



# QQI EXAMINATION REGULATIONS

## Online Examinations

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**Quality Assurance Support Service**

# The Importance of Quality Assurance in Exams and Assessments

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## *Introduction*

At **Laois and Offaly Education and Training Board**, we are deeply committed to fostering a culture of quality across all aspects of our Further Education and Training (FET) services. Central to this commitment are our robust **Quality Assurance** (QA) policies and procedures, which play a critical role in ensuring that our examinations and assessments are conducted with the highest standards of integrity, fairness, and consistency.

QA in exams and assessments is not just about meeting regulatory requirements; it is about ensuring that every learner has a transparent, equitable, and valid assessment experience. This is vital in upholding the credibility of the qualifications awarded, and in maintaining the trust of learners, employers, and other stakeholders in the value of these qualifications.

All FET staff play a pivotal role in implementing these quality assurance policies and procedures. The collaboration between our staff and the QASS ensures that exams are supervised by experienced personnel, maintaining the objectivity and integrity of the assessment process.

# Pre-Assessment Responsibilities for Assessors

## 1. Create the Exam on Moodle:

- Ensure the correct settings are selected, including activating Safe Exam Browser.
- Proofread the exam for clarity and accuracy.
- Set correct timings so learners cannot access the exam until the start time.

## 2. Notify QA:

- Follow this [link](#) to Moodle and complete the form to notify QA **at least 10 days** prior to the exam.
- Include the exam date, details and name of Supervisor (if provided by the Centre), or request a Supervisor from QA.
- Indicate if Reasonable Accommodation arrangements are in place.

## 3. Room and Equipment Preparation:

- Ensure the room has enough PCs to accommodate all Learners.
- Make sure learners are seated with sufficient space between them to prevent any chance of overlooking someone else's work.
- Check that all PCs/devices are operational, have the correct date and time, and required software installed.
- Remove all class notes, resources, and supports from the room before the exam.
- Place a sign on the door clearly indicating that an exam is taking place, and position the QASS "Dos and Don'ts" poster where all learners can easily see it.

## 4. Moodle Access:

- Ensure all Learners have a Moodle account and are added to the relevant module.
- Verify that learners know their LOETB Office 365 password and have their mobile number linked to their account.
- Inform Learners they cannot use personal devices unless Safe Exam Browser is installed beforehand.

## 5. Inform Learners:

- Clearly communicate the list of permitted items (e.g., calculator) and ensure Learners are familiar with the "[Instructions for Learners](#)."
- Instruct Learners to be seated in the exam room 15 minutes before the start time to allow for login and access issues.

## Pre-Assessment Responsibilities for Assessors *contd.*

### 6. Provide Materials to the Supervisor:

- Exam Attendance Record with relevant details filled in.
- Your phone number or a designated contact who is onsite and available during the exam.
- Any specific technical instructions, such as Moodle guidelines.
- A detailed list of permitted items and sufficient quantities if provided by the Centre (e.g., logbooks).

# Assessor Responsibilities During the Exam

## 1. Assessor Availability:

- The Assessor should be available and easily contactable throughout the exam.
- If unavailable, designate another staff member who is familiar with the exam and has Moodle access.

## 2. Personal Items:

- All books, notes, and personal items must be out of Learners' reach. The Exam Supervisor will designate an appropriate area.

## 3. Mobile Phones:

- After logging into Moodle, Learners must switch off their phones until they leave the exam room.

## 4. Bilingual Dictionaries:

- Learners whose first language is not English may use a **translation-only** dictionary. Exam Supervisor should check the dictionary before the exam.

## 5. Supervision and Timing:

- Learners must be supervised at all times, and the exam duration must be strictly observed.

## 6. No Assistance:

- Assessors and Exam Supervisors must not assist Learners with exam questions or interpret their meaning.

## 7. Attendance Records:

- Ensure the time that a Learner leaves the exam room is recorded on the Exam Attendance Record.
- Supervisors should provide time reminders at appropriate intervals.

## 8. End of Exam:

- The Supervisor must sign and date the Exam Attendance Record and return it to the Assessor.

## 9. Issue Reporting:

- Report any issues during the exam to QA, who will log and, if necessary, investigate or resolve the issue.

**Note:** Assessors may be present in the exam room but should not act as the Exam Supervisor or interact with Learners once the exam begins. The Exam Supervisor's decisions are final during the exam.

