Online examination rules

Students are expected to familiarise themselves with the online examination rules before they commence with their examinations. Students are advised to refer to their module arrangements for summative assessments that are not scheduled on the official examination timetable.

Examination sessions commence at the time indicated on the final examination timetable. You are required to adhere strictly to the specified times.

Students are advised to complete the Course: Basic Skills for Online Exams (unisa.ac.za) and complete the mock assessments in preparation for their examinations:

- For Moodle Proctoring and Invigilator App assessments: Course: ADOVH001: Mock Exams (unisa.ac.za)
- For IRIS - enabled assessments https://adovh.unisa.ac.za/enrol/index.php?id=65

Student are advised to use Microsoft Lens for scanning of their answer scripts.

i. For file upload/take-home examinations

1. Students must upload their answer scripts in a single PDF file on the official myExams platform (answer scripts must not be password-protected or uploaded as "read-only" files). Students are provided 30 minutes to submit their answer scripts after the official examination time on myExams platform. The university only marks one submission received from a student. Priority is granted to scripts received via the myExams platform.

2. **NO** e-mailed scripts will be accepted.

3. Students are advised to preview submissions (answer scripts) to ensure legibility and also to ensure that the correct answer script file has been uploaded.

4. Students are permitted to resubmit their answer scripts, but only within the stipulated submission duration, should they regard the initial submission to be unsatisfactory. Resubmissions after an examination's closing time are not permitted.

5. Scripts submitted in an incorrect file format will not be considered for marking. Students are advised to refer to their module's examination instructions to ensure they use the correct file format.

6. Wrong answer scripts that are uploaded, that is, any file other than the exam answer script (e.g. uploading the exam question paper instead of the exam answer script) will not be marked and a 0% will be awarded. No opportunity will be granted for resubmission.

7. Unisa relies on an automated synchronisation system that elects scripts to be marked

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in accordance with its prioritisation rules. Unisa awards 0% to incorrect submissions made on the official platform, irrespective of the correct submissions made on alternative platforms.

8. A mark awarded for an incomplete submission will be the student's final mark. No opportunity for resubmission will be granted.

9. A mark awarded for an illegible scanned submission will be the student's final mark. No opportunity for resubmission will be granted.

10. Only the last answer file uploaded on the myExams within the stipulated submission duration period will be marked.

11. Submissions will only be accepted from registered student accounts.

12. Students who have not used the prescribed invigilation or proctoring tools will be deemed to have transgressed Unisa's examination rules and will have their marks withheld.

13. Students who have more than one Unisa student number should ensure that the relevant student number/s is/are registered on the Invigilator App for the module/s requiring invigilation through the Invigilator App before their examination session.

14. Assessments invigilated by the Invigilator App require a student to log on to the Invigilator App and start the module invigilation from 15 minutes before the start time of the examination and within 30 minutes after the official start time of the examination. Students who fail to start the invigilation within the available 45 minutes will be deemed not to have used the Invigilation App or proctoring tools and will have their final marks withheld

15. Any student found to have been outside the Invigilator App (by exiting or minimising the Invigilator App) for a total of 10 minutes during their closed-book examination session will be considered to have violated Unisa's examination rules and their marks will be withheld. Students writing closed-book examinations should activate flight mode on their phones or switch off their network/Wi-Fi after accessing the Invigilator App to prevent background applications from overriding the running of the Invigilator App during their examination session. The network/Wi-Fi should be switched back on to enable uploading of the answer script on myExams after completing the examination.

16. For examinations which use the IRIS invigilation system, IRIS must be recording with the student's full facial image displaying throughout the duration of the examination until the submission of the examination script.

17. Students are advised to complete writing at the scheduled examination end time. For Invigilator App enabled examinations, students have 10 minutes after their scheduled examination end time to upload their scripts on the Invigilator App. Failure to upload within the stipulated 10 minutes will result in the Invigilator App being non-responsive. In such cases, students are advised to stop attempting to upload their answer scripts on the Invigilator App and immediately submit their answer script via the myExams platforms. Students must submit their answer scripts on both the Invigilator App (within the first 10 minutes) and then on the myExams platform within the remaining 30 minutes allocated for uploading after the official examination time.

