



香港考試及評核局
Hong Kong
Examinations and
Assessment Authority

HKDSE IRR Module

User Manual for Candidates

Version 2.6

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1. Introduction

Candidates can report the examination irregularities to the Hong Kong Examinations and Assessment Authority by the online system "HKDSE IRR Module". The online HKDSE IRR Module allows candidates to report irregularity cases, check the case status and receive case reply via email.

2. Logon

Enter the URL: <https://www.hkdse.hkeaa.edu.hk>. Then the following screen will be displayed.

香港考試及評核局
Hong Kong Examinations and Assessment Authority

User ID Login Password
Login Forgot Login Password

中文

HOME

Hong Kong Diploma of Secondary Education (HKDSE) Examination Online Services

Welcome to the Hong Kong Diploma of Secondary Education (HKDSE) Examination Online Services. You can access various services such as registration, submission of school-based assessment marks, application for special examination arrangements, etc.

Events and Activities

Description	Date of Application / Submission	Payment Deadline (if applicable)	Reference Document
User Account Operation	-	-	Simplified Account Activation Procedure (School Accounts) User Manual (School Accounts)
Registration			
HKDSE Examination 2014 – Late Entry / Subject Amendment	18 November to 30 November 2013	By 11:59 pm on 9 December 2013	Instructions to Applicants (School Candidates) Instructions to Applicants (Private Candidates) User Manual (Private Candidate – Late Entry / Subject Amendment)
Application for Withdrawal from Examination (Private Candidates)	On or before 30 November 2013		Application Form
Special Examination Arrangements			
Application for Special Examination Arrangements	9 September to 27 September 2013	-	Application Guide
School-based Assessment (SBA)			

News & Notice

- [2014 HKDSE Examination - Use of Calculators in HKDSE Examination 2014](#)
- [2014 HKDSE Examination - Examination Circular No. \(3\) 2013/2014 - Applications for Examination Fee Remission in HKDSE Examination](#)
- [2014 HKDSE Examination - Examination Circular No. \(2\) 2013/2014 - Registration of School Candidates for Category A, Category B and Category C \(Other Languages - June 2014 Series\) subjects](#)
- [2014 HKDSE Examination - Examination Circular No. \(1\) 2013/2014 - Applications for Special Examination Arrangements from Candidates with Special Needs](#)
- [2014 HKDSE Examination - Administrative Arrangement for the 2014 Hong Kong Diploma of Secondary Education \(HKDSE\) Music Examination](#)
- [2014 HKDSE Examination - Examination Circular No. \(9\) 2012/2013 - Registration of School Candidates for Category C Subjects \(Other Languages - November 2013 Series\)](#)
- [HKDSE Examination - Revised Regulations and Assessment Frameworks \(R&AF\) for 2014-2016 Examinations](#)
- [HKDSE Examination - Examination Circular No. \(8\) 2012/2013 - 2014 Examination Timetable and Date of Release of](#)

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(School candidates)

Step 1 Click **Report on Examination Irregularities** on the right.

The screenshot shows the 'Events and Activities' page on the HKDSE Examination website. It features a table with columns for Description, Date of Application / Submission, Payment Deadline (if applicable), and Reference Document. The table lists various activities such as 'User Account Operation', 'Registration', 'Application for Withdrawal from Examination (Private Candidates)', 'Special Examination Arrangements', and 'School-based Assessment (SBA)'. On the right side of the page, there is a sidebar with several links related to HKDSE Examination, including '2014 HKDSE Examination - Examination Circular No. (2) 2013/2014 - Registration of School Candidates for Category A, Category B and Category C (Other Languages - June 2014 Series) subjects'. A red box highlights the 'Report on Examination Irregularities' button, which is located in the bottom right corner of the page. The button is blue with a white icon of a person and a document. The text 'Step 1' is written in a red box above the button.

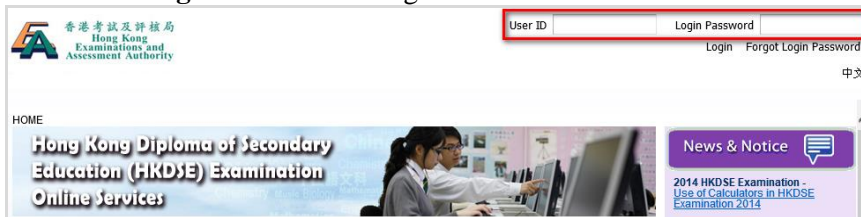
Step 2 The following screen will be displayed.

