

¹Instructions for test sessions², December 2020 version

Introduction

This document contains instructions for test sessions. The object of these instructions is to ensure that test sessions, either electronically from home or (digitally) on-site, run smoothly. Part A concerns tests conducted online. Part B concerns tests conducted on-site, in which respect the RIVM Guidelines are followed.

These instructions substitute the Instructions for test sessions recorded as a supplement to the 2019-2020 TER and the 2020-2021 TER and apply to all test sessions of all programmes: the Bachelor's degree programmes, the AD programmes and the Master's degree programmes. Test sessions that are held nationwide are subject to the instructions that have been agreed for them.

These instructions were rewritten in May 2020 as a result of the ongoing corona measures. In November 2020, it was indicated in part A2 that an Appendix to the Instructions for test sessions had been drawn up for the temporary use of proctoring software.

Please note: students are expected to be familiar with and to follow these instructions.

If the student does not follow the rules or instructions, this can be an irregularity or fraud. This is explained in more detail in Part 8, Chapter 13 of the TER. The sanctions are severe. For example, students can be banned from sitting tests for up to a maximum of one year. If serious fraud is involved, the student's enrolment can be terminated.

Part A.1 Online test without surveillance

These are tests that are conducted online from home, possibly with a test program, during which no live surveillance takes place by means of MS Teams.

Registering for tests

Students can only participate in tests if they have/are registered for the test.

NB: if the student is registered for the test but does not participate in the test, this still counts as a test opportunity!

Pay attention to the instructions of the programme, check in advance and log in on time!

The student is expected to:

- have thoroughly studied the instructions of the programme with regard to the preparations for the test and, prior to the test, to have carried out all the actions contained in the instructions;
- have checked beforehand whether he meets the technical conditions to participate in the test;
- log in on time for the test and follow the instructions of the programme in this respect. NB: identification does not take place, so there is no need to reserve time for this.

Late login, test opportunity forfeited?

If the student logs in later than the start time of the test, the following provisions will apply:

- In the case of a test in which several students are involved and the test has started: the student can no longer participate, he must log out and has lost a test opportunity, unless the student can prove that he could not be present on time due to technical problems.
- In the case of a test in which the student takes the test individually: the student can take the test within the time slot in which the test is open; the original end time will apply.

The start of the test

It is important that students read the instructions given in advance carefully.

If necessary, more instructions will be given at the start of the test sessions.

No identification/statement of the student

In this form of test, it is not possible to check identification. By participating in the test, the student declares that he takes the test himself and takes it fully independently, without the help of others. If there are indications that the student did not take the test himself or independently, this will be considered as a suspicion of fraud. The examiner will note this suspicion on the protocol. This will be sent to the Examination Board. The Examination Board will then act in accordance with Part 8, Chapter 13 of the TER.

¹This document has been prepared as part of the Education Guide. A cover page is therefore missing.

²In this document, we use the terms "student", "he" or "his" for readability. This includes female students and the terms "she" or "her".

Sitting a test subject to clarification

If it is unclear, to the department administrators or otherwise, whether a student is allowed to participate in the test, the student sometimes can be allowed to participate. This is subject to the condition that the Examination Board will determine, after the end of the test, whether the student was in fact entitled to participate. If this is the case, the test will be graded. If this is not the case, the test will not be graded.

Sitting the test in an adapted form

If the Examination Board has granted a student extra time to sit a test, or has approved other special arrangements, such as an alternative form of test, the student must send the decision of the Examination Board once to the test organisation and examiner no later than ten days before the test session.

Use of materials

No materials (internet browser, literature or notes) are allowed when taking the test, unless this has been explicitly stated (for example, in the case of an open book interim examination).

Not permitted during test sessions

During the test (with the exception of open book interim examinations and group assignments) students are not allowed:

- to communicate with others, except for the helpdesk, in any way;
- to use communication devices or other materials;
- to have notebooks, books or papers on the table; unless it is clearly stated in writing that this is allowed;
- to have watches or other electronic devices available.

Irregularities or (the suspicion of) fraud

If the examiner observes irregularities after the test has been conducted or suspects fraud, he will make a note of this on the protocol. The protocol will be sent to the Examination Board.

