



Assessment Guidelines and Procedures

Approved by Senate 26.7.2023

These guidelines and procedures should be read in conjunction with the Assessment Policy (2023).

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1: Formal Examination Periods

UniSey operates both a trimester and semester academic calendar, to accommodate a variety of university partnerships we have. For example, University of London programmes are examined once, in May/June each year.

Joint programmes with other universities are usually examined twice a year, at the end of each semester (usually November-December and May-July).

Some local programmes operate on a trimester (three term) basis, with exams at the end of each term.

Irrespective of the exam period, Assessment Services:

- i. Agree the examination dates with respective HODs at least **two months** prior to the examination period.
- ii. Formulate the Exam Timetable and send this to students using their **UniSey email address**, one month prior to the examination period.
- iii. Make available an approved copy of the Exam Timetable (size A3) to the Registrar and the Marketing and Communications Section to be posted on UniSey notice boards & shared on UniSey's digital platforms.

2: Formal Examination Paper Setting, Moderation and Formatting

An effective examination comprises a mix of basic, intermediate, and high order questions to differentiate levels of students' mastery of concepts taught. It also provides for appropriate acquisition of knowledge and skills rather than just superficial comprehension.

In line with the above, UniSey's exam papers must also meet the basic examination principles of *Content Validity*: a test's ability to effectively evaluate what it is supposed to measure, and *Reliability*: the consistency of students' scores.

The process of preparing examination papers

The faculty shall nominate a Head of Department (HoD) or, in certain cases, an Assistant HoD, and an Examiner for its exams.

The Head of Department (or in some cases, the AHoD) is responsible for maintaining assessment standards and shall have overall responsibility for the preparation and marking of examination papers.

The Examiner is an experienced lecturer and/or examiner in the given subject. His/her responsibility is to set exam papers for a given subject/programme as well as supply the mark scheme with model answers to all questions.

Step 1

The exam paper shall be prepared as follows by the examination setter(s):

- i. Be based on a range of topics and representative sample of the syllabus.
- ii. Be based on a specification grid/table.
- iii. Take into account the previous term or year's exams to ensure minimum repetition of questions.
- iv. Reflect the examinations specifications, e.g. essays, multiple choice, short answers.
- v. Provide adequate differentiation with regard to students' ability level.
- vi. Be unambiguous and accurate (content, spelling, language, punctuation, numbering, etc.)
- vii. Be answerable in the allotted time.

In addition, the examination setter(s) must provide sample responses and a marking scheme for the examination paper.

Step 2

The prepared draft exam paper shall be forwarded to the Head of Department or in some cases the AHoD, for moderation. The moderation process can also include the involvement of a Moderator and/or the External Examiner.

The Moderator shall:

- i. moderate all questions of the assessment/examination paper to determine the clarity and accuracy of language and spelling, appropriate representation of the course syllabus and its objectives as well as whether the paper reflects the level for which it has been set,
- ii. suggest improvements to questions or, depending on the circumstances, modify/change questions in collaboration with the examiner,
- iii. ensure proper balance between the paper duration, the complexity or level of difficulty of the questions and marks allocated,
- iv. ensure all instructions on the cover page are clear, including information and instructions on materials needed for the completion of the paper by students,
- v. moderate the mark scheme and model answers and ensure marks allocated for each question are justified,
- vi. suggest improvements to the mark scheme as appropriate.

Step 3

Once the moderation process is complete, the Examiner, the Moderator and the Head of Department need to complete and sign the 'Moderation of Exam Paper' form (*see Form F*). The moderated exam paper should be formatted as follows, and then sent, with *Form F*, to the Assessment Services Office **2 weeks prior to the scheduled examination date**.

UniSey's Exam paper: Format

The following exam paper format must be respected to ensure uniformity:

- i. Must be typed on A4 paper in one and a half spacing.
- ii. Use font size Arial 11 or Helvetica or Verdana.
- iii. Texts must be left justified.

The Exam paper cover page must contain:

- i. UniSey Logo at the top,
- ii. instructions to candidates (including if all questions must be attempted),
- iii. indication of which material may be used during the exam,
- iv. any additional examination documents needed for completion of this paper,
- v. must be printed only on one side (not back-to-back).

The final page must contain:

A copyright ©UNIVERSITY of SEYCHELLES
'END OF EXAMINATION' after the last
question

Each page must contain:

- i. the Module/Course name in the footer of each page,
- ii. margins of 2cm at the top and bottom of each page as well as on both sides.

The exam question pages:

- i. Each page must be clearly numbered.
- ii. The number must be "centered".

The questions:

- i. The questions must provide clear and unambiguous instructions to candidates. The weighting for each question must be indicated in a square bracket [] at the end of the question.
- ii. If the question is in different parts, the weighting for each part must also be indicated.
- iii. A question must not be split across two pages. This means the whole question must appear on the same page.
- iv. The first few questions set on a given text must not feature on a different page from the one consisting of the text. This is particularly important for language exams.
- v. The same applies for questions requiring candidates to study a photo or map or diagram. The questions must be on the same page as the photo or map or diagram. Alternatively, these can be supplied separately but in sufficient quantities especially if they are in colour and properly labelled to indicate the question to which each one refers.
- vi. Questions must be numbered consecutively throughout.
- vii. Where there has to be a breakdown of marks, ensure the total mark is also shown.
- viii. If a question or part of a question necessitates extra materials (e.g. calculators), ensure this is clearly indicated.
- ix. If a question necessitates pictures or photographs, indicate if these must be provided in colour to candidates. This information must be supplied to the Assessment Services Office, together with the master copy of the examination paper.
- x. If no such information is provided, the photos or pictures will be printed in black and white. Please note, it may not always be possible to supply pictures or photos in colour.
- xi. Graphs, diagrams, maps, tables etc. must be originals and suitable for photocopying. They must either be incorporated in the typescript OR if they are to appear as separate sheets, they must be in A4 format and bear the paper number and must identify clearly the question to which the item refers.
- xii. If any materials cannot be photocopied, e.g., photographs, they must be supplied in sufficient quantities.