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18. Students who complete their assessment earlier than their stipulated examination duration period should confirm the completion of their assessment by clicking the "finish assessment " button on the Invigilator App. Failure to do so will result in students being flagged as “Out of App” for the remaining duration of their assessment, and rule 12 above will apply.

19. Students may not exit the Invigilator App or click the "finish assessment " button within an hour of starting the invigilation.

20. Students may not improperly manipulate the assessment invigilation process by prematurely ending their invigilation using the "finish assessment button"; doing so may result in disciplinary proceedings, and their marks will be withheld.

21. Students have 48 hours from the completion of their examination session to upload their invigilator pending uploads from the Invigilator App. Failure to do so will result in students deemed not to have used the invigilation or proctoring tools and their final marks will be withheld.

22. Students must acknowledge compliance with the Unisa examination rules and affirm that the work they are submitting is their own by ticking the honesty declaration box when submitting their answer scripts. Students suspected of dishonest conduct during the examinations will be subjected to disciplinary processes. Students may not communicate with any other person or request assistance from any other person during their examinations. The use of Telegram, WhatsApp, or any other instant messaging services with any other person (except when asking for technical assistance via official channels of the SCSC or the Invigilator WhatsApp line) are strictly prohibited. Plagiarism is a violation of academic integrity and students who plagiarise, copy from published work, or use Artificial Intelligence Software (e.g. ChatGPT) or online sources (e.g. course material), unless explicitly permitted, will be in violation of the Policy on Academic Integrity and the Student Disciplinary Code and may be referred to a disciplinary hearing. Unisa has a zero tolerance for plagiarism and/or any other forms of academic dishonesty.

23. Selected assessments requiring the usage of Turnitin software will require students to submit typed responses (digital documents with selectable text) only. Scanned handwritten scripts or scanned typed scripts will not be accepted for marking. Any student whose module has indicated, before the examination sitting, that the use of Turnitin software is required and who fails to provide a typed response will have their submission disregarded and not marked. In such cases, students will be awarded a non-compliance with proctoring tools outcome on their academic records.

24. Students must also accept the mandatory End User License Agreement (EULA) pop-up to activate the Turnitin software. Students who have not accepted the EULA will be considered to have violated Unisa's examination rules and their answer scripts will not be marked. The time allocated for uploading scripts for Turnitin-enabled assessments is included in the overall examination duration, and no additional 30 minutes will be provided for uploading.

25. Students who are required to use both Turnitin and the Invigilator App during their examinations may NOT submit their answer scripts on the Invigilator App. Their typed responses must be submitted on the myExams platform only.

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26. Listening to audio (music) and making use of audio-to-text software is strictly prohibited during your examination session unless such usage of the software is related to a student's assistive device which has been so declared. Failure to do so will be a transgression of Unisa's examination rules and the student's marks will be withheld.

27. Students are strictly prohibited from wearing or using smart glasses, including devices such as Google Glass or similar smart eyewear, during examinations.

28. Students with a disability, and who have been officially granted additional time to complete their examinations, or who are incarcerated, are exempted from using proctoring tools. Only students who have declared their disability with supporting documentation (doctor's note indicating the disability and the additional time that will be required for the completion of the examination) during registration will be exempted. Students who have not so declared may provide the declaration (doctor's note indicating the disability and the additional time that will be required for the completion of the examination) to examdisability@unisa.ac.za at least 7 days prior to their examination sitting for processing of their exemption. The University reserves the right to deviate from granting such exemption from proctoring even though extra time is granted, based on the assessment requirements in certain instances. Any irregularities that lead to an unfair advantage and improved performance for students exempted from using proctoring tools will be reviewed and appropriate disciplinary or corrective steps will be taken in accordance with the academic integrity policy.

29. Incarcerated students are advised to submit their proof of incarceration to Proctoringenquiries@unisa.ac.za at least 7 days prior to their examination sitting for processing of their exemption. Any irregularities that lead to an unfair advantage and improved performance for students exempted from using proctoring tools will be reviewed and appropriate disciplinary or corrective steps will be taken in accordance with the academic integrity policy.

