



ARDEN UNIVERSITY QUALITY ASSURANCE DOCUMENT QA 12 – Examination Policy

Introduction

1. All University examinations are administered in line with this policy. This policy clarifies the roles and responsibilities of Exam staff and students.
2. The University administers two types of exams in line with this policy:
 - a. Exam - in person exams, taken at an approved exam centre.
 - b. Online Exam - virtually proctored exam.
3. Without prejudice to the University's Academic Regulations, student must abide by this Examination Policy.

Students Responsibilities

4. Students are responsible for checking iLearn for confirmation of exam type (in person or online), date of exam, start and end times of exam and venues.
5. Students will not be permitted to take any Exam without photographic ID, such as a passport, driving licence or Arden University student ID card.
6. Students are responsible for ensuring they have the correct exam paper.
7. Students are responsible for informing the Inclusion Team of any additional needs they have for exam assessments.

Additional Responsibilities for 'In Person Exams'

8. Students must read the instructions on the front page.
9. Student must bring their own equipment if required.
10. Written examinations must be in black ink.
11. Student are advised not to bring valuables to in person exams. Students are responsible for their belongings. Arden University or the examination centre will not be held responsible for any loss or damage to personal belongings.
12. If payment is required to a centre, students are responsible for making payment to the venue directly prior to the date of the examination. If payment is not made, then the venue reserves the right to refuse to host the examination and the student will receive a mark of 0 for non-submission.
13. All students must complete the student registration report prior to the start of the exam.

Additional Responsibilities for 'Online Exams'

14. Students must have read and accepted the 'Instructions to Students for Online Exams' document which includes the 'Third Party Privacy Notice' before they will be registered for an online exam.
15. If a student does not accept the 'Instructions to Students for Online Exams' document, they will not be registered for the exam and will receive a mark of 0 for non-submission.
16. Students must have access to a laptop, PC or tablet which meets the required operating requirements as outlined in the 'Instructions to Students for Online Exams'.

17. Students must have a stable internet connection throughout the online exam.
18. Devices must have an operational webcam and microphone which have been tested in advance of the online exam.
19. Students must take the online exam in a well-lit, quiet location where they will not be disturbed. Not being clear on camera or having someone else in the room, talking or singing will be investigated for Academic Integrity and Misconduct (AIM).
20. Students' work area must be clear, with the following exceptions:
 - a. Identification (as per point 5 of this policy).
 - b. A drink in a clear plastic bottle / glass - if you spill something and damage your equipment, you will not receive any extra time.
 - c. A non-programmable calculator (if approved by the University for the exam).If unauthorised materials are found on your desk, you will be investigated for AIM.
21. No additional devices such as second screens, headphones, phones/tablets or other blue tooth enabled electronic devices are permitted in the room.

Lateness and Absence

22. Any student who is unable to attend any scheduled exam must apply for [Extenuating Circumstances](#) (EC's) and provide evidence in line with the EC policy QA 41. If no application for EC's is made, students will receive a mark of 0 for non-submission.
23. Students arriving late, will be admitted no later than 30 minutes after the start of any scheduled exam. After this time, students will be marked as absent and receive a mark of '0' unless they have an approved EC's application.
24. Lateness will be noted on the event log for online exams and on the Invigilator Report form for in person exams.
25. Students starting the exam late will not be permitted the full time for the examination, only the time remaining.

Leaving the examination

26. For in person exams, students will not be allowed to leave the examination room during the first 30 minutes and final 15 minutes of the examination. Students wishing to leave early must obtain permission from the invigilator and hand their scripts in on leaving.
27. For online exams, students may leave the exam at any time by clicking on the end exam button.
28. Once a student has left the examination they may not re-enter.
29. For in person exams, should a student need to temporarily leave the room, for any reason, they must alert an invigilator, who will accompany them. Only one student may temporarily leave the room at a time.
30. For online exams, no breaks or pauses are permitted. Students may take one bathroom break and be away from their desk for a maximum of 5 minutes. The exam monitor software will monitor the length of time students are away from the exam and whether their identity has changed upon return, if the software flags a lack of compliance with these rules, the student will be investigated for AIM before the paper is marked (except where an alternative exam arrangement has been agreed in advance via Inclusion).
31. Students may not attempt to contact anyone or refer to any books or notes should they be permitted to leave the room.

Conduct for 'In Person Exams'

32. To attract the invigilator's attention students must raise an arm.
33. Students must remain seated in silence while the invigilators collect the examination scripts.

