

GUIDELINES FOR ASQ ONLINE EXAMINATION SUCCESS

Computer-based, multiple choice, open book, examination

The following guidelines were devised by the team at Cordatus Consulting after over 15 years of developing, invigilating and successfully sitting open book multiple choice examinations. It goes without saying that study hours invested are the most important element in passing any exam. The tips below are designed to help you on the day of the exam. Good technique can count for anything between 5% and 20% additional marks.

1. Preparation

- 1.1 Check out the exact location of the exam venue on Google Maps. Contact the organisers in advance to confirm parking arrangements, room number and examination start time.

As of May 2017, the Prometric ASQ examination site in Ireland is located at the Ground Floor of La Touche House in Dublin's Financial Services Centre. The entrance is directly across the Luas tram line from Connolly Railway Station.

- 1.2 Check out restrictions regarding text books, sample questions sheets and calculators. Most examinations will not allow any devices that can connect to the internet.

Check out required items e.g. ID, specific calculator types etc.

Question sets of any kind are NOT allowed.

- 1.3 Ensure all your notes, prompt cards and text books are clearly annotated with your subject headings. Use coloured markers, Post Its etc. to highlight key topics and formulae. This will save time when looking up topics during the exam. Only ring bound or spine bound notes are allowed. Stapled notes and index cards are NOT allowed.

If you are using the Quality Council of Indiana Primer, for quick access it helps to have PostIts on the tops of the pages, indicating the location of key formula (e.g. calculation of control chart control limits).

2. Arriving and getting settled

- 2.1 Arrive in plenty of time, at least 40 minutes in advance of the start time. Registration and allocation of a locker will take about 5 minutes, if there is no queue.

- 2.2 For ASQ and other examinations facilitated by Prometric in Dublin, the security is very strict. Only ID, calculator, bound notes and a locker key are allowed in the exam room. All notes are checked for questions sets.

- 2.3 Candidate ID, garment pockets, arms and legs are checked immediately before access to the exam room, for potential writing/topic hints.

3. Examination Strategy & Timing

- 3.1 Acknowledge that you will not know the answer to every question on the paper. Be comfortable in that knowledge.
- 3.2 Develop an examination timing plan. Below is a workable example for a 4hr: 15min examination.

Examination stage	Duration
First pass read through the paper and question answering	90 mins
Second pass referring to notes, books & using the calculator	105 mins
Third pas on the remaining few tough questions	30 mins
Final read-through of all questions	30 mins
Total	255 mins

Table 1. Proposed examination timing plan

- 3.3 Breathe. Do not look up notes in the last few minutes. Breathe.

4 Reading and answering questions

- 4.1 Read through each question individually, **slowly and carefully** & in sequence.
- 4.2 One question appears per screen. A running tab of answers is maintained to the left of the screen. Answered questions appear in green, unanswered questions appear in grey. See figure 1 below.

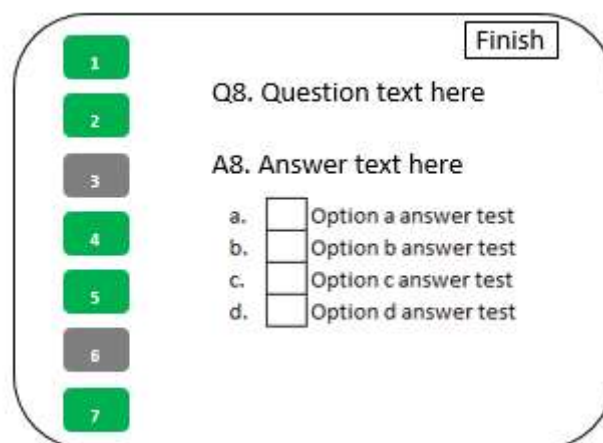


Figure 1. Simplified schematic of questions presentation on screen

- 4.3 **Skip the question** if the answer is not obvious, and move on to the next one. Do not worry if you don't know the answer. Sometimes a later question will prompt an answer an earlier one.
- 4.4 **THIS IS THE MOST DIFFICULT DISCIPLINE. Do not refer to your books or notes during the first pass.** It will only slow you down.

- 4.5 The online examination allows use of the mouse and icons to highlight text on the paper, Strikethrough text on the paper and flag questions for a later re-visit. These three options go a long way to simulate the ‘pen and paper’ scribbling with a paper-based exam.

Use the mouse **to highlight key words in the question stem.**

Use the mouse to strikethrough the ~~obvious wrong answer~~. This will leave you with remaining more obvious answers.

- 4.6 Use the flag icon to flag questions for a later re-visit. Flag questions if you are unsure of the answer. See figure 2 below.



Figure 2. An example of a flagged questions on the left-hand side of the screen.

- 4.7 Felt tip markers and wipe clean laminated pages for scribbling, are provided in your exam booth.
- 4.8 Following first pass completion of the questions go back re-read the unanswered questions **slowly and carefully**. Complete the unanswered questions that require reference to the book/notes, or use of the calculator. Omit questions you don't understand or to which you don't know the answer. Tackle those last.
- 4.9 **Answer all questions**. In a 4-option (a, b, c & d) multiple choice examination, you have a 25% chance of being right, even if you don't know the answer. In the ASQ GB and BB exams there is no penalty for an incorrect answer.
- 4.10 The 'Finish' button is clearly marked on the top right of the screen. There is little danger of present it accidentally. There are two levels of acceptance when you press the finish button. Once these are clicked, there is no possibility of returning to the exam.
- 4.11 A pass/fail result is provided to the candidate on screen, within seconds. The official written result and certificate follows in the post.

The underlined phrases above cannot be emphasised enough.

5 Most common mistakes in examination technique

- 5.1 Not reading the question slowly and carefully enough. Candidates miss the true sense of the question, or get confused with the 'All of the followingExcept.....' question formats.
- 5.2 Opening notes and books during the first pass through the questions. The candidate is almost certainly guaranteed to run out of time at the end.

6 For examination tips & mentoring please contact:

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