



POLICY

EXAMINATION

Introduction

The purpose of this Policy is to provide guiding principles, an institutional framework and basic strategies for the development and implementation of FPD’s Examination Policy and Procedures. The principles of assessment are incorporated into the FPD Assessment of Learning Policy ([See Policy A7: Assessment of Learning](#)), from which this policy derives its implementation and application. The examinations of FPD are conducted by virtue of its registration as a provider of Higher Education in terms of the Higher Education Act (101 of 1997).¹ The objectives of this Policy and associated Procedures are to maintain standards and the fair and orderly running of tests and examinations.

Definitions

Assessment	Systematic evaluation of a student’s ability to demonstrate the achievement of the learning goals intended in a curriculum ² <ul style="list-style-type: none"> • <i>Formative assessment</i> is a type of assessment used to improve learning and to give feedback to students on progress made. It serves needs intrinsic to the educational process ² • <i>Summative assessment</i> formalised assessment which is used to certificate the attainment of a certain level of education. It is used to serve needs extrinsic to the educational process ²
Criterion-referenced Assessment	This type of assessment makes judgements about learners by measuring their work against set criteria. The criteria are pre-determined and are part of specified performance standards. ³
Assessor	A person that is able to conduct internal and external assessments for specific qualifications and/or part-qualifications ⁴
Examiner	A person appointed to develop, administer and oversee a formal assessment ⁴
Moderator	A person, apart from the examiner, who is appointed by the institution to be responsible for ensuring the standard of the examination and its accompanying marking framework and response exemplars, and for marking a representative sample of examination responses ²

¹ Republic of South Africa. 1997. Higher Education Act (no. 101 of 1997). Available from: https://www.gov.za/sites/default/files/gcis_document/201409/a101-97.pdf

² Council on Higher Education. 2004. Criteria for Programme Accreditation. Available at: http://nr-online.che.ac.za/html_documents/CHE_accreditation_criteria_Nov2004.pdf

³ SAQA. 2001. Criteria and Guidelines for Assessment of NQF Registered standards and qualifications. Available from: <https://cdn.lgseta.co.za/resources/guidelines/2.4.1%20SAQA%20Criteria%20and%20Guidelines%20for%20Assessment.pdf>

⁴ National Qualification Authority. 2017. Standard Glossary of Terms. Available at: <https://hr.sqa.co.za/glossary/pdf/NQFPedia.pdf>

Examination	A written, oral or practical assessment of learning, including supplementary examination and re-examination, continuous evaluation, and evaluation of experiential learning. ²
Proctored Examination	A proctored examination is an examination that is supervised and overseen by an authorised person. This provides a means for ensuring the identity of students and the integrity of the test taking environment, for example ensuring that students taking the assessment are not cheating or receiving unauthorised support. ⁵ A proctor is also known as an invigilator.
Memorandum	A memorandum is a set of guidelines that covers every sub-section of a question, and serves as an essential resource against which the examiner evaluates the students' answers in a systematic and fair manner and awards marks according to the clear exposition of how the mark allocation should be done. May take the form of a rubric.

Examination terms relevant to this policy

- *In this policy, examination* refers to the final examination, supplementary examination or special examination in a subject/unit standard.
- *Final assessment* - The assessment is conducted upon completion of a predetermined set of outcomes.
- *Supplementary examination*- A student qualifies for a supplementary examination if the sub-minimum of 45 – 49 % in the final summative assessment has been achieved. All students who were absent during a final examination, with a valid reason, are compelled to write the supplementary examination. A supplementary examination is subject to certain conditions and may be granted by the Academic Committee.
- *Special examination* - A special examination in a subject can be granted to a student by the Academic Committee if such subject is the only subject outstanding for the fulfilment of the requirements to issue the qualification. A special examination will only be granted if the student took the module in their final year, was eligible for entering the examination and failed or missed the examination in that subject.
- *Continuous assessment mark* - The continuous assessment mark is the total accumulated marks achieved during a programme or in a particular module It consists of formative assessment which includes tasks, projects, practical assignments, research and demonstrations, as well as summative assessments other than the final examination.
- *Examination mark* - The examination mark is the mark achieved in an examination.
- *Final mark* - The final mark is calculated by combining the continuous assessment mark and the examination mark in accordance with the prescriptions for each module/programme.
- *Checking* - Checking comprises the administrative staff reviewing a student's examination scripts to ensure that all answers to examination questions have been marked and that the marks have been processed correctly.
- *Remarking* - An examination script is remarked by the internal or external moderator if the student has applied for remarking in the prescribed manner.

Roles and Responsibilities

Internal/External Examiner

- The examiner of each module must meet the minimum criteria for appointment., This includes holding a qualification at least at the same or one NQF level higher than the qualification of the summative assessment or examination, and subject matter expertise in the module (either through content development or facilitation of the module).
- The examiner sets the summative assessments and associated memoranda, both in English ([see Policy SR2: Language](#)).