The screenshot shows the 'Report on Examination Irregularities' page on the HKDSE Examination website. The page has a header with the HKDSE logo and the text 'Report on Examination Irregularities'. Below the header, there is a navigation bar with links for 'Home', 'Examination Irregularity', 'Enquiry', and 'User manual'. The main content area features a heading '1. How Candidates' Complaints are handled: (Applicable to Category A Subjects only)'. Below this heading, there is a list of bullet points detailing the process of handling complaints. The first bullet point states: 'Candidates may lodge a complaint if they find anything that deviates from the stipulated examination procedures.' The second bullet point states: 'The HKEAA enlists the schools' assistance in providing suitable examination environment for candidates and conducting the examination according to the stipulated procedures. No special consideration will be given to candidates' claims of performance being affected by the following factors:'. The third bullet point is 'Normal background noise at examination centres - Candidates should not expect complete silence in the examination centre as they will not be completely shielded from normal background noise (e.g. from outside vehicles, normal school activities, school bells etc.) during an examination.' The fourth bullet point is 'Room temperature - Candidates should refer to their admission form about the provision of air-conditioning at the examination centres. They are advised to bring a jacket with them to an air-conditioned examination centre.' The fifth bullet point is 'Centre conditions - Candidates who find any undesirable conditions at their seat (e.g. insufficient lighting, noise disturbance, dripping water etc.) should seek help from an invigilator at once. If the need is genuine and a spare seat is available at the centre, the invigilator may arrange a seat change for the'. The page also includes a footer with links for 'Privacy Policy', 'Terms of Use', 'HKEAA Website', and 'Contact Us', and the text 'Copyright 2013 - HKEAA, All rights reserved'.

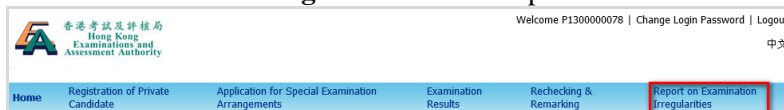
HKDSE IRR Module User Manual for Candidates

(Private candidates)

Step 1 Enter **User ID** and **Login Password** to login.



Step 2 Click **Report on Examination Irregularities** on the top menu.



Step 3 The following screen will be displayed. Then click **Report on Examination Irregularities** on the right.



Step 4 The following screen will be displayed.

香港考試及評核局
Hong Kong
Examinations and
Assessment Authority

Report on Examination Irregularities

Home Examination Irregularity Enquiry User manual 中文 ENG Logout

Home

Home
Examination Irregularity
Enquiry
User manual

1. How Candidates' Complaints are handled: (Applicable to Category A Subjects only)

- Candidates may lodge a complaint if they find anything that deviates from the stipulated examination procedures.
- The HKEAA enlists the schools' assistance in providing suitable examination environment for candidates and conducting the examination according to the stipulated procedures. **No special consideration** will be given to candidates' claims of performance being affected by the following factors:
 - **Normal background noise at examination centres** - Candidates should not expect complete silence in the examination centre as they will not be completely shielded from normal background noise (e.g. from outside vehicles, normal school activities, school bells etc.) during an examination.
 - **Room temperature** - Candidates should refer to their admission form about the provision of air-conditioning at the examination centres. They are advised to bring a jacket with them to an air-conditioned examination centre.
 - **Centre conditions** - Candidates who find any undesirable conditions at their seat (e.g. insufficient lighting, noise disturbance, dripping water etc.) should **seek help from an invigilator at once**. If the need is genuine and a spare seat is available at the centre, the invigilator may arrange a seat change for the

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3. Report Irregularity Case

Step 1 Click **Examination Irregularity** on the top menu or on the left menu.



Step 1

Step 2 Read the information carefully before submitting the report.

- a. Read and declaration content and Click the declaration box to activate the **Submit** button.
- b. Click the **Submit** button.

Please read the following information carefully before you submit the report:

1. How Candidates' Complaints are handled: (Applicable to Category A Subjects only)

- Candidates may lodge a complaint if they find anything that deviates from the stipulated examination procedures.
- The HKEAA enlists the schools' assistance in providing suitable examination environment for candidates and conducting the examination according to the stipulated procedures. **No special consideration** will be given to candidates' claims of performance being affected by the following factors:
 - **Normal background noise at examination centres** - Candidates should not expect complete silence in the examination centre as they will not be completely shielded from normal background noise (e.g. from outside vehicles, normal school activities, school bells etc.) during an examination.
 - **Room temperature** - Candidates should refer to their admission form about the provision of air-conditioning at the examination centres. They are advised to bring a jacket with them to an air-conditioned examination centre.
 - **Centre conditions** - Candidates who find any undesirable conditions at their seat (e.g. insufficient lighting, noise disturbance, dripping water etc.) should **seek help from an invigilator at once**. If the need is genuine and a spare seat is available at the centre, the invigilator may arrange a seat change for the

I have read the above information and understand the way how my complaint will be handled by the HKEAA. I will follow the above procedures in submitting the report.

