

Section 11 Examination practice and conduct: policy and procedures

11.1 Introduction and examination-related terminology

11.1.1 Examinations, or exams, are normally defined as formal, invigilated, written assessments.

11.1.2 Commonly used examination terminology includes:

- **Paper** – question paper for the examination.
- **Script** – examination answer booklet.
- **Examination paper cover sheet** – the precise instructions for the examination paper are described on the cover sheet.
- **Open book examination** – examinations where students are permitted to bring items specified on the examination paper cover sheet into the examination, such as notes or coursework.
- **Closed book examination** – examinations where students are not permitted to bring any additional items into the examination unless specified on the examination paper cover sheet e.g., unannotated statute books.
- **Seen examination** – examinations where students are given access to the examination paper by the Module Director/Lead at some point in advance of the examination session allowing them to prepare outline answers. The actual examination is sat under examination conditions. Students are not normally permitted to bring preparatory material into the examination room unless this is explicitly stated on the examination paper cover sheet.
- **Unseen examination** – examinations where students are not given access to the examination paper in advance, and students do not know the questions to be asked until the beginning of the examination.
- **Take home examination** – an examination where students are required to complete a task and submit their work within a strict time limit while working at home or in the library. Students are allowed to consult their own notes, course texts and other materials. (Refer to [section 9.16](#) regarding timed assessments).
- **Digital examination** – normally an examination paper delivered online under examination-controlled conditions.

11.2 Examination scheduling

- 11.2.1 The general examination periods for the academic year are published a year in advance on the [examination timetable page](#).
- 11.2.2 **Normally at least 3 weeks before** the date of the first examination, the examination timetable will be published by the Assessment team in Registry on the University webpages.
- 11.2.3 Programme/Course Leads are responsible for checking the draft timetable and informing the Assessment team in Registry of any inaccuracies.
- 11.2.4 Students are responsible for checking the examination timetable and in cases of difficulty they must inform the Assessment team in Registry **within 5 working days** of notification of the draft examination timetable by emailing exams@yorks.ac.uk.
- 11.2.5 Once finalised, examination timings are released to students through e:Vision and published on the University's webpages.

- 11.2.6 Examinations will be held in 1 of 2 'slots' in each day of the examination period. These are normally:
- 9.30am (duration up to 3 hours).
 - 2.00pm (duration up to 2 hours).
 - Students with approved additional time for examinations would normally have the extra time added on to the end of the advertised examination time.
- 11.2.7 Students may be required to sit up to a maximum of 3 examinations in any 2 consecutive days during the examination period.
- 11.2.8 In the eventuality that a student has two examinations in the same session due to an unavoidable timetable clash, one of the examinations will be moved to an earlier or later session. In this situation the student will stay under supervision until the start of the next examination. The Assessment team in Registry will notify affected students of any supervision arrangements in advance of the examinations.
- 11.2.9 Examinations must normally be sat at the campus or approved exam venue, in York or London, at which the student is enrolled. Students enrolled at franchised partners must sit examinations at their home institution campus. It may be necessary for a student to sit examinations in other premises than those of the University. Such considerations would not normally be valid grounds for a review of the timetable or exceptional circumstances.
- 11.2.10 If the same examination paper is scheduled for concurrent use in multiple locations, then all examinations must be conducted at the same time. If that is not practicable (for example, because of a difference in time zone), then it is necessary to set a separate examination paper for each separate examination start time to avoid the risk of compromising the security of the examination paper. Under these circumstances Schools should seek advice from the Assessment team in Registry.

11.3 Religious observance during examination periods

- 11.3.1 Arrangements for examinations and assessments will avoid, as far as possible, significant religious festivals although it is not always possible to guarantee to avoid all such days. Students are required to notify the Assessment team in Registry (or equivalent at a partner institution) of their inability attend examinations on holy days as soon as possible after enrolment and by **no later than 6 weeks before the start of each examination period. The Assessment team in Registry can be contacted by emailing exams@yorks.ac.uk.**

11.4 Departmental examinations

- 11.4.1 Examinations contributing to award that are held departmentally must be invigilated to the required standard following the University examination procedures.

11.5 Preparation and approval of examination papers

- 11.5.1 When preparing examination papers Module Directors/Leads must make every effort to ensure that examination instructions and questions are clear and can be easily understood by students.
- a) Examination paper cover sheet and multiple-choice answer sheet templates are available from the Assessment team in Registry for download on the University intranet.
 - b) Questions should be written as clearly, simply, and precisely as possible.
 - c) Questions should avoid the use of colloquialisms, slang, and wording which has a cultural bias.
 - d) Instructions should state that students must cross out work they do not want to be marked, and that if students do not follow the paper's instructions the procedures laid out in this 'Code of Practice for Assessment' will be applied. (See [section 11.17](#)).
- 11.5.2 The examination paper cover sheet must be created and passed to the external examiner with the examination paper for scrutiny.
- 11.5.3 The re-use of examination questions is generally poor practice and may lead to unfair student experiences. The re-use of questions included on papers that have been sat by students in the last 2-year period should be avoided unless there is explicit agreement from the external examiner. Question banks from which multiple-choice exams are drawn will recycle questions; in this case the bank of questions must be extensive and avoid the same sets of questions being used together on papers.

