

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 \(unisa.ac.za\)](http://unisa.ac.za) and complete the mock assessment [Course: ADOVH001: Mock Exams \(unisa.ac.za\)](http://unisa.ac.za).

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). 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. Uncollated answer scripts and scripts with an incorrect file format will not be considered.
6. Wrong answer scripts that are uploaded, that is, any file other than the exam answer script (eg uploading the exam question paper instead of the exam answer script) will not be marked and no opportunity will be granted for resubmission.
7. Unisa relies on an automated synchronisation system that elects scripts to be marked 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 within the stipulated submission duration period will be marked.
11. Submissions will only be accepted from registered student accounts.

12. 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. If any student is found to have been outside the Invigilator App (by exiting or minimising the Invigilator App) for a total of 10 minutes during their examination session will be considered to have violated Unisa's examination rules and their marks will be withheld. For examinations which use the IRIS invigilation system, IRIS must be recording throughout the duration of the examination until the submission of the examination script.
13. Assessments invigilated by the Invigilator App require a student to activate the QR code. The QR code is available for activation 15 minutes before the start time of the examination and 30 minutes after the official start time of the examination. Students who fail to activate the QR code within the available 45 minutes will be deemed not to have utilised the invigilation or proctoring tools and will have their final marks withheld.
14. Students are advised to complete writing at the scheduled examination end time. 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.
15. 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 been flagged as being "Out of App" for the remaining duration of their assessment and rule 12 above will apply.
16. Students have 48 hours from the completion of their examination session to upload their invigilator results from the Invigilator App. Failure to do so will result in students deemed not to have utilised the invigilation or proctoring tools and their final marks will be withheld.
17. Students must complete the online declaration of their work when submitting their examination script. 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 (eg ChatGPT) or online sources (eg course material) 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.
18. Selected honours and postgraduate-level assessments requiring the usage of Turnitin software will require students to submit typed responses only (scanned handwritten scripts or scanned typed scripts will not be accepted for marking). Any students whose module has indicated, prior to the examination sitting, that the use of Turnitin software is a requirement and fails to provide a typed response, will have their submission disregarded. In such cases, students will be awarded a non-compliance with proctoring tools outcome on their academic records. Students are also required to 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 marks will be withheld.

19. 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.
20. Students who are differently abled, have a disability 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 7 days prior to their examination sitting for processing of their exemption. Incarcerated students are advised to submit their proof of incarceration to Proctoringenquiries@unisa.ac.za 7 days prior to their examination sitting for processing of their exemption.
21. 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 7 days prior to the examination sitting for processing. Letters received directly from students will not be processed.
22. Students are provided 30 minutes to submit their answer scripts after the official examination time. 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.
23. Non-adherence to the processes for uploading examination responses will not qualify the student for any special concessions or future assessments.
24. 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 (eg 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.

Postgraduate/undergraduate students experiencing the above challenges in their second examination opportunity will have to re-register for the affected module.

ii. MCQ/Quiz examinations

1. This is a fully online examination.
2. Students are provided with **one** submission opportunity for their MCQ/Quiz examinations. No additional time will be allocated for resubmissions.
3. 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.
4. No additional reading time is provided during MCQ/Quiz examinations.
5. If utilising your cellphone to respond to your MCQ/Quiz examination, update your cellphone operating system before commencing with your exam. Also, clear the cache and cookies memory before starting your exam.
6. **DO** upload your profile picture on the myModules application prior to the commencement of your MCQ/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.
7. **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.
8. **DO NOT** click your browser's back button while taking your examination. Students are at risk of losing previous responses should they utilise 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".
9. The system will automatically save your responses as you click on the next question.
10. 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. For examinations that use the IRIS invigilation system, IRIS must be recording throughout the duration of the examination until the student makes the final submission of the answers.
11. Students must ensure that the proctoring display window contains their full facial image throughout the duration of the online quiz examination for modules proctored by the Moodle Proctoring tool. 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.
12. Students must complete the online declaration of their work when submitting their examination script. 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) are 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 (eg ChatGPT) or online sources (eg course material), 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.

13. 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 assisted 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.
14. Students who are differently abled, have a disability 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 for processing of their exemption. Incarcerated students are advised to submit their proof of incarceration to Proctoringenquiries@unisa.ac.za to qualify for exemption.
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16. Non-adherence to the processes for submitting MCQ/Quiz responses will not qualify the student for any special concessions or future assessments.
17. 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 (work firewall challenges)
 - f. Unlicensed software (eg 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.

Postgraduate/undergraduate students who experience the above challenges in their second examination opportunity will have to re-register for the affected module.

18. 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.