Student Guide for Taking Qualifying English Test at NTU

Wednesday, 7 August 2024
Time: 1.00pm and 3.30pm

Things to Note

1. Instructions & Reminders
2. Attendance Taking
3. Trouble Shooting Tips
4. QET Results Release Date

1. Instructions & Reminders

About the Qualifying English Test (QET)

- **Test duration: 1 hour.** You will not be given any additional time.

- **Word limit: 400 words.** Please keep strictly to this word limit. Your essay will be graded based on content, language, and organisation.

- **Save your work regularly.** This is to avoid losing what you have typed in case of any technical glitch, internet connection issue, etc.

- **Submission is only done ONCE, at the end of the test.** Multiple submissions are NOT allowed. The system will upload your answer at the end of the test.

Examination Rules

- **NO TALKING: You must observe STRICT SILENCE throughout the examination.**

- **NO UNAUTHORISED MATERIALS on your desks: e.g., books, paper, documents, pictures, and electronic devices with communication and/or storage capabilities such as iPad, tablet PCs, headphones etc.**

- **NO BREAKS! You must stay in the examination venue throughout the duration of the examination.**

Instructions to students

1. You are to observe **strict silence** throughout the examination.

2. Please make sure your computer is **fully charged**.

3. Bags are to be placed at designated areas inside the examination halls. All devices with communication or storage capabilities, such as handphones, laptops, iPads, tablet PCs, smart watches, headphones, etc., brought into the examination halls are to be switched off and placed inside the candidates' bags. Do not bring any valuable belongings or any **unauthorised materials**, such as books, paper, documents, and pictures to your desk except the essential materials required for the test.

4. You are not allowed to take any breaks. You must **stay** in the examination venue throughout the duration of the test. Once the test has started, you cannot leave your seat.

5. You are not allowed to communicate with other candidates or anyone other than the invigilator during the examination.

6. **Raise your hand** if you wish to communicate with an invigilator.

You must do the following before the QET Test

1

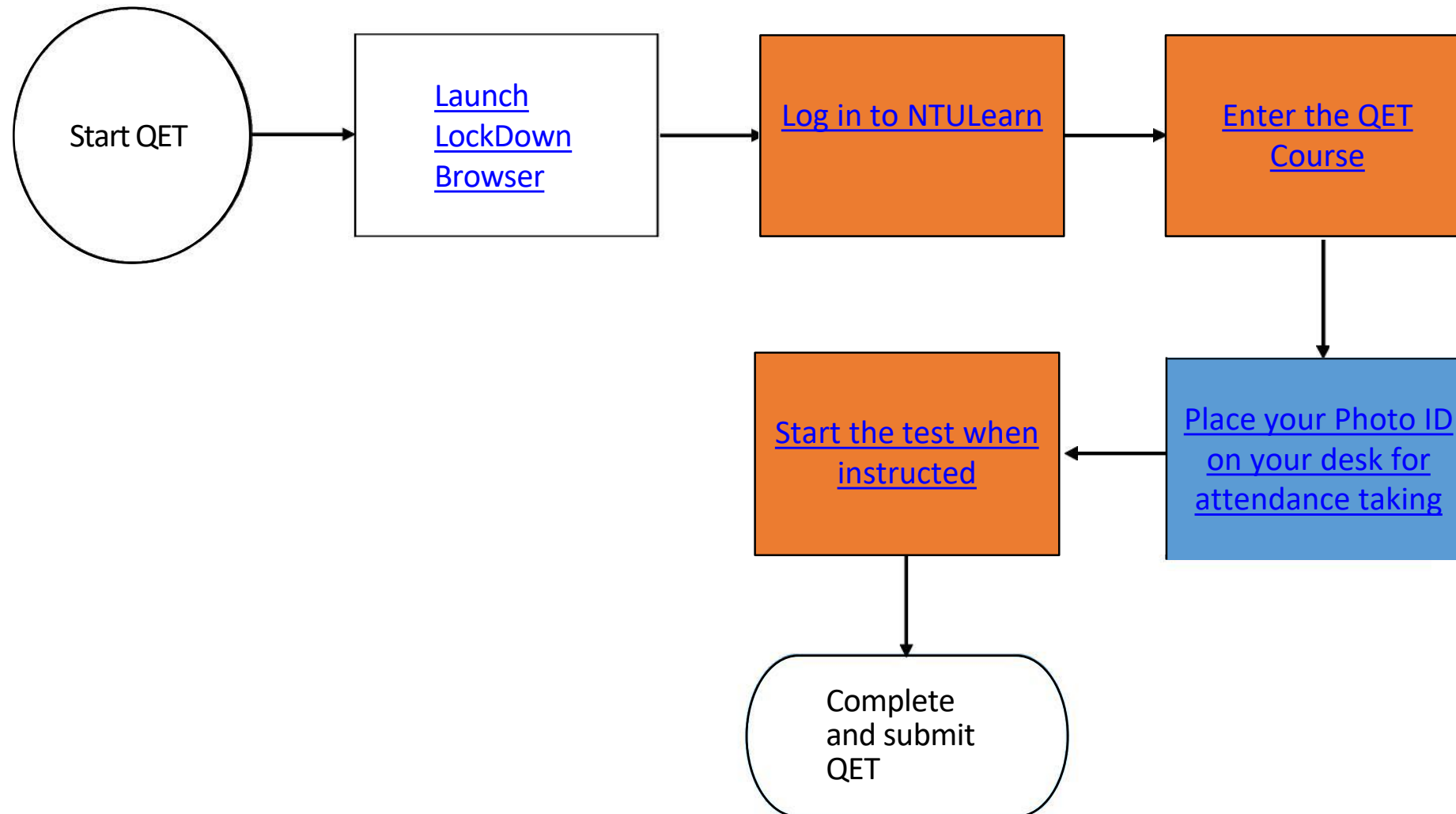**Install and test the Respondus Lockdown Browser on your laptop.**