11.5.4 Best practice guidance for reducing examination paper errors includes checks for ensuring:

Examination paper preparation checklist

- a) The examination duration is stated correctly and in line with the published timetable.
- b) The instructions on the examination paper cover sheet make sense, for example, ensuring where reference is made to Section A and Section B that the sections are clearly labelled in this manner.
- c) The examination paper cover sheet is clear regarding which additional items are allowed to be brought into the exam, particularly where calculators are permitted.
- d) The material to be provided with the examination paper is clearly referenced on the examination paper cover sheet, and where necessary supplied with the examination paper e.g., graph paper, answer sheets, diagrams.
- e) Page numbers flow correctly and are presented in the format 'Page x of y' at the bottom of the page.
- f) Question numbers flow correctly and are consistent in style throughout the paper (e.g., not 1a, 1b, followed by 2i, 2ii).
- g) The marks allocated to questions are checked to ensure they match the total number of marks for the paper.
- h) The wording 'End of question paper' is written at the end of the paper's questions.
- i) Arrangements are made for the paper to be checked for punctuation and grammatical errors, and any other areas of ambiguity with language by someone other than the paper setter. Formula and technical information must be checked for accuracy.
- j) Spaces are included at the top of the front page for the **student ID number** and **desk number** on any separate answer sheets to be submitted or where the student is required to answer within the examination paper and submit this.

11.5.5 External examiners must be involved in the approval of examination papers for:

- a) All programmes at all levels that run for the first time.
- b) All papers for modules contributing to an award.

11.5.6 The scrutiny process must ensure the quality of the questions is appropriate; guidance includes:

- a) Checking the accuracy and balance of questions across the whole paper.
- b) Checking the parity between the initial paper and the resit paper.
- c) Reviewing questions against the learning outcomes and level of the module.
- d) Reviewing the accompanying model answers / marking criteria for use in the marking process.
- e) Ensuring that detail such as formulae, facts and figures are correct and consistent with the question text.
- f) Checking the accuracy of the examination paper cover sheet instructions.

11.5.7 **Prior to printing**, Schools must have a robust final checking process in place to ensure examination papers, including the cover sheet, are free from errors and all material is provided. Guidance on appropriate checking process is available from the Assessment team in Registry.

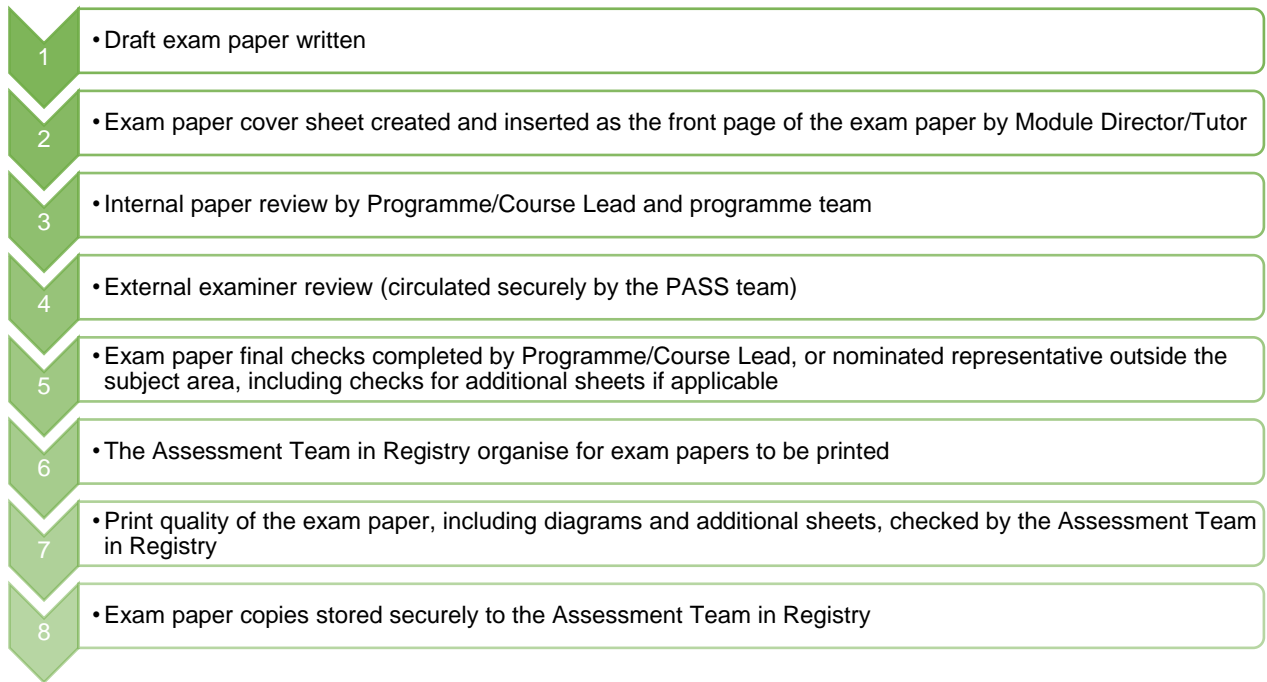
11.5.8 Any additional answer sheets must include a space for the students to record their student identification number and desk number.