⁵. <https://www.gartner.com/en/information-technology/glossary/online-proctoring-services-higher-education>

Internal/External Moderator

- The moderator is responsible to determine the overall standard of summative assessment or examination and the results thereof. The moderator must meet the minimum criteria for appointment, this includes holding a qualification at least at the same or one NQF level higher than the qualification they moderate and subject matter expertise in the module (either through content development or facilitation of the module).
- Moderation of the examination paper is done with respect to the standard, relative weighting of questions, language editing, clarity (free of ambiguity) and fair coverage of the syllabus. The moderator checks the memorandum and ensures that the content, calculations and mark allocation are correct.
- Moderation of the results of a summative assessment or examination is required on a minimum of 20% of the associated scripts, with a minimum of 5 and maximum of 20. Where there are less than 20 scripts in total, all must be moderated.

Please see [Policy A9: Moderation](#).

Head of School

- The Head of School is responsible for the appointment of examiners and moderators on the commencement of an intake for a qualification.
- The Head of School must review the summative assessment or examination after it has been set by the examiner and moderated by the moderator. This includes a recheck of the relative weighting of questions, language editing, clarity (free of ambiguity) and fair coverage of the syllabus. The Head of School checks the memorandum and ensures that the content, calculations and mark allocations are correct.
- Once the Head of School has approved the summative assessment and the memoranda, it must be signed off and submitted to the Desktop for Publishing (DTP) and safe filing by the Education Innovation Department.
- On receipt of the finalised summative assessment/examination and the memoranda, the summative assessment and memoranda must be submitted to the Student Administration and Engagement Unit. The Student Administration and Engagement Unit is responsible to distribute assessment to the students in alignment with the associated timetable.

Internal/External Assessor

- Assessors are responsible for the initial marking of assessments and completing the assessment rubric with feedback to the students. This is moderated for a final mark for the assessment.
- The assessor of each assessment must be appointed by the Head of School on commencement of an intake.
- Assessors must meet the minimum criteria for appointment including holding a qualification at least at the same or one NQF level higher than the qualification they must assess and having subject matter expertise in the module (either through content development or facilitation of the module).

The Registrar & Student Administration and Engagement Unit

- The Student Administration and Engagement Unit ensures that the students receive their timetable with all assessment dates, including summative assessment and examination dates.
- The Student Administration and Engagement Unit will ensure that the Registrar and Head of School have approved students to write the examination.
- The Student Administration and Engagement Unit ensures that the examination is conducted according to this Examination Policy.

- The Head of School approves and submits marks to the Academic Committee for approval.
- The Registrar releases the marks to the students upon approval.

Examiners and moderators

Examiners

Appointment: FPD may appoint an examiner to draft examination papers or summative assessment for various programmes or modules. Assessors are appointed to mark examination scripts for the particular subject/unit standards/modules and award preliminary marks to students for examinations or assessment they undertook. A moderator is also appointed by FPD to assist in determining the overall standard of an exam and a sample of the results.

Requirements for appointment as examiner/assessor:

- An examiner must hold an applicable or equivalent qualification that is at least at the same or one NQF level higher than the exit level of the subject/unit standard that they examine.
- Examiners are appointed from full-time or part-time personnel of FPD. Where external persons are recommended, the Head of School must substantiate the recommendations individually. Such appointments will only be authorised in exceptional circumstances.
- Persons who are recommended for appointment should also, where applicable, have appropriate experience in the industry.

Moderators

Appointment: FPD appoints internal and external moderators to moderate draft examination papers; re-mark examination scripts according to the prescriptions; moderate a random sample of the scripts according to the prescriptions; and report on the standard of the examination and marks awarded. In respect of exit-level examination subjects, moderators external to FPD are appointed to moderate draft examination papers and to report on the standard of the examinations and awarding of marks.

Requirements for the appointment of internal and external moderators:

- Internal moderators are appointed for non-exit-level subject/unit standards.
- Internal moderators must hold an appropriate qualification that is at least at the same or one NQF level or higher than the exit level of the relevant programme. If a moderator does not hold the required qualification, the appointment can only be done with special approval from the Academic Executive.
- External moderators are appointed for exit-level subject/unit standards.
- The same requirements for internal moderators apply to external moderators, except that an external moderator must be appointed from an institution external to FPD, considering the requirements of the professional councils.

Cases in dispute

If the examiner and moderator cannot agree over the awarding, adjustment or amendment of marks, or any other proposal made by the latter, the Head of School and the Academic Committee should act as arbitrators to make a decision.

