



DEB
exams
...resourcing schools

Important Notice: Mock Examinations



Choose DEB Exams
for Quality, Service and
Experience

New Initiatives for 2010/2011



GREEN INITIATIVE

Introduction of
sample papers online



www.debexams.ie

Easy access to sample papers,
ordering, support and feedback



COST-SAVING INCENTIVES

DEB Exams – keeping prices down
Details in the next issue

For ALL your school exams

tel> 01-616 62 62
fax> 01-616 62 63
email> info@debexams.ie
web> www.debexams.ie

Important Notice

2010/11 Mock Examinations



DEB exams

Dear

In the current economic climate, it is essential for every business to continue to offer the highest quality products with the best possible service, while still offering value for money. Through our continued interaction with schools, **DEB Exams** continues to respond to the needs of all our customers.

In response to customer feedback, we are implementing some key changes in our business practices. These changes, which are outlined on this sheet, respond to the call for a **greener approach** to business and will improve interaction and service while ultimately keeping costs to a minimum. I greatly appreciate you taking the time to review this information.

With the school year underway, I would like to take this opportunity to introduce our team for 2010/11. In addition to discussing your specific examination needs, our Liaison Managers are available to support you through the transition phase of the changes we are implementing. Please feel free to contact one of our Liaison Managers directly or through our office should you require us to explain and/or demonstrate any of our new processes in action.

I would also like to remind you of your dedicated Customer Service Representative within DEB Exams. Our representative can assist you by phone or e-mail, offering advice on our extensive range of services and ensuring that all queries, orders and corrections from your school are processed quickly and efficiently.

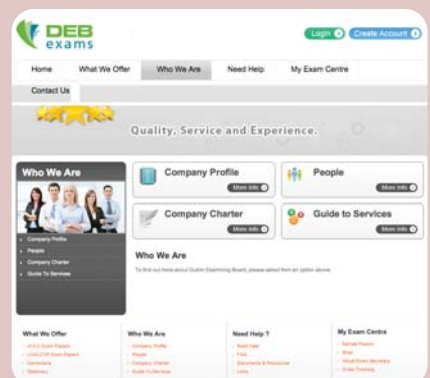
We will be in contact with you shortly to discuss your Mock Examination needs for 2011, to outline our new processes and to answer any questions you may have. If you wish to contact us before that time, please find enclosed the contact details of our Liaison Managers and Customer Service Representatives.

DEB Exams is the recognised premier brand in exam papers throughout Ireland, a status achieved by strict adherence to the highest standards and a wealth of experience developed over our 70 years in business. We value your custom and would like to thank you in advance for considering us this year. I am confident that we can offer you exceptional quality, service and experience.

Yours sincerely,

Donal Murphy
Customer Service Manager

View our
improved website:
www.debexams.ie



Go Green with DEB Exams

DEB Mock Examination Papers

View Sample Papers Online

DEB Exams' commitment to a Green School Policy has necessitated us to eliminate our traditional postal Sample Papers Box.

To view sample papers from DEB Exams:

- Log on to www.debexams.ie
- Create an account
- Select your subjects of interest

Once registered, you can:

- View sample papers
- View marking schemes
- Order examination papers
- Offer feedback

Benefits include:

- Early access to sample papers as and when available.
- Email prompt to individual teachers as and when sample papers become available.
- No delay while awaiting full sample box distribution.
- Individual teachers can access sample papers online, reducing the distribution workload for Exam Secretaries / School Management.
- Reduction in paper usage and waste.

Exam Secretaries



Teachers

DEB Virtual Exam Secretary (VES)

VES makes planning and delivery of 'Mocks' easier

DEB Exams' Virtual Exam Secretary (VES) is a user-friendly online system which allows you to administer your mock examination needs with ease.

- Set closing date for all in-house orders for examination papers from teachers.
- Centralised process for teachers to view sample papers and submit in-house orders.
- Collect all in-house orders for examination papers from teachers online with no hassle.
- View all submitted in-house orders on-screen by Exam Secretaries / School Management.
- Easy identification of in-house orders not yet submitted.
- One-click submission of entire school's mock examination needs.

Benefits include:

- Easy administration for Exam Secretaries / School Management.
- Clear picture of examination paper requirements builds on-screen.
- Efficient and time-saving paper selection and order process.
- Confidence that your order is complete before submission.
- Streamlined online service that supports all school staff.

5 Easy Steps



1. Log on to www.debexams.ie

2. Create an account, remembering to include your subjects

3. Receive an email when your sample paper(s) are released

4. Browse the sample paper(s) at a time best suited to you

5. Order online with ease – reduce paper usage and waste!

Supporting You

Our Team

DEB Exams is committed to supporting ALL our customers through our transition from a paper-intensive business to a user-friendly website with electronic means of viewing samples, ordering and general administration of your Mock Exams.

We have produced a *School Mock Exams Guide*, which details all the information you require to *Go Green with DEB Exams*. A copy of this Guide is available to download from our website, www.debexams.ie or in hard copy upon request.

Our Liaison Team is available to take your call, visit your school and support you in continuing to use **DEB Exams** for all your exam needs.



Donal Murphy
Customer Service Manager
087-921 83 92
dmurphy@debonline.ie



Julie Walsh
Finance and Quality Manager
087-921 83 92
jwalsh@debonline.ie

DEB Exams

tel> 01-616 62 62
fax> 01-616 62 63
email> info@debexams.ie
web> www.debexams.ie



Michael Kelly
Liaison Manager
087-124 82 37
mbkelly@debonline.ie



Ross O'Daly
Liaison Manager
087-322 77 00
rodaly@debonline.ie



Paul Quinn
Liaison Officer
087-912 88 58
pquinn@debonline.ie




Myra Brunton
Customer Service Representative
01-616 62 62
mbrunton@debonline.ie



Katie Gartland
Customer Service Representative
01-616 62 62
kgartland@debonline.ie



Maggie Kelly
Customer Service Representative
01-616 62 62
mmkelly@debonline.ie



Shona Brannagan
Customer Service Representative
01-616 62 62
sbrannagan@debonline.ie



Edel Gill
Customer Service Representative
01-616 62 62
egill@debonline.ie



Lisa Yule
Customer Service Representative
01-616 62 62
lyule@debonline.ie

Quality

- We provide the highest quality mock examination papers.
- We are committed to achieving our goals and improving our standards of excellence.
- Our commitment to quality as a mock examination provider is unsurpassed.

Service

- We understand the needs of schools, teachers and students.
- We are personable and professional in our approach to all our customers.
- We respond to our customers, ensuring that commitments are fulfilled.

Experience

- We are the longest-established company in Ireland providing examination papers.
- Through experience and commitment, we strive to advance our service every year.
- Our expertise ensures that we utilise best practise in all areas at all times.