11.5.9 The Assessment team in Registry are responsible for the organisation and production of examination papers with sufficient copies printed by the deadline detailed on the [Examination and Assessment Schedule](#).

11.5.10 **Prior to printing** the Assessment team in Registry must ensure the 'Examination Paper Checklist' has been completed by the Examination Paper Setter.

11.5.11 The Assessment team in Registry will check the 'Examination Paper Checklist' for the Examination Paper Setter's printing preferences. If no preferences are selected the examination paper will be printed double sided and in black and white.

- 11.5.12 **Following printing** the Assessment team in Registry will check and ensure all images, texts and diagrams on the examination papers have been clearly reproduced.
- 11.5.13 Schools must ensure that prior to an examination, students are made aware of the nature and format of the examination.
- 11.5.14 Summary of the examination paper preparation process:



11.6 Security of examination papers and materials

- 11.6.1 The security of examination materials is of the highest importance and Schools must ensure that they have reliable procedures in place to securely communicate with colleagues and external examiners.
- 11.6.2 It is essential that all examination papers remain confidential prior to the examination being sat. This applies to both the secure storage of hard copies of papers and to the security of electronic copies. The following strict security procedures must be adopted:
- a) When not being worked upon, hard copies of draft and final examination papers must be stored in locked cabinets in an area where access is restricted. The keys for the cabinets must not be kept within the desk adjacent to the cabinet.
 - b) Electronic versions of draft and final examination papers must be encrypted (password protected) and stored on a secure network drive designated for examination paper, for example MS One Drive; access to this drive must be limited to agreed individuals. To reduce the security risk posed if a device is lost or stolen electronic versions of examination papers must not be stored on the hard drive of a computer, or on a memory stick or similar portable device.
 - c) Internal mail and email must not be used to circulate examination papers or materials. Colleagues are reminded that normal email (and attachments) is not secure and consultation regarding examination questions must not be shared in this way.
 - d) Examination papers and materials must be uploaded to the relevant Teams page. The Assessment team in Registry will restrict access to this page to ensure the security of the electronic copies.
 - e) Hard copies of examination papers and material must not be left unattended.
- 11.6.3 Following the examination, the School must arrange for collection of examination scripts and examination papers from the Assessment team in Registry; a signature will be required to confirm receipt.
- 11.6.4 Any breach of security must be reported as a matter of urgency to the Academic Registrar or Head of Registry, and Registry Assessment team Manager.

11.7 Invigilation

- 11.7.1 Invigilators are responsible for enforcing the University regulations and policies that govern examinations.
- 11.7.2 Short training sessions for invigilators are run prior to examination periods by the Assessment team in Registry. All new invigilators are required to attend training prior to acting as an invigilator. Non-compliance of invigilator training will be reported to the Quality and Standards Committee.
- 11.7.3 There must be a minimum of 2 invigilators for each examination slot in the main examination room, with 1 additional invigilator for every 50 students thereafter; 1 of which will be an academic staff member from the University.
- 11.7.4 Shared additional requirement rooms require 1 invigilator, who will normally be an academic staff member from the University, with 1 additional invigilator for every 25 students thereafter.
- 11.7.5 The Head/Dean of School or nominated representative are responsible for ensuring there are enough invigilators for any modules with examination components.
- 11.7.6 The Assessment team in Registry prepares an invigilation schedule detailing the invigilator allocations for each examination room.
- 11.7.7 The **lead academic invigilator**, allocated by the Assessment team in Registry, takes overall responsibility for the conduct of the examination and the invigilation process; including ensuring the collection of examination scripts following the examination is conducted in a robust manner.
- 11.7.8 Where the School is not required to provide invigilators, the School must ensure that the Module Director/Lead or proxy is available to attend for the **first 15 minutes** of the examination and that they are contactable throughout the duration of the examination.
- 11.7.9 Invigilators must declare any personal conflicts of interest in relation to students taking examinations. Declarations must be made to the Assessment team in Registry no later than 1 week before the examination.
- 11.7.10 Invigilators must **arrive 30 minutes** before the start of the examination in the main room, or 15 minutes before the start of an examination in an additional requirement room. Prior to the examination a member of Registry will brief the invigilator(s) on the specific requirements for the examination session; this will include any learning support needs (if appropriate).
- 11.7.11 Invigilators must ensure that students remain seated at the end of the examination until all the scripts are collected. Students who finish early are not allowed to leave without permission from an invigilator; the examination script remains on the desk and is collected and recorded at the end of the examination.
- 11.7.12 Detailed invigilator guidance is available to invigilators in advance of the examination and can be downloaded from the University staff Intranet.