Step 2a

Step 2b

Submit

Step 3 (School Candidates)

Enter the candidate information, such as **Candidate number, Candidate name, HKID/Identification document/Passport first 4 character, Verification code, Contact phone number, Email, Confirm Email, Subject and Paper.**

Remarks: You are required to enter the information for fields marked with *.

CANDIDATE'S INFORMATION

Note:

1. Candidate number and name must be identical with the information stated in the admission form.
2. Candidates have to provide sufficient and accurate information as required, otherwise the HKEAA will not be able to follow up the case.
3. The report should be submitted within 7 calendar days after the date of the examination concerned. Reports received beyond the deadline will normally not be accepted.

Candidate number : *

Candidate name : *

HKID/Identification document/Passport first 4 character : * (e.g. Y123)

Verification code : * **8xzy** **Step 3**
(Please enter the letter(s) and number(s) as shown on the right of this box) If you cannot see the letter(s) and number(s) above clearly, please click [here](#) to get another set of letter(s) and number(s).

Contact phone number : *

Email : *

Confirm Email : *

(Please note that the phone number and email filled in here will be used as contacts for examination irregularity reports only, they will not be automatically updated to your candidate profile.)

Subject : *

Paper : *

Centre code :

Exam. date :

* Required Information

(Private Candidates)

Enter the candidate information, such as **Contact phone number, Email, Confirm Email, Subject and Paper.**

Remarks: You are required to enter the information for fields marked with *.

CANDIDATE'S INFORMATION

Note:

1. Candidate number and name must be identical with the information stated in the admission form.
2. Candidates have to provide sufficient and accurate information as required, otherwise the HKEAA will not be able to follow up the case.
3. The report should be submitted within 7 calendar days after the date of the examination concerned. Reports received beyond the deadline will normally not be accepted.

Candidate number : 131515492

Candidate name : CANDIDATE NAME 131515492

Contact phone number : *

Email : *

Confirm Email : *

(Please note that the phone number and email filled in here will be used as contacts for examination irregularity reports only, they will not be automatically updated to your candidate profile.)

Subject : * **Step 3**

Paper : *

Centre code :

Exam. date :

* Required Information

Step 4 When all the required fields are entered, the “Report Details – Part A” will be displayed. Click the checkbox to select at least one of the options. Candidates are allowed to select more than one option.

REPORT DETAILS - PART A

- forgot to write/wrote wrong candidate number
- Without sticking barcode label(s)/candidate label
- forgot to write question number(s)/put down wrong question number(s)/forgot to mark question number box(es)
- Used wrong pen
- Skipped pages/blank pages within answers
- Used a tick/cross instead of blackening the answers
- Wrote answers on wrong section(s)/task(s)/page(s)
- Defective barcode label(s)/barcode label(s) not stuck appropriately on the space(s) required
- Question number(s) wrongly written on markers' boxes
- Supplementary answer sheet(s)/graph paper(s) not tied properly/not tied according on the required position
- Rough work written near the answer(s)
- Unclear answers written on correction fluid/tape
- Fluorescent pen/marker darkened the overleaf
- Others

Step 4

Step 5 *(Optional step)*
 If you have selected “Others” in Part A, the “Report Details – Part B” as well as “Case Description” will be displayed.

- a. Click the checkbox to select at least one of the options. Candidates are allowed to select more than one option.
- b. Enter the case description.

REPORT DETAILS - PART B

- Report on adverse centre environment
- Problem of examination personnel
- Noise problem of examination centre
- Others

Step 5a

CASE DESCRIPTION

Step 5b

Remarks: *If you want to report examination irregularity on Listening components or Speaking examinations, you need to fill in a supplementary form. You may click one or more than one option and input the details.*

i. Listening components supplementary form

PROBLEM OF LISTENING COMPONENT

Time From: (HHMM) e.g 1230 *

Time To: (HHMM) e.g 1230 *

Duration: minutes

Question(s) Affected: (e.g. 1,2,4) *

How it is affected: *

Have you been to the Special Room: *

ii. Speaking examinations supplementary form

PROBLEM OF SPEAKING EXAMINATION	
Reporting Room Supervisor / Preparation Room Supervisor :	<input type="text"/>
Oral Examiner :	<input type="text"/>
Centre Condition :	<input type="text"/>
Others :	<input type="text"/>

Step 6 Click **Submit** to submit the entered information.

Remarks:

1. *You are required to enter the case description; otherwise, an error message will be displayed at the top of the page.*

<ul style="list-style-type: none">• Case Description is required
CANDIDATE'S INFORMATION

2. *If you have already submitted the same report regarding to the same paper and irregularity, the following error message will be displayed.*

<ul style="list-style-type: none">• You have already submitted the same irregularity report regarding the same paper before. If you would like to provide further information, please send an email to us at: dse@hkeaa.edu.hk Or please amend the concerned subject/paper to proceed the irregularity report.
CANDIDATE'S INFORMATION

Step 7 The review of entered information page will be displayed. Check the displayed information carefully. Click **Submit** if everything is in good order, otherwise, you may click **Back** to return to the previous page and then update the required information.