Examination papers

Content

- The Student Administration and Engagement Unit must make the relevant syllabus and specimens of previous examination papers as guidelines available to the examiner and moderator.
- Examination papers must be set strictly according to the syllabus and the rules applicable to the examination.
- An examination paper that is up to standard should emphasize the most important parts of the syllabus and must reflect this in the examination questions.
- The examination paper ought to be an instrument to measure the students' knowledge and insight. Cryptic questions are not a fair test of the students' knowledge and should be avoided.
- A fair choice of questions should be set. Where alternative questions are desirable, or deemed to be desirable, the choice should be explained as simply and clearly as possible. The parts of the examination paper that are compulsory should be in the beginning of the paper. Special instructions regarding those sections should be clear at the top of the examination paper.
- The examination paper should be set in such a way that it is within the ability of a well-prepared student to complete it within the allocated time. With a three-hour paper, there should be approximately half an hour to spare for revision. The examiners are requested to establish how much time it takes to complete the paper.
- The names of the examiner(s) and moderator(s) must appear on the examination paper.

Setting the examination paper

- The nature (written, oral, practical) and prescribed duration must be in agreement with the approved syllabus documents. A draft examination paper must be typed on one side of an A4 format paper in the prescribed template.

The awarding of marks

- The marks allocated to every question or sub-question must be indicated in brackets directly next to it and the total marks of the examination paper must also be clearly indicated (e.g. 'Total = 200' or 'To achieve full marks: 200').

Language of examination papers

- Examination papers must be set in English, except for examination papers for the language subject/unit standards. In translating an examination paper, be mindful that the content and numbering of the two texts agree. Alternative arrangements should be made if an examiner is not capable of doing a satisfactory translation. [See Policy SR2: Language.](#)

Draft examination paper

A draft examination paper must be accompanied by:

- A complete memorandum (model answer) in duplicate, preferably typed, with the solution (answer) to every question and sub-question; and
- A list (directly below the date of the examination paper) of special examination requirements that must be issued to students (for example graph paper) and whether resources for example pocket calculators may be used.

Drawings and sketches that form part of the examination paper must be in black ink on white drawing paper to satisfy the requirements of photographic processes. Dimensions and dimension lines must be clear.

The use of abbreviations in examination papers should be avoided. Abbreviations should not be confused with symbols. Only the correct symbols may be used.

If using compulsory answer sheets, for example for objective and multiple-choice questions, allow sufficient space for differences in the size of handwriting and the length of students' answers.

The draft examination paper must be signed off by the examiner and the Head of School relevant to the subject/unit standard, as well as the moderator in the case of exit-level subjects/unit standards.

It is the responsibility of the Head of School to ensure that all examination papers of subjects of their School are submitted for DTP and safe keeping to the Education Innovation Unit, and to the Student Administration and Engagement Unit for administrating as per the timetable to students.

Proof copies

- Final proof copies of non-print-ready examination papers will be available to the moderator for proofreading and to certify them as correct.
- The moderator will be held responsible, in all respects, for the correctness of these proofs. Care should be taken that no spelling, grammar or numerical errors appear on the final proof copies. Errors must be indicated in red on the proof copies.
- The Head of School must also check a copy of the printed examination paper with the non-print-ready examination paper and certify it as correct. No amendment to the examination paper itself may be done at this stage.
- The examiner must be available during the examination in case of any mistakes that might have slipped through.

Memoranda

Purpose of a memorandum

A memorandum is essential for the simplification and standardising of mark allocation. It forms part of the validity and reliability requirements of good assessment. It serves as a standard for assessors and moderators.

The preparation of a memorandum ensures that the following can be determined: the fairness of a question, whether the field has been sufficiently delimited, whether the question was clear enough, and whether the time allowed was sufficient.

When drawing up a memorandum, the examiner has the opportunity to plan their evaluation analytically and to consider the purpose of every question. The examiner ought to decide beforehand what percentage of marks will be awarded for knowledge, insight, application, analysis, synthesis and evaluation.

A thorough, well contemplated memorandum ensures that all examination scripts are measured against the same measuring criteria and that the mark allocation will be fair and uniform. It will expedite the marking of examination scripts. If the examination scripts are marked by someone other than the examiner who set the examination paper, the same criteria will apply without doubt about the answer, question or the allocation of marks to a question or a sub-section. After marking is complete, markers and the examiner should have the opportunity to discuss any other reasonable answers that might be acceptable to respective questions.

Definition of memorandum

A memorandum is a set of guidelines that covers every sub-section of a question and that serves as an essential resource against which the examiner tests the answers of the student in a clear, systematic and fair manner and awards marks according to the clear explanation of how the marks should be awarded.

The memorandum provides a benchmark for a planned method of working. It must contain the minimum facts to earn the marks indicated. It is important, however, to make provision for the student who gives a broader answer than the examiner expects in which case the student should not be disadvantaged by an examiner's narrower point of view.

