slot before leaving.



Appointments can be booked up to one month after the start of the access to your CLOE Certification. If you do not see any appointments, contact your training organisation to extend your access.

Once you have completed all the steps, exit the online monitoring device by following the instructions. Your written test is now complete.

Part 2 – The oral interview

The second part of your certification takes place by **videoconference**.

Duration

Equipment required

A computer with an up-to-date browser, a webcam, microphone and audio

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You have made an appointment for your oral interview, and you will receive an **e-mail** confirming the date and time as well as the **specific link** for the videoconference session.

You can change your appointment **up to 24 hours** before it is due to take place. After this deadline, it can only be changed in the event of a force majeure by contacting your training organisation.

The oral interview lasts 15 to 20 minutes and takes place by videoconference with a CLOE assessor. Click on the link sent in the confirmation email and follow the instructions. Turn on your webcam and **show your ID to the assessor**. The oral interview consists of 3 parts:

1. Introductory questions.
2. A real-life work situation.
3. A discussion on a professional topic.

Once the certification process has been validated, an attestation of results will be sent to you by e-mail. If you have achieved the objective set by your training organisation in line with your career plan, you will also receive your CLOE Certificate.