3: Marking Schemes

A detailed marking scheme should be submitted with each exam paper.

A marking scheme normally includes:

- i. Model solutions/answers, annotated with how many marks are to be awarded for each component of the answer.
- ii. If using mark boundaries (i.e. use of a rubric) there must be an indication of how to award marks within the mark boundaries.
- iii. The marking criteria must match the mark allocations on the exam paper, and this must be confirmed at the moderation stage.
- iv. Sample marking is recommended for courses having more than one marker.

4: Computer-based Examinations

The same principles apply to the setting, moderation and formatting of computer-based examinations.

Assessment Services:

- i. Send the exam paper to candidates via the UniSey 365 Office platform, as per the exam timetable.
- ii. On the day of the exam, examination papers are sent at 8.30am for morning exams and 12.30pm for afternoon exams.
- iii. The official answer booklet is also sent via email.
- iv. Answer scripts (booklets) are compiled and sent to the examiner/lecturer for marking, in ZIP files

Candidates:

- v. At the end of the examination candidates save and submit their answer scripts in PDF format, to Assessment Services only, via email.
- vi. In the same email and on their answer booklet, candidates must indicate the time they started and ended the examination.
- vii. Candidates have a 30-minute elapse time for submission (in case of internet or technical issues).

Examiners:

- viii. After marking is complete, scripts and the result sheet are submitted to the HoD, who in turn sends all documents to Assessment Services.

5: Invigilation of Formal Examinations

The purpose of invigilation is to ensure that all candidates are closely monitored for the whole duration of an exam. The vigilance of all invigilators is vital to ensure no communication at all takes place between exam candidates, either by exchanging looks, notes, whispering or any form of non-verbal communication. Likewise, there must be no use of books or any other resources unless authorized on the examination paper and/or by the Faculty.

A. Invigilators

Invigilators can be lecturers from non-participating faculties, preferably those who do not have a relative or friend sitting the exam concerned and who have been briefed on UniSey's guidelines for invigilation. Alternatively, invigilators can be selected from a carefully screened group of applicants from both within and outside UniSey, especially retired educators. UniSey keeps a database of trained invigilators.

B. Number of Invigilators

- i. A list of invigilators must be drawn up for each exam session.
- ii. Ideally there should be a ratio of two invigilators for every 40 examination candidates.
- iii. In cases where there are less than 40 candidates, two invigilators are still required as one will have to be on hand for bathroom responsibilities and related record keeping.

C. Invigilators' Attendance

- i. All invigilators shall respect the invigilation timetable.
- ii. Invigilators shall notify the Exam Department not less than five working days of any

- circumstances preventing them from respecting the invigilation timetable.
- iii. Invigilators are not allowed to suggest or seek a replacement to cover for their absence for an exam.
 - iv. All invigilators shall be on the UniSeY premises at least 45 minutes before the exam and shall leave only after all exam papers and answer booklets have been handed over to the designated person from Assessment Services.
 - v. All invigilators shall invigilate UniSeY examinations according to UniSeY procedures, outlined below.

D. Contact Details

Contact details of all invigilators scheduled for the day must be available at Assessment Services for the duration of the exam.

E. Invigilator Training and Session Briefings

- i. It is imperative that the administration of examinations proceeds smoothly, in an environment that is fair, systematic and methodical. Invigilators, therefore, should receive training once a year on their roles and responsibilities.
- ii. A short meeting, about 45 minutes before the exam session, is held to agree on specific roles and responsibilities during the exam.
- iii. **Procedure:** The chief invigilator should:
 - a. introduce self and get others present to do the same,
 - b. take register of invigilators in attendance,
 - c. explain rules regarding students' right to leave the examination room,
 - d. explain tasks to be performed during the invigilation and allocate specific responsibilities to different invigilators,
 - e. explain procedure for distributing exam papers (i.e. face down) including if more than one examination is being sat in the same venue,
 - f. explain procedures to be followed once examination has begun:
 - i. write start and finish times on the board,
 - ii. gather answer paper from unoccupied places,
 - iii. allocate individual invigilators rows for monitoring purposes,
 - g. remind all invigilators of the requirement to move around the room and to be vigilant throughout the examination,
 - h. explain fully the rules and processes to be followed regarding evidence of irregularities during examination,
 - i. explain the need to keep a register for each exam being held in the same room as the register(s) must be returned to the faculty,
 - j. explain clear procedures for reconciling head counts with attendance and the need for absolute vigilance when this exercise is being done,
 - k. explain procedure to be followed at the end of the examination:
 - i. allocate invigilators particular rows for collecting exam scripts,
 - ii. completed answer scripts should be collected systematically row by row,
 - iii. ensure the correct number of exam booklets are collected per exam,
 - iv. ensure students do not leave the venue with any unused paper,
 - v. cross check number of answer booklet against number of candidates,
 - vi. cross check the above against number of candidates registered for the exam (applicable for each exam held in the same room),
 - l. stress that all invigilators are accountable to the designated chief invigilator who in turn is accountable to the Head of Assessment and the Registrar.

F. Procedures Before Examination Begins

- i. If the examination is to be sat in a normal sized classroom, the **chief invigilator** must be present at least one hour before the published start time of the examination to take delivery of exam papers.
- ii. The chief invigilator must cross check that the examination room has been arranged as per UniSeY's exam specifications and if not, do the necessary to ensure:
 - a. desks have been properly arranged with the right amount of space between them,
 - b. each desk has been appropriately labelled and numbered,
 - c. an answer paper or answer booklet has been placed on each desk,
 - d. check that the outside wall or the classroom door is labelled with the examination to be taken in the room.

