

EXAM RULES AND PROCEDURES COVID-19 UPDATE

CEEDS.

CLONDALKIN

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Introduction

The safety and wellbeing of all our Staff, Learners and Service Users is our number one priority. The Covid-19 health crisis is a constantly evolving situation and we recommend that all visitors to the Centre check our [Website](#) and [Facebook page](#) for updates which may affect the operation of our Examination Test Centre facility.

CEEDS urge all our Service Users to follow official Government instructions and advice in relation to Covid-19. Further information may be found at www.gov.ie and hse.ie

Exam Candidates must familiarize themselves with the rules and regulations regarding Digital Examinations at CEEDS. Breaches in any of the outlined rules or regulations will be considered under the CEEDS policy on unfair practice in digital examinations detailed in the following document. In the interest of quality control all eCollege Examination incidents will be reported to an eCollege Manager or an eCollege Official.

As the Covid-19 crisis is a constantly evolving situation this Document is subject to change by CEEDS at any time without notice.

BY CONFIRMING AN EXAMINATION BOOKING AT CEEDS EXAM CANDIDATES AGREE TO THE EXAMINATION RULES AND REGULATIONS OUTLINED IN THIS DOCUMENT.

Before Booking your Exam

- 1.Exam Booking enquiries must be made by Email to ceedstraining@gmail.com
- 2.Exam Bookings cannot be made by Phone.
- 3.CEEDS will advise Exam Candidates by Email of the available Exam times/slots. Please note that Examination slot availability will be severely restricted due to Covid-19 government regulations.
- 4.All Examination dates/times are fixed and cannot be changed once confirmed. Exam cancellations must be reported to CEEDS by telephone on (01) 6233629 no later than one hour prior to the time of your scheduled Examination. Examination no-shows may be referred to your eCollege Tutor or relevant eCollege personnel.

Your Examination Booking is not confirmed until:

1. CEEDS receives Email approval of your valid Examination credit from your Tutor.
2. You (the Exam candidate and not a third party) contact CEEDS by Email in relation to all Exam Booking enquiries.
3. You receive Email notification from CEEDS that your Exam Slot has been booked.
4. To Book an Exam at CEEDS Exam Candidates must present valid Photographic Identification (Passport, Driving license, Photographic DSP Identity Card or Student Identity card). Only registered Exam Applicants who have been approved a sitting for the given Exam may enter the Examination Centre. Candidates must present their Identification for each of their individual Examinations at CEEDS. Candidates who do not present valid identification will be denied entry to the Examination Room.

Day of your Exam

- All Examinations are strictly by pre-arranged appointment only. Bookings must be made by following the instructions outlined in the steps above.
- Please do not arrive at the Centre more than 10 minutes before your Examination is scheduled to begin.
- **All visitors to the Centre must bring their own Face Mask. YOUR FACE MASK MUST BE WORN AT ALL TIMES WHILE IN THE CENTRE. THIS IS TO ENSURE THE SAFEST POSSIBLE ENVIRONMENT FOR EVERYONE AT CEEDS AND TO HELP REDUCE THE SPREAD OF INFECTIONS**
- Always adhere to strict social-distancing guidelines and remain at least two meters apart.

Please do not visit CEEDS if you have any of the following symptoms:

- Fever
- Cough
- Runny nose
- Sore throat
- Fatigue
- Shortness of breath / difficulty breathing
- Any other respiratory symptoms

