

DIGITAL EXAMINATION RULES AND PROCEDURES



CEEDS.
CLONDALKIN

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Introduction

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.

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.

BY CONFIRMING AN EXAMINATION BOOKING AT CEEDS, EXAM CANDIDATES AGREE TO THE EXAMINATION RULES AND PROCEDURES 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. Exams must be authorized in advance by your eCollege Tutor.
4. CEEDS will advise Exam Candidates by Email of the available Exam times/slots. Exam times are subject to availability.
5. All Examination dates/times are fixed and cannot be changed once confirmed. Exam cancellations must be reported to CEEDS by telephone on (01) 6233629 or by email to ceedstraining@gmail.com no later than one hour prior to the scheduled Exam.

Your Examination Booking is not confirmed until:

- CEEDS receives Email approval of your valid Examination credit from your Tutor.
- You (the Exam candidate and not a third party) contact CEEDS by Email in relation to all Exam Booking enquiries.
- You receive Email confirmation from CEEDS that your Exam Slot has been booked.

Day of your Exam

1. All Examinations are strictly by pre-arranged appointment only. Bookings must be made by following the instructions outlined in the steps above.
2. Please arrive on time for your Examination. Candidates who arrive late or miss their assigned Exam slot may be denied entry to the Exam room, and will need to reschedule their examination. 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.
3. Entrance to the Examination Centre is via the main CEEDS Reception Door.
4. Please report to Reception and sign the Centre Visitor's book at the Reception Desk.
5. You may be requested to wait at a designated area prior to entering the Examination Room.
6. If you need to use the toilet facilities before your Exam please ask our Staff for assistance.
7. 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.

Exam Rules, regulations, and safety procedures

1. Entrance to the Examination Centre is via the main CEEDS Reception Door.
2. Please report to Reception and sign the Centre Visitor's book at the Reception Desk.
3. You may be requested to wait at a designated area prior to entering the Examination Room.
4. If you need to use the toilet facilities before your Exam please ask our Staff for assistance.
5. To authenticate your Exam, your Supervisor will request to inspect your Identification. Please present your documentation as instructed by the Supervisor.
6. Personal belongings e.g. Bags, Coats/Jackets, Phones, Water Bottles/containers etc. must be stored at the assigned area as instructed by your Exam Supervisor and must not be in your possession while undertaking an Examination. For further assistance please contact your Exam Supervisor (see point number 15).
7. In the interests of quality control and safety, a Member of CEEDS Staff/Management may also inspect the live Examination session.

Exam Candidates must present valid Photographic Identification (Passport, Driving license, Photographic DSP Identity Card or valid Student Identity card). Only registered Exam candidates 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.



Exam Rules, regulations, and safety procedures

10. You will be assigned a Computer/Seat/workspace to undertake your Exam. Please do not move any of the other 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. Depending on the type of Exam, your Supervisor may provide you with an Invigilator Key which is required to authenticate your Exam. Your Supervisor will provide this information. If you are experiencing any issues using this Key you must make the Supervisor aware immediately.
13. ICDL Examinations are conducted via an online learning portal, which is operated by ICDL. Certiport/MOS Exams are controlled by the Compass virtual testing system. CEEDS has no control over the content or management of these examination systems.
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 eCollege, ICDL or Certiport.
17. The Learner must follow/adhere to the Exam Supervisors directions. Breach of, or non-compliance with, any CEEDS Exam regulation(s), procedure(s) or rule(s) may 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. All Exam Candidates must be aware that, during a Live Examination, the Examination Test Window (ICDL Ireland) and Compass Testing software (Certiport/MOS) and the corresponding programs which these application use (i.e. MS Office applications which are opened/used by the ICDL Test Window only) are the only programs 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. 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.
22. All Incidents must be reported to the CEEDS Centre Supervisor or CEEDS Training Manager IMMEDIATELY.
23. The Learner may not leave the examination Room at the end of the examination until they have been excused by the Exam Supervisor.
24. Windows in the Training Room may need to be remain open at times while Exams are 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.

Data collection

CEEDS Training Clondalkin is an approved partner Testing facility of Solas/ECollege. CEEDS Training Clondalkin is required to collect and record candidate data relating to Digital Examinations which take place at CEEDS. Our Test Centre data agreement with Solas/eCollege requires CEEDS to retain Examination candidate data for a period of up to 6 months after a given Examination(s) takes place. For further information relating to our Data protection policies please contact CEEDS via one of our contact points below. Further information relating to Learner data/data collection is available by contacting ECollege.

Covid-19 Update

- The wearing of Face coverings is no longer mandatory in public settings from 28th February 2022 as outlined by the Government, and is now a matter of personal preference/choice. Social distancing guidelines were removed by the Government on 22nd January 2022.

All information/policies relating to Covid-19 are subject to change without notice by CEEDS.

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 Procedures.

Examination Results i.e. ICDL or MOS/Certiport Examinations are managed on an automated online system, which are operated by ECollege, ICDL or Certiport. Examination results are usually made available online once an Exam has been completed. CEEDS has no control over Examination results or the testing systems. 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 and Certiport Test Centre and an authorized agent of eCollege.
- Digital Examinations refers to all Examinations which require the use of a CEEDS Computer system with/without the use of an internet connection.
- All ICDL Examinations are operated and controlled by ICDL via an online software system.
- All Certiport/MOS Examinations are managed by Certiport/Compass Learning 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 and MOS examination Test Centre.
- CEEDS has no control over the ICDL or Certiport testing platform/system(s). These Systems are the property of and under the control of ICDL and Certiport in association with ECollege.

CEEDS Contact Points

Eddie Costello

CEEDS Project Development Manager

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(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

ICDL Ireland

www.icdl.ie

support@icdl.ie or 01 237 7799.

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