30. Students who are negatively affected by their examination scheduling on religious/holy days are requested to apply for alternative examination arrangements. A student's religious organisation must communicate directly with Unisa on a letterhead informing Unisa of (1) Name, surname, and student number of the enrolled member of the religious organisation; (2) Module code affected by the examination scheduling (dates of religious days) on the holy day; (3) Nature of objection. The letter should be sent to religiousstudents@unisa.ac.za at least 7 days prior to the examination sitting for processing. Letters received directly from students will not be processed.

31. Students who experience technical challenges should report the challenges immediately to the SCSC telephonically on 080 000 1870 and choose option 4 for exams, or their College exam support centres (refer to the Get help during the examinations by contacting the Student Communication Service Centre [unisa.ac.za]) within 30 minutes. Queries received after 30 minutes of the official examination duration time will not be responded to. Submissions made after the official examination time will be rejected according to the examination regulations and will not be marked. Only communication received from your myLife account will be considered.

32. Non-adherence to the processes for uploading examination responses will not qualify the student for any special concessions or future assessments.

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33. Queries that are beyond Unisa's control include the following:
    a. Personal network or service provider issues.
    b. Load shedding/limited space on personal computer.
    c. Crashed computer.
    d. Non-functioning cameras or web cameras.
    e. Using work computers that block access to the myExams site (employer firewall challenges).
    f. Unlicensed software (e.g. license expires during exams).

    Postgraduate students experiencing the above challenges are advised to apply for an aegrotat and submit supporting evidence within ten days of the examination session. Students will not be able to apply for an aegrotat for a third examination opportunity.

    Undergraduate students experiencing the above challenges **may not** apply for an aegrotat. Unisa grants an undergraduate student writing a module's examination in their first examination opportunity, an automatic additional examination opportunity to rewrite their examination to cater to the above challenges.

    Postgraduate/undergraduate students experiencing the above challenges in their second examination opportunity will have to re-register for the affected module. Unisa does not provide third examination opportunities.

34. Non-adherence to the processes for uploading examination responses will not qualify the student for any special concessions or future assessments.

ii. Quiz examinations

1. This is a fully online examination.

2. Students are provided with **one** submission opportunity for their Quiz examinations.

3. **DO NOT** press the *finish quiz button* unless you have completed your quiz assessment. No resubmission opportunity will be granted in such cases.

4. Students are advised that the examination duration time commences as stipulated on the official examination timetable. Examination duration is limited to the session duration as reflected on the official examination timetable.

5. No additional reading time is provided during Quiz examinations.

6. For Moodle Proctoring enabled assessments, students using a cellphone to respond to your Quiz examination, should update their cellphone operating system before commencing with their exam. Also, they must clear the cache and cookies memory before starting the exam.

7. **DO** upload your profile picture on the myModules application prior to the commencement of your Quiz examination. Unrecognisable, obscured, faint or incomplete full facial images uploaded on myExams/myModules will be deemed a transgression of Unisa's examination rules, and students' marks will be withheld.

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8. **DO NOT** open your examination in multiple browser windows or tabs at the same time. If you do so, the system will automatically submit responses on your behalf without your knowledge. Marks awarded for automatic submissions will be final marks. No additional opportunity for resubmissions will be given.

9. **DO NOT** click your browser's back button while taking your examination. Students are at risk of losing previous responses should they use browser navigation buttons. Students are advised to always use Moodle navigation buttons to move to the next and previous (if allowed) question, and to "Save" and "Submit".

10. The system will automatically save your responses as you click on the next question.

11. Students who have not utilised invigilation or proctoring tools will be deemed to have transgressed Unisa's examination rules and will have their marks withheld.

12. For examinations that use the IRIS invigilation system, IRIS must be recording with the student's full facial image displaying throughout the duration of the examination session until the student makes the final submission of the answers.

13. For Moodle Proctoring enabled assessments, students must ensure that the proctoring display window contains their full facial image throughout the duration of the online quiz examination. Any proctoring images found to be unrecognisable, obscured, faint or not containing a full facial image will be deemed to be a transgression of Unisa's examination rules, and students' marks will be withheld.

14. Students are strictly prohibited from wearing or using smart glasses, including devices such as Google Glass or similar smart eyewear, during examinations.