- iii. The invigilators:
 - a. then grant the candidates access to the examination room a few minutes before the examination,
 - b. verify candidates' identity before each candidate enters the exam room,
 - c. verify each candidate's name on ID against the name on the Register of candidates,
 - d. authorize candidates whose name matches that on the Register to enter the examination room and to proceed to their respective desks,
 - e. advise candidates whose names do not match the one on the Register of the same and obtains proof of their identity before they can be allowed entry into the examination room,
 - f. welcome candidates,
 - g. inform candidates of the course being examined in the specific room,
 - h. inform candidates of examination procedures that need to be complied with during the first 15 minutes: signing the exam register, distribution of papers and answer booklets,
 - i. instruct candidates to remove their writing materials from their bag and to place their bag in the designated area,
 - j. instruct candidates to switch off their mobile phone, and not to put these on silent mode,
 - k. advise candidates to keep their phones in their bags and not to have these with them at their desk,
 - l. remind candidates access into the examination room shall be conducted in silence with no whispering, no exchange of looks with other candidates at any time; no non-verbal communications whatsoever and that the only person with whom to communicate is the invigilator,
 - m. instruct candidates to cross check their name against their seat number.

G. Procedures at the Start of the Examination

- i. Examinations must start promptly at the published time.
- ii. The invigilator:
 - a. ensures candidates sign their Examination Attendance Register,
 - b. ensures candidates are respecting the exam procedure of keeping silent,
 - c. distributes exam papers face down,
 - d. informs candidates of the examination duration. If the exam is 1 hour or less in duration, candidates are not be allowed to leave the examination room until the end of the examination,
 - e. records time the exam starts and finishes on the board,
 - f. instructs candidates to start the exam,
 - g. collects any exam booklet not in use,
 - h. records exam duration on the board,
 - i. Proceeds with instructions to candidates.

H. Procedures During the Examination

- i. The invigilator shall issue a time warning at 30 minutes before the end of the exam.
- ii. The invigilator shall issue a time warning at 5 minutes before the end of the exam.
- iii. In the event of an emergency situation, the invigilator shall advise candidates to vacate the room and proceed to the emergency exit and to the Assembly point. If the emergency situation persists the examination may be postponed to a later date. If the emergency is resolved and candidates re- enter the exam room, extra time will be given to complete the exam.
- iv. A candidate who feels unwell can leave the examination room if accompanied by an invigilator.
- v. The candidate shall remain under strict supervision for up to 15 minutes after which he/she shall be deemed fit/unfit to complete the exam.
- vi. Candidates deemed well enough to complete the exam shall be allowed to return to the examination room and be refunded time to complete the exam.
- vii. Candidates deemed not well enough to return to the examination room may fill in the 'Adverse Personal Circumstances' form and submit it together with supporting evidence (such as a valid medical certificate) to the Head of Department and Assessment Services.

I. Procedures at the End of Examinations

- i. The invigilator instructs candidates to stop writing and to remain seated until all answer papers have been collected.
- ii. The invigilators collect the answer papers from each desk.

- iii. Should there be more than one invigilator in the room they can each collect papers one row at a time.
- iv. If there is more than one exam in the same room, answer papers must be collected separately, per exam.
- v. The invigilators cross check the number of answer papers collected against the number of candidates sitting each exam paper.
- vi. Invigilators have 15 minutes after exam to:
 - a. collect, and ensure that the number of examination scripts matches with the attendance list,
 - b. hand-over all documents to Assessment Services.
- vii. The invigilator submits a record of candidates who left the exam room to go to the toilet.
- viii. The chief invigilator completes the exam session report and return this to Assessment Services.
- ix. The following documents are also submitted to Assessment Services:
 - a. attendance list of invigilators,
 - b. list of students,
 - c. report on the exam session.
- x. Before leaving the examination room, invigilators must:
 - a. ensure all papers are accounted for,
 - b. ensure there are no examination materials left in the exam room,
 - c. ensure the room is set for the next exam.

J. Late Arrivals to Examinations

- i. If the candidate is within the 30-minute buffer time, the invigilator must:
 - a. verify the candidate's identification,
 - b. draw the candidate's attention to the examination rules,
 - c. allow the candidate to enter the examination room,
 - d. remind the candidate to fill in the Attendance slip,
 - e. provide the candidate with an Exam paper,
 - f. inform candidate that no extra time shall be given to him/her,
 - g. instruct candidate to start the exam.
- ii. If the candidate arrives after the 30-minute buffer time (even if by a few minutes), the invigilator must:
 - a. inform the candidate he/she is too late for the exam,
 - b. **not** allow the candidate to enter the examination room.

K. Breaches of Procedures during Examinations

If there is a suspicion of misconduct during an exam, the invigilator shall follow these procedures:

- i. Alert the other invigilators.
- ii. Confiscate any document relating to the breach from the candidate's desk.
- iii. Quietly advise the candidate concerned that a report of the matter will be forwarded to Assessment Services.
- iv. If there is clear evidence that a breach of exam rules has been committed, the candidate shall be made to leave the room. Once outside the examination room, the student shall be reminded of the seriousness of the offence and that a report will be submitted to Assessment Services.
- v. The Chief Invigilator must write a report of the matter and submit to Assessment Services immediately after the exam.
- vi. Examples of candidates' malpractice during examinations:
 - a. a breach of the instructions given by an invigilator,
 - b. not abiding by the conditions of supervision aimed at ensuring the security of the examination,
 - c. copying from another candidate (including the use of ICT to aid copying),
 - d. disruptive behaviour in the examination room (including the use of offensive language),
 - e. exchanging, obtaining, receiving, passing on information (or the attempt to) which could be examination related by means of talking, electronic, written or non-verbal communication,
 - f. the misuse, or the attempted misuse, of examination and assessment materials and resources (e.g., exemplar materials),
 - g. bringing into the examination room notes in the wrong format (where notes are permitted in examinations) or inappropriately annotated texts (in open book examinations),
 - h. bringing into the examination room unauthorised material, for example: notes, study guides and personal organisers, own blank paper, calculators (when prohibited), dictionaries (when prohibited), instruments which can capture a digital image, electronic dictionaries (when prohibited), reading pens, translators, wordlists, glossaries, iPods, mobile phones, MP3/4

- players, pagers or other similar electronic devices,
- i. impersonation: pretending to be someone else, arranging for another person to take one's place in an examination,
- j. behaving in a manner so as to undermine the integrity of the examination.

