

Österreichisches Sprachdiplom Deutsch (ÖSD)

Examination Regulations

As of: 1 April 2026



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ÖSD EXAMINATION REGULATIONS

The examinations of the Österreichisches Sprachdiplom Deutsch (ÖSD) serve as evidence of German language proficiency at the respective level of the *Common European Framework of Reference for Languages* (CEFR) and are conducted and assessed worldwide at licensed ÖSD examination centres in accordance with uniform provisions. The aim of ÖSD examinations is the reliable, objective and valid certification of individual and independent language skills in German.

In the following, the term *examinations* refers to both the paper-based and the computer-based version (hereinafter: paper exam and computer exam). Where necessary, corresponding additional provisions relating to computer exams are included.

These Examination Regulations draw a basic distinction between the ÖSD Examination Head Office (hereinafter: ÖSD Head Office) and ÖSD licencees or licensed ÖSD examination centres (hereinafter: examination centres).

These Examination Regulations are addressed to all persons involved in the examination process, in particular:

- heads and persons responsible for examinations at examination centres, invigilators, administrative staff, and any other persons involved at the examination centre
- ÖSD examiners and assessors (hereinafter: examiners), and
- candidates

1. Fundamentals

These Examination Regulations are binding on all persons involved in the examination, in particular the persons and institutions named above, and apply to the ÖSD examinations listed under item 2. The version in force at the time of registration applies.

It is the responsibility of the examination centres to ensure that their candidates are familiar with the contents of the current Examination Regulations.

ÖSD examinations consist of four subtests: *Reading, Listening, Writing* and *Speaking*. The ÖSD offers the examinations *ÖSD Zertifikat B1* for adults and for young people, and *ÖSD Zertifikat C2*, in four modules; i.e. the modules *Reading, Listening, Writing* and *Speaking* may be taken individually or in any combination. All other ÖSD examinations are offered in two modules: *Written examination (Reading, Listening, Writing)* and *Oral examination (Speaking)*. The respective modules are hereinafter referred to as examinations.

The modules of the paper-based version may be combined with modules of the computer-based version.

For each examination, a sample test can be downloaded free of charge from www.osd.at.

The implementation rules, which are also available online, contain details on the content, structure, duration, procedure and assessment of the respective examination and are legally binding in their current version.

Practice materials with additional practice sets, which can be ordered online, are also intended for targeted preparation for the examination. In addition to the practice materials, *Test-Training digital* and sample videos for all examination levels on the ÖSD website support preparation for computer exams.

2. Admission to ÖSD Examinations

In principle, all persons interested in German as a foreign language or German as a second language are admitted to ÖSD examinations.

The following age recommendations apply for individual ÖSD examinations:

from 10 years	from 12 years
ÖSD KID A1 ÖSD KID A2	ÖSD Zertifikat Deutsch Österreich B1 / Jugendliche ÖSD Zertifikat B1 / Jugendliche
from 14 years	from 16 years
ÖSD Zertifikat A1 ÖSD Zertifikat A2 ÖSD Zertifikat B2 / Jugendliche ÖSD Zertifikat C1 / Jugendliche	ÖSD Zertifikat Deutsch Österreich B1 ÖSD Zertifikat B1 ÖSD Zertifikat B2 and ÖSD Zertifikat B2 PMB ÖSD Zertifikat C1 and ÖSD Zertifikat C1 PMB ÖSD Zertifikat C2 and ÖSD Zertifikat C2 WD

Candidates who decide to take an examination contrary to these recommendations must expect that the selection of topics and the complexity of the tasks may not be appropriate to their age. No appeal against the examination result is possible on these grounds.

Special arrangements regarding registration and administration apply to candidates with specific needs; these are set out in the "Information sheet: Candidates with specific needs" (see also item 4). In all cases, a valid email address for the candidate must be provided to the ÖSD Head Office and the ÖSD examination centre in case contact is required.

Passing an examination at the level below, or attending a German language or preparation course, is not required in order to participate in an ÖSD examination. Each examination module may be taken irrespective of whether other modules have been passed.