Exam Rules, regulations, and safety procedures

1. On arrival to the Centre the Main Door will be locked. Please knock for assistance.
2. You will be met at the Main Door by a CEEDS Staff Member and you will be asked to confirm your name and Exam appointment.
3. Sanitizing Hand gel is provided and it is compulsory to use it before entering the Centre (if you are allergic to hand sanitizing Gel please ask our staff for assistance). You must wear your Face Mask at all times when using our facilities.
4. You may be requested to wait at a designated area prior to entering the Examination Room.
5. If you need to use the toilet facilities before your Exam please ask our Staff for assistance.
6. CEEDS Computer Exam Centre is one of the largest, safest training facilities in the region. Our rooms are well ventilated and maintained to the highest levels of hygiene standards. All relevant surfaces, furniture, Computer equipment, doors and handles in our Centre are frequently and thoroughly cleaned with approved disinfectants.
7. You will be escorted to the Exam Centre by an authorized Exam Supervisor. The Exam Supervisor will appoint you a Computer and workspace which has been thoroughly cleaned.
8. To authenticate your Exam your Supervisor will request to inspect your Identification. Please leave this document on the Desk in the center of the Room for inspection as instructed by the Supervisor. The Desk is also provided for your belongings e.g. Bags, Coats/Jackets, Phones etc. Exam Candidates must present valid Photographic Identification (Passport, Driving license, Photographic DSP Identity Card or Student Identity card). Only registered Exam Applicants who have been approved a sitting for the given Exam may enter the Exam Room. Candidates must present their Identification for each of their individual Examinations at CEEDS. Candidates who do not present their Identification will be denied entry to the Examination Room.
9. In the interest of strict health and safety guidelines there will be a maximum of five people permitted to the Exam Centre for the duration of the Examination – Up to three Exam candidates, who will be assigned to Test areas at distances well beyond 2 meters, and the Exam Supervisor. In the interests of quality control and safety a Member of CEEDS Staff may also inspect the live Examination session.

Exam Rules, regulations, and safety procedures

10. For social-distancing purposes, the seating throughout the Exam Centre has been reduced. Please do not touch or move any of the chairs or furniture in the Exam Centre apart from your own Exam work space.
11. When your Exam session has been approved you may use the Computer once instructed by the Supervisor. If you are experiencing login difficulties or technical issues your Supervisor will inform you of the actions to take.
12. Your Supervisor will provide you with an Invigilator Key which is required to authenticate your Exam. Your Supervisor will call out this Key to you. If you are experiencing any issues using this Key you must make the Supervisor aware immediately.
13. ICDL/ECDL Examinations are conducted via an online learning portal, which is operated by ICS. CEEDS has no control over the content or the operating software of this testing system.
14. Your Exam Supervisor will outline clear instructions relating prior to commencement of the Exam. Any other Questions which the Learner may have in relation the Examination must asked before the Examination commences.
15. Books, Mobile Phones, notes, notebooks, pens, bags, coats, and all other personal belongings must be left at the designated area outlined by the Exam Supervisor and not on the Learners Person. All Mobile Phones must be switched off in the Examination Room and not under any circumstances be on a Learners Person. The Learner must ensure that they have no written material/notes on their person at the time of the Exam. Any such material constitutes a breach of exam regulations.
16. All digital examinations are operated on a timer system and all instructions relating to a specific exam is made available online before the Candidate commences their Exam. CEEDS has no control over the timer system or specific examination instructions. Examinations are operated by and are under the control of ICS.
- 17 The Learner must always follow the Exam Supervisors directions. Breach of, or non-compliance with, any CEEDS Exam regulation, procedure or rule will constitute misconduct.

Exam Rules, regulations, and safety procedures

18. The Learner shall not bring into the Examination venue, nor have in their possession: any computing equipment, including electronic organizers, programmable calculators, mobile phones, recording equipment [or any device with a facility to store or display text], radio, books, note books, note paper or any other sources of information: I. Possession of any unauthorized material shall be construed as a serious breach of Examination Regulations. II. Learners will be required to handover such materials to the Invigilator. III. When an electronic device is confiscated i.e. Mobile phone, the device may be retained for the duration of the Examination. IV. Refusal to hand over the materials will make void the examination for the Learner and an investigation will be instigated by CEEDS. V. An Exam Candidate may be instructed to leave the Examination Centre if such incident(s) are believed to have taken place. CEEDS is obligated to report all such incidents to an eCollege Manager or eCollege Official.

19. Please note that Exam cancellations must be reported to CEEDS by telephone on (01) 6233629 no later than one hour prior to the time of the scheduled Examination. Examination no-shows may be referred to your eCollege Tutor or relevant eCollege personnel.

20. All Exam Candidates must be aware that, during a Live Examination, the Examination Test Window (ICS Skills) and the corresponding programs which this application uses (i.e. MS Office applications which are opened/used by the ICS Test Window only) are the only items which may be used by the Exam Candidate at any time during a live Examination session. The use of other programs or applications outside of the live Examination window is strictly prohibited and such usage may be deemed as Examination misconduct under CEEDS quality control policies. This includes the use of screenshotting tools, screen capture functions, search engines/web browsers, Email or other applications and tools which are not directly controlled by the Examination testing Software. For further advice or information please do not hesitate to contact one of our Exam supervision staff.

