

COVID - 19 EXAMINATION CENTRE RULES & PROCEDURES



CENIT
COLLEGE

EXAM CENTRE

REVISED JUNE 2020

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Introduction

The safety and wellbeing of all our staff, candidates and clients are paramount. The COVID-19 pandemic 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.

<https://www.examcentres.ie/>

<https://www.facebook.com/CenitGroup/>

Cenit College urges all our service users to follow official government instructions and advice concerning COVID-19. Further information may be found at <https://www.gov.ie> and <https://hse.ie>.

Exam Candidates must familiarise themselves with the rules and regulations regarding digital examinations at Cenit College. Breaches in any of the outlined rules or regulations will be considered under the Cenit College 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 continually evolving situation, this document is subject to change at any time.

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

Booking Your Exam

- Exam Booking enquiries must be made by Email to Cenit College naasexams@cenitcollege.ie
- You can book exams directly on www.examcentres.ie
- Exam Bookings cannot be made by phone.
- Ensure you have an up to date valid identification (government issue), you will need to present this on the day of the exam.
- Cenit College will advise Exam Candidates by email of the available exam times/slots and details on how to book if applicable. Please note that examination slot availability will be severely restricted due to COVID-19 government regulations.
- All examination dates and times are fixed and cannot be changed once confirmed.
- Exam cancellations must be reported to Cenit College by email no later than three hours prior to the time of your scheduled examination.
- If you are late for your appointed slot we will not be able to accommodate you, please email Cenit College @ naasexams@cenitcollege.ie, and we can try and reschedule you as best as possible for another date.
- Examination no-shows may result in a loss of exam voucher and/or payments made to Cenit College.

Your Examination Booking is not confirmed until you receive an email notification from Cenit College that your Exam Slot has been booked.

Day of Your Exam

- All examinations are strictly by pre-arranged booking only. Bookings must be made by following the instructions outlined in the steps above.
- Please do not arrive at the centre more than 30 minutes before your examination is scheduled to begin; you will not be able to gain entry to the building. If you are waiting at the front door, please adhere to social distancing guidelines, you will be admitted one at a time.

All candidates must always strictly adhere to social distancing guidelines and remain at least two meters apart at all times.

Please do not visit Cenit College if you have any of the following symptoms as you will be refused entry:

- Fever
- Cough
- Runny nose
- Sore throat
- Fatigue
- Shortness of breath/difficulty breathing, or any other respiratory symptoms.

We will do our best to accommodate you on another date if you alert Cenit College that you are not well.

Exam Rules, Regulations, and Safety Procedures

- Please ensure you wear a **face mask** to the centre.
- On arrival at the centre, please take the elevator or stairs to level 1.
- There are two lifts, only one person is allowed into each lift at any one time.
- **Sanitising Hand Gel** is provided, and it is **compulsory** to use it before entering the centre.
- Please arrive alone. There is no place for any waiting persons in the exam centre. Non-exam candidates will not be allowed to enter the building.
- You will be asked to sign to a health declaration, and we will take your temperature.
- Please fill out one of the declarations laid out on the tables in front of the elevator and bring it with you to meet the Proctor. Please proceed through the double door to continue with your registration.
- If you are found to have a temperature, we will have to ask you to leave the building, and we will rearrange another suitable time for you to complete your exam.
- **Sanitising Hand Gel** is again provided, and it is **compulsory** to use it before entering the centre.
- You may be requested to wait at a designated area prior to entering the examination room.
- If you need to use the toilet facilities before your exam, please ask our staff for instructions.
- Exam Candidates must present valid Photographic Identification (Passport, Driving license, Photographic DSP Identity Card or Student Identity card). Your Exam Invigilator will request to inspect your identification. Please leave this document on the admittance desk for inspection as instructed by the invigilator. We will not touch the identification, so please ensure all details are clearly visible. Candidates who do not present their identification will be denied entry to the examination room.