Persons who have been excluded from the examination for the reasons set out in item 10 and are barred until the expiry of the time limits regulated in particular in item 10.3 are not admitted.

In addition, the ÖSD reserves the right, in individual cases, not to admit persons wishing to sit an ÖSD examination, or to bar them, for reasons other than those stated here and in item 10, without stating reasons.

3. ÖSD Examination Centres, Examination Officials, ÖSD Examiners/Assessors and Other Involved Persons

ÖSD examinations may be taken exclusively at licensed ÖSD examination centres. Examination centres are selected according to strict criteria and, under the licence agreement, must comply with the defined quality standards. Information on examination centres is available at www.osd.at.

Each examination centre nominates an examination official and a deputy. They assume responsibility for the proper conduct and assessment of ÖSD examinations, i.e. they are responsible for all steps of the examination organisation and administration before, during and after the examination,

as well as for the examination security and the proper handling of examination materials. The examination official ensures that the invigilators deployed are appropriately trained. This applies to both the paper exam and the computer exam. The examination official or the deputy must be reachable for all parties during the examination.

Each examination must be conducted and/or assessed exclusively by authorised persons or certified examiners/assessors.

In the oral examination, at least one of the two examiners must not have taught the candidate in the course most recently attended by the candidate prior to the examination. Exceptions require approval by the ÖSD Head Office.

Examination officials and examiners/assessors, as well as all other persons involved (invigilators, administrative staff, etc.), must maintain confidentiality towards third parties regarding all examination procedures and examination results.

4. Examination Dates, Registration for ÖSD Examinations

Registration for the examination takes place at the relevant ÖSD examination centre. The registration modalities and contractual terms and conditions of the examination centre apply. All examination centres and information on the examination dates offered are available at www.osd.at.

Before registration, interested persons are informed in detail by the chosen examination centre about the contractual terms and conditions, examination requirements, Examination Regulations, Examination Procedures, and the communication of examination results. The Examination Regulations and the Examination Procedures are also available on the ÖSD website in their current form. By registering for the examination, candidates (or, in the case of minors, their parents or legal representatives) confirm that they have taken note of and accept the contractual terms and conditions, the current ÖSD Examination Regulations and the Examination Procedures. As part of registration, a valid official photo ID (passport, identity card) is generally presented or a clearly legible copy is submitted. The copy is enclosed with the examination materials.

Admission to the examination is decided by the examination centre, subject to available places and taking into account the provisions on admissions and bars set out in item 2 and item 10. A legally effective entitlement to sit the examination arises only after admission by the examination centre and payment of the full examination fee.

If this is a repeat attempt and not a first attempt, this must be stated at registration (see item 13).

Candidates with disabilities and/or specific needs must inform the examination centre or the ÖSD Head Office of these as part of registration and submit an appropriate medical certificate. The examination centre and the ÖSD Head Office treat the information provided as confidential (in accordance with the GDPR).

In consultation with the ÖSD Head Office, examination conditions adapted to the individual situation may be granted. If individual subtests cannot be taken due to disabilities or specific needs, this is noted on the certificate without stating a reason.

Further information is provided in the "Information sheet: Candidates with specific needs".

5. Examination Fees and Refund of Fees

Examination fees are set by the examination centre and must be paid by candidates within the agreed period. The examination centre regulates the possibility of a refund of the fee in the event of withdrawal from the examination or discontinuation of the examination (see item 9) in its cancellation terms. Candidates who are excluded from the examination session (see item 10) have no entitlement to a refund of the examination fee.

6. Examination Materials, Duty of Confidentiality

The ÖSD Head Office provides the examination centre with all examination materials required to conduct the registered examination date. The materials are the property of the ÖSD. They are protected by copyright and must not be modified or reproduced in any form. All examination materials, both in the paper-based and in the computer-based version, must be treated as confidential. They are subject to a duty of confidentiality and must be kept securely and locked away or otherwise made inaccessible to third parties. Any use outside the registered examination date or disclosure to third parties is deemed misuse. The ÖSD Head Office must be informed immediately of any misuse. Active involvement in misuse is pursued by the ÖSD to the extent permitted by law.