21. Exit from the Training room after the Examination will be via the Exit Door at the rear of the Training Room. This is to ensure the highest possible safety practices and to minimize the movement of people around the Centre. Please note that this is an external door and leads directly to the side of the Building. All Service Users need to be aware that this side of the building is a thoroughfare and to use extreme caution when exiting the room and watch out for passing vehicles from the left and right. Please use the sanitizing Gel provided before safely exiting the room.

22. All Exam Candidates must know their Username (usually an email address) and their Password on the day of their Exam. The Candidate's eCollege Tutor will be able to provide further information on this prior to the Examination.

23. All Incidents must be reported to the CEEDS Centre Supervisor or CEEDS Training Manager IMMEDIATELY.

24. The Learner may not leave the examination Room at the end of the examination until they have been excused by the Exam Supervisor. Once your Examination has been completed your Supervisor will safely escort you through the Centre towards the Exit.

25. Windows in the Training Room must be kept open while the Exam is in progress. This is to ensure adequate air circulation and ventilation of the room. We recommend that Learners bring a warm hoody or indoor jacket for use in case of fluctuating temperature.

26. Contactless Bins have been installed in our Training Rooms which may be used for disposing of any waste materials.

Contact Tracing - Covid-19

CEEDS is required by law to collect certain personal information such as names, contact numbers and email addresses from all visitors to the Centre for the purposes of Covid-19 disease contact tracing.

Hand Hygiene

In the Event that a Learner/Visitor to CEEDS is unable to use our hand sanitizing gel due to an allergy etc., they must make a CEEDS Member of staff aware. Staff will then direct the Learner/Visitor to an area where they may wash their hands.

Incidents and circumstances of Unfair Practice

A breach of regulations constituting unacceptable practice may be detected during invigilated examinations. Where such a breach is suspected, the Exam Supervisor will prepare a report for the CEEDS Training Manager or Centre Supervisor. All eCollege Examination incidents will be reported to an eCollege Manager or an eCollege Official. eCollege will advise of further action to be taken.

Complaints Policy

CEEDS is committed to the delivery of a quality service to all our customers and service users.

All CEEDS service Users who wish to submit a complaint must follow our Service Users' Complaint Policy and Procedure Document.

Examination Results/ECDL Examinations are managed on an automated online system, which is operated by ICS. Examination results are usually made available online once an Exam has been completed. CEEDS has no control over Examination results or the ICS testing system. If a Candidate fails an Exam and wishes to re-sit their Examination at CEEDS then they must first contact their eCollege Tutor who will advise of them of further instructions.

Glossary

- Covid-19 is a constantly evolving public health situation. We advise all our Service Users to follow official Government instructions and advice at all times. Further information may be found at www.gov.ie and hse.ie
- CEEDS is an accredited ICDL/ECDL Test Centre.
- Digital Examinations refers to all Examinations which require the use of a CEEDS Computer system with/without the use of an internet connection.
- All Examinations are operated and controlled by ICS via an online software system.
- Learner/Candidate refers to the registered Course participant enrolled on a given Course who has been authorized to sit a given Exam.
- Exam Supervisor/Invigilator refers to the Person responsible for Supervising the Examination. CEEDS may appoint a third party to accompany the Exam Invigilator for quality assurance purposes.
- CEEDS is an approved ICDL/ECDL examination Test Centre.
- CEEDS has no control over the ICDL/ECDL testing platform/system. This System is the property of and under the control of ICS.

CEEDS Contact Points

Eddie Costello

CEEDS Project Development Manager

cetrainer3@ceeds.ie

(01) 6233629

Grace Wills

CEEDS Centre Supervisor

gwills@ceeds.ie

(01) 6233629

Other Contact Points

eCollege/Cenit College

www.cenitcollege.ie

(01) 9012014

Cenit College Unit 11H Maynooth Business Campus, Maynooth, Co. Kildare, W23 R9V4

ICS – Irish Computer Society

www.ics.ie

(01) 644 7820

87-89 Pembroke Rd, Ballsbridge, Dublin, D04 X738

Covid-19 support resources

HSE - Health Service Executive - www.hse.ie

The Government of Ireland - www.gov.ie

WHO - World Health Organization - www.who.int