CANDIDATE'S INFORMATION

Candidate number :

Candidate name :

Contact phone number :

Email :

Subject : ENGLISH LANGUAGE

Paper : PAPER 1 : READING

Centre code : S1550

Exam. date : 2014-04-11

REPORT DETAILS

- Forgot to write/wrote wrong candidate number
- Without sticking barcode label(s)/candidate label
- Forgot to write question number(s)/put down wrong question number(s)/forgot to mark question number box(es)
- Used wrong pen
- Report on adverse centre environment
- Noise problem of examination centre

CASE DESCRIPTION

A construction site is next to the examination centre.

Step 7

Step 8 The acknowledgement page will be displayed.

Note:

1. Candidates please print out and/or save this acknowledgement page and mark down the Case Number for future reference.
2. The HKEAA will normally respond to the candidate by email / by post within 5 working days after the report submission. If you do not receive any notification from the HKEAA after the aforesaid period, please contact the Public Examinations Information Centre of the HKEAA (Tel: 3628 8860).
3. If you are using a free email box, such as yahoo, hotmail etc., reply from the HKEAA may be received in your Junk Mail Folder.
4. Candidates may enquire about the follow-up status of their case(s) on our website as follows:
www.hkeaa.edu.hk > HKDSE > Report on Examination Irregularities > Enquiry

Case No. : 14R25124
Creation Date : 2016-01-05

CANDIDATE'S INFORMATION

Contact phone number :
Email :
Subject : ENGLISH LANGUAGE
Paper : PAPER 1 : READING
Centre code : S1550
Exam. date : 2014-04-11

REPORT DETAILS

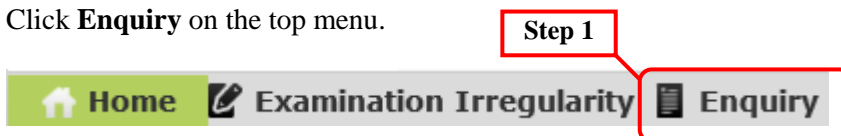
- Forgot to write/wrote wrong candidate number
- Without sticking barcode label(s)/candidate label
- Forgot to write question number(s)/put down wrong question number(s)/forgot to mark question number box(es)
- Used wrong pen
- Report on adverse centre environment
- Noise problem of examination centre

CASE DESCRIPTION

A construction site is next to the examination centre.

4. Enquiry

Step 1 Click **Enquiry** on the top menu.



Step 2 (*School Candidates*)

- a. Enter the searching criteria, such as **Candidate number**, **Candidate name**, **HKID/Identification document/Passport first 4 character**, **Case No.** or **Email** and **Verification code**.
- b. Click **Submit** to submit the searching criteria.

Remarks:

1. You are required to enter the information for fields marked with *.
2. You are required to enter either **Case No.** or **Email**.

Candidate number : *

Candidate name : *

HKID/Identification document/Passport first 4 character : * (e.g. Y123)

Case No. : #

Email : #

Verification code : *

(Please enter the letter(s) and number(s) as shown on the right of this box) If you cannot see the letter(s) and number(s) above clearly, please click [here](#) to get another set of letter(s) and number(s).

* Required Information # Input either field

Submit

Step 2b

(Private Candidates)
 Jump to Step 3.

Step 3 The case which matches the searching criteria will be displayed.

CANDIDATE'S INFORMATION			
Candidate number :	<input type="text"/>		
Candidate name :	<input type="text"/>		
Contact phone number :	<input type="text"/>		
Email :	<input type="text"/>		

Case No.	Subject	Paper	Status
13R07045	CHINESE LANGUAGE (CANTONESE)	PAPER 1 : READING	
13R07048	CHINESE LANGUAGE (CANTONESE)	PAPER 2 : WRITING	
13R07050	CHINESE LANGUAGE (CANTONESE)	PAPER 3 : LISTENING & PAPER 5: INTEGRATED SKILLS	
13R07049	MUSIC - E	PAPER 1 : LISTENING PART A	

Step 3

5. Appendix – Email Notification List

No	Email Title	Receiver	Description
1	考生異常報告回覆 IRR Acknowledgement	Candidate	When a report is received, a notification email will be sent to the candidate.
2	考生異常報告回覆 IRR Acknowledgement	Candidate	When additional information is received, a notification email will be sent to the candidate.
3	考生異常報告回覆 IRR Acknowledgement	Candidate	When the report is submitted to the Standing Committee, a notification email will be sent to the candidate.