



**NANYANG
TECHNOLOGICAL
UNIVERSITY**
SINGAPORE

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. The invigilator will assist you duly.

You must do the following before the QET Test

1

Install and test the Respondus Lockdown Browser on your laptop.

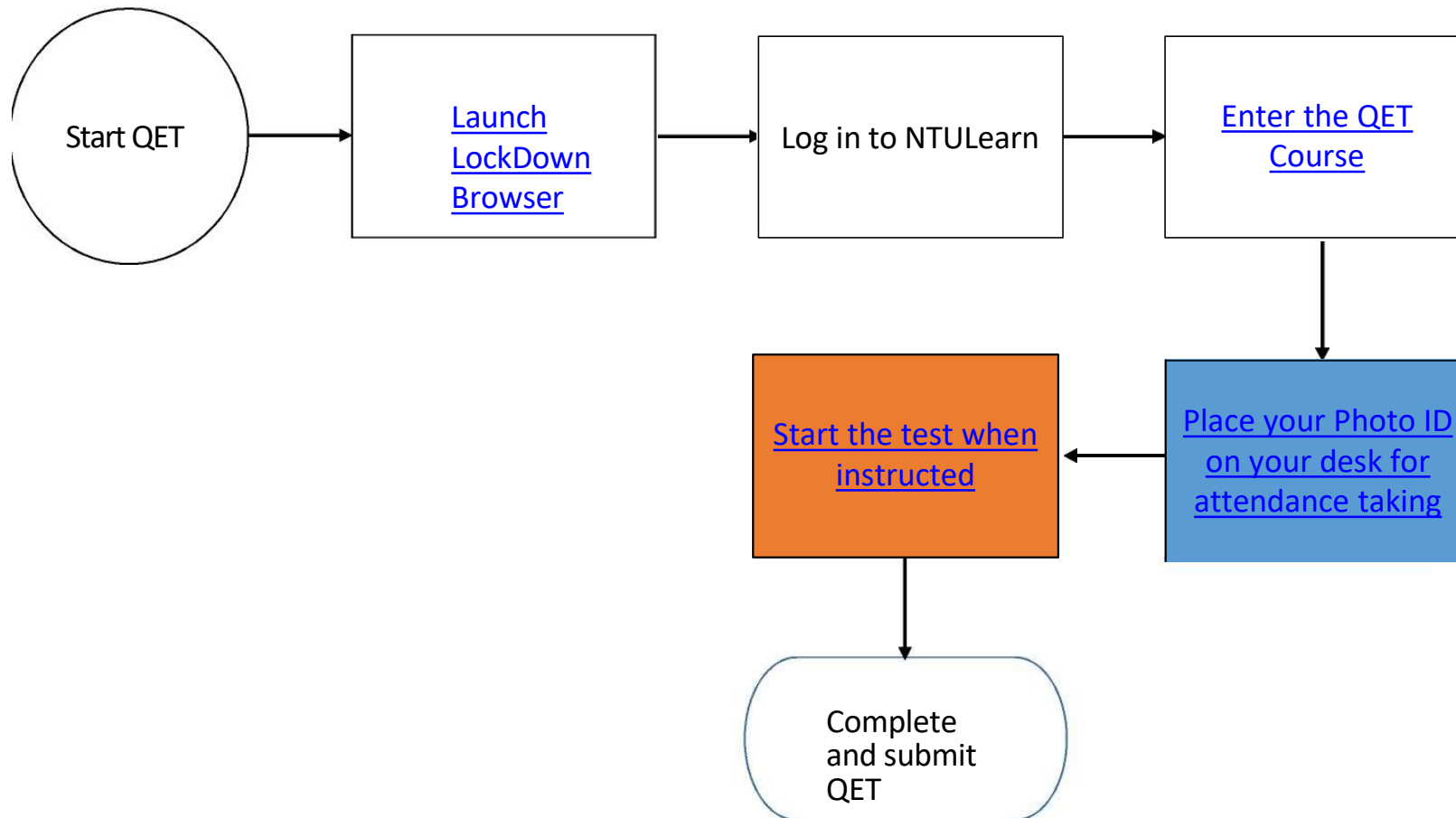
2

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

3

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

Student Activities When Taking the 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



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 only works on Apple iPad. But not all tests are enabled for use with iPad. 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.