34. Students are not permitted to remove anything from the examination room, except that which they originally brought with them.
35. Once in the exam room students are only permitted to talk to the invigilators and no other students.
36. Coats and bags must be left in a designated area of the room or a cloakroom. Coats and bags are under no circumstances allowed at the students' desks.
37. Students must sit at their designated desks.
38. Students are required to place all electronic/Bluetooth enabled devices, such as mobile telephones, smart watches, etc. into the plastic bag on their desk, they must complete the form on the plastic bag and must hand to an invigilator before the examination starts.
39. Should a student experience a problem they should contact an invigilator.
40. No student may commence the examination until instructed to do so by the invigilator.
41. Students may not leave their desks without permission of an invigilator.
42. No food is to be consumed in the examination room unless agreed prior to the exam by the exams team. Only water is allowed into the examination room and must be in a clear plastic bottle.
43. Students must not engage in any activity, which may disturb others, such as tapping on the desk or clicking a pen, etc.

Conduct for 'Online Exams'

44. Students must be located in a well-lit room and their face must be clearly visible to the camera at all times. The student should not move their head around the room or actively look away from the screen until the exam has ended.
45. Students must be alone in the room and remain alone throughout the exam.
46. Students may be asked to show their room environment and workstation via their webcam to the online exam invigilator to ensure that no unauthorised materials are present in the room or on their person (e.g. requested to empty their pockets or to remove unusually bulky clothing, headgear, etc.). Failure to comply with these requests will result in the student being investigated for AIM.
47. Students must verify their identity at the start of the exam. Once this task has been completed, they may start the exam. If a student's identity is checked by an invigilator and is unsatisfactory, the student will receive an online message asking them to re-verify. Failure to re-verify or provide a satisfactory identification check, will result in the student's paper being investigated for AIM.
48. Students cannot talk out loud, sing or mutter during the exam as this will be detected by the exam software and investigated for AIM.
49. No food is to be consumed in the exam room unless agreed prior to the exam by the exam team.
50. Students' desks must be clear in line with point 19, a-c of this policy. There should be no stationary, notes, books, support materials, mobile phones, smart watches, or other electronic/blue tooth enabled devices anywhere in the room.
51. Any student who is found to have bypassed or attempting to bypass the lockdown browser will be investigated for AIM.
52. To contact the invigilator, you may only use the chat function within the exam software.
53. Should a student encounter an internet connectivity problem, they should continue with the exam until the end. If they are unable to submit, they should contact exams@arden.ac.uk once the exam has ended.
54. Should a student encounter a power outage or an emergency evacuation from their exam location, they should contact the exams team within 15 mins of the event. If a student can re-join the exam within 15 mins, they may continue with the exam. No extra time will be granted. As the student was offline and unmonitored for a period, their work must be reviewed for AIM.

55. If a student cannot re-join or submit their exam on time due to internet or power issues, they should apply for [EC's](#).

Materials

56. Stationery is only permitted at a desk for 'In Person Exams'. If a pencil case is used it must be transparent.
57. No materials are permitted on the desk for 'Online Exams'.
58. The use of electronic calculators is only permitted when specifically stipulated by the examination. Then, only non-programmable ones may be used.
59. Should calculators be permitted, it is the students' responsibility to supply their own, they may not borrow other students or use an online calculator'.
60. Calculator cases, leaflets, etc., must not be brought to the examination.
61. No dictionaries are permitted in exams.

End of Examination Procedure for 'In Person Exams'

62. When the end of the examination is announced, all students must stop writing immediately.
63. At the end of the examination all students must remain in silence until all scripts and materials have been collected.
64. All students must submit their scripts before being dismissed from the examination room.
65. Students must not remove answer booklets from the examination room under any circumstances.
66. Students must wait for permission to leave the examination room at the end of the exam.

End of Examination Procedure for 'Online Exams'

67. Students must have submitted their answers before the timer ends.
68. If a student has not submitted their answers before the exam timer ends, all answers at that point will be submitted for marking.
69. Students can close the exam software application and shut down the device.

Exam Centre's Responsibilities for 'In Person Exams'

The Examination Officer

70. There will be an Examination Officer who will be responsible for:
- Ensuring exam papers are delivered to a secure e-mail account.
 - Ensuring exam papers are kept secure and not accessed until the date of the examination.
 - Running the exam.
 - Ensuring health and safety.
 - Recording any incidents.
71. Should the Examination Officer be absent another will be appointed to be in charge.

Setting up the examination

72. The examination room will be set up and checked by the invigilators in advance of the arrival of students.

73. Each examination desk or station must be no less than one metre away from another desk or station.
74. Students should be facing the same direction, where possible.
75. Each examination desk should contain a question paper and an answer booklet. It must be ensured that the questions are displayed face down.
76. A seating plan may be displayed outside the room, where required.
77. There should be a clock(s) at the front of the examination room, visible to all students.
78. There should be a board or flipchart where the start and finish times and module codes can be clearly displayed for students.
79. There must be no display material visible in the examination room.
80. The correct notices must be displayed inside and outside the examination room.
81. Before the examination begins Student must fill out the Student Register Report and show their photographic ID.