L. Candidates who Disrupt an Examination

- i. Actions that are regarded as disruptive include, but are not limited to:
 - a. challenging the invigilator's authority,
 - b. arguing with the invigilator or being aggressive during the exam,
 - c. making disturbing noises – verbally, by gesticulating unnecessarily, groaning, moaning, grunting etc.
- ii. Procedures for dealing with candidates who disrupt an exam:
 - a. The invigilator reminds the candidate that it is an academic offence to disrupt an examination session.
 - b. The invigilator informs the candidate the matter shall be reported to the Head of Department and the Head of Assessment Services.
 - c. The invigilator advises the candidate to settle down and continue with the exam.
 - d. If the candidate persists with the disruptive behaviour, or is argumentative, the invigilator should call the Chief Invigilator, or the Head of Assessment Services who will arrange for a security officer, if necessary, to remove the candidate from the examination room.
 - e. The security officer should advise the candidate that security has been asked to escort the candidate from the examination room.
 - f. If the candidate refuses to move, the invigilator shall advise all candidates to stop writing and to proceed to the back of the examination room without talking to each other.
 - g. The Security officer shall forcefully remove the disruptive candidate from the room.
 - h. After the candidate has been removed from the examination room, the invigilator should:
 - i. organize the room where applicable,
 - ii. allow candidates to return to their seats and to proceed with their exam,
 - iii. allow extra time to complete the exam (same amount of time taken up by the disruptive candidate).

6: Collection and Dissemination of Examination Scripts or Answer Booklets

After each exam session:

- i. Invigilators must collect in and check that the number of examination scripts matches with the attendance list.
- ii. The Chief Invigilator hands-over all documents to Assessment Services.
- iii. Assessment Services and invigilators crosscheck the number of collected papers with the attendance list.
- iv. Assessment Officer signs, stamps and approves the attendance list & collected papers.
- v. Assessment Officer makes a copy of the attendance list.
- vi. Assessment Officer destroys all Examination question papers, keeping only ONE copy.
- vii. The Assessment Service Office must securely store all completed exam scripts, prior to and after lecturers/examiners have marked the scripts.
- viii. Assessment Officer ensures that examiners/lecturers collecting examination scripts, sign the Exam Script Collection form when taking and returning the exam scripts.

7: Marking and Moderation of Marks

The basic principles of marking are:

- i. anonymity - marking of papers shall be done anonymously both with respect to students and markers. Candidates shall be identified by their university number, instead of their respective/ individual names on examination scripts to ensure anonymity in marking,
- ii. adherence to the mark scheme and the principles of assessment,
- iii. timely feedback - marking shall be completed within a time frame of three weeks or sooner,
- iv. moderation of marks – this process should be completed within a two-week time frame.

Second Marking

- v. It is standard practice to have second marking, where the first and second markers “blind” mark all allocated scripts within a 2-week time frame.
- vi. Upon completion of marking, the two markers shall meet to agree on the marks. Should there be disagreement over which mark to allocate the matter shall be arbitrated by the External Examiner/Moderator or a third marker.

After Marking

- vii. Marks shall be recorded on a spreadsheet and forwarded to the Head of Department.
- viii. The Head of Department will forward the marks to Assessment Services.
- ix. Lecturers/Examiners should ensure that all marked examination scripts are returned to the Assessment Services Office within 3 weeks.
- x. Assessment Services will scan and archives the examination scripts.

Responsibilities of the HoD

- xi. It is the responsibility of the Head of Department to ensure this policy is implemented consistently throughout.
- xii. The HoD should systematically investigate anomalies, concerns raised during marking or strange high or low mark distributions.
- xiii. The HoD should keep written records of all moderation and include notes from markers and how discrepancies were reconciled as appropriate. Such records must be made available to External Examiners.

8: Continuous Assessment – Turnitin checks and Digital Feedback

UniSey subscribes to Turnitin so that lecturers, examiners, and students can check the academic integrity of written work (see Section 12 of the Assessment Policy).

Use of Turnitin

- i. Course lecturers shall create one submission link on the Turnitin Platform for continuous assessments and shall share the Class ID and Enrolment Key with all registered students via their official UniSey email accounts.
- ii. Students may upload drafts to Turnitin to determine similarity scores until the deadline date, as indicated on the platform or determined by the lecturer.
- iii. Students are encouraged to review assessment drafts to ensure there is no plagiarism.
- iv. Students must upload their final submission by the deadline date and time.

Feedback (digital)

- v. Once the submission deadline has been reached, the lecturer will proceed with grading, either using the Turnitin platform or an alternative marking scheme/rubric.
- vi. An assignment feedback date can be set on the Turnitin platform, where students are able to access their submission and obtain their overall grade for the assignment, as well as comments and feedback from the lecturer. Assignments graded in this manner can also be downloaded and saved in pdf format to be shared with students via their UniSey email account.
- vii. Overall class marks/grades can be exported from the Turnitin platform to excel for record keeping and inclusion in overall course marks.
- viii. For assessments/assignments graded via Microsoft Word, the ‘*track changes*’ function is used to highlight issues and provide comments/feedback. Once an assignment has been graded, an updated version is saved and sent to students via their official UniSey email with their overall mark.
- ix. For all assignments, electronic versions are kept on record, by the respective lecturer, to ensure quality assurance and to facilitate external examination or moderation of continuous assessments. Electronic (digital) versions should be backed-up and stored securely.