7. Identity Verification and Requirement to Present ID

The examination centre must establish the identity of candidates beyond doubt before the start of the examination and verify it by means of a valid official photo ID (passport, identity card, etc.). It is recommended that identity checks are carried out using the four-eyes principle. After the ID check, in paper exams the invigilators check the data entered on the cover sheet before distributing the task sheets and compare them with the data on the photo ID. In computer exams, a photo of the photo ID is taken using the invigilator app and stored in the administration software for computer exams. Candidates must keep their ID available throughout the examination process and present it on request. It is not possible to sit the examination without a valid official photo ID. In consultation with the ÖSD Head Office, the examination centre may carry out further measures to clarify identity or determine which proof of identity must be presented. The examination centre informs candidates during registration which identity documents are accepted.

In paper exams, candidates confirm the accuracy of their details and their agreement with the Examination Regulations by signing the cover sheet. A copy of the photo ID is inserted into the cover sheet and returned to the ÖSD together with the examination materials. In the computer exam, after logging in, the Examination Regulations must be accepted (by ticking a box); otherwise the examination cannot be taken.

If there are doubts about a candidate's identity, the candidate is first asked to present another form of ID. If the suspicion is substantiated that the candidate is not identical with the person shown on the ID, they are not admitted to the examination. In case of doubt—if the doubts can neither be fully resolved nor sufficiently substantiated—admission to the examination is possible if the candidate agrees to be photographed for the purpose of identity verification. The declaration of consent must be in writing and include the following personal details: first name(s), family name(s), date of birth, place of birth, country of birth, and nationality. The candidate must enter the personal details themselves and must then sign the declaration. After the examination has taken place, the photo, a copy of the declaration of consent and of the photo ID, as well as a written justification for the doubts

about the candidate's identity, must be sent to the ÖSD without delay. The certificate is issued only once identity has been established beyond doubt.

In consultation with the ÖSD Head Office, the examination centre also has the right to request additional identity documents or to carry out further measures to clarify identity. Candidates are informed in good time which documents are accepted and which additional identity verification measures may be taken.

The ÖSD reserves the right to cancel a candidate's examination attempt where identity cannot be established beyond doubt despite all measures taken, or to declare the examination invalid, and to bar the candidate from further examination attempts until identity can be established beyond doubt.

8. Conduct of Examinations, Invigilation

ÖSD examinations are not open to the public. Only authorised staff of the ÖSD examination centre or the ÖSD Head Office may be present during the examination.

The proper conduct of examinations is ensured through the deployment of certified ÖSD examiners and invigilators with valid authorisations. Invigilators supervise the written examination and the preparation for the oral examination and are deployed in the corridors of the examination centre. During the written examination, at least one qualified invigilator per 15 candidates monitors the procedures, provides the necessary organisational instructions and is available to answer questions about the conduct of the examination. At the beginning and at the end of the written examination, the ÖSD generally recommends the presence of a second invigilator. Where several invigilators are deployed in an examination room, responsibilities may be divided: one invigilator assumes overall responsibility, explains the examination tasks and answers questions. This lead invigilator must have very good German language skills (at least solid B2 level). The other supporting invigilators focus on invigilation and do not necessarily need German language skills. It is not permitted to answer or comment on questions regarding examination content. Where an explanation of tasks is provided for in the Examination Procedures, this and the answering of any follow-up questions takes place exclusively in German.

Invigilators conduct the examination in compliance with all time and organisational requirements. They are responsible for ensuring that candidates produce their work independently, do not use prohibited aids (see item 10) and that examination materials remain under control at all times.

Tables and seating arrangements are chosen so that copying is prevented to the extent reasonably possible. The distance between candidates must be at least 1 metre in all directions so that it is not possible to view other candidates' materials. If examinations are carried out in rooms where workstations are additionally fitted with suitable privacy screens, this distance may be reduced in consultation with the ÖSD Head Office.

