



# Test protocols 2022-2023

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## Table of content

<b>1</b>	<b>INTRODUCTION .....</b>	<b>3</b>
<b>2</b>	<b>USE AND FINAL RESPONSIBILITY .....</b>	<b>3</b>
<b>3</b>	<b>DECISION TREE .....</b>	<b>4</b>
<b>4</b>	<b>ADMINISTRATION AT (AUAS-) LOCATION .....</b>	<b>5</b>
4.1	On location: assessment.....	5
4.2	On location: portfolio review.....	7
4.3	On location: oral test .....	8
4.4	On location: digital test.....	8
4.5	On location: written test.....	10
<b>5</b>	<b>ONLINE ADMINISTRATION .....</b>	<b>11</b>
5.1	Online test with online surveillance .....	12
5.2	Online test with proctoring.....	14



## 1 Introduction

These AUAS-wide test protocols serve the following purposes:

- guarantee the equal treatment of all students;
- ensuring good quality and ruling out potential risks during the preparation, administration and processing.

Tests take place on location. In unforeseen circumstances where it is not possible for the degree program to use locations, testing takes place online. In the event that this occurs, Chapter 5 provides rules for online testing.

In all cases this concerns tests that are scheduled at a **specific time** and that are taken at that time. Rules for tests with a **submission** date, such as reports and projects, are not included in these AUAS-wide protocols. The rules for these tests are stated in the study manuals, which are available via Brightspace.

In addition to the rules in these AUAS-wide protocols, all tests are subject to the rules stated in the Teaching and Education Regulations (TER), including procedures in the event of fraud. Any mention of the term test in these protocols also includes partial tests.

The faculty protocols contain all components that are necessary to guarantee the quality of the tests and the quality of the exam administration. Please note: the protocols for online administration in this document contain all parts that must be addressed in the faculty protocols. The faculty can further supplement these protocols. For tests that are taken at an (AUAS-) location, this document contains the compulsory components that the faculty must include in the faculty version. The faculty can also supplement this<sup>1</sup>.

## 2 Use and final responsibility

The board of the institution is legally responsible for the practical organization of tests. At the AUAS this is entrusted to the programme manager. He/she is responsible that the tests are planned in time, the rooms are in order and available, the exam assignments and the examiners involved are present, if applicable - well-instructed invigilators and the (test) facilities permitted by the Examination Board for students with a disability are arranged.

The faculty protocols are available at the start of the academic year. The programme manager is responsible for informing students and instructing examiners and operational managers about the test protocols.

The programme manager (or head of the Education Office) will appoint one person within the degree programme/faculty Education Office who is responsible for the organisation of tests. This staff member will also arrange for any student facilities allowed by the Examination Board. The name of this individual is known to all the parties concerned.

The programme manager will ensure the proper implementation of the various processes described in these protocols. In the event of any implementation problems, the programme manager must immediately inform the Dean and the Examination Board. The Examination Board is legally responsible for ensuring the organisational and procedural quality of tests, and can – if necessary – draw up additional guidelines.