Guidelines for setting a memorandum

- Facts and questions requiring calculations requires a model answer.
- The memorandum should indicate all possible answers if there is more than one likely answer than the mark allocation indicates, if possible.
- Main points should be listed in order of priority with discussion and opinion questions, with a broad description of what is expected.
- The question asked and the answer expected must be clear and may not create any confusion.
- It requires a full set of answers covering every sub-section of a question and must be precisely what the examiner expects from the student.
- If there is no model answer and the examiner must use their own discretion in evaluating the answer, no prototype can be expected.
- There must be a clear indication for marks assigned for each answer or each sub-section.
- There must be a clear indication for the way a question must be answered, for example explanation, use of diagrams, etc.
- The memorandum must be neat and clearly legible and typed, if applicable.
- The answers must be in the same order as the questions in the examination paper.
- References to textbooks and lectures are not allowed.
- Where labelled sketches are required, the complete sketches with labels or captions must appear in the memorandum.
- Where necessary, the examiner must use their own discretion.
- The memorandum must be signed by the examiner, the moderator and external moderator (where applicable) and the Head of School.

Safekeeping, confidentiality and delivery of examination papers and related issues

- Examiners must personally deliver all examination files, proof copies, draft examination papers, memoranda, etc. to the Student Administration and Engagement Unit. Everything the examiner requires to set the examination or assessment will be delivered personally to them or sent in a secured manner when it concerns an external examiner or moderator.
- The contents of a draft examination paper, the relevant memorandum and the marks achieved by a student may not be divulged to unauthorised persons and must be kept secure manner.
- An examiner or a moderator does not own copyright on a draft examination paper or an examination paper.
- FPD is not compelled to have the examination scripts of a subject marked only by the examiner who set the examination paper, or to have the examination scripts moderated only by the moderator who moderated the examination paper.
- Examination papers and print-ready examination papers must be submitted on a specified date or on different dates as annually agreed upon.

- Examination papers must at all times be stored securely in the designated repository by FPD in alignment with the Protection of Personal Information Act. These can only be accessed by the examiner and the moderator, Head of School, Registrar and designated members of the Student Administration and Engagement Unit who are involved with their preparation and have security clearance.

Examination Rules and Regulations

Registration for examination

- A student's registration for a specific programme or module is also their registration for the final examination, subject to all the relevant rules. This is stipulated in the intake Study Guide.
- A student who is not registered for the relevant programme or module is not authorised to enter the examination.
- Student registration is not an application to write a supplementary or special examination. The student must register an additional application, with possible financial implications, before a supplementary or special examination in a specific programme or module can be written. Each student is entitled to one supplementary examination per module. The supplementary examination must be written within a month after the final examination. A fixed fee may be payable.
- A student will be refused admission to an examination if programme fees and/or any other amount that is still outstanding have not been paid in full, or if arrangements for payment have not been finalised. Such refusal of admission to an examination does not imply cancellation of the obligation to pay the outstanding amount. Students should be informed of such refusal at least 2 weeks prior to the start of the relevant examination. If a student is allowed to write examinations without having paid all registration and programme fees, the student's marks will not be released until all fees have been paid.

Admission to the Examination

- All students have admission to the final examination in a module, provided the student has at least participated in the formative and summative assessments and has a continuous assessment mark of 40%.
- Continuous assessment should include formative and summative assessment in the form of assignments, projects, practical, class tests and semester tests or examinations.
- The weighting of each of the forms of assessment is determined by the relevant school during the planning of the programme or module and is communicated in writing to the student in the study guide.
- The formative assessment and semester mark are calculated according to the weight values formula. In cases where laboratory work and/or practical tasks make up part of a module, the marks that were achieved in those tasks will be taken into account for the continuous assessment mark.
- The semester/module or programme mark contributes a specific percentage towards the final mark and the summative examination mark contributes a specific percentage towards the final mark - as indicated in the study guide.
- Continuous assessment marks will be displayed on the electronic student portal and will be sent via e-mail to each student. Students bear full responsibility to check the correctness of their continuous assessment marks during this period and to bring any errors to the attention of the relevant School or the Student Administration and Engagement Unit.
- A sub-minimum mark of at least 40 % should be obtained in the summative/final examination to pass the module.
- A mark of 45 – 49 % in the summative examination is required to write a supplementary examination.
- A final mark of 50% is required to pass the module.
- If the summative assessment takes the form of a Portfolio of Evidence or a research project, 50% is required to pass the module.

- One supplementary examination for each module will be written at the end of the module/programme. All students who were absent during a semester examination, with a valid reason, are compelled to write the supplementary examination.
- When re-registering for a module, all continuous assessment marks accumulated previously lapse and must be accumulated again.

Examination Instructions

- As a Private Institution of Higher Education in the distance category, FPD endeavours to make summative assessments and examination available through platforms that are accessible remotely. All examinations must be written in the format determined by FPD. This can include a physical examination at a venue of FPD's choosing, summative case study assessments with a prescribed due date, and remote proctored exams where applicable.
- The format for summative assessment or examination will be stipulated in the study guide, available on the FPD student portal for each intake and confirmed six weeks prior to the summative assessment or examination.
- The date and time of an examination must be strictly adhered to. Deviation from the examination timetable and from the specified times is not permitted.
- The examination instructions must be clear and legible on the first page of an examination whether printed or administered electronically.
- No student will be allowed access to an examination venue without acceptable proof of their identity. If a student does not have proof of identity, they must write to the Registrar at least three weeks before the examination to acquire acceptable proof of identity from them.