11.8 Attendance, lateness and absence

- 11.8.1 Attendance at examinations is compulsory.
- 11.8.2 A student who is late may be admitted to the examination **up to 30 minutes** after the start time but not thereafter. Any such student is required to report to an invigilator on arrival and present their university ID card to verify their identity. A student admitted after the start time must finish their examination at the same time as the other candidates for that examination.
- 11.8.3 Students who do not attend an examination will be deemed to have failed the assessment and will be given a mark of zero.
- 11.8.4 If an incoming exchange student has prior approval to not sit an examination due to partaking in a student exchange programme, they must contact their Module Director/Lead at the start of the module to notify them of their early leave date so an alternative assessment can be arranged. Refer to [section 20.3.3](#) for full details regarding when this is applicable and the process for approval.
- 11.8.5 If a student is absent from an examination due to unforeseen exceptional circumstances the procedure for exceptional circumstances should be followed where appropriate. Misreading the examination timetable is never regarded as an exceptional circumstance. Refer to [section 17.5](#).
- 11.8.6 Information about requesting an excusal from jury service can be found in the procedure for Support with Jury Service, please refer to our [Jury Service](#) page.
- 11.8.7 Students are expected to plan to arrive at the examination venue in good time. In the event of a failure of the transport services due to unforeseen industrial action or major incident, students are required to obtain an official note from the transport company to confirm the reason for the absence. Students must then follow the exceptional circumstances process.

- 11.8.8 Students are expected to return to the University to complete resit examinations where required to do so for progression or award purposes. Students who need to return home, particularly students who live overseas, must ensure they factor in sufficient travel time to account for potential delays and must ensure their visa permits them to return in time for the examination. Alternative arrangements would not normally be put in place for students who are late returning.
- 11.8.9 Alternative reassessment arrangements may be put in place for incoming exchange students who have returned home following their studies (see [section 15](#)). This does not apply to students enrolled on York St John University programmes of study who live overseas.
- 11.8.10 Students are allowed to leave the room during the examination only for good reason and must always be accompanied by an invigilator. Students who leave the examination room unaccompanied will not be permitted to re-enter the examination.
- 11.8.11 Students may not leave the room in the **final 10 minutes** of the examination. Students must remain seated until their script and examination paper has been collected and they are informed by the invigilator that they may leave the room.

11.9 Illness before or during an examination

- 11.9.1 Students who are unable to attend an examination because of illness must submit a self-certification form that confirms the circumstances affecting assessment. Students should then follow the exceptional circumstances process (see [section 17](#)).
- 11.9.2 Students who become ill during an examination and do not feel able to continue should raise their hand and inform a member of the invigilation team. Students are advised to seek evidence from a health professional as soon as possible after leaving the examination that confirms the nature of their illness; evidence provided by the invigilator is not normally accepted to support a claim for exceptional circumstances. Students must then follow the self-certification or exceptional circumstances process.

Temporary injuries or illnesses that impact on a student's ability to write an examination

- 11.9.3 In the first instance students should contact Student Wellbeing, Disability and Inclusion to establish whether special examination arrangements can be made to support them. If appropriate support is not available students can submit a claim for exceptional circumstances requesting the examination is deferred (see [section 17](#)).

11.10 Establishing student identity

- 11.10.1 University ID cards act to confirm student identity during examinations and must be brought to each examination.
- The card must be legible, undamaged and contain a clear photograph that is a true enough likeness to identify the student.
 - If the card is damaged in a way that makes it illegible or the photograph is unclear the student must organise a replacement card in advance of the examination period.
 - Other temporary forms of acceptable photographic identification include passports and photo driving licenses.
- 11.10.2 Students' identity will be checked by an invigilator within the first **30 minutes** of the examination.
- 11.10.3 Arrangements will be made to check the identity of students wearing partial or full-face covering because of religious beliefs in a respectful and sensitive manner (e.g., use of a private room by a person of the same gender).
- 11.10.4 Students are required to display their cards with the photograph facing upwards on the desk throughout the examination.

11.11 Items permitted in examinations

- 11.11.1 Students are normally only permitted to take into the examination room those items needed to complete the examination, and these must be in a transparent plastic bag or transparent pencil case, for example, pens, pencils, eraser, ruler, pencil sharpener, university ID card.
- 11.11.2 The use of correction fluid (e.g., white-out or Tippex) is not permitted to be used in examinations.
- 11.11.3 Coats and hats are not permitted, and students must dress appropriately for the weather. Students will be asked to remove any headwear which is not worn for religious purposes.
- 11.11.4 Students are permitted to bring in a small clear bottle of still water (500ml max) that has had its label removed. No other drinks or food are permitted. Exceptions to this will be granted where it has been permitted by the Disability Support and Inclusion team as part of a student's Learner Adjustment Plan.

- 11.11.5 If unauthorised property (including bags, coats, notes, mobile phones, electronic devices, watches etc.) is brought into the examination room it must be left in a designated area in the room at the student's own risk. Mobile phones and other electronic devices must be turned off prior to leaving them in the designated area. The University does not accept responsibility for any items taken into the examination room.
- 11.11.6 Students must ensure that unauthorised items are not accessible during the examination, and they are not retained within pockets.
- 11.11.7 Students found to have unauthorised material in their possession during an examination will be considered to have breached the assessment regulations (refer to the Academic Misconduct procedures [section 23](#)).