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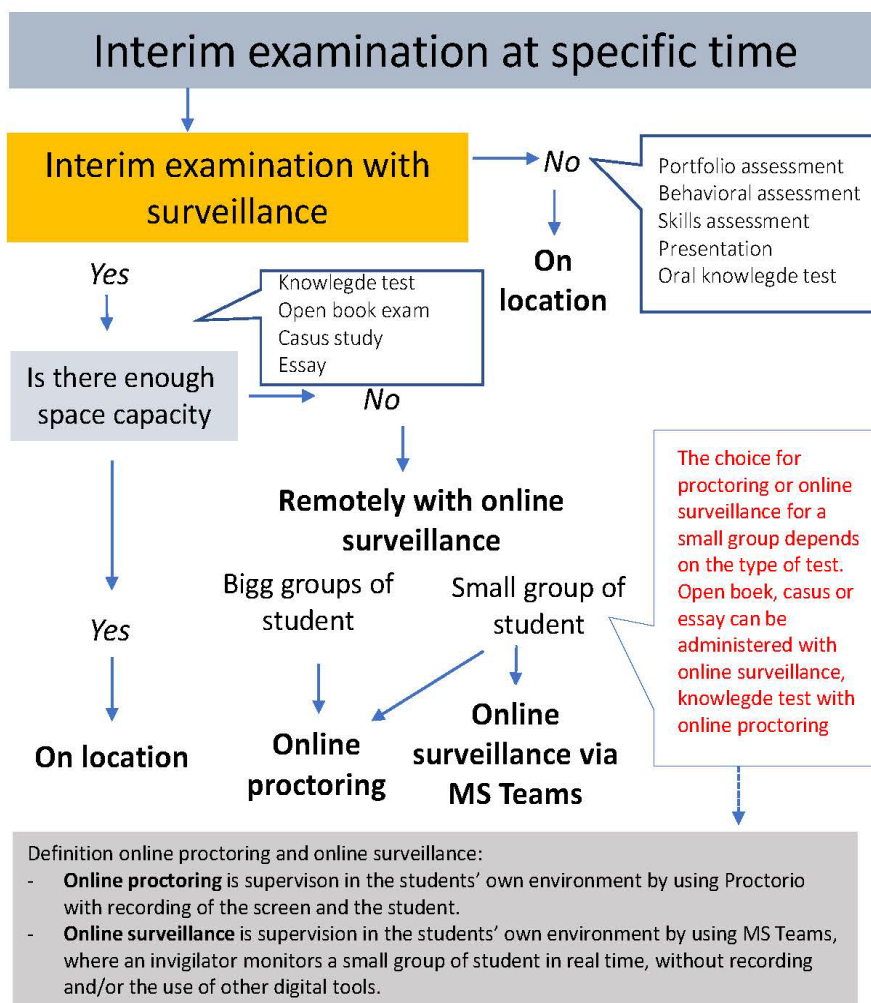
<sup>1</sup> This distinction in 'relevant' and 'obligatory' refers to the history of its creation. The protocols online have recently been drawn up and are still under development. The on-site protocols have been in use for a number of years and have been established several times.

The examiners are appointed by the Examination Board to prepare, assess and, if applicable, administer tests.

The test protocols are reviewed annually and adjusted where necessary. The current version is available via A-Z list.

### 3 Decision tree

All tests take place on location unless there is not enough capacity on location. Where 'interim examination' is stated in the decision tree below, this refers to 'test'.





## 4 Administration at (AUAS-) location

The overview below contains the tests with a fixed examination time at a physical (AUAS) location. A protocol is available for each form of administration.

Test form	Administration	Protocol
Portfolio assessment Behavioral assessment	Oral (with observation)	4.1 On location: assessments
Presentation ((as part of assignment/professional product)) Oral knowledge test	Oral	4.2 On location: oral test
Knowledge test (case, open questions, semi-open questions, multiple choice questions)	Digital	4.3 On location: digital test
Knowledge test (case, open questions, semi-open questions, multiple choice questions)	Written	4.4 On location: written test

### 4.1 On location: assessment

#### *Introduction*

An assessment is a testing form in which the student shows to what extent he can act competently in various practical situations. Two types of assessments that often occur are:

1. Portfolio assessment: the student provides a portfolio containing proof of his/her actions in the form of products and reflections. Based on this, an assessment interview takes place;
2. Behavioral assessment (also called performance assessment): the student performs a professional task or action, in which assessors observe him/her. They discuss with the student about the observed behavior and the justification thereof.

Assessments can have a learning (development-oriented) function as well as an assessment function.

#### *Preliminary remark*

In this protocol we use two trained assessors per student to promote an intersubjective judgment. If a program chooses to work with one assessor per student, it is important to have assessors coordinate and calibrate regularly to promote equal opportunities for all students. For courses of the graduation programme it is mandatory to work with two assessors.

#### *Protocol*



The following components must be included in the faculty protocol in a mandatory and unaltered manner. The faculty can further supplement its own protocol. Consider students with a disability.