- You will be assigned a number by the invigilator; this will align with numbered seating in the exam testing room.
- A locker will also be provided for your belongings, e.g. bags, coats/jackets, mobile phones etc. Taking any items into the testing room, other than yourself, would constitute a breach of exam regulations.
- Once you have been admitted for your exam, and placed your personal items in a locker, you will then be asked to move towards the hallway and stand on the markers provided until we have admitted other candidates, once on this marker you will not be allowed to return to the main lobby of the building.
- In the interest of health and safety guidelines, there will be a maximum of eight people permitted to the exam centre for the duration of the examination, we have moved our exam testing room to a large well-ventilated classroom, candidates will be assigned to test areas at opposite ends of the training room at distances of two metres, for social-distancing purposes.
- Once all candidates have been admitted by the invigilator, they will then move to the testing room and candidates will be admitted to the room one at a time.
- The number of seats 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 workspace.
- You may use your assigned computer once instructed to by the invigilator. If you are experiencing login difficulties or technical issues, please raise your hand so the invigilator can see you.
- Your exam invigilator will outline clear instructions relating to the exam prior to the commencement. Any other questions which the candidate may have in relation to the examination must be asked before the examination commences at the admittance pod.
- All computer-based examinations are operated on a timed system, with all instructions relating to specific exams being made available online before the candidate commences their exam. Cenit College has no control over the testing systems or

specific examination instructions. Examinations are operated by and are under the control of the particular vendors such as CIPS, ICS, Certiport, ACCA, Pearson VUE etc.

- All Exam Candidates must know their username (usually an email address) and their password on the day of their exam if this is required for your examination. (It is required for Certiport and ICS exams).
- Any Incidents must be reported to the Cenit College exam invigilator or Cenit College Centre Manager.

Note on Isolation facilities

If you feel unwell during your exam, we will bring you to a designated isolation room until which time you can leave the centre. In the unlikely event that this should be necessary, we will implement the following precautionary measures, to keep you and our staff safe:

- The examination may be suspended.
- You will be isolated in the designated isolation room.
- We will advise you to keep your mouth and nose covered, and to avoid touching any surfaces.
- We will provide you with a mask, tissues, hand sanitiser and a bin for disposal purposes.
- If required we will contact a doctor on your behalf and organise transport if necessary. You should not use public transport.
- The HSE will be contacted to advise of a suspected case, and their advice will be sought with regards possible contact of attendees.

Completion of Exam

- The candidate may not leave the examination room at the end of the examination until they have been excused by the Exam Invigilator.
- If you have completed your exam, please raise your hand to gain the invigilator's attention.
- We may have to escort candidates out of the testing room one at a time, so please be patient.
- Your invigilator will safely escort you to the exit once you have been given clearance to leave your exam seat.
- Please use the Hand Sanitising Gel provided before exiting the centre.

The candidate must always follow the exam invigilators directions. Breach of, or non-compliance with, any Cenit College Exam regulation, procedure or rule will constitute misconduct, and the candidate will be asked to leave. We will not argue any point in the test centre if you feel you were unfairly asked to leave, please call us at a later point, and we can discuss.

Incidents and circumstances of Unfair Practice

- If a breach of regulations constituting unacceptable practice is detected during invigilated examinations, the exam invigilator will prepare a report for the relevant exam vendor.
- All Cenit College candidates who wish to submit a complaint must follow our candidate's Complaint Policy Document; please ask for a copy via email if you would like to make a complaint.
- Examination Results are managed on an automated online system, which is operated by a third-party vendor over which we have no control.
- Examination results are usually made available online once an exam has been completed. Cenit College has no control over examination results or the testing system. If you have a query on your result, please email us, and we will send you the relevant email to get in contact with the appropriate vendor.

- 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.
- Please note that the canteen area is off-limits during this time. Please ensure that you bring any bottled water/drink in a clear container for personal use with you.

Contact Information

Email: naasexams@cenitcollege.ie

Phone: 045 834299