Materials permitted in open book examinations

- 11.11.8 For open book examinations students may also be permitted or required to bring with them additional instruments, books, or materials.
- 11.11.9 Details of such arrangements will be confirmed to students and the Assessment team in Registry (when the examination paper is submitted) by the Module Director/Lead prior to the examination. It is the student's responsibility to bring the correct materials to the examination.
- 11.11.10 These items are checked by the Module Director/Lead or representative during the examination. It is the student's responsibility to ensure that approved books and materials do not contain unauthorised material.
- 11.11.11 If students are permitted to bring particular items into examinations, it is the School's responsibility to notify students in advance of the examination of exactly what they are permitted or required to bring into the examination e.g., calculators, statute books. Schools must make students aware it is their responsibility to bring the permitted item to the examination, and in the case of calculators ensuring it is working – **spare copies of calculators, books or other permitted materials will not be provided.**

Calculators

- 11.11.12 Calculators are not permitted unless specifically stated on the examination paper cover sheet.
- 11.11.13 Calculators must not be programmable and the Module Director/Tutor, or their representative, must check students' calculators at the start of the examination.
- 11.11.14 If an examination permits the use of a calculator this **will not be supplied by the University for students who fail to bring their own calculator.**
- 11.11.15 Students are responsible for ensuring that their calculator is working prior to the examination and that they are familiar with how it works; guidance is not provided by invigilators.

Electronic devices and watches

- 11.11.16 Students are not permitted to bring mobile phones or other electronic devices to the examination including (but not restricted to) tablets, mobile phones, mp3 players and smart watches. If an electronic device is brought into an examination, it must be switched off and placed in a designated area prior to the examination at the student's own risk.
- 11.11.17 Wrist watches of any kind (including non-smart watches) are not permitted in examinations. Students must remove all watches prior to the examination and place them in a designated area at the student's own risk.
- 11.11.18 Students found to have retained an unauthorised electronic device in their possession during an examination will be considered to have breached the assessment regulations (refer to 'Academic Misconduct' procedures [section 23](#)).
- 11.11.19 The Disability Support and Inclusion team may permit students to retain electronic devices during examinations if there is an exceptional need for this (e.g., the use of a smart watch to monitor heart rate, or the use of a mobile phone to monitor glucose levels). Such permissions should be clearly stated on the student's Learner Adjustment Plan. The Disability Support and Inclusion team will provide detailed guidance to the Assessment team in Registry and to the student on how the electronic device should be used or accessed during the examination. Any breach of the Disability Support and Inclusion team's guidance by the student will be considered to be a breach of the assessment regulations (refer to the Academic Misconduct procedures [section 23](#)).

Dictionaries

- 11.11.20 Dictionaries are not permitted in examinations, including translation dictionaries, and dictionaries will not be provided.

11.12 Examination stationery

- 11.12.1 Students are not permitted to remove any examination papers, scripts, or other examination stationery from the examination room.
- 11.12.2 Pages may not be removed from an answer script. Removal is regarded as academic misconduct (refer to [section 23](#)).

- 11.12.3 Paper is not provided for rough notes. If students do need to make rough notes, they may use their answer script provided. It is the responsibility of the student to cross out any notes they make that they do not want the examiner to mark. All written work, including such notes, must be submitted.
- 11.12.4 All work, including rough work, must be written in the answer script provided, or on the relevant paper provided where answer books are not used.
- 11.12.5 Additional sheets of paper, such as graph paper, multiple-choice answer sheets and diagrams, must be clearly marked by the student with their university ID number and desk number before they are collected by an invigilator at the end of the examination.

11.13 Conduct in examinations

- 11.13.1 It is the responsibility of the student to ensure they have satisfactorily completed the requirements of the University in respect of enrolment, including the payment of fees otherwise they will not be considered to be enrolled for any assessment.
- 11.13.2 Prior to the examination students must assemble outside the examination room at **least 20 minutes** before the published start time. Students must not enter the examination room until instructed to do so by the invigilator. Seating plan attendance lists with the module number and title, student number, student name and seat number will be displayed outside the examination rooms immediately prior to the start of an examination session.
- 11.13.3 Students will be admitted to the examination room a few minutes before the examination start time indicated on the timetable. Examination conditions apply upon entry to the examination room and students must enter in silence. Students must ensure they occupy the correct seat as indicated on the seating plan and must place their university ID card on the desk clearly visible for the invigilator to check.
- 11.13.4 Students must not communicate with anyone except the invigilators or Registry representatives during an examination. A student who wishes to attract the attention of an invigilator must remain seated and raise their hand.
- 11.13.5 Students must follow the instructions given by the invigilator.
- 11.13.6 Students must ensure that unauthorised items are not accessible during the examination and that their hands and person are clean of any writing or symbols.
- 11.13.7 Students must conduct themselves in a manner that will not cause disturbance to other students in the examination room.
- 11.13.8 Students must cease writing their answers when instructed to do so and must ensure that their scripts, continuation sheets and rough work are attached together ready for collection by the invigilator. Students that do not cease writing when instructed will be considered to have breached the assessment regulations (refer to 'Academic Misconduct' procedures [section 23](#)).
- 11.13.9 Students must complete the front page of the answer script. This will include the student number on their university ID card. The student must anonymise the script by sticking down the glued portion of the script front cover at the end of the examination to conceal the name as instructed by the invigilator. Students are responsible for ensuring their university ID number is written on every answer sheet and answer script. Failure by students to write their university ID number on an examination script or additional answer sheet may result in the marks not being allocated to them.
- 11.13.10 At the conclusion of the examination students must remain silent and seated until instructed to leave the examination room.