During the examination

82. Information resulting from a query made by a student, which may have an impact on others, should be made public knowledge at the discretion of the invigilator.
83. Where only one invigilator is present, they must easily be able to seek help, without leaving the room. The use of a mobile telephone or two-way radio is appropriate here, providing it does not disrupt the examination.
84. Invigilators must not carry out any other task during the examination.
85. Invigilators must announce the time remaining at 15 MINUTES.

At the end of the examination

86. All scripts must be collected by the invigilator before allowing students to leave the examination room.
87. The completed Students Register Report, Invigilator Report and Invigilator Details Form should be returned to Arden University with the examination scripts. Invigilators should also complete all forms as required by Arden University and ensure these are returned.
88. Invigilators should ensure that all examination scripts are posted using courier, recorded or registered post.

Exam Centre's Responsibilities for 'Online Exams'

The Online Exam Invigilator

89. There will be an Online Exam Invigilator who will be responsible for:
 - Ensuring that all students have received the 'Instructions to Students for Online Exams' pack and that all students have read and accepted the terms set out within this document.
 - Ensuring all students have accepted the terms of the 'Instructions to Students for Online Exams' pack and have an online account set up ready for the exam.
 - Ensuring all students have the opportunity to undertake a practice exam.
 - Ensuring that all exam questions are kept secure and not accessed until the date of the examination.
 - Running the exam.
 - Recording any incidents during the exam.
90. Should the Online Exam Invigilator be absent another will be appointed to be in charge.

During the examination

91. The Online Exam Invigilator will be online to support students 30 minutes prior to an exam starting.
92. For the first 15 minutes of each exam, the Online Exam Invigilator will triage questions from students about the exam content to the module leader. Questions about the exam content after this time, may not be answered by the Module Leader.
93. Information resulting from an online query made by a student, which may have an impact on others, should be made public knowledge via the online messaging services at the discretion of the Online Exam Invigilator.
94. Where only one Online Exam Invigilator is monitoring the exam, they must easily be able to seek help, without leaving the monitoring PC. Invigilators must not carry out any other task during the examination.
95. Where a student's ID has not been verified satisfactorily by the AI monitor, the Online Exam Invigilator will instruct the student to complete ID verification again.
96. Where a student fails to undertake ID verification or where the AI monitors a low acceptance rate, the Online Exam Invigilator will contact the student directly to either confirm the student's identity or to advise the student that they will be put forward for AIM for failing to verify their ID.

At the end of the examination

97. When the online exam has ended, the Online Exam Invigilator will complete the end of exam procedure form.
98. The Online Exam Invigilator will ensure that all submitted exams are passed for marking.
99. The Online Exam Invigilator will be available for 15 minutes after the exam has ended to support student questions.

Special arrangements

100. Provisions for special examination requirements will be arranged with the Online Exam Invigilator and the Inclusion team in advance.
101. For 'In Person Exams', students leaving the room due to mental or physical disposition must be escorted from the room and the time of withdrawal and the circumstances must be noted on their paper and the invigilator's report and the student must apply for [EC's](#).
102. For 'Online Exams' students needing to log off due to mental or physical disposition must notify the 'Online Exam Invigilator' before they disconnect, and this must be noted on the invigilator's report. The student must then apply for [EC's](#).

Deviation from the rules and regulations

103. The invigilator in charge must record any irregularity or problems on the invigilator's report.
104. The invigilator may, after having warned a student, exclude any student whom the invigilator deems to be disturbing other students. The student's answer book must be marked accordingly and a record made of the event on the invigilator's report.
105. Students not following the examination regulations will be liable to disciplinary procedures.
106. Should the examination be disturbed, it is at the invigilator's discretion whether an extension of time should be granted.
107. The following procedures should be invoked in cases of AIM for 'In Person Exams':
 - a. The accusation should be made clear to the student concerned.

- b. The answer book should be taken from the student. A capital 'Q' and the time should be marked underneath the students work. The answer book should then be returned to the student.
 - c. The student should finish the examination within the normal time.
 - d. A full report should be prepared by all present invigilators and submitted to the Examination Officer within 24 hours, including any supporting evidence.
 - e. The Examination Officer is responsible for collating all information and reports surrounding the allegation and submitting them to the AIM Officer for investigation before the students' work is marked.
108. The following procedures should be invoked in cases of AIM for 'Online Exams':
- a. If a student has failed ID checks, the student should be notified that their work will be submitted for AIM investigation, it is their choice to continue or not. This should be noted in the Invigilators report.
 - b. If a student leaves their desk, the students work will be submitted for AIM investigation. The invigilator should review the recording of the students' exam and write a report for the AIM officer.
 - c. If a student takes a toilet break following the process outlined in this policy, and their exam event log notes discrepancies with this policy their work must be submitted for AIM investigation. The invigilator should review the recording of the students' exam and write a report for the AIM officer.
 - d. Once an exam has ended, the event log for each student should be reviewed and if key events have been highlighted, a students' work should be submitted for AIM investigation along with a report from the event log for the AIM officer.

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