The TER (Part 8, Chapter 13) explains what happens in case of fraud and irregularities and sets out the measures that can be taken.

An irregularity or fraud can also have consequences for students who did not play a role in it. For example, if the Examination Board decides that everyone has to sit the test again.

Everyone can help prevent irregularities and fraud by:

- following the rules;
- reporting anything that does not seem right or anything they have doubts about to the Examination Board via ECRS.

Technical problems, test opportunity forfeited?

If, due to (demonstrable) technical problems before or during the test, the student is unable to take or complete the test, he can apply to the Examination Board for an extra test opportunity.

Complaints

If students disagree with the way that the test has taken place, they can submit a complaint to the Examination Board after the test has ended, via the digital Complaints and Disputes portal on Iris.

Part A.2- Online test sessions with surveillance by means of MS Teams, **without proctoring software**

For tests with proctoring software, the Appendix to the Instructions for test sessions has been drawn up. This Appendix forms part of the Instructions for test sessions for as long as proctoring software will be used.

Online surveillance: We carry out online live surveillance with invigilators who use MS Teams on the student's mobile phone to check that the test is conducted without irregularities. We do not make any recordings of this and do not do a room scan. However, we do ask the student to use the camera of the telephone to make the surveillance possible. The student must follow the instructions of the programme.

Registering for tests

Students can only participate in tests if they have/are registered for the test.

NB: if the student is registered for the test but does not participate in the test, this still counts as a test opportunity!

Pay attention to the instructions of the programme, check in advance and log in on time!

The student is expected to:

- have thoroughly studied the instructions of the programme with regard to the preparations for the test and, prior to the test, to have carried out all the actions contained in the instructions;
- have checked beforehand whether he meets the technical conditions for participation in the test and, if offered, take part in the trial test;
- log in in MS Teams on time for the identification, for which the instructions of the programme must be followed by the student. The instructions state how much time has been reserved by the programme for the identification of the student. This identification takes place before the test actually starts;
- to log in on time to the digital test system or the application by means of which the test is taken;
- to have the camera and the microphone switched on. The student will remain in view of the camera and can be heard during the entire test;
- remain connected to MS Teams for live surveillance throughout the entire test session.

Late login, test opportunity forfeited?

If the student logs in later than the start time of the test, the following provisions will apply:

- In the case of a test in which several students are involved and the test has started: the student can no longer participate, he must log out and forfeits a test opportunity, unless the student can prove that he could not be present on time due to technical problems.
- In the case of a test in which the student takes the test individually: the student can take the test within the time slot in which the test is open; the original end time will apply.

The start of the test

It is important that students read carefully the instructions given in advance. If necessary, more instructions will be given at the start of the test sessions.

Identification

Before the start of the test, students must provide proof of their identity; students must show the (digital) student card or proof of identification to the invigilator via the camera.

An identification document is a valid ³ passport, a valid identity card, a Dutch foreign national document or an application for it or a valid driving licence.

Please note: When using a proof of identification it is requested (if necessary) to hide the Citizen Service Number (BSN)!

Sitting a test subject to clarification

If it is unclear, to the department administrators or otherwise, whether a student is allowed to participate in the test, the student sometimes can be allowed to sit the test subject to clarification. This means that the Examination Board will determine after the conclusion of the test whether the student was in fact entitled to participate in the test. If this is the case, the test will be graded. If this is not the case, the test will not be graded.

Sitting the test in an adapted form

If the Examination Board has granted a student extra time to sit a test, or has approved other special arrangements, such as an alternative form of test, the student must send this decision of the Examination Board once to the test organisation and examiner no later than ten days before the test session.

Use of materials

At the place where the student takes the digital test, only blank scrap paper is allowed. This sheet of paper must be shown at the request of the invigilator.

Permitted materials

The course description states which materials students are permitted to use. This information is also given in the test description. If this is not the case, the examiner will communicate via another method which materials the student is permitted to bring. This will always be done well before the test.

In terms of calculators, students must carefully check which functions they are allowed to have.