11.14 Examination paper errors raised during examinations

- 11.14.1 If a student has a question about the examination paper during the examination, they must raise their hand to summon an invigilator.
- 11.14.2 The invigilator will provide the student with an 'Examination paper query form'. The invigilator will instruct the student to complete the form and carry on with the question as presented.
- 11.14.3 **No examination paper correction announcements should be made once the examination has started** to avoid creating unfair advantages or disadvantages for students who may be sitting the same examination across multiple venues. Mitigation is applied after the event based on the issue.
- 11.14.4 All forms should be collected at the end of the exam and be stored with the examination scripts until collected by the Module Director/Lead for marking. The form(s) will be presented to the Module Director/Lead for review after the examination.
- 11.14.5 Following review, students will be notified by email by the Module Director/Lead of the decision taken. The decision and response will apply to all students taking the examination paper at that sitting. This applies even if a student did not answer a question containing an error, as the error may have been a factor in the decision regarding the question the student answered.

11.14.6 If no error was found this decision should be communicated to all students.

11.14.7 If the response is to set aside (void) the examination paper, all students must be offered the opportunity, although it is anticipated that some students may not wish to void their result. Following the decision to offer the void the process to follow is:

- a) The marking and moderation are completed as normal including marking the erroneous question.
- b) The Module Director/Lead must contact all students to confirm that an error was detected in the examination paper and confirm the remedy that has been put in place (refer to [section 11.14](#) for guidance).
- c) If the remedy is to offer the opportunity for students to elect for their mark to be voided and to sit the examination again at the same attempt at the next opportunity, the communication should also include:
 - That students will be given their provisional mark for the examination paper before deciding what action to take.
 - Students have 2 weeks from the release of the provisional mark to decide if they want to retain the given mark or to request to void the mark.
 - If students do not respond by the deadline, they will assume the mark is to be retained.
 - If students elect to void the mark, they cannot at a later date revert to the original mark, even if they attain a lower mark at the next opportunity.
- d) The new paper is usually scheduled for the next examination period, but if this poses difficulties for award or progression it may be scheduled for an alternative time in agreement with the Assessment team in Registry. The Module Director/Lead must discuss this with the Assessment team in Registry before confirming a revised date to students.
- e) The Module Director/Lead must then send a list of the students who have elected to void their mark to the Assessment team in Registry. The Programme Administration and Support Service (PASS) team logs all deferred attempts following voids on the deferrals database.

11.14.8 Examination paper errors are monitored through the Quality and Standard Committee.

11.14.9 Some examples of mitigation responses are provided in the table below:

Type of examination	Error	Example(s)	Response
Any	Spelling, grammar, punctuation, or numbering problem that does not change the meaning of the question	Missing comma, jumping from question 1 to 3	No mitigation required
Multi-choice	Duplicate question	The same question is included in two places on the paper	One question should be removed from the total marks available. If the student got the question correct on either occurrence, then they should be given the mark
Multi-choice	Duplicate answers	Option A and option B have the same answer against them	The question should be removed from the total marks available. This must not be more than 10% of the marks available.
Multi-choice and Long or short answers	Ambiguous question(s) worth up to 10% of the marks of the examination	Question has two different answers which are both correct Question has different interpretations not represented in the answers	Question is discounted from marking

Type of examination	Error	Example(s)	Response
Multi-choice and Long or short answers	Ambiguous question(s) worth over 10% of the marks of the examination	Question has two different answers which are both correct Question has different interpretations not represented in the answers	Exam offered to be set aside (voided) and further attempt given at the next opportunity
Multi-choice and Calculations based paper	Confusing or impossible question	Question has no correct answers	Exam offered to be set aside (voided) and further attempt given at the next opportunity
Long or short answer	Ambiguous question(s) where there is more than 1 correct interpretation	Not being clear whether a student should give one factor affecting a decision or multiple factors	Marking should be adjusted so all reasonable interpretations of the question can gain full marks
Long or short answer	Ambiguous or confusing questions where the meaning is substantially lost	Using different names for the same person/entity in the question	Exam offered to be set aside (voided) and further attempt given at the next opportunity

11.15 Disturbances during examinations

11.15.1 Procedures to be followed in the event of a disturbance during an examination. The response applies to all students in the examination room at the time of the disturbance.

