



# Case Study

Office of the government of Carinthia

LAND  KÄRNTEN

# Carinthian State – Implementation of the Austrian Citizenship Test

## The Customer

- The Carinthian Academy of Administration
- Responsible for seminars and courses
- Implementation of Austrian citizenship tests in the Federal State of Carinthia

## The Challenges

- Implementation of the current, digital Austrian citizenship test in the Federal State of Carinthia, in compliance with the statutory requirements of the evaluation scheme
- Immediate test evaluation with the option of issuing a certificate
- Simple recording of personal master data and archiving of the electronic file

## The Solution

Using the IMC Learning Suite, IMC's learning management system, it is possible to configure your own complex digital test scenarios and evaluation schemes and save the personalised test results in an electronic file.

## The Advantages

- Process and cost-efficiency through optimisation of the entire test and work process
- Flexible, self-configurable evaluation models
- Quicker preparation, implementation and evaluation of the test, as well as the archiving of the test results and data
- Delivery of a fair and identical test process for all participants

# A modern learning culture for heterogeneous target groups

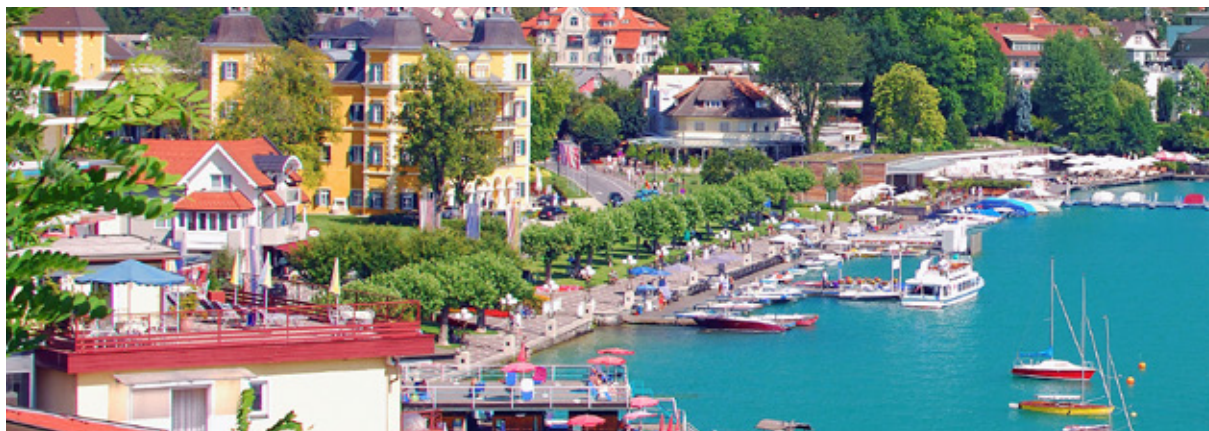
The installation and set-up of the learning management system on a server in the Academy of Administration, including the administrator and key user training, required just 15 days in total. The system was available for immediate use after a short test run.

People wanting to gain citizenship in Austria must pass a test in the respective Federal State, they live in. Questions are based around topics such as the basic democratic order and history of Austria, as well as the Federal State. The test is in multiple choice format and comprises three parts in accordance with § 10a of the Austrian Nationality Act. The first part tests basic knowledge of the democratic order in the Republic of Austria and includes 39 questions. In the second pool, with 31 questions, candidates are tested on their basic knowledge of Austrian history. The third and final part contains questions on the history of the Federal State in which the test is being taken. In Carinthia, a selection is made from 76 different questions. As part of the citizenship test, 18 questions must be answered with six questions selected from each section of the test.

For each question, there are four possible answers of which at least one, but a maximum of three, are correct. The test is evaluated as passed when either at least 3 points are scored in each section of the test, so a total of a half of all possible points (i.e. 9 points), or a total of at least 12 points are achieved overall.

## Project period:

The installation and set-up of the learning management system on a server in the Academy of Administration, including the administrator and key user training, required just 15 days in total. The system was available for immediate use after a short test run.



“In using the IMC Learning Suite, there is now a quicker execution of the entire test process, which means less work for us.”

*Sonja Kratochwill,  
Citizenship and coach driver tester at the Carinthian  
Academy of Administration*

# The benefits

IMC Learning Suite is able to effortlessly create the complex evaluation scheme defined by the statutory requirements. Using the integrated testing module, it is possible for the Academy of Administration to implement all tests independently and electronically after just a short period of familiarisation.

IMC's software solution offers the following benefits:

- structured, clearly arranged user interface for administrators and users
- independent compilation and processing of the test questions directly in the system
- simple, database-based, automated compilation of the tests and evaluations
- ingenious testing and assessment tool to depict complex evaluation schemes
- system stability through intermediate storage of completed test questions

- random generator to compile the tests from the defined question pools
- automatic archiving of test results and participant data with the option of anonymisation
- automatic printing of certificates

"With this project, IMC has provided us with the best possible support based on its years of experience and technical know-how."

*Sonja Kratochwill,  
Citizenship and coach driver tester  
at the Carinthian Academy of Administration*



# Optimised processes for the Academy of Administration and the test participants

The Academy of Administration benefits from:

- simple recoding of the personal master data and assignment to the tests
- efficient execution of the test: on average, the tests can be completed on a PC in 10 - 20 minutes
- immediate evaluation of whether the test has been passed or failed
- automatic preparation of a certificate
- well-arranged archiving of the courses and test participant results
- test statistics and test evaluation can be accessed at any time
- quick and easy processing, creation and updating of the question pool and assignment of the questions

The test participant benefits from:

- intuitive and simple login
- no waiting time; the test can be started immediately
- well-arranged and clearly structured format of the test questions
- quick completion of the test with immediate results
- immediate receipt of the certificate

Prospects and further use of the testing solution:

The successful launch of the digital citizenship test has resulted in the project being extended to the professional qualification required by vehicle drivers (Bus- D u. LKW- C). IMC Learning Suite will soon be used for the Basic Qualification and Further Training Degree for professional drivers, which concerns drivers of certain freight and passenger vehicles.

“In using IMC Learning Suite, the stability and security of the implementation of the various tests were substantially increased. Possible failure scenarios, such as power failure and server failure, were tested, to ensure that the tests can be seamlessly completed after the system has been restarted successfully. The support team at IMC was always available to answer any questions.”

*Ing. Mastnak for liaison with IMC*

# About IMC

Internationally renowned for our learning technologies we are passionate about creating innovative and reliable learning solutions that put our clients at the forefront of learning and development.

For 20 years we have been helping organisations to plan, develop and implement professional learning strategies. Our multi-award winning products and services portfolio includes the Learning and Talent Management System, IMC Learning Suite, the innovative Electronic Performance Support System (EPSS), IMC Process Guide, and the intuitively usable authoring software, IMC Content Studio. For creators of digital content IMC now offers the free cloud service IMC Teach. Additionally, customised and standardised learning contents for subjects such as compliance learning are part of the IMC portfolio.

Worldwide more than 1,000 customers with over 5 million users in businesses, public institutions and educational institutions of all sectors and sizes trust in IMC.

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