Case Study Assessments as an examination

- Where a final examination for a programme or a module takes the form of a case study assessment, portfolio of evidence or research, this will not be proctored.
- Confirmation of identity of a student will be done four weeks ahead of issuing the assessment or submission of a portfolio of evidence or research project. This will be done using the identity/passport number and contact details available on the students verified profile on the student administration system.
- The student will receive the summative assessment with a due date for return, or details of the assessment confirmed and a reminder of the submission deadline in case of a portfolio of evidence or research study submission deadline via email.

Proctored examinations

- In the case of proctored examinations, the venue/platform for the examination will be confirmed six weeks before the examination, together with the examination rules.
- Students must enter a proctored examination, whether physical or virtual, 30 minutes before the examination.
- Only in exceptional circumstances will a student be admitted to the examination venue after the examination has commenced, and under no circumstances after the examination has been in progress for 30 minutes or more, in which case the student will be regarded as absent without reason, without the option of a supplementary or special examination. Should an acceptable reason be provided, the student will qualify for a supplementary examination.
- The proctor is appointed ahead of the examination to ensure that students observe protocols to ensure that in alignment with the confirmed rules, no student cheats.

- Applications for extended examination time must be submitted to the Registrar at least four weeks before commencement of the relevant examination. This application must be accompanied by a written confirmation from a relevant healthcare professional.

FPD accepts no responsibility for any incorrect information regarding any examination issue provided by any person or persons not duly authorised to do so. All enquiries should be directed to the Registrar.

Proctored and FPD examination staff instructions

Prior to the examination

- Two hours before students are admitted to the examination venue, the proctor must make sure that all figures, maps, drawings, notes and other material that may have any bearing on an examination subject/module, have been removed from the walls and doors and removed from the venue. They must ensure that no such material, textbooks or unused paper are left on, under or in the desks. An actual examination venue must be lit and well ventilated.
- The proctor must ensure that all pencil boxes, instructions, pocket calculator holders, etc. are removed from candidates' desks/tables before the examination commences.
- The proctor must ensure that there is enough space and desks for all the students allocated to that venue, during that particular session, before the students are permitted to enter the examination venue.
- In case of a virtual examination, the proctor must ensure that the settings of the virtual platform are aligned to the access needed by the participants and limits access to other programmes that may allow participants to cheat.
- The proctor must inform the Head of School, Registrar and Academic Executive 30 minutes before the examination should there be any factors that do not provide a suitable environment for students to undertake an examination. In this case the Academic Executive will take an informed decision that is documented and communicated verbally and in writing on the mitigating actions to ensure these factors do not adversely affect the students' performance in the exam. These may include:
 - Delaying the start of the exam to rectify unfavourable conditions.
 - Postponing the exam to rectify unfavourable conditions.
- The proctor may, with the approval of the Academic Executive, deviate from the relevant regulations in a crisis such as sudden illness of the persons involved or delay in trains or buses from remote areas.
- The proctor needs to collect the examination papers, list of eligible students and other appropriate documentation and/or material, including answer scripts, from the Student Administration and Engagement Unit one hour before the examination.
- The proctor should check whether the examination to be administered is the correct one in terms of the venue/platform, the date, time and qualification.
- A proctor may not bring about any amendment in an examination paper without the prior approval of the Academic Executive.
- The proctor should ascertain whether the students present are eligible to write the applicable examination paper or do the practical based on the examination instructions of the Registrar.
- Entry into the examination venue is based on the identity/ passport number and contact details available on the student's verified profile on the student administration system or from a list provided by the Registrar for that specific examination. Students will need to confirm these details when entering the examination room, either actually or virtually. This may also include a physical match to identity/passport photographs.