A record is kept for each written and oral paper exam. The records include, among other things, the examination centre, examination date, examination level, number of candidates, examination room, invigilators or examiners, and any special incidents. The examination record must be sent to the ÖSD Head Office together with the examination materials. For computer exams, the record is kept via the invigilator app; transmission to the administration software for computer exams is automated. Depending on the licence agreement, a meaningful seating plan must also be enclosed.

During the written examination, candidates may leave the room outside the scheduled breaks only individually and for good reason (e.g. to use the toilet). This is noted in the examination record,

stating the name and time. No examination materials may be taken out of the examination room. Depending on local conditions, corridor invigilation must be deployed to prevent contact with other persons or attempted cheating in the corridor, toilets or other locations.

If candidates wish to finish the examination before the scheduled time, they must hand in all examination materials in full. After leaving the examination room, they may enter it again only after the official end of the respective subtest or module. Materials that have already been handed in are not returned. It must be ensured that candidates outside the examination room cannot contact persons who are still taking the examination (e.g. through corridor invigilation). Persons registered for the examination who arrive after the start of the examination are no longer admitted. Persons registered for the computer exam who bring their own computer may be refused participation if the device does not meet the technical requirements and/or the Safe Exam Browser is not installed.

9. Withdrawal from an ÖSD Examination and Discontinuation of an ÖSD Examination

Without prejudice to the statutory right of withdrawal, the following applies: Withdrawal from the examination is possible; however, there is no entitlement to a refund of examination fees already paid. If withdrawal occurs before the start of the examination, the examination is deemed not to have been taken. If the examination is discontinued after it has started, the examination is deemed not to have been passed.

To claim illness as a reason in the event of withdrawal from the examination or discontinuation of the examination, a medical certificate must be submitted without delay to the responsible examination centre. The examination centre decides on further steps and any refund of examination fees (see item 5).

10. Exclusion from an ÖSD Examination (Cheating, Prohibited Aids, Other Violations)

A candidate is excluded from the examination if they cheat or attempt to cheat in connection with the examination, carry, use or provide prohibited aids to others, deliberately disrupt other candidates while they are taking the examination, or by their behaviour hinder the proper conduct of the examination.

Cheating occurs where candidates do not complete an examination performance independently, but instead feign it through prohibited behaviour and/or the use of prohibited aids, or even only attempt to do so. An attempt to cheat is therefore also referred to as cheating and is not aimed exclusively at supporting one's own examination performance but may also be directed at that of another person.

10.1. Prohibited Aids

In principle, candidates may bring only those items or work materials required for the examination and expressly permitted (ballpoint pen; non-erasable pens in paper exams; or, in computer exams, the devices defined specifically for this purpose) and, where provided for the respective examination, pre-checked dictionaries, to the examination or the preparation room. Items required for personal or health reasons, such as drinks, tissues, glasses or similar, are permitted, but may be checked and confiscated in case of suspicion.

With the exception of the permitted items listed above, candidates must not bring any other items to the examination, i.e. mobile phones (not even when switched off), wristwatches, jackets, bags, learning materials and other personal belongings must be deposited or stored in such a way that no prohibited access is possible during the examination.

The examination centre may, within the scope of country-specific legislation, take appropriate measures to enforce the above provisions, including checks (inspection of clothing, jewellery, headwear, etc.) and security measures (e.g. internet blocks, metal detectors, CCTV, etc.).

Examinations must be completed entirely independently; answers must be written clearly and legibly. Any aids that are not expressly permitted are prohibited and are referred to below as prohibited aids.

Prohibited aids include in particular, but are not limited to:

- technical aids and devices by means of which information can be stored, displayed or transmitted and/or which have internet connectivity (e.g. mobile phones, in-ear headphones, smartwatches and smartglasses, i.e. watches or glasses with recording, playback and/or transmission functions, etc.)
- dictionaries (with the exception of the examinations *Zertifikat B2*, *Zertifikat B2 / Pflege und medizinische Berufe*, *Zertifikat C1*, *Zertifikat C1 / Pflege und medizinische Berufe* and *Zertifikat C2*, *Zertifikat C2 / Wirtschaftssprache Deutsch*), any subject-specific materials (learning materials, lists, tables, notes, model texts) as well as any other forms of personal notes, information and data (e.g. on the hand, on clothing or other objects)

Aids brought inadvertently, in particular mobile phones, must be handed in for safekeeping for the duration of the examination. Mobile phones, smartwatches, etc. must be switched off when handed in.