9: Research Projects and Dissertations

The Quality Assurance (QA) Manual (2018) lays out the guidelines and procedures for Student Research Projects and Dissertations. Please refer to:

- QAR 1 - Guidelines for Dissertation/Project Supervision
- QAR 2 - Guidelines for Dissertation Defence
- QAR 3 - Project/ Dissertation Progress Report
- QAR 4 - Roles of Faculty and Panelists.

Submission of Final Research Project/Dissertation

Students must submit one soft copy via the Turnitin Assessment Services platform, as per deadline.

10: Examination Re-Sits and Course Re-Takes

The procedures for examination re-sits and course re-takes are as follows:

- i. Candidates who fail to pass their exam and/or fail the course will be identified during the IEB and/or EEB.
- ii. An official list of candidates needing to re-sit exams and/or re-take courses, is drawn up by the Assessment Office, in conjunction with respective HoDs.
- iii. The Results Status is sent to students, via their UniSey email, indicating if an exam re-sit or a course re-take is necessary.
- iv. An invoice Request form, containing the official list of students who need to re-sit an exam, or re-submit an assignment is sent to the Accounts Section through the Registrar's Office to raise an invoice. The 2023 re-sit or re-submission fee is: SCR 1,250
- v. The official list of students who need to re-take a course is sent to the Registration office to raise an invoice. The re-take course fee is SCR 2,000.
- vi. Students must pay the required fee to the Accounts Office before the re-sit examination period.

Full Payment of fee	Assessment Office should receive the receipt before proceeding with re-sit exam.
Partial payments of fee	Assessment Office should receive the receipt for the partial payment from Accounts Office to proceed with re-sit.
Instalment plan for fee	Assessment Office should receive a copy of the payment plan from Accounts Office to proceed with the re-sit.
Other arrangements by Faculty or HOD	Assessment Office should receive an official memo from Faculty/HOD in order to proceed with the re-sit

11: Assignment Extensions

Guidelines for granting extensions

Approval for assignment extensions must be provided by the Head of Programme (or Head of Department) and only under specific adverse personal circumstances, such as:

Circumstance	Proof Required
Sudden illness or dependents' chronic illness that requires periodic intensive treatment (up to 7 days duration)	Medical certificate
Compassionate grounds, for example a death or serious illness of a close family member	Appropriate official document
Unplanned personal, family or work commitments	Appropriate official document
A delay or breakdown in the supply of materials or similar, to an individual or group of candidates	Appropriate official document

- i. Students are required to submit an application for Assignment Extension **at least five working days** before the stipulated submission date.
- ii. Application for Assignment Extension shall be on the form prescribed for this purpose.
- iii. Approval of Assignment extension shall be the responsibility of the Head of Programme.
- iv. Successful applications shall be granted a new time and submission date, of not more than 7 calendar days after the original assignment deadline
- v. Applications that are rejected shall be accompanied by reasons for the request being rejected.
- vi. Students shall be given a timely response to their application, in writing,
- vii. An extension to an assignment shall be up to seven working days after the initial submission date.
- viii. Assignment extensions may be given to students without application, at the lecturer's discretion, subject to the approval of the Head of Programme. For example, in instances where mandatory/important resources for the completion of the assignment are not readily available.

12: Board of Examiners

A. Internal and External Exam Boards

- i. The dates of annual Internal Exam Boards (IEB) and External Exam Boards (EEB) are scheduled by the HOD at the beginning of the academic year, and sent, via email to the Assessment Services Office.
- ii. The Assessment Services Office sends all HODs a reminder, at the beginning of the academic year, to send the IEB and EEB schedule.
- iii. HODs must send the completed Assessment Result spreadsheet (using the template provided) for each course, to the Assessment Services Office, at least two days prior to the IEB, for printing purposes
- iv. Assessment Services convenes the Exam Boards and takes minutes.
- v. For each Exam Board, Assessment Services prints a copy of the course examination results – Results Sheet – which should be kept in folder.
- vi. For each Exam Board, Assessment Services ensures that the names of all IEB/EEB members are on the signatory list.
- vii. For each Exam Board, Assessment Services ensures that the members initial all pages of the result sheet document and sign the signatory list.
- viii. Assessment Services stamp, scan and file the signed Exam Board documents

B. Board of Examiners for Re-Sit Students

- i. A Board of Examiners should be convened as soon as the re-sit results are in. The Exam Board can be conducted via email, online, via Teams, or face-to-face.
- ii. Assessment Services must have an official record of the Re-sit Exam Board, with signed (e-signature or online poll result) endorsement of the results, before releasing results of the re-sit to the student

C. Online Exam Boards

Responsibility of Assessment Services (AS)

- i. AS sends an invitation using MS Office 365 Teams, at least one week prior to the Board of Examiners meeting.
- ii. AS reminds Board members that all protocols must be observed.
- iii. AS shall take minutes of meeting, and record endorsement of results, which can be done through polling on the Teams platform.
- iv. The office will store the minutes of meeting and ratified results.

Responsibility of Head of Department

- i. The Head of Department proposes a date and time to AS two weeks in advance. AS has the authority to change the date of the BOE.
- ii. Head of Department ensures that **all results** are properly compiled on the Exam Results spreadsheet (using template provided by AS)
- iii. The Head of Department ensures that all accompanying documents are uploaded prior to the Exam Board.

D. Criteria for Awarding Grace Marks

- i. The Board of Examiners have the power to award a top-up (grace) score, to the maximum of three [3] marks. The awarding of grace marks is possible only in cases where:
 - a. The student has scored more than the passing mark in all courses, but has missed, by between 1-3 percentages, the pass mark in one final year course.
And/or
 - b. The student provides valid proof of unforeseen adverse personal circumstances, which prevented him/her from passing the particular course.
 - c. The student has missed a higher classification of award, by 1-3 percentagesIn all three scenarios the student should have demonstrated dedication to his/her studies across the duration of the whole programme.