15. Students suspected of dishonest conduct during the examinations will be subjected to disciplinary processes. Students may not communicate with any other person or request assistance from any other person during their examinations. The use of Telegram, WhatsApp, or any other instant messaging services with any other person (except for when asking for technical assistance via official channels of the SCSC or the Invigilator WhatsApp line) is strictly prohibited. Plagiarism is a violation of academic integrity and students who plagiarise, copy from published work or the unethical use of Artificial Intelligence Software (e.g. ChatGPT) or online sources (e.g. course material), unless explicitly permitted, will be in violation of the Policy on Academic Integrity and the Student Disciplinary Code and may be referred to a disciplinary hearing. Unisa has a zero tolerance for plagiarism and/or any other forms of academic dishonesty.

16. Listening to audio (music) or making use of audio-to-text software is strictly prohibited during your examination session unless such usage of the software is related to a student's assistive devices, which have been so declared. Failure to do so will be a transgression of Unisa's examination rules and the student's mark will be withheld.

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17. Students who are differently abled, have a disability and have been officially granted additional time to complete their examinations, or are incarcerated are exempted from using the proctoring tools. Only students who have declared their disability with supporting documentation during registration will be exempted. Students who have not so declared may provide the declaration (doctor's note indicating the disability and the additional time that will be required for the completion of the examination) to examdisability@unisa.ac.za at least 7 days prior to their examination sitting for processing of their exemption. The University reserves the right to deviate from granting such exemption from proctoring even though extra time is granted, based on the assessment requirements in certain instances. Any irregularities that lead to an unfair advantage and improved performance for students exempted from using proctoring tools will be reviewed and appropriate disciplinary or corrective steps will be taken in accordance with the academic integrity policy.

18. Incarcerated students are advised to submit their proof of incarceration to Proctoringenquiries@unisa.ac.za to qualify for exemption at least 7 days prior to their examination sitting for processing of their exemption. Any irregularities that lead to an unfair advantage and improved performance for students exempted from using proctoring tools will be reviewed and appropriate disciplinary or corrective steps will be taken in accordance with the academic integrity policy.

19. Students who are negatively affected by their examination scheduling on religious/holy days are requested to apply for alternative examination arrangements. The student's religious organisation must communicate directly with Unisa on a letterhead informing Unisa of (1) Name, surname, and student number of the enrolled member of the religious organisation; (2) Module code affected by the examination scheduling (dates of religious days) on the holy day; (3) Nature of objection. The letter should be sent to religiousstudents@unisa.ac.za at least 7 days prior to the examination sitting for processing. Letters received directly from students will not be processed.

20. Non-adherence to the processes for submitting Quiz responses will not qualify the student for any special concessions or future assessments.

21. Queries that are beyond Unisa's control include the following:
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    b. Load shedding/limited space on personal computer.
    c. Crashed computer.
    d. Non-functioning cameras or web cameras.
    e. Using work computers that block access to the myExams site (work firewall challenges).
    f. Unlicensed software (e.g. the license expires during exams).

    Postgraduate students experiencing the above challenges are advised to apply for an aegrotat and submit supporting evidence within ten days of the examination session. Students will not be able to apply for an aegrotat for a third examination opportunity.

    Undergraduate students experiencing the above challenges **may not** apply for an aegrotat. Unisa grants an undergraduate student writing a module's examination in their first examination opportunity, an automatic additional examination opportunity to rewrite their examination to address the above challenges.

    Postgraduate/undergraduate students who experience the above challenges in their second examination opportunity will have to re-register for the affected module. Unisa does not provide third examination opportunities.

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22. Students experiencing technical challenges should immediately contact the SCSC telephonically on 080 000 1870 and choose option 4 for exams or via e-mail at Examenquiries@unisa.ac.za, or refer to the Get help during the examinations by contacting the Student Communication Service Centre (unisa.ac.za) resource for the list of additional contact numbers. Only communication received from your myLife account will be considered.

iii. Summative assessments on myModules

1. File Upload type summative assessments on myModules include Portfolios, Research Reports, and Continuous assessment methods, and are managed on the myModules platform for year and semester modules.

2. The modules for all qualifying students, including Short Learning programmes, will be verified against module admission requirements and granted automated admission to the forthcoming examination. In cases where late registration or illness (with medical proof) may have impacted a student and caused exclusion from the admission process, students may approach DSAA to grant them manual admission to the examination session, in consultation with the relevant primary lecturer.