10.2. Prohibited Conduct and Other Violations

Prohibited behaviour includes, among other things:

- using prohibited aids (as defined in 10.1) or carrying them, unless they are handed in before the start of the examination
- storing and using prohibited aids on devices used to take a digital or hybrid examination
- making contact with other candidates during the examination
- jointly drafting, coordinating or comparing examination answers and examination performances
- using pre-prepared, memorised model texts and/or templates in which scarcely any independently produced written or spoken performance is recognisable (plagiarism), even if individual text passages differ slightly
- taking without authorisation, photographing, recording, passing on, publishing and/or otherwise transmitting examination materials, examination content, examination questions or solutions
- sitting the examination on behalf of another person, i.e. feigning a false identity or having a false identity feigned
- bribing or threatening persons involved in the examination (persons involved or other candidates)
- answering questions in the Listening part/module before listening to the text

- answering questions in the Reading part/module before reading the text

In addition, the ÖSD Head Office may also assess examination performances as cheating or as not independently produced in the following cases:

- where examination answers or performances of different candidates match to a large extent (60% or more) and due to particular irregularities that can be explained only by cheating, even if coordination and joint drafting cannot be proven
- where examination answers or performances show particular irregularities and contradictions, explicable only by cheating, that match the intended solutions

Other violations include:

- copyright infringements, including the unauthorised passing on and sharing of copyrighted examination content and preparation materials, e.g. on social media channels and platforms
- breaches of confidentiality rules, including publishing, passing on and sharing confidential examination questions and content orally or in writing
- disseminating, passing on and sharing information (websites, contact addresses, etc.) that offers forged certificates or prohibited assistance
- “improper conduct” (defamation, damage to reputation, hate speech, etc.) online
- any breaches of these Examination Regulations

10.3. Consequences of Cheating, Prohibited Aids and Other Violations

Examiners and invigilators are entitled to check compliance with, and enforce, the above provisions. Persons in breach are excluded from the examination and their entire examination performance is not assessed. They therefore receive neither a result notification nor a certificate.

All persons involved in identity fraud are barred from sitting ÖSD examinations for at least one year. The same bar period applies to candidates who take without authorisation/photograph/publish examination content and/or otherwise make it accessible to third parties.

Candidates who, in order to obtain the certificate, offer, promise or grant unlawful payments or other unlawful advantages to a person directly or indirectly involved in the examination (anti-corruption clause), or who threaten a person involved in the examination, are likewise barred from sitting examinations for a period of one year.

In the case of plagiarism—this includes any non-independent performances such as copied texts, texts taken from other sources or AI-assisted texts—the examination performance in the relevant part is generally deemed not assessable and receives 0 points. Depending on the extent and severity of the plagiarism, the ÖSD Head Office may impose a bar period.

The ÖSD Head Office reserves the right to question an examination performance due to exceptional irregularities and to review it with regard to non-independent performance or plagiarism. Where appropriate, the candidate concerned may be invited to a (digital) verification interview.

Candidates who are excluded from the examination due to other forms of cheating listed above may repeat the examination no earlier than after a bar period of three months from the day of exclusion.

Further provisions:

1. Cheating and attempts to cheat—including cases of suspected plagiarism—must be clarified between the examination centre and the ÖSD Head Office. The final decision on whether cheating has occurred is made by the ÖSD Head Office. The ÖSD Head Office may also assess examination performances retrospectively as cheating or an attempt to cheat, even if such suspicion was not expressly stated during the examination. In assessing the case, the ÖSD Head Office takes into account examination records, statements from invigilators and examiners/assessors, and any other evidence relating to the examination. Irregularities identified only during the exam evaluation may likewise result in an examination performance being classified as cheating.
2. If collaboration among several candidates in the use of prohibited aids during the examination can be proven, or if all candidates could have accessed a prohibited aid found, the ÖSD Head Office decides whether to declare the relevant examination date invalid in its entirety.
3. If authorities or other institutions express substantiated doubts about the lawfulness of a certificate presented, the performance may, after thorough review by the ÖSD Head Office, be assessed as cheating and/or declared invalid at a later date.
4. In all such cases of later determination of cheating and attempts to cheat, the ÖSD Head Office may request the return of certificates already issued and declare them invalid (see item 12).
5. In addition, the ÖSD Head Office reserves the right, based on the severity and frequency of violations, to exclude persons from examinations beyond the bar periods stated above and, where appropriate, to initiate further legal steps.