Not permitted during test sessions

During a test, students are not allowed to:

- communicate with others, except for the helpdesk or the invigilator;
- use communication devices or other materials;
- have any notebooks, other books or pieces of paper on the table, other than those permitted;
- have watches or other electronic devices available, unless it is clearly stated in writing that this is permitted;
- turn the camera off. The student remains on screen during the test.

Books and other documents

³ A valid proof of identity is understood to mean: no more than five years expired

If students are allowed to use a book or other document such as a reader at the digital test session, this will be announced in advance.

Raising a hand to ask a question or say something

If a student thinks that there is something missing from the test or that there is something wrong with the questions or the assignment, he will draw the attention of the invigilator or examiner by raising his hand. The invigilator or examiner will ask the student via the chat what the issue is and find out what may need to be done. The student remains on screen.

Toilet breaks

The student is not allowed to go to the toilet during an online test.

If the student thinks this is not possible due to his personal circumstances, he must request a statement from the Examination Board no later than ten days before the test and send this statement to the test organisation.

If the circumstance arises within ten days before the start of the test, the student must request the statement from the Examination Board as soon as possible after the circumstance has arisen.

If the student has a statement, he must send it to the test organisation as soon as possible.

Irregularities or (the suspicion of) fraud

If the invigilator or examiner observes irregularities or suspects fraud, he can immediately take measures to stop the irregularity or prevent the fraud from continuing. The examiner or invigilator can ask the student to point the camera on what is causing the suspicion of fraud. The student can refuse to do so. The examiner/supervisor's question as well as the student's response to it will be noted on the protocol.

In order to prevent any disruption, the invigilator or examiner can also decide to not point out the detected fraud to the student. If that is the case, the invigilator or examiner will record on the protocol that the student committed fraud, or may have committed fraud, or did not follow the rules.

After the test session has ended, the student concerned will then be asked to agree in writing to the protocol. The student is not obliged to do so. The examiner or invigilator will submit the protocol to the Examination Board, which will decide on the matter.

The TER (Part 8, Chapter 13) explains what happens in case of fraud and irregularities and sets out the measures that can be taken.

An irregularity or fraud can also have consequences for students who did not play a role in it. For example, if the Examination Board decides that everyone has to sit the test again.

Everyone can help prevent irregularities and fraud by:

- following the rules;
- reporting anything that does not seem right or anything they have doubts about to the Examination Board via ECRS.

Technical problems, test opportunity forfeited?

If, due to (demonstrable) technical problems before or during the test, the student is unable to take or complete the test, he can apply to the Examination Board for an extra test opportunity.

Complaints

If students disagree with the way that the test has taken place, they can submit a complaint to the Examination Board after the test has ended, via the digital Complaints and Disputes portal on Iris.

Part B - tests on location in times of corona

Registering for tests

Students can only participate in tests if they:

- have or are registered for the test.

NB: if the student is registered for the test but does not participate in the test, this still counts as a test opportunity!

RIVM guidelines

The RIVM guidelines also apply within the buildings of Inholland. The student must follow the guidelines within the buildings and comply with the instructions of the Inholland employees.

Arrive on time! Be there an hour in advance!

Students are requested to arrive an hour before the start time of the test, so they must ensure that they leave on time. This time will be used for toilet visits, identification and going to the classroom, in accordance with the guidelines.

The start time of tests will always be announced in advance. At that time, the student must be present at the entrance of the testing room in accordance with the instructions. Keep sufficient distance from each other.

Students are advised to check the day before whether any changes have been made to the time or location of the test.

If it does not result in an interruption of the peace and quiet, students will be permitted to enter the testing room up to a maximum of 15 minutes after the start time. This time will be deducted from the time allowed for the test! After the first 15 minutes, students will no longer be admitted, irrespective of the reasons for their late arrival. Contrary to these written instructions, the Examination Board can determine that the 15-minute rule does not apply to certain test sessions. This will be stated in the test timetable. In addition, the examiner or invigilator (on behalf of the Examination Board) can give other or supplementary instructions.

The invigilator or examiner is in charge of timekeeping. This means that they:

- will determine when the test will start; they will do so using the clock in the room or their own watch or phone;
- will monitor the time, including alerting students 5 minutes before the end of the test that the allotted time is almost up. If there is no clock in the room, the invigilator will report the lapse of time every half hour;
- will state that the test session has ended when the allotted time has lapsed.