Type of examination	Disturbance	Example(s)	Response
Any	Exam room evacuation	Fire alarm	Refer to section 11.16
Any	Exam room significant disturbance or medical emergency	Student suffering a fit in the examination room and a first aider was called into the room Mass technical failure in PC examination	Exam offered to be set aside (voided) and further attempt given at the next opportunity. This only applies for students taking the exam in the same room as the disturbance (refer to section 11.16 for the process to follow)

11.16 Emergency examination evacuation procedures

Procedures to be followed in the event of a fire alarm or bomb alert for the main examination room

- 11.16.1 The lead invigilator must instruct all students to cease writing immediately and leave all items including their answer scripts and question papers on their desk.
- 11.16.2 Invigilators should instruct students to evacuate the examination room as quickly and as safely as possible via the nearest fire exit and gather around the nearest fire assembly point (if on campus this is the front entrance of Lord Mayor's Walk).
- 11.16.3 The invigilator should inform a member of the Assessment team in Registry as soon as possible after they reach the fire assembly point. The examination will then be considered abandoned for the main examination room.
- 11.16.4 If the examination has been abandoned, the invigilator should make a note of the time and duration of the disturbance.
- 11.16.5 When the appropriate authorities deem the building safe to enter the Assessment team in Registry along with the invigilators will then enter the examination room and collect all question papers and answer scripts.
- 11.16.6 The Assessment team in Registry along with the invigilators will then inform students when they may re-enter the examination room to collect their personal belongings.

- 11.16.7 The appropriate Module Director(s)/Tutor(s) and Associate Head/Dean of School will then decide if the examination should be rescheduled or if students' work can be marked and used to determine the assessment mark. This would be dependent on when the disturbance happened in relation to the duration of the examination and may require the raw marks to be rescaled. The duration of the examination before the disturbance and the level of the examination will influence the decision. If required, guidance can be sought from the Assessment team in Registry and Deputy Head of Registry.
- 11.16.8 The Deputy Head of Registry will then write a report on the circumstances leading to the abandonment of the examination, and this will be reported to the University Assessment Board.
- 11.16.9 If the appropriate Module Director(s)/Tutor(s) and Associate Head/Dean of School are satisfied that the examination can be accepted as it stands, for example, because the examination was close to finishing before the disturbance, then the examination can be marked for full marks and may require the raw marks to be rescaled. In all examinations at Level 5 and above, the relevant external examiner must participate in the decision.
- 11.16.10 If the examination must be rescheduled, arrangements will be made for the setting of an alternative examination at a later date if this is judged appropriate by the University Assessment Board. The timing of the alternative examination is to be agreed between the Academic Registrar and the Deputy Head of Registry, after consultation with the external examiner, and where appropriate, with the other members of the Board. Normally, if the examination must be rescheduled it will be held in the next scheduled examination period.
- 11.16.11 All students affected will be notified via email of the decision taken and, where necessary, the reschedule timing of the examination.
- 11.16.12 Students may wish to appeal their mark once this has been agreed. Refer to [section 50](#) for further information about the appeals process.

Procedures to be followed in the event of a fire alarm or bomb alert in additional requirement rooms

- 11.16.13 Invigilators must instruct all students to cease writing immediately.
- 11.16.14 If safe to do so, the invigilator should collect the answer script, question paper and examination box and leave the examination room as safely as possible and assemble with the student(s) in the nearest fire assembly point. When possible, the invigilator should contact a member of the Assessment team in Registry as soon as they have reached the fire assembly point.
- 11.16.15 The invigilator should note the time and duration of the disturbance. If the disturbance lasts for more than 30 minutes the examination will be considered abandoned.
- 11.16.16 Where there is more than 1 student in an additional requirement room, the invigilator must ensure students remain under examination conditions to prevent any collusion. Students may not talk to one another during this period.
- 11.16.17 If the disturbance lasts for less than 30 minutes, and after the appropriate authorities have deemed the building safe to enter, the invigilator can allow the student(s) to recommence the examination. This decision is made by the invigilator with advice from the Assessment team in Registry.
- 11.16.18 The invigilator must then add on the duration of the disturbance to the students' finish times.
- 11.16.19 Students may wish to appeal their mark once this has been confirmed. Refer to [section 50](#) for further information about the appeals process.

Procedures to be followed where the examination room is interrupted in the main examination room and additional requirement rooms

- 11.16.20 In an instance where there is an interruption in the examination room but does not require students to be evacuated, the invigilator must call Security (if necessary) and a member of the Assessment team in Registry should be informed as soon as possible.
- 11.16.21 The invigilator must make a note of the duration of the interruption so that students can be permitted extra time, in agreement with the Assessment team in Registry.
- 11.16.22 The invigilators will then be asked to make a full written report of the incident, and of the action taken, to the Deputy Head of Registry.
- 11.16.23 If a disturbance lasts longer than 30 minutes, the examination will be considered abandoned. If the examination must be rescheduled, arrangements will be made for the setting of an alternative examination at a later date if this is judged appropriate by the University Assessment Board. The timing of the alternative examination is to be agreed between the Academic Registrar and the Deputy Head of Registry, after consultation with the external examiner, and where appropriate, with the other members of the Board. Normally, if the examination must be rescheduled it will be held in the next scheduled examination period.
- 11.16.24 Students may wish to appeal their mark once this has been confirmed. Refer to [section 50](#) for further information about the appeals process.