11. Assessment

As a rule, examination performances are assessed by two authorised ÖSD examiners/assessors. If the examiners/assessors do not agree, a third assessment is carried out by the examination official or the deputy.

The allocation of points and the thresholds for passing or failing an examination are set out as binding in the ÖSD assessment criteria. An examination is deemed passed if the respective minimum requirements (per examination/subtest/module) are met.

In any event, the respective subtest or module is deemed plagiarism and therefore failed if pre-prepared, memorised model texts are used in which scarcely any independently produced written or spoken performance is recognisable. In the relevant part, the examination performance must be assessed as 0 points. Cases of plagiarism must be clarified with the ÖSD Head Office, which makes the final decision on classification as plagiarism.

12. Communication of Examination Results and ÖSD Certificates

As a rule, the examination centre at which the examination was taken provides candidates with the examination results and ÖSD certificates.

If a candidate has taken and passed the examination, they receive a certificate (module certificate/overall certificate). The certificate records examination performances in the form of points and the grades resulting from the assessment scale.

No period of validity is stated on the certificate. How long, and whether, the certificate is valid for specific purposes (e.g. residence permits, university admissions, etc.) is decided by the institution or authority requesting the certificate.

If the two or four modules of an examination are taken and passed on one examination date, an overall certificate is issued showing all modules. Candidates also receive an overall certificate if they have taken and passed the individual modules of an examination within one year at the same examination centre. This also applies to any combination of paper-based modules and computer-based modules.

If only individual modules are passed, or if the modules are taken and passed at different examination centres, candidates receive a separate module certificate for each module. No certificate is issued for failed examinations.

The examination centre must hand over the certificates to candidates in person as quickly as possible or send them by secure means. Certificates not collected are returned to the ÖSD Head Office six months after the certificate issue date.

Within a period of five years, candidates may obtain a duplicate of their examination certificate. Duplicates must be applied for at the examination centre where the examination was taken. Candidates should request a duplicate directly from the ÖSD Head Office only in exceptional cases (e.g. if the examination centre no longer exists or is too far away). Issuing a duplicate is generally subject to a fee (processing and postage costs).

A reprint of the original certificate is issued if an error must be corrected or a change must be made. Reprints must be requested at the examination centre where the examination was taken, upon submission of the original certificate. Candidates may apply for a reprint directly from the ÖSD Head Office only in exceptional cases. Issuing a reprint is generally subject to a fee (processing and postage costs) if it can be proven that an error was made by the examination centre or the candidate, or if a name change (e.g. after marriage, divorce, etc.) is requested.

The ÖSD Head Office reserves the right to enter into individual arrangements beyond these provisions with individual ÖSD examination centres or licencees.

In the following cases, examinations, examination results and certificates are declared invalid, and certificates already issued may be reclaimed:

- examination results and certificates that are assessed as forged or substantively incorrect by the responsible examination centre or the ÖSD Examination Head Office
- examination results and certificates from examinations taken during a bar period
- examination results and certificates from examinations or examination dates where unlawful examination manipulation (e.g. by persons involved at the examination centre) or other serious violations (e.g. loss of examination materials during the examination process) have been proven
- examination results and certificates from examinations where highly conspicuous or improbable performances indicate cheating or non-independent performance

13. Repeating an ÖSD Examination

It is possible to take or repeat an entire examination or individual modules any number of times. The *Written examination* module can be repeated only as a whole, i.e. the subtests *Reading*, *Listening* and *Writing* cannot be taken individually and included in the result.