13: Publication of Results

ONLY Assessment Services has the authority to release official results to students.

Informing students of Results

- i. AS communicates the date of results to Marketing and Communications section, who will in turn post the information on UniSey notice boards and online platforms. This date should be within two weeks of the IEB/EEB.
- ii. Student Services communicates the date to students, via their UniSey email.
- iii. AS prepares the official Result Status for each student and sends the individual Results Status to each student.

Release of Results after Re-Sits

Procedure as above, only once results have been endorsed by the IEB/EEB.

Transcripts

Transcripts are prepared by the Registration Office and released within three weeks of the respective Senate meeting.

14: Academic Misconduct

If there is reason to suspect a student of academic misconduct (see Assessment Policy glossary for a definition) a report should be submitted to the Head of Programme (or HoD) and a conference with the student should be held.

i. Student Conference and Follow-Up Procedures

- i. The conference should be held within five days of the alleged misconduct, where possible.
- ii. In attendance, shall be the student and members of the Department/Faculty staff
- iii. The Head of Programme must ensure the student has a clear understanding of type and severity of the alleged misconduct the allegations against him/her.
- iv. The student shall be presented with the allegations and evidence supporting them.
- v. The student shall be permitted to provide a defence and/or submit proof to refute the allegations.
- vi. In cases of plagiarism, a student who claims they have not understood that their act constituted plagiarism, can be considered to have committed plagiarism intentionally, if:
 - a. the student was provided with a clear and detailed definition of plagiarism, in relation to their course assessments, prior to the act in question
 - b. the student had signed a declaration that they have read and understood information on plagiarism and related penalties
 - c. the student's act of plagiarism is covered by the information on plagiarism given and explained to the student prior to the act in question.
- vii. If cheating or plagiarism is confirmed or admitted, a report shall be forwarded to the Faculty Dean, recommending an academic sanction against the student.
- viii. In cases where the student admits misconduct, he/she should put this in writing to the HoD.
- ix. No case to answer/no proof of cheating and/or plagiarism - where no proof can establish

that cheating and or plagiarism occurred, the case shall be closed, and a report submitted accordingly.

B. No Mutually Agreeable Settlement

- i. In cases where the HoD is not satisfied with the outcome of the Conference, the HOD should submit a report detailing the investigation carried out by the Head of Department, justifying reasons for the case being referred to a **Faculty Hearing**.
- ii. The HOD report may include a request for a more severe penalty to be applied or state the type of penalty the department would wish to apply.
- iii. In cases where the student does not admit misconduct or does not accept the sanction applied, the student must communicate this in writing to the Faculty Dean within seven working days of receiving the outcome letter.
- iv. If the parties cannot come to a mutually agreeable solution, the case shall proceed to a **Faculty Hearing**, within a week of the failed conference.

C. Faculty Hearing

- i. The student shall be officially notified of the
 - a. purpose of the Faculty Hearing
 - b. venue
 - c. time
 - d. his/her right to defend himself/herself
 - e. the right to bring an advisor (who may not be a legal advisor)
- ii. Attendance
 - a. The Faculty Dean shall chair the meeting
 - b. A Lecturer who shall take the minutes of the meeting
 - c. The student
 - d. A person selected by the student as a personal advisor. The student may not bring a lawyer to the meeting. If the student is unwilling to attend the meeting without a lawyer, the Head of Programme shall refer the case to the Registrar without a Faculty meeting taking place first.
- iii. Procedure
 - a. The chair shall inform the student of the allegations against him/her and the evidence supporting the allegations.
 - b. The student shall be invited to present a defence and evidence to support their defence.
 - c. The chair shall cross-examine both parties
- iv. The burden of proof rests on the Faculty.

D. Outcome of Hearing

- i. A decision to apply penalties shall be determined by whether the Faculty Hearing believes that the student committed academic misconduct intentionally and therefore wishes to treat the act as a case of academic misconduct
- ii. **Proof established**
 - a. Where proof has been clearly established, an academic sanction shall be imposed on the student in alignment with the severity of the misconduct
 - b. The student shall be informed in writing of the above.
- iii. **No case to answer**
 - a. Where no proof can establish that academic misconduct occurred, the case shall be closed, and a report submitted to the Registrar accordingly.

E. Sanctions

- i. Depending on the severity of the misconduct, the student can be assigned a lower grade or a Fail grade for the particular assignment or examination in question.
- ii. If the Head of Department wishes to recommend an alternative penalty, a report must be sent to the Registrar within 30 days of the meeting within the Faculty.

F. Right to Appeal

If the student does not admit to the charges of academic misconduct or is unwilling to accept the recommended sanction(s), s/he has the right to appeal the decision.

i. Appeals Process

- a. The student may appeal in writing to the Registrar within 14 working days of the sanction being imposed.
- b. Should the students' appeal be rejected the student may appeal to the Vice Chancellor, in writing, within 14 days of his first appeal being rejected.
- c. The Vice-Chancellor shall review the case and submit a ruling within 30 working days from the submission for appeal.
- d. The ruling of the Vice Chancellor shall be final.

15: Students Academic Appeal

A. Introduction

- i. An Academic Appeal is generally defined as a request from a student for review of an academic decision concerning him/her.
- ii. Any student who has evidence or believes that evidence exists to show that a programme/course grade was assigned or similar evaluation was made as a result of prejudice, caprice or other improper conditions, such as administrative or computational error, may appeal against the said grade/evaluation using an academic appeal form (need to develop this form).
- iii. Students also have the right to appeal a decision of the Board of Examiners which makes decisions on student progression, assessment and awards. In particular, the following decisions can be appealed:
 - a) An Academic Progression decision
 - b) A Degree Classification decision
 - c) A Research Degree decision
- iv. An academic appeal is not for the purpose of disputing academic judgement, so it is not possible to argue, for example, that a result unfairly reflects the merit of your work or ability.