11.17 Treatment of examination scripts that do not follow the examination instructions

- 11.17.1 For scripts where the student has answered too many questions, the marker must mark all compulsory questions first and then mark the required number of questions in the order they appear on the examination script. The marker must make a note on the examination answer script and disregard all subsequent answers.
- 11.17.2 Where a student has failed to answer a compulsory question or questions, they must be awarded a mark of zero for that question. The required number of additional questions must then be marked in the order they appear in the examination script.

11.18 Illegible examination script policy

- 11.18.1 This policy does not apply in cases where formal individual examination arrangements are in place for a student due to a disability. Computers are not provided in examinations for students with poor handwriting unless they have a disability diagnosis and a Learner Adjustment Plan (LAP) in place. Students with poor handwriting are advised to discuss their circumstances with the Disability Support and Inclusion team to explore if there is an undiagnosed disability.
- 11.18.2 It is advisable that students with illegible handwriting are referred to the Disability Support and Inclusion team because it may be a sign of an underlying disability. Should a relevant disability then be confirmed, the transcription fee will be refunded and an LAP would be put in place for future examinations.

Procedure

- 11.18.3 If two markers cannot read a script as it is illegible, they can request that it be transcribed.
- 11.18.4 The student will be contacted by a member of administrative staff in the PASS team, as agreed within each School, and asked to attend the University to dictate their exam script for transcription.
- 11.18.5 Transcription needs to be carried out in such a way that students are not able to improve the quality of the answers they have given on the examination script.
- 11.18.6 The student must be clearly advised in writing that the purpose of attendance is to transcribe the existing script and that any addition or omission of material will constitute academic misconduct (refer to [section 23](#)). If the student refuses to attend, then they may be awarded a mark of zero.
- 11.18.7 The person appointed to transcribe the script must not be a registered student at the University. The costs associated with producing the transcript will fall to the student and will be charged at the current external invigilator rate of pay per hour. The payment must be made before the transcribed script is released for marking.
- 11.18.8 Following transcription, the student must sign a form to confirm that the transcript is a true copy of the original. The form should be kept separately from the transcript, to maintain the student's anonymity during the marking process.
- 11.18.9 Any disputes between the transcriber and student must be recorded by the transcriber and be signed by the student. Disputes will be referred to the Associate Head/Dean of School for resolution.
- 11.18.10 The transcript should then be returned to the marker along with the original script.
- 11.18.11 On some programmes, particularly in health-related programmes, handwriting that is illegible may be considered to be an issue of poor professional practice that might compromise patient safety. In those cases, the policy relating to illegible exam scripts would be followed, but the student's performance may be investigated and dealt with under the University's 'Fitness to Practise' procedure (refer to [section 29](#)).

11.19 Breaches of examination regulations

- 11.19.1 In the event of an alleged breach of the examination rules, the matter will be investigated and considered in accordance with the policy and the procedure for academic misconduct (see [section 23](#)).
- 11.19.2 Where an offence is suspected in an examination, the invigilator must annotate the student's script(s) by adding the time and drawing a line across the script to indicate when the offence was suspected. The invigilator must then remove any object(s) which has become the centre of suspicion. The student should be allowed to continue the examination. At the end of the examination the student will be informed that an investigation will be conducted.
- 11.19.3 Disciplinary action will be taken against any student suspected of being impersonated or impersonating another student. For further information refer to our webpages for the [Student Disciplinary Procedure](#).

11.20 Protocol for missing or lost examination scripts

- 11.20.1 The University has a robust system for recording collection of examination scripts from students and, it has robust and secure arrangements for the transfer of examination scripts between the examination room and the Module Director/Lead responsible for marking. In cases where it is suspected that an examination script is missing or has been lost the Assessment team in Registry or the Deputy Head of Registry must be contacted as a matter of priority. The Assessment team in Registry will make all reasonable efforts to locate the missing or lost script.
- 11.20.2 The Academic Registrar will contact the student to confirm their examination script is missing or has been lost and state that their School will be in touch in due course to outline the options available to them. The student will normally receive notification that their examination script is missing or has been lost within 3 working days of Registry being notified that the exam script is missing.
- 11.20.3 If it is confirmed that an examination script is missing or has been lost the Head of Registry or the Deputy Head of Registry must be contacted to discuss possible resolutions prior to informing the student of the missing or lost script. Resolutions may include:
- The student is offered the opportunity to re-take the exam at the next available opportunity (normally the next examination period).
 - The student is offered the opportunity to complete an alternative assessment in place of the exam (refer to [section 15](#)).
 - In exceptional cases the student is offered the opportunity to take an oral examination on the same topics assessed in the examination.
- 11.20.4 If the proposed resolution is an oral examination, then this must be approved by the School Quality Panel and must meet the same learning outcomes for the examination that the oral examination is replacing.
- 11.20.5 Once proposed resolutions have been identified the School will contact the student to outline the options available to them. The School will normally contact the student to outline the options available to within 15 working days of the exam and prior to the scheduled return of marks and feedback to students.