3. A summative question paper will be made available to students on the opening date and time as scheduled on the timetable letter or according to the portfolio guidelines as published in the relevant tutorial letter. Students must access the question paper or tutorial letter, go offline to create an answer file, and return online to submit the answer file using the corresponding Assessment number on their module site on myModules.

4. Modules with portfolio (evidence-based) assessment, continuous assessment, practical assessment, and experiential assessment **do not** have a second assessment opportunity. Scenario-based research papers may have supplementary opportunities.

5. Students who obtained examination admission and may have been granted an aegrotat or supplementary examination are already admitted to the next examination period. For assessments in myModules, the semester 1 students remain linked to their **original** module site in myModules and will complete the supplementary assessment on that original module site.

6. Students must upload their assessments in a single PDF file on the official myModules platform (assessment file must not be password protected or uploaded as "read-only" files). The university marks only one submission received from a student.

7. NO e-mailed assessments will be accepted.

8. Assessments submitted in an incorrect file format will not be considered for marking. Students are advised to refer to their module's examination instructions to ensure they use the correct file format. Wrong files that are uploaded, that is, any file other than the assessment file for the correct module, will not be marked, and a 0% will be awarded. No opportunity will be granted for resubmission.

9. A mark awarded for an incomplete submission, or an illegible scanned submission will be the student's final mark. No opportunity for resubmission will be granted.

10. Submissions will only be accepted from registered student accounts.

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11. Students must acknowledge compliance with the Unisa Online Examination Rules and affirm that the work they are submitting is their own, by completing the honesty declaration that will be made available when submitting their assessments. Students suspected of dishonest conduct during the assessment will be subjected to disciplinary processes. Students may not communicate with any other person or request assistance from any other person during their assessments. The use of Telegram, WhatsApp, or any other instant messaging services with any other person (except when asking for technical assistance via official channels of the SCSC) is strictly prohibited. Plagiarism is a violation of academic integrity and students who plagiarise, copy from published work, or use Artificial Intelligence Software (e.g. ChatGPT) or online sources (e.g. course material), unless explicitly permitted, will be in violation of the Policy on Academic Integrity and the Student Disciplinary Code and may be referred to a disciplinary hearing. Unisa has a zero tolerance for plagiarism and/or any other forms of academic dishonesty.

12. Selected assessments requiring the usage of Turnitin software will require students to submit typed responses (digital documents with selectable text) only. Scanned handwritten assessments or scanned typed assessments will not be accepted for marking. Any student whose module has indicated, before the assessment, that the use of Turnitin software is a requirement and fails to provide a typed response, will have their submission disregarded and not marked. In such cases, students will be awarded a non-compliance with proctoring tools outcome on their academic records.

13. Students must also accept the mandatory End User License Agreement (EULA) pop-up to activate the Turnitin software. Students who have not accepted the EULA will be considered to have violated Unisa's examination rules and their assessments will not be marked. The time allocated for uploading files for Turnitin-enabled assessments is included in the overall assessment duration.

14. Students with a disability, who have applied and for whom records have been created on the Student System for special examination arrangements, including the granting of additional time to complete their examinations, and who would like additional support or need additional time for their assessments on myModules, should contact the Primary Lecturers of their modules, since additional time is NOT automatically loaded on myModules. Students may apply to examdisability@unisa.ac.za at least 7 days prior to the opening date of their assessment, with supporting documentation (doctor's note confirming the disability and recommendation for the additional time that will be required for the completion of the assessment). Students who have been granted the additional time that will be required for the completion of the assessments) will be exempted from the proctoring tools that will be used during the assessments. However, please note that the University reserves the right to deviate from granting such exemption from proctoring even though additional time is granted, based on the assessment requirements in certain instances. Any irregularities that lead to an unfair advantage and improved performance for students exempted from using proctoring tools will be reviewed and appropriate disciplinary or corrective steps will be taken in accordance with the academic integrity policy.

15. Incarcerated students who have submitted proof of their incarceration are exempted from using proctoring tools. Proof of incarceration may be submitted to Proctoringenquiries@unisa.ac.za at least 7 days prior to the opening date of the assessment for processing of the exemption. Any irregularities that lead to an unfair advantage and improved performance for students exempted from using proctoring tools will be reviewed and appropriate disciplinary or corrective steps will be taken in accordance with the academic integrity policy.

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