During the examination

- The proctor must be present from the instant students are admitted to the examination venue.
- The proctor must ensure that only students who have qualified for the examination, other proctors on duty and authorised FPD staff are present during an examination. An examiner who needs to conduct an oral examination or a reader of test passages may be present for the period during which they are required to carry out their duties. All others must leave the examination room/platform before the examination papers are handed out or examination commenced.
- Students should be informed of the examination rules of conduct (as per the cover page of the examination) and time available for each examination paper/practical to be written/completed during the session. This includes, being clear on timing of the exam including that no participant may leave the physical or virtual space in the first and last 30 minutes of the exam.
- The proctor must warn students not to write or scribble on or ruin the tables or any other resource material handed out to them in any way.
- The proctor must ensure students sign the attendance register before receiving the examination papers and upon handing them in.
- Thereafter, but not earlier than five minutes before commencement of the examination, the envelopes must be opened and the examination papers handed out. In case of a virtually administered exam, these must be available to students simultaneously.
- Examination papers are handed out upside down if it is a physical examination to ensure that all students will turn over the examination papers simultaneously on the following instruction: "you may now read through your examination paper".
- After the blank examination scripts have been handed out, but before commencement of the examination, the proctor must request that the students read the instructions on the examination script and carry them out.
- The proctor checks each examination paper (page-by-page) with the students to ensure that each student received a complete examination paper.
- All the students start simultaneously and the official duration of the examination is calculated from that moment.
- As soon as an examination has commenced, no one may enter the venue or speak to the proctor, except in an official capacity.
- During an examination the proctor must focus their full attention on supervising, and they must take great care to ensure that students comply with the examination regulations.
- A proctor may not remain seated in one place all the time but must move around in the examination venue/platform without disturbing the students. It is important that students do not get the impression that the proctor is not alert which might create an opportunity to commit a violation of the examination regulations.
- A proctor may not pass the time by reading, marking examination scripts, or by engaging in any activity other than supervising.
- If there is only one proctor, they may only leave the venue under exceptional circumstances, and only if relieved by an authorised FPD staff member.
- If a student requests a second examination script, the proctor must ensure that the student marks the scripts clearly "Book 1" and "Book 2".
- Announcements are disturbing and must be restricted to the minimum.
- The proctor may not answer any question asked by a student that may lead to the explanation of an examination question.
- The proctor may not hand a copy of the examination paper to any person except to the students registered for the particular examination.
- The proctor may not conduct him-/herself in any way that may disturb the students.
- The proctor must ensure that all examination rules and regulations are complied with during the course of the examination.

After the examination

- The proctor should collect all examination papers, answer scripts and associated materials from each student immediately after such student has completed the examination.
- The proctor must ensure that all examination scripts are handed in. "Book 2" must be placed inside the cover of "Book 1".
- The proctor checks whether the front page of the examination script has been completed fully by the student and the attendance register has been completed.
- The proctor must ensure that no student leaves the venue without handing in all the documents that were issued to them, even if they have written nothing in/on such documents.
- Proctor must ensure that all resources supplied to students are handed back.
- No unused examination books may be left in the examination room. Unused examination books must be handed to the Student Administration and Engagement Unit.
- The scripts for each programme are arranged separately in alphabetical order according to the attendance lists.
- The attendance register and proctor's checklist list (as provided by the Student Administration and Engagement Unit) must be completed, signed and submitted with the examination papers and all accompanying documents either sealed or in the safe restricted virtual repository approved by FPD.
- The proctor may not leave examination scripts unattended and they must be handed to the Student Administration and Engagement Unit personally together with the other forms. The proctor must sign that the examination scripts have been handed in.
- The person responsible for arranging the examination in the Student Administration and Engagement Unit signs for the examination scripts when they are collected from the proctor for marking.

Student examination instructions**Prior to the examination**

- Students must ensure that they have received all the relevant examination information at least six weeks before the examination, and if not, should inform the School and Student Administration and Engagement Unit (contact details in the study guide) within five weeks of the examination date in the study guide and timetable.
- All students must arrive at the examination venue or enter the virtual platform 30 minutes before an examination.
- Every student must prove their identity by presenting their identity document, driver's license or passport upon admittance to the examination venue.
- Identification of students by other students is not permitted.
- All students must be seated /at their workstation places 15 minutes before commencement of the examination.
- Only under exceptional circumstances may a student be admitted to the examination venue after the examination has already commenced, but under no circumstances after 30 minutes or more have passed since commencement of the examination.

During the exam

- Students sign the attendance register after they have received an examination paper, and again when they hand in the examination script.
- Students must read the instructions on the examination paper carefully and follow them.
- During an examination no student may:
 - help or attempt to help any other student,
 - get help or attempt to get help from anyone,
 - communicate or attempt to communicate with anyone else,
 - read or copy or attempt to read, or
 - copy anyone else's answers or notes or make use of any other form of communication e.g. cell phones, smart phones, tablets.
- No student may disregard or disobey the instructions of the proctor and FPD staff.
- Unless otherwise determined, a student may not take a cellular phone, book, memorandum, notes, sketch, map, film, any other documents (including unused paper) or any other resource that has reference to the examination subject/unit standard/module, into the examination room. They may not have any of the above in their possession in the examination venue except which has been provided to them in the venue by the proctor.
- All cellular telephones must be switched off.
- No pocket calculators may be used in an examination by students unless explicitly authorised to do so in the instructions that are printed on the specific examination paper, and then only specifically approved pocket calculators.
- A student who does not comply with these instructions, is subject to disciplinary measures in terms of the Examination Policy and Procedures of FPD.
- A student who has entered an examination venue without authorisation must leave the examination venue immediately upon request to by an authorised proctor or FPD staff member.