# Instructions for Exam Supervisor

## 1. Pre-Exam Preparation:

- Arrive at least 20 minutes before the exam to meet with the Assessor and ensure the venue is appropriately prepared.
- Designate an area for bags, phones, and personal items, ensuring they are out of Learners' reach.
- Advise Learners to use the toilet before the exam to avoid disruptions.

## 2. Learner Login:

- Once seated, instruct Learners to log in to Moodle to confirm access, but not to start the exam until instructed.
- Assist immediately if there are any login issues.

## 3. Instructions and Compliance:

- Read the "[\*Instructions for Learners\*](#)" aloud before the exam starts, allowing time for necessary actions (e.g., moving items to the designated area).
- If provided by the Assessor, read aloud any specific technical guidelines.
- Ensure desks are clear and learners have the required resources (e.g., non-programmable calculators).

## 4. Start of Exam:

- Ensure no Learner starts the exam until instructed. Announce the exam's start and finish times.
- Confirm that all present Learners have signed the Exam Attendance Record and that signatures match the number of learners.

## 5. Monitoring:

- If you have Moodle access, confirm the number of learners in the room matches those logged into Moodle. (**Note:** *There may be a difference if a learner is completing the exam in a different room due to Reasonable Accommodation.*)
- Walk around the room periodically to maintain active observation
- If a Learner is suspected of breaching exam regulations, complete an "[\*Assessment Incident Report\*](#)." Discreetly address the breach during the exam if necessary (e.g., ask a learner to put away a phone).

# Instructions for Exam Supervisor *contd.*

## 6. Learners Leaving Exam Centre:

- Learners may only leave the room if accompanied and without their belongings. Contact the Assessor in such cases. Extra time is typically not granted, but decisions are made on a case-by-case basis.
- No Learner should be admitted after 25% of the exam time has passed, unless in extenuating circumstances and if no other learner has left the exam already.
- When a Learner has completed their exam, record the time they leave the exam room on the Exam Attendance Record.

## 7. Time Reminders:

- Remind Learners of the remaining time at intervals, for example in a 2-hour exam; after 1 hour, 30 minutes, 15 minutes, and 5 minutes.

## 8. End of Exam:

- Ensure that Learners have submitted their work and logged out before leaving.
- Learners must sign out by recording the time they leave the exam room on the Exam Attendance Record as they exit.
- Return the completed Exam Attendance Record and any Incident Reports to the Assessor.

**Note:** *Exam Supervisors must not assist Learners with exam questions or interpret their meaning.*

# Instructions for Learners

- **Follow Directions:** Adhere to the Exam Supervisor's instructions at all times.
- **Switch Off Personal Devices:** When instructed, switch off all mobile phones, smartwatches, and other devices. Place them, along with any headphones, in the designated area.
- **Wait to Start:** Do not begin the exam until the Exam Supervisor gives permission.
- **No Communication:** Do not communicate or attempt to communicate with other Learners during the exam.
- **Prepare Your Desk:** Ensure only permitted items are on your desk. No notes, pencil cases, or unauthorised materials are allowed.
- **Stay for 25% of Time:** You may not leave the exam within the first 25% of the exam duration.
- **Completing the Exam:** If you finish early, raise your hand. The Exam Supervisor will verify your submission before you can leave, quietly.
  - You may not leave during the last ten minutes of the exam and cannot re-enter once you've left.
- **Leaving During the Exam:** If you need to leave for the toilet or due to illness, raise your hand. You cannot take belongings and must be accompanied by an authorised person.
  - Unaccompanied exits with belongings will result in being denied re-entry.
- **Behaviour:** If you are found to be in violation of any Exam Regulations or if there is any suspicion of malpractice (e.g., cheating, copying) or if your behaviour disrupts the exam, such as possessing unauthorised materials or attempting to assist or seek help from others during the exam, the Supervisor will complete a written report for your Assessor.
- **Asking Questions:** If you have a question, raise your hand.
- **End of Exam:** Stop typing when instructed. Do not remove any exam materials from the room.
- **After the Exam:** Do not communicate with other Learners until everyone has submitted their work and logged out.
- **Consequences of Rule Breach:** Breaching any assessment rules may result in the cancellation of all or part of your exam.



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