## *Preparation*

- The student submits a portfolio prior to the assessment interview in accordance with the instructions in the study manual.
- Students will have received information on the following subjects prior to the test:
  - the learning objectives underlying the test;
  - the assessment criteria;
  - the registration (where applicable) and registration confirmation procedures;
  - the location of the assessment;
  - the duration of the assessment;
  - the procedure of the assessment;
  - whether there are one or two examiners; for one examiner: information about recording in the case of an online assessment, the method of storage and retention periods;
  - procedures for communicating the results;
  - Identification with valid and physical identification in the case of an online assessment (passport, ID, driver's license or Dutch 'Vreemdelingendocument').
- The examiner will act, in the case of an online assessment, in accordance with the protocol for the safe handling of computer data, passwords, email and saving and printing instructions for interim examinations, as agreed upon within the faculty.
- In case of a portfolio assessment:
  - (Two) trained assessor(s) independently evaluate the student's portfolio and formulate questions about the information they still need from the interview.
  - The assessors discuss with each other which questions they will ask in the assessment and who will take care of which subjects.

## *Administration*

- Students must identify themselves by means of a valid proof of identification in physical form (passport, ID, driving licence or Dutch 'Vreemdelingendocument') to the assessor(s).
- In case of a behavioral assessment: the assessor(s) observe the student's behavior when performing the assignment (in a simulation or in practice).
- The assessor(s) conduct the assessment according to the agreed procedure (in the study manual).
- The assessor(s) use the same question, conversation and assessment techniques.
- With two assessors: one of the assessors records questions and the student's answers on a protocol.
- In case of one assessor: the recording is saved in a previously agreed manner, in case of an online assessment.
- There are clear instructions and decision rules on how the score is made and (in the case of two assessors) what to do in case of disagreement about the score.
- The assessor(s) record the score on the appropriate form and substantiate this with their findings from the portfolio and/or the observation and assessment interview. In the case of two assessors, they first determine the score independently, based on substantiation. They then discuss this with each other to arrive at a substantiated final score.
- The assessors communicate the score to the student after the assessment, including the substantiation in the form of feedback.
- The assessor informs the student how he can object to the score, if applicable.



### *Processing*

- The assessor will enter the definitive results in SIS within the agreed deadline (see the Teaching and Examination Regulations) after administration of the test.

## 4.2 On location: portfolio review

### *Explanation*

In a portfolio assessment, assessors (or a committee of assessors) look at the low stake data points in the portfolio that the student has collected during an educational period in order to make a high stake (=summative) decision, for example in the context of programmatic assessment. The administration protocol applies to the submission of a portfolio by the student and its assessment by assessors.

### *Protocol*

The following components must be included in the faculty protocol in a mandatory and unaltered manner. The faculty can further supplement its own protocol. Consider students with a disability.

### *Preparation*

- The student fills in a portfolio with low stake data points according to the instructions in the study manual (for portfolio assessment).
- Students can be given a choice in the composition of the portfolio.
- The student has received prior information about:
  - learning objectives that are discussed in the unit of study;
  - the assessment model of the unit of study;
  - method of registration (if applicable) and confirmation of registration;
  - assessment procedure;
  - whether there is one or two assessors;
  - communication about the result;
- In the case of digital administration, the assessors act in accordance with the protocol agreed within the faculty for the safe handling of computer data, passwords, e-mail, storage and printing instructions for tests, as agreed within the faculty.
- The assessors independently evaluate the student's portfolio.

### *Administration*

- Students must identify themselves by means of a valid proof of identification in physical form (passport, ID, driving licence or Dutch 'Vreemdelingendocument') to the assessor(s).
- The assessors carry out the assessment according to the agreed procedure (in the study manual).
- There are clear instructions and decision rules about how the assessment is established and (in the case of two assessors) what to do in the event of a disagreement about the assessment.
- The assessors record the assessment on the appropriate form and substantiate this with their findings from the portfolio. In the case of two assessors, they first determine the opinion with substantiation independently of each other. They then discuss this with each other to arrive at a substantiated final judgment.
- The assessors communicate the assessment to the student, including the substantiation in the form of feedback.
- The assessors point out to the student how he can object to the assessment, if applicable.