B. Grounds for Appeal

Appeals will only be considered if they are based on one or more of the following:

- i. **Extenuating circumstances**^{1*} affecting your performance and of which you were unable or unwilling to inform the necessary body (e.g. IEB/EEB) before the marks were endorsed.
- ii. **Procedural irregularities** (including administrative error) in the conduct of a written or oral examination / assignments of such a nature as to give rise to reasonable doubt whether the examiners would have reached the same conclusion had they not occurred. This can also include assessment decisions not conducted in accordance to assessment policy and the marks could have been affected.
- iii. **Prejudice or bias** on the part of one or more of the examiners.

C. Who can lodge an Appeal

An appeal can only be lodged by a student or group of students of UniSey; it may not be lodged by a representative or by a parent.

D. Fee payable for an Appeal

A fee of SCR800/- is payable for each Appeal submitted. This fee will be reimbursed should the Appeal be found to be justified and the decision changed in favour of the appellant.

E. Timing of Appeals

An appeal must be made not later than 14 successive days following the official publication of results and/or decision.

*Note: Extenuating circumstances do not include illness at the time of the examination/submission of assignment, unless a medical certificate has been submitted to the Head of Department or Assessment Services, either before the examination or within seven days thereafter.

F. How to Appeal

If a student believes they have valid grounds for appeal, there are three stages to the full Appeals Process:

- i. **Early Resolution** (before making a formal Appeal): a student should firstly raise the matter informally with the relevant Course/Programme Coordinator or respective Head of Department, as soon as it arises.
- ii. **Formal Academic Appeal**: if the matter cannot be resolved informally/locally, and if there are grounds, a student can submit an academic appeal, which will be dealt with formally.
- iii. **Review**: if the student remains dissatisfied with the response to their formal academic appeal, they can request a review.

i. Early Resolution (before making a formal Appeal)

- a. Before considering whether or not there are grounds for a formal appeal, it is important that the student first discusses the matter with the appropriate staff from the relevant Course/Programme or Department to see if any informal resolution can be achieved.
- b. This can help the student fully understand why they were given a particular assessment mark or grade, or the reasoning behind, and implications of, a progression or award decision. This may also assist the student to decide whether it is appropriate to submit a formal academic appeal. It is important to understand that UniSeY must maintain academic standards and remain fair to all students, so an assessment outcome will only be changed as a result of an appeal where there is clear evidence that the original outcome was unsound.
- c. Staff should make every effort to resolve appeals informally but, in the interests of the student, may suggest a formal academic appeal if an informal resolution cannot be reached, or the issues raised are complex and require detailed investigation.

ii. Formal Academic Appeal

- a. A formal Academic Appeal must be made only after attempting to resolve the matter informally at departmental level, but not later than 14 successive days following the official publication of results and/or decisions.
- b. The formal Academic Appeal must be made on an Academic Appeals Form and submitted to the Registrar by email (sent to: registrar@unisey.ac.sc)
- c. On the Academic Appeals Form, the student must make a full statement of the grounds for appeal and provide appropriate supporting evidence. This may include copies of relevant email correspondence to and from staff concerning the issue and any relevant certification (e.g. medical certification of health condition etc.). The student should also outline how attempts were made to resolve the matter informally at a local level, and what remedy they are seeking to their formal appeal.
- d. It is the responsibility of the student to ensure that they raise all relevant issues and that they provide all the necessary information and supporting documentation at the point of submission. The Appeals Panel may ask the student to provide further information or evidence and will set an appropriate time limit for this to be made available by the student.
- e. The student should expect to receive an acknowledgement to their formal appeal via email within 3 working days of receipt. If students have not received an acknowledgement within 5 working days, please contact the Registrar to check that your appeal has been received.
- f. Notification of the formal appeal will be communicated to the Chair of the Board of Examiners (usually the HOD). A written response to the issues raised in the appeal will be requested on behalf of the relevant department as well as any other relevant information for consideration.
- g. The department's response and the students' appeal will be reviewed by an Appeals Panel, who will check to see if it satisfies the grounds of appeal and notify the student of the outcome - typically via email.
- h. Should the appeal not satisfy the grounds of appeal, the student will be informed and given 10 working days to amend their appeal and present new evidence in support of their appeal. Should this not be possible, the case will not go further and the student will not be able to request a review.
- i. Should the appeal satisfy the grounds of appeal, the Appeals Panel will discuss the issue and if there is a need, obtain further information through investigation (e.g. independent marking, interview with other students, etc.). Once all pertinent information is received, the Appeals Panel will meet to decide on the outcome of the formal Appeal.

- j. The Registrar will inform the student, by email, of the outcome of the Appeal, within 5 working days.

iii. Review

- a. If a student is not satisfied with the outcome of the formal academic appeal, and they meet the grounds for appeal, they have 10 working days to request a review by the Vice Chancellor.
- b. The VC will review the information submitted by all parties and make a ruling within 30 days of the submission of the Review request. The ruling of the VC is final.

G. Composition of the Appeals Panel

- i. The Registrar shall set up the Appeals Panel, which, in addition to the Chair, can consist of at least two of the following:
 - a. Registrar (Chairperson)
 - b. Dean of Faculty
 - c. Member of Assessment Services (Secretary)
 - d. Respective HOD/ AHOD (not involved in the marking)
 - e. External Examiner of the Programme
 - f. Independent member with relevant experience
 - g. Academic staff member from another department.
- ii. The membership of the Appeals Panel will depend on the appellant's programme and nature of appeal.
- iii. Members of the Appeals Panel will sign a confidentiality agreement when serving on the panel.