The start of the test

Instructions will be given at the start of the test. The test paper will also contain instructions. It is important that students read these instructions carefully.

If necessary, instructions will be provided during the test session itself.

The first 15 minutes from the start time can be used for:

- allocating seats;
- registration;
- making checks;
- collecting items students have brought with them.

This time will not be deducted from the time allowed for the test.

Seating

The invigilator or examiner will instruct students where to sit. These seats are determined in conformity with the corona measures and students are obliged to use only these seats and follow the instructions of the examiner or invigilator.

Registration

At the start of the test, students must:

- sign the attendance list;
- write down their student ID number, if necessary.

This is sometimes done as soon as each student enters the room, and sometimes once all students are seated.

Sitting a test subject to clarification

If it is unclear, to the department administrators or otherwise, whether a student is allowed to participate in the test, the student can be allowed to sit the test subject to clarification. This means that the Examination Board will determine after the conclusion of the test whether the student was in fact entitled to participate in the test. If this is the case, the test will be graded. If this is not the case, the test will not be graded.

Loss or theft of identification

If a student has no proof of identity whatsoever due to theft or loss, they must supply proof to a staff member at the Service Point that the loss or theft has been reported to the police or municipal authorities. They must also supply a recent passport photo with their full name written clearly on the back. The staff member at the Service Point will check whether everything is complete. If this is the case, the student can enter the testing room. They must then, within three days, submit valid proof of identity to the Service Point of the location. If they fail to do this, the test will not be graded or the result will not be determined.

If this concerns a special case, when the student has still not shown valid identification after three days, the Service Point staff member can determine the identity on the basis of the data of Inholland. The staff member can ask the student additional questions to check his identity.

Consequences of inability to provide proof of identity

If a student is unable to identify himself, he will not be allowed to participate in the test. As a result, he will forfeit one of the test opportunities.

Sitting the test in an adapted form

If the Examination Board has granted a student extra time to sit a test, or has approved other special arrangements, such as an alternative form of test, the student must bring the Examination Board's decision to the test session. The student must immediately present the decision to the examiner or invigilator when signing in.

What are students permitted to have with them during a test session?

Use of materials

Students are only allowed to have the following on their tables:

- Materials handed out by the invigilator or examiner, such as the test paper and scrap paper.
- Materials that students are permitted to bring themselves, as stated on the test cover sheet. Students must immediately place these on their tables at the start of the test session.
- Something to drink; more information about food and drinks can be found in the Food and Drinks section.

Permitted materials

The course description states which materials students are permitted to bring themselves. This information is also given on the test cover sheet. If this is not the case, the examiner will communicate via another method which materials students are permitted to bring. This will always be done well before the test. This information is important, because it often states precisely what writing utensils students are permitted to use (pencil, type of pen, colour of ink).

In terms of calculators, students must carefully check which functions they are allowed to have.

Not permitted during test sessions

During a test, students are not allowed to:

- communicate with other students;
- use any means of communication;
- have any notebooks, or books or pieces of paper on the table, other than those permitted;
- have watches or other electronic devices available, unless it is clearly stated in writing that this is permitted.

The invigilator can ask students before the test to hand in the items that they are not permitted to use. Students will get these items back after the test. Mobile phones and other devices must be completely switched off before, during and after the test, and put away in students' bags or jackets. If this is not possible, students must hand in these items (completely switched off) to the invigilator before the test start time. Mobile phones and other devices may only be turned on after the test and outside the testing room.

Take care of your possessions; Inholland takes no responsibility for any damage, theft or loss (see also the House Rules on Iris).

Please note: if students have items with them that are not permitted during the test, the invigilator will record that on the protocol as an irregularity!

Books and other documents

If students are allowed to use a book or other document such as a reader, it will be announced in advance whether notes may be present in the book or other document. If notes are allowed, it will also be announced what kind of notes these may be. If more notes have been made in the book, this will in principle be considered fraud.

Clothing and bags

Students are only permitted to wear headwear without a peak or comparable brim. Whether the peak or brim goes all the way round is irrelevant.