### *Processing*

- The assessor will enter the definitive results in SIS within the agreed deadline (see the Teaching and Examination Regulations) after administration of the test.

## **4.3 On location: oral test**

The following components must be included in the faculty protocol in a mandatory and unaltered manner. The faculty can further supplement its own protocol. Take students with disabilities into account.

### *Preparation*

- Students will have received information on the following subjects prior to the test:
  - the learning objectives underlying the test;
  - the registration (where applicable) and registration confirmation procedures;
  - the test location;
  - the duration of the test;
  - procedures for communicating the results;
  - identify themselves by means of a valid proof of identification in physical form (passport, ID, driving licence or Dutch 'Vreemdelingendocument').
- A fellow examiner checks a set of starting questions (4-eyes principle) in connection with the various topics that are discussed in the test and on which the examiner continues to ask questions.
- The examiner will act in accordance with the protocol for the safe handling of computer data, passwords, email and saving and printing instructions for tests, as agreed upon within the faculty.

### *Administration*

- Students must identify themselves by means of a valid proof of identification in physical form (passport, ID, driving licence or Dutch 'Vreemdelingendocument') to the examiner or examiners.
- In the case of two examiners: clear instructions must be provided as to the assessment and procedures in the event of a major disagreement.
- In the case of a single examiner: the recording will be stored according to a pre-agreed method.
- The examiner(s) or will notify the student of the results after the end of the oral test.

### *Processing*

- The examiner will enter the definitive results in SIS within the agreed deadline (see the Teaching and Examination Regulations) after administration of the test.

## **4.4 On location: digital test**

The following components must be included in the faculty protocol in a mandatory and unaltered manner. The faculty can further supplement its own protocol. Take students with disabilities into account.

### *Preparation*

- Timely preparation of a test timetable. The test timetable must be available and familiar to lecturers and students no later than 2 weeks before the start of the block or semester.





- Students will have received information on the following subjects prior to the test:
  - the learning objectives underlying the test;
  - testing format;
  - the testing system;
  - the registration (where applicable) and registration confirmation procedures;
  - the test location;
  - the duration of the test;
  - procedures for communicating the results;
  - approved tools and resources;
  - prohibition of use of mobile phones and watches;
  - the procedure and sanctions in case of fraud;
  - information about the possibilities for giving feedback on the test;
  - Storage options for jackets and bags;
- Permitted food and drink products. The infrastructure needed for secure digital testing is in place, and the technical facilities ensure that the test can be administered safely (a secure environment, in which the requisite equipment is made available for testing purposes by the technical testing applications administrator at a fixed time).
- The test will be checked by a fellow examiner prior to administration (4-eyes principle).
- The examiner will act in accordance with the protocol for the safe handling of computer data, passwords, email and saving and printing instructions for tests, as agreed upon within the faculty.

### *Administration*

- The responsible employee will check all exam halls at the start of the test to make sure everything is clear and running smoothly.
- An examiner, who is responsible for the content of the test, is available for questions and emergencies during the taking (at least by telephone).
- Students must identify themselves by means of a valid proof of identification in physical form (passport, ID, driving licence or Dutch 'Vreemdelingendocument') to one of the invigilators. [Complete with rule on how to act if a student cannot identify himself].
- It is mandatory to place a valid ID on the corner of the table.
- Students that have arrived late will wait in the hallway: all late arrivals will be allowed to enter at the same time, 20 minutes after the start of the test. No students will be allowed to take part in the test after this point.
- The invigilator now explains the procedures and refers to the administration protocol:
  - Explains how students should log in to the relevant programme.
  - Students may not leave the hall until at least 30 minutes after the start of the test.
  - Once they have left, they may not return to the hall (also applies to toilet visits);
  - The invigilator refers to the home screen for further instructions on the test.
- The invigilator will confiscate any items involved in the fraud and file a report of the incident using the relevant form. The student will be allowed to finish the test<sup>2</sup>.

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<sup>2</sup> For rules on fraud and plagiarism, see also: Education and Examination Regulations, chapter 4.