After the examination

- All resources, examination papers and -answer scripts that are issued to a student must be handed over to the proctor before the student leaves the examination venue.
- Students must ensure that their names and student numbers are entered correctly on their examination answer scripts.
- As soon as a student has handed in their examination script, they must leave the examination venue/platform.
- Students cannot take away the examination paper from the examination venue.

Examination irregularities

- A student is guilty of an irregularity if they:
 - takes a book, memorandum, notes, sketch, map, film, any other document (including unused paper) or any other resource into a venue where an examination is in progress, or has such in their possession after the examination paper has been handed out; or
 - helps another student or attempts to help them, gets help or attempts to get help or communicates or attempts to communicate with another individual, except with individuals duly authorised thereto by the proctor or FPD staff while they are in an examination; or
 - disregards examination rules and, after they have been warned by the proctor or FPD staff, continues to infringe or disregard these rules; or
 - causes a disturbance in the examination venue/platform or behaves in an improper or unseemly manner and after being warned by the proctor, refuses to cease the abovementioned disturbance, or improper or unseemly behaviour.

Such irregularities must be brought to the attention of the Registrar, Head of School and Academic Executive immediately. The Academic Executive must, after they have given the student an opportunity to present their case in the form of a written statement, submit a report to the Academic Committee, together with the necessary documentary evidence.

Procedure when examination rules are violated

- If a proctor has satisfied themselves that a student has violated any of the examination regulations, they must:
 - confiscate the relevant evidence,
 - confiscate the student's examination script(s) used up to that stage and endorse the cover with the words: "Examination script confiscated at ... (time)",
 - issue the student with a new examination script and endorse the cover as follows: "New book issued at ... (time)",
 - inform the student that allowing them to continue with the examination should not be interpreted as condonation of their conduct (i.e. a student cannot claim that this concession can be interpreted as condonation of their alleged infringement of the rules),
 - inform the student that the incident will be reported to the Academic Executive and request them to make a written statement with regards to the incident after the examination session (if the student refuses to make a statement, the proctor must mention this in their report), and
 - move the student to another desk if it might aid to prevent further violation of the regulations.
- Should the student continues to cause a disturbance or persist in violating another examination regulation, a proctor may confiscate their examination script and instruct them to leave the examination venue.
- The proctor must submit the evidence mentioned together with a full report on the irregularity to the Academic Executive.

Disciplinary measures

- If the Academic Committee is convinced that the student is guilty of an irregularity with regards to the examination, the Academic Committee may take one or more of the following steps, namely:
 - refuse to accept the marks that the student achieved in the particular examination,
 - discard the examination script of the involved student with regards to the particular subject/module,
 - suspend the student from further study at FPD,
 - instruct that any programme or module credits resulting from the examination concerned, be cancelled,
 - refuse the involved student access to any examination for a period determined by the Committee, from the date of the rejection of the examination script,
 - inform the employer and or sponsor of the student of the examination irregularity, and/or
 - expel the student from FPD.

Receipt of final examinations and assessments

Case study assessments, portfolios of evidence and research projects

- If the student has not received the results of their case study assessment or the necessary details of the portfolios of evidence and research projects within six weeks of the due date as per the timetable, it must be communicated to the Head of School and Student Administrator (as per the details in the study guide).

- Case study assessments, Portfolios of evidence and research projects must be submitted via the FPD student portal or in the format prescribed in the study guide on the due date communicated on the timetable, assessment sheet and on issuance of the assessment.

Proctored examinations

- The proctor must report to the FPD official tasked with the organisation of the examination within 40 minutes after the commencement of the examination to confirm the number of students present and the status of the commencement of the examination.
- Within 1 hour after completion of the examination, the proctor must submit the examination papers directly to the FPD official tasked with the organisation of the examination, either in a sealed envelope or a safe restricted file on email. This procedure applies to actual and virtual examinations.

Examination Moderation and Submission of Examination Scripts

- Once the examination scripts have been handed in, the Student Administration and Engagement Unit will prepare a marking list and provide each student's examination paper with a marking grid to the assessor, including deadlines and instructions on an assessor contract.
- The assessor provides feedback and a preliminary mark for each student on a marking grid for an examination, summative assessment, portfolio of evidence or research project.
- Once the feedback is received from an assessor, it is shared with the moderator.
- The moderator chooses a random sample of at least 20% of all scripts to moderate according to the prescriptions. The moderator either adjusts or confirms the feedback and marks of the sample. [See Policy A9: Moderation](#)
- The Student Administration and Engagement Unit check the marking sheets to ensure all questions have been marked by both the assessor and moderator, that all marks have been assigned and a total mark calculated for each student.
- The marking grids with the assessor and moderator marks and comments, together with the examination, summative assessment, portfolio of evidence or research project are compiled with a summary marking list and shared with the Head of School and Registrar to approve.
- The Student Administration and Engagement Unit will prepare the result letters for students which are checked by the Registrar, signed, and then distributed by the Student Administration and Engagement Unit.
- The Student Administration and Engagement Unit enters the marks into the Gradebook on the FPD student portal.