2

Fully charge the laptop computer you are going to use for the test.

3

Go to the test venue 30 minutes earlier to check that you are able to access the internet and run the Respondus Lockdown Browser.

Student Activities When Taking the QET

Start QET → Launch LockDown Browser → Log in to NTULearn → Enter the QET Course → Place your Photo ID on your desk for attendance taking → Start the test when instructed → Complete and submit QET

Using Respondus Lockdown Browser for QET

- Respondus LockDown Browser MUST be used to access the QET.
- Download the Respondus LockDown Browser from https://download.respondus.com/lockdown/download.php?id=946716216
- Install Respondus LockDown Browser on the computer that you are going to use to take the test. You need to have System Administrator access to the computer when running the LockDown Browser.
- Use the LockDown Browser to log in to NTULearn to access the QET Course to take the actual test.
- If you encounter any problem in using the LockDown Browser, please log a case in the Student ServiceNow Portal so that we can follow up with you to resolve the issue before the actual test.

2. Attendance Taking

RESTRICTED

Attendance Taking

- Place your identification document (such as matric card, identity card, passport or driving licence that bears your photo) on your desk for attendance taking.

3. Troubleshooting Tips

Common Issues When Taking Online Test

	Description	Cause	Resolution
1	Prompted to update Respondus Lockdown Browser after launching it	The Lockdown Browser is not up- to-date.	Run the update, which should not take long and proceed to take the test after the Lockdown Browser has been updated.
2	A **Password** is required to take the test.	LockDown Browser is not used.	**Log out** of NTULearn, **install LockDown Browser** and use it to log in to NTULearn to take the test.
3	The page **freezes** or shows a **blank screen** when I save the attempt or move to a new question during the test	There is a momentary loss of internet connection or connection to NTULearn server.	Close the test and **relaunch** it. You should be able to continue with the test.
4	After losing WiFi connection, I cannot continue with the test.	There is a temporary loss of network.	Close the test and **relaunch** it. You should be able to continue with the test.
5	A 'Name not in the list' error occurs during the test.	This is a generic error message that pops up after you have executed any prohibited actions.	Close the browser, **clear your browser's cache** and **relaunch** the test.

Common Issues When Taking Online Test

	Description	Cause	Resolution
6	I cannot log into NTULearn despite keying in the correct password.	Loss of network	Reset the WIFI connection before trying it again.
7	A '**Problem with Test Options for this exam**' error occurs when you try to start the test.	There is a problem connecting to Respondus server or the test in NTULearn has not been configured correctly.	Take a picture of the error and the time when the error occurs. **Alert the Course Instructor to check the test settings in the Respondus Dashboard.** If the Instructor confirms that there is no issue with the test configuration, the problem would be due to your **internet, firewall or anti-virus settings**. Try connecting to your **mobile data** to log in to NTULearn using LockDown Browser. Refer to the troubleshooting guide to fix the error.
8	Test does not load well on my **tablet**.	Not all tablets are supported on Respondus.	**Respondus LockDown Browser works only on certain models of Apple iPads. Please check with the course instructor before using iPad to take the test.** Please use a device that meets the Respondus requirements listed [here](#). Also, ensure that you have tried the Mock Quiz before the actual test.

4. QET Results

QET Results

- The QET results will be released via StudentLink on Wednesday, 14 August 2024 at noon.

- Candidates who do not pass QET have to register for the HW0001 Introduction to Academic Communication. Classes start in Week 3.