### *Processing and inspection*

- The examiner will inform students as to when and where the feedback will be available.
- The examiner will check the test results based on the pass rate and a reliability and validity analysis, and determine the definitive results. The 4-eyes principle is used here.
- The examiner will ensure that all students can inspect their completed and assessed work in accordance with the Teaching and Examination Regulations.
- The examiner will enter the definitive results in SIS within the agreed deadline (see the Teaching and Examination Regulations) after administration of the test.

## 4.5 On location: written test

N.B.: Advice to only take written exams if digital administration is not possible.

The following components must be included in the faculty protocol in a mandatory and unaltered manner. The faculty can further supplement its own protocol. Take students with disabilities into account.

### *Preparation*

- Timely preparation of a test timetable. The test timetable must be available and familiar to lecturers and students no later than two weeks before the start of the block or semester.
- Students will have received information on the following subjects prior to the test:
  - the learning objectives underlying the test;
  - testing format;
  - the registration (where applicable) and registration confirmation procedures;
  - the test location;
  - the duration of the test;
  - procedures for communicating the results;
  - approved tools and resources;
  - prohibition of use of mobile phones and watches
  - identify themselves by means of a valid proof of identification in physical form (passport, ID, driving licence, or Dutch 'Vreemdelingendocument');
  - the procedure and sanctions in case of fraud;
  - information about the possibilities for giving feedback on the test.
  - Storage options for jackets and bags;
  - Permitted food and drink products.
- The test will be checked by a fellow examiner prior to administration (4-eyes principle).
- The examiner will act in accordance with the protocol for the safe handling of computer data, passwords, email and saving and printing instructions for tests, as agreed upon within the faculty.

### *Administration*

- The responsible employee will check all exam halls at the start of the test to make sure everything is clear and running smoothly.
- An examiner, who is responsible for the content of the test, is available for questions and emergencies during the taking (at least by telephone).



- Students must identify themselves by means of a valid proof of identification in physical form (passport, ID, driving licence, Dutch 'Vreemdelingendocument') to one of the invigilators. [Complete with rule on how to act if a student cannot identify himself].
- Students that have arrived late will wait in the hallway: all late arrivals will be allowed to enter at the same time, 20 minutes after the start of the test. No students will be allowed to take part in the test after this point.
- The invigilator will explain the procedures and refer to the administration protocol:
  - Students may not leave the hall until at least 30 minutes after the start of the test.
  - Once they have left, they may not return to the hall (also applies to toilet visits);
  - The invigilator will refer to the cover sheet for further instructions on the test.
  - Warn students 5 and 30 minutes before the end of the test that the time is almost up.
  - Student raises hand when he/she is ready and waits for an invigilator to come to hand in the work done, if student is ready within first thirty minutes.
  - Student signs as proof that everything has been submitted (if relevant, for example for written tests).
- In the event of fraud (f.i. cheating, consulting with other students, use of unauthorised resources) or improper behaviour (f.i. carrying watch, mobile phone on table, not following instructions invigilator) the invigilator/backup invigilator will tell the student what they are being accused of.
- The invigilator will confiscate any items involved in the fraud and file a report of the incident using the relevant form. The student will be allowed to finish the test<sup>3</sup>.

### *Processing and inspection*

- The examiner will check the test results based on the pass rate and a reliability and validity analysis, and determine the definitive results. The 4-eyes principle is used here.
- Multiple choice tests: marks will be entered in SIS within the agreed time period and processed by [choose between Education Office or examiner] within the agreed time period (see the Teaching and Examination Regulations).
- Open questions in tests: the examiner will collect the test sheets and sign a checklist. The examiner enters the marks in SIS within the agreed time period (see the Teaching and Examination Regulations) and processes them.
- The examiner ensures that all students can inspect their completed and assessed work in accordance with the Teaching and Examination Regulations.

## **5 Online administration**

Tests take place on location. In unforeseen circumstances where it is not possible to use locations, testing takes place online. In the event that this occurs, rules for online testing are provided in this chapter.

*Note: rules that apply to all online tests*

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<sup>3</sup> For rules on fraud and plagiarism, see also: Education and Examination Regulations, chapter 4.