16: Incomplete or Missed Examinations – Adverse Personal Circumstances (APC)

A candidate/student who:

- i. does not attend an examination,
- i. does not complete an examination,
- ii. does not complete or fails an assessment,

due to adverse personal circumstances, may submit an application, within 2 months of the event, for the opportunity to re-sit an exam or (re)submit an assessment.

A. Claims under APC

- iii. The 'Adverse Personal Circumstances' form, together with a medical certificate/supporting evidence, is submitted to the Head of Department.
- iv. Documents to be provided to support an application under Adverse Personal Circumstances may include:
 - a. a letter or medical certificate from a health professional,
 - b. evidence supporting compassionate grounds,
 - c. evidence supporting trauma e.g., from an emergency situation,
 - d. evidence supporting unavoidable commitments such as religious commitments or court appearance (this does not pertain to medical appointments that could have been scheduled outside the examination/assessment period).
- v. It is the students' responsibility to ensure the authenticity of any supporting documents they submit.
- vi. The HoD should send a copy of the form and supporting evidence to the Board of Examiners within 24 hours.
- vii. UniSeY reserves the right to verify the authenticity of any documentation submitted as part of the APC application.
- viii.

Note: Applications under APC do not provide for UniSeY to issue a substitute award/certificate for partial completion of a course as a result of Adverse Personal Circumstances

17: External Examiners

External examiners are academic subject experts or professional experts from outside the University, appointed to ascertain the standards of the University's awards, and to ensure assessment processes comply with assessment policies.

UniSey shall endeavour to appoint External Examiners to ensure the standard of its assessments. By definition, an External Examiner must not be a UniSey staff member and should not be personally connected with staff teaching the course nor be personally connected to students completing the course.

A. External Examiners are required to:

- ii. report on procedures and standards of UniSey's assessments,
- iii. provide an unbiased and impartial judgment on the merit of each candidate's assessment performance,
- iv. demonstrate skill and competence to assess students at tertiary level,
- v. maintain a high level of confidentiality with regard to the responsibilities of the post.

B. Criteria for appointment

The External Examiners must:

- i. Hold the required qualifications and experience for the post (at least a Post Graduate qualification in the subject).
- ii. Be a highly respected professional in the field/subject.
- iii. Have at least 10-years' experience teaching the subject.
- iv. Be knowledgeable about examinations/examining/assessing/assessment.
- v. Be knowledgeable and competent in the subject.
- vi. Be knowledgeable and competent in the standard to be expected of students to achieve the award being assessed.
- vii. Be fluent in the languages being examined or needed for the subjects being examined.
- viii. Knowledgeable of prevailing developments in the design and delivery of relevant curricula.
- ix. Be willing to be mentored into the role.
- x. Be willing to mentor others into the role.

C. Appointments cannot be made in the following circumstances

- i. Close family or friend with a lecturer or student of the subject.
- ii. Anyone who may influence the future of a student on the course.
- iii. Anyone involved in working with a staff member on the course.
- iv. Former staff of UniSey, unless after a time span of 5 years.
- v. Already appointed as an External examiner in more than two other programme areas.

D. Selection and Period of appointment

- i. External Examiners shall be nominated by the Head of Programme and approved by the Dean and the Registrar
- ii. The period of appointment shall be determined by the contract provided by UniSey.

E. Role of External Examiners

The External Examiner is an independent and highly respected member of a University. His /her role is mainly as follows:

- i. To monitor the assessment process and ensure an appropriate standard is consistently maintained.
- ii. Attend meetings of the Board held at the end of each semester.
- iii. Comment on assignments, examination papers, and marking schemes.
- iv. Moderate module marks for a standard sample of students' work.
- v. Arbitrate whenever appropriate where markers cannot come to a compromise over a mark.
- vi. Submit recommendations to markers and to the Board where adjustments to module marks are necessary to ensure comparability and consistency of marking.
- vii. Can veto decisions relating to marks awarded.
- viii. Submit an annual report on the standards of UniSey's examinations and marking processes and students' performance for immediate action where necessary.

F. Process for the involvement of External Examiners

The Faculties shall commit to:

- i. Seeking the External Examiners comments on all assessments and marking schemes before these are given to students.
- ii. Engaging External Examiners in moderating a sample /percentage of marked assessment or examination scripts.
- iii. Engaging external examiners in all types of assessments.

G. Induction of External Examiners

Induction of External Examiners shall be conducted by the respective Faculties but involving other relevant departments of UniSey, and will comprise of:

- i. One familiarization visit to the university.
- ii. A briefing on External Examiners' roles and responsibilities.
- iii. An External Examiners' pack comprising the course syllabus/programme, UniSey's Assessment Policy etc.
- iv. Any administrative information relating to their appointment.

H. External Examiners' reports

- i. UniSey expects its External Examiners to provide sound comments and recommendations on its assessment system, course content and delivery of the same. These should indicate:
 - a. the extent to which UniSey is complying with the academic standards set in the SQA recommendations,
 - b. the extent to which the assessment process provides a fair, transparent and consistent indication of students' achievement as detailed in its Assessment Policy,
 - c. the extent to which UniSey's academic standards and student achievement are on par with those externally, especially within the region,
 - d. good practices and innovation in teaching and student learning,
 - e. opportunities to enhance student learning.

I. Termination of an External Examiner's appointment

- i. UniSey may terminate the appointment of an External Examiner under certain circumstances, for example,
 - a. The External Examiner is incapacitated by a serious illness.
 - b. The External examiner resigns from the post.
 - c. Changes in module/programme or programme structure nullify the appointment and post.
 - d. Documentary evidence revealing the External Examiner does not fulfil agreed responsibilities and duties and/or fails to attend Exam Board meetings
 - e. Documentary evidence revealing the External Examiner engages in unprofessional misconduct
 - f. There is a total and irreparable breakdown in the relationship between the External Examiner and the Course team and this is potentially detrimental to students.