If a candidate fails, the ÖSD recommends sitting the examination again no earlier than four weeks after the relevant examination date. The examination centre may set specific time limits for a repeat date. These are indicated when results are communicated. There is no legal entitlement to a specific examination date.

14. Inspection, Appeal and Complaint

Candidates have the right to inspect the relevant evaluation sheet (request for inspection) and, where appropriate, to appeal against the assessment (appeal / request for result review). In both cases, a period of four weeks applies, starting from the certificate issue date or, in the event of a failed examination result, from the date the result is sent to the candidate.

Minors with limited legal capacity may inspect only when accompanied by their legal representative and require their consent to submit the request.

Inspection takes place at the relevant examination centre in the presence of the person responsible for examinations, their deputy, or a trusted person appointed by them.

Where necessary, the examination centre requests the evaluation sheet or the answer or assessment sheet from the ÖSD Head Office. The materials must not be handed over to candidates and must not be copied or photographed. Inspection of any examination materials containing confidential examination questions and texts, or allowing conclusions to be drawn about them, is also not permitted.

An appeal against the assessment of the examination or a request for result review may be submitted to the ÖSD Head Office within the set time limit via the contact form on the website. If sufficiently justified, a fee-based re-assessment is carried out by staff of the ÖSD Head Office. Simply stating that a certain score was not achieved is not grounds for re-assessment. If the examination result is revised, the appeal fee is refunded.

If candidates believe that the examination was not conducted in accordance with the applicable provisions, they have the right to submit a complaint.

The complaint must be addressed in writing to the examination official at the examination centre where the examination was taken. After examining the facts and consulting the ÖSD Head Office, the examination official decides on the admissibility of the complaint.

In certain cases—such as events of force majeure—a complaint cannot be upheld. This includes, for example, computer exams where disruptions were caused by a complete power or internet outage.

15. Quality Assurance

The ÖSD Head Office ensures consistently high quality of the conduct of examinations by means of strict licensing guidelines (see framework agreements for ÖSD licencees) and Examination Procedures, comprehensive qualification measures for examiners and assessors (pre-, initial and follow-up qualification), as well as regular checks of written and oral examination materials and assessments, and monitoring visits to examination dates conducted at the examination centres.

Where violations or conspicuous examination performances or results are identified, this may lead to measures and consequences for examination centres (amendment or withdrawal of licences, bars), for examiners, assessors and invigilators (withdrawal of authorisations, retraining, etc.) and for candidates (see item 10 and item 13).

In the event of differing assessments of examination performances, the assessment or re-assessment by the ÖSD Head Office applies in any case.

16. Documentation, Archiving

To document oral performances, all oral examinations are recorded—depending on the examination centre—either as audio or video. The candidate agrees to this. The recordings and the written examination materials are archived for five years and deleted or disposed of professionally after expiry of the agreed period. The examination results of all candidates are recorded electronically and archived where required.

17. Data Protection and Duty of Confidentiality

All persons involved in conducting the examination must comply with the applicable data protection provisions. The ÖSD Head Office is entitled to store candidates' personal data and examination results, process them electronically and forward them to relevant bodies such as offices, authorities or similar.

The ÖSD Head Office is also entitled to contact candidates personally via the contact details they have provided (such as an email address).

In addition, upon request by public authorities, where there is substantiated suspicion of forgery of an ÖSD certificate, the ÖSD Head Office may confirm or refute the authenticity of the ÖSD certificate. Anonymised data may be used for evaluation purposes.

All persons involved in conducting the examination are obliged, in the interests of fairness and protecting the integrity of the examination procedure, to maintain confidentiality of examination-relevant content (questions, tasks, answers, solutions, etc.); i.e. information about examination content must not be passed on orally or in writing to the outside or to third parties. The statutory provisions of copyright law also apply.

18. Final Provisions

These Examination Regulations enter into force on 1 April 2026 and apply to candidates whose examination takes place after that date. If these Examination Regulations are available in translation, the German-language version is authoritative in case of doubt.

In addition to these Examination Regulations, the guidelines set out in the respective Examination Procedures apply (see www.osd.at).