- Keep in mind that students may not have the proper facilities at home. Ensure that students are informed beforehand about the time of the test, so that they can find a place elsewhere (with a secured Wi-Fi) to take part in the test.
- It must be clear in advance where students can go with substantive or technical questions during the online test.
- Make the necessary adjustments and facilities for students with a disability.
- Organize a practice session before the administration of the test and reassure students in advance.

## *Identification*

- Online identification takes place with a student card. Only in cases where this is not sufficient (students do not have a student card) may an ID be requested. The BSN (citizen service) number may not be displayed visibly. Passports, where this is stated on the front, must have this number taped. Or students may be asked to use the Copy ID app. Students can use the ID app for this, except when using Proctorio. Experience shows that recording a phone screen does not work properly and cannot be recovered afterwards.
- When using ID for identification - where possible - the recording may only start after the student has identified himself/herself.
- Explanation: The BSN number is personal data that we at AUAS are not allowed to register for this purpose. It is also important that we process as little personal data as possible. We do not need everything that is additionally on the ID (such as date of birth, place of residence, date of issue of ID certificate, etc.) to administer an exam, so ideally we do not store it (in a recording). This differs from the identification on location, where an ID does apply. This is because no ID data is recorded here.

## 5.1 Online test with online surveillance

### *Introduction online knowledge tests with and without proctoring*

Online surveillance is surveillance in the student's own environment via MS Teams, where an invigilator supervises a small group of students in real time, without recording and/or further use of digital tools. MS Teams is securely set up and meets the privacy requirements. Students can therefore be asked to switch on the camera and sound during the administration.

What is emphatically not allowed is the inclusion of a video recording in MS Teams. Also letting students manage video recordings themselves, for example via an online drive, is not allowed. In that case, students are themselves responsible for images to demonstrate their actions. That is not a free choice and it is also unclear what happens to the images.

The faculty protocol should address the following points.

### *Preparation*

- Timely preparation of a test timetable. The test timetable must be available and familiar to lecturers and students no later than two weeks before the start of the block or semester.
- Students will have received information on the following subjects prior to the interim examination:
  - the learning objectives underlying the test;
  - test format;
  - the registration (where applicable) and registration confirmation procedures;
  - the duration of the test;
  - procedures for communicating the results;



- procedure and penalties for fraud.
- information about the possibilities for giving feedback on the test and the possibilities for inspection of the interim test.
- Formulate questions at the higher levels of the Bloom taxonomy. This means that answers cannot be taken literally from each other or from literature and that students are asked to reason more. Students can easily exchange information and communicate with each other remotely, so keep this in mind when asking questions.
- Use different versions (think carefully about the number of versions which differ in content and versions in which distinctive information, such as names, organization, context, changes), preferably per group of students, e.g. per class.
- Decide which sources are most important for students to use in the open book examination: book, articles, knowledge clips, podcast, video, notes from the Virtual Classroom, guest speakers, presentations, and so on.
- If students with a disability are entitled to extra time, for example, a separate folder in BS can be created with, for example, a separate time slot.
- The test is protected by a password. The test can be downloaded in advance, but the password will only be announced at the start of the test time, so that all students can start simultaneously and there will be no problems with downloading.
- You can choose to communicate the end time, but still leave the submission box a little longer (e.g. leave it open for fifteen minutes). Advise students to a) check their Wi-Fi connection ahead of time and b) avoid waiting until the very last minute to submit their work.

### *During administration*

- Start the test by asking students to show their ID.
- During administration, it is allowed to monitor the IP addresses if this is necessary. An IP address is a light indication that a student may have committed fraud. There are situations where a shared IP address can be explained. It is therefore important to limit the processing of IP addresses as much as possible. Within the application it is necessary to look for a way in which the IP addresses are registered as little as possible, but for example to look for an indication that students have worked from a shared IP address. The address itself is not necessary.
- If IP addresses are followed, this must be recorded in a procedure. In any case, this should include the purpose of this and when the data will be deleted. The basic principle here is that the data is immediately deleted when it is no longer necessary for monitoring. Prior to the test, the student must be informed in a privacy statement that the IP address is being followed.
- Participation in the test closes 20 minutes after the starting time.
- The examiners involved are available for questions during the administration of the test. Contact details (email and/or telephone) will be announced at the start.
- Work as much as possible with a time slot, a moment when the test is published and a moment when the results must be handed in at the latest. This is possible, also per question. Keep in mind the peak load when turning in at a specific end time.
- If plagiarism is suspected, this is submitted to the Examination Board and the procedures as described in the TER apply.