Students are not permitted to wear any clothing or items that cover their face, with the exception of a face mask.

The face mask may not cover the ears.

Coats must be placed next to the table.

Bags must be closed and placed next to the table.

Behaviour during test sessions

Once the test papers start being handed out, students must not:

- make contact with other students, using their voice or any other method;
- look at other students' work or otherwise discover other students' answers or results;
- lend materials to another student;
- annoy other students or disrupt their concentration;
- enter into discussion with the invigilator and examiner;
- make any unnecessary noises.

Raising a hand to ask a question or say something

If a student thinks that there is something missing from the test or that there is something wrong with the questions or the assignment, he will draw the attention of the invigilator or examiner by raising his hand. He should do so as calmly and discreetly as possible.

The invigilator or examiner will then walk over to the student to see what the issue is and to find out what may need to be done.

Food and drink

Students are not permitted to eat during tests. This includes sweets. Students are, however, permitted to drink. Students must place their drinks on their tables at the start of the test. The packaging must not create any disruptions to other students. Canned drinks are not permitted.

If a student must eat something due to personal circumstances during the test, he must request permission from the Examination Board no later than 15 working days before the test. The student must then bring the Examination Board's decision to the test session and present it when signing in.

Toilet breaks

The student is not allowed to go to the toilet if the test does not last longer than two hours. The maximum of 15 minutes for registration does not count in this respect. If a test lasts longer than two hours, the student will be allowed to go to the toilet if he absolutely needs to go. However, the invigilator or examiner must first give permission.

If the student thinks that due to his personal circumstances this will take too much time, he must request a statement from the Examination Board no later than two weeks before the test.

If the circumstance arises within two weeks before the start of the test, the student must request the statement of the Examination Board as soon as possible after the circumstance has arisen.

If the student holds a statement, this must immediately be presented when signing in.

Students are not allowed to take any coats, bags, documents, communication devices or other items to the toilet with them.

Irregularities or (the suspicion of) fraud

If the examiner or invigilator observes irregularities or suspects fraud, he will immediately take measures to stop the irregularity or prevent the fraud from continuing. Students are obliged to immediately follow all given instructions and to surrender any evidence.

If students commit fraud, or are suspected of committing fraud, they can be informed that they can no longer participate in the test and must leave the testing room. This can also happen if students do not follow the rules or the instructions of the invigilator or examiner.

In order to prevent any disruption, the invigilator or examiner can also decide to let a student stay. If so, the invigilator or examiner will record on the protocol that the student committed fraud, or may have committed fraud, or did not follow the rules. After the test session has ended, the student concerned will then be asked to sign the protocol. The student is not obliged to do so. The invigilator or examiner will submit the protocol to the Examination Board, which will decide on the matter.

The TER (Part 8, Chapter 13) explains what happens in case of fraud and irregularities and sets out the measures that can be taken.

An irregularity or fraud can also have consequences for students who did not play a role in it. For example, if the Examination Board decides that everyone has to sit the test again.

Everyone can help prevent irregularities and fraud by:

- following the rules;
- reporting anything that does not seem right or anything they have doubts about to the Examination Board via ECRS.

End of the test

Students must check that their name has been written on the test cover sheet and on all other sheets. They should write the number of sheets of paper they are submitting on the cover sheet or somewhere else, if specified in the instructions.

Students must hand in the test paper, their answers and all other materials received, such as scrap paper, to the examiner or invigilator.

Students are only permitted to take away certain items if this is clearly stated in advance.

The examiner or invigilator will state on the attendance list that everything was handed in correctly.

Leaving the testing room

In the case of tests organised in parallel with different time slots, students are permitted to leave the testing room from half an hour before the official end time of the test. For other tests students are permitted to leave the testing room from 30 minutes after the invigilator has given the starting signal. The invigilator will state at the start of the test when students are permitted to leave the testing room.

Before leaving the room, students must hand in their test.

If students have finished the test early, they can be required to wait until a certain time before handing in their work and leaving the room. The examiner or invigilator will let them know what this time is at the start of the test.

Complaints

If students disagree with the way that the test has taken place, they can submit a complaint to the Examination Board after the test has ended, via the digital Complaints and Disputes portal on Iris.

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