### *After administration*

- Check with the plagiarism scanner whether students have used each other's work.



- When in doubt about the authenticity of the answers, you can choose to ask the students concerned for an oral explanation of any question from the open book examination, to validate a given answer.

### *Processing and inspection*

- The examiner will inform students as to when and where the feedback will be available.
- The examiner will check the test results based on the pass rate and a reliability and validity analysis, and determine the definitive results.
- The examiner will ensure that all students can inspect their completed and assessed work in accordance with the Teaching and Examination Regulations.
- The examiner will enter the definitive results in SIS within the agreed deadline (see the Teaching and Examination Regulations) after administration of the interim examination.

## 5.2 Online test with proctoring

Online proctoring is surveillance in the student's own environment using Proctorio. Suitable for large and small groups.

The faculty protocol should address the following points.

### *Preparation*

- Timely preparation of a test timetable. The test timetable must be available and familiar to lecturers and students no later than two weeks before the start of the block or semester.
- Students will have received information on the following subjects prior to the test:
  - the learning objectives underlying the test;
  - the test format;
  - the registration (where applicable) and registration confirmation procedures;
  - the duration of the test;
  - procedures for communicating the results;
  - approved tools and resource;
  - procedure and sanctions in case of fraud;
  - information about the possibilities for giving feedback on the test;
  - reference to the manual for setting up online proctoring on his her computer and/or telephone;
  - reference to the privacy statement that has been drawn up for online proctoring. This includes the handling of images from online proctoring.
- Students have experience with the digital test application in which the test is administered and have taken a practice test with the Proctoring application. A practice test with online proctoring prevents many problems and false positive reports in the real test.
- The degree programme clearly indicates which hardware and software (browser) students need to have and inform them about the desired internet connection. If in doubt, consult the proctoring application documentation.
- If students do not have these facilities (e.g. only 4G hotspot on mobile, no laptop), the test is not suitable, or the student must be able to take his test in another way. The degree programme must provide an alternative.
- The students are aware that the proctoring application uses a plugin, which is in English. The students can deal with that.



- The examiner has sufficient experience with supervising online tests and has been instructed on online proctoring, including dealing with abnormal situations. FS provides instruction in collaboration with the supplier.

### *During administration*

- Students can via chat contact with questions. Note: If other applications are used, this will be labelled as anomalous situation in proctoring or the test will be stopped.
- Prohibiting the use of mobile phones, watches, earphones or assistance from anyone else in the room.
- Participation in the test closes 20 minutes after the starting time.
- Students who experience technical problems at the start of the test must report via chat within 20 minutes.
- ICTS and FS provide a chat application.

### *Review of abnormal situations*

- The proctoring application labels abnormal situations. The degree programme has determined in advance which settings will be used to label deviating situations. The guidelines for this are available from FS (document 'Assessment of Profiles').
- In principle, any abnormal situation will be assessed by the supporter of FS BOL based on the recorded images and additional information provided by the proctoring application.
- Only evident positive situations (a clear suspicion of fraud) are summarized by the examiner and reported to the Examination Board.

### *Processing and inspection*

- The examiner will inform students as to when and where the feedback will be available.
- The examiner will check the test results based on the pass rate and a reliability and validity analysis, and determine the definitive results.
- The examiner will ensure that all students can inspect their completed and assessed work in accordance with the Teaching and Examination Regulations.
- The student can request access to the proctoring images via the JZ counter.
- The examiner will enter the definitive results in SIS within the agreed deadline (see the Teaching and Examination Regulations) after administration of the test.