Safekeeping of examination scripts

The Student Administration and Engagement Unit should keep examination scripts in electronic and actual files where necessary for a period of three years.

Finalisation of Marks

Subjects that are only assessed continuously

Only one mark out of 100 is entered in the "Final %" column.

Experiential learning

The applicable achievement code is entered in the "Total %" column.

Programmes that consist of more than one module with separate codes.

Each module is treated as a complete subject or unit.

Achievement codes

The following codes are used for the filling in of mark sheets:

- A** Absent from test or examination
- E** Exemption
- F** Fail
- SG** Supplementary examination granted. This is used before the supplementary examination is written and serves as indication to the student that a supplementary examination has been granted.
- NC** Not completed in respect of experiential learning/practical/incomplete unit standard, and in which the student has therefore failed.
- C** Competent in experiential learning/practical/unit standard, and the student has satisfied the predetermined criteria. The student has therefore passed the examination.
- RPL** Recognition of prior learning.

The examination and final marks

The examination mark is entered on the prescribed form and entered onto the Student Administration System or FPD student Portal.

Amendment of final marks

- The following adjustments are made by the Academic Committee:
- *Prior to publication:* Only the Academic Committee may adjust marks and make module adjustments based on the recommendation of a moderator and the Head of School.
- *After publication:* Student's examination results may not be amended after publication thereof without the written approval of the Academic Committee or their proxy. Any adjustments of practical and examination marks or any other action that influences the official examination result of a student will only be considered under exceptional circumstances. If considered at all, the following steps should be followed, which include the necessary signing of all relevant documents:
 - The Head of School recommends the amendment in consultation with the moderator.
 - The Academic Committee approves the amendment.
 - The Chair of the Academic Committee confirms the amendment.
 - The Student Administration and Engagement Unit are authorised by the Registrar to carry out the decision, and if applicable to furnish the student with an amended result.
 - All records are amended on FPD's systems as well as in the published lists of results.

Note: The required signatures must appear on all relevant documents.

Supplementary Examinations

- A supplementary assessment is subject to certain conditions and may only be granted by the Academic Committee.
- The Academic Committee may admit students to a supplementary examination for a programme or module if:
 - they received a mark between 45 – 49% for the final examination or
 - they were absent during a final examination with a valid reason with supporting evidence.

- A supplementary examination will NOT be granted in cases where a student:
 - read the timetable incorrectly.
 - reacted to unofficial information.
 - arrived too late or not at all for the main examination session.
 - could not attend the main examination session because of work or other priorities.
- A supplementary examination is written in the same format as the final examination and within one month of the final examination.
- A student who fails the supplementary examination fails that module, and should re-register for the module, participate in all assessments, and again meet the minimum requirements for examination entrance.
- No supplementary examination is permitted in practical programmes or modules evaluated purely on continuous assessment.
- Supplementary examinations are only marked until the student obtains the 50% required to pass. Therefore, the highest mark a student can achieve is 50%. Continuous assessment marks are not taken into consideration.

Special Examination

- A student who was prevented from preparing for the examination or was prevented during the examination period (including the supplementary examination period) from writing an examination by circumstances beyond their control or by illness contracted before the beginning of the examination may be allowed to write a special examination, with the permission of the Academic Committee, during the supplementary examination period.
- A student who wrote the final examination (including the supplementary examination) under unusual circumstances, may, with supporting evidence, and with the approval of the Academic Committee, be permitted to write a special examination in the relevant subject/unit standard during the supplementary examination period.
- A special examination will not be granted in cases where a student:
 - read the timetable incorrectly.
 - reacted to unofficial information.
 - arrived too late or not at all for a particular examination session.
 - could not sit for a particular examination session because of work or other priorities.
- A student may lodge an appeal for consideration with the Registrar, should they believe that their case has merit and needs to be considered. This appeal must be lodged within 3 days after the date of the examination of the module which they missed and must be emailed directly to the Registrar (contact details in study guide). The application is then submitted to the Head of School and the Academic Executive for approval.
- An application to write a special examination in terms of the stipulations of the rules must be done on the prescribed application form, together with all supporting evidence, including proof of payment of the prescribed examination fee, and handed to the Student Administration and Engagement Unit within three days after the examination which could not be written due to unavoidable circumstances.
- Special examination due to medical/ psychological reasons:
 - On request, a final exam can be taken as an oral examination due to medical and/or psychological reasons under the following conditions:
 - Applications should be done in the first week of the first semester and sent to the Registrar, with a medical report from an independent medical doctor/psychologist.
 - This will be valid for one year of registration only.
 - If approved all assessments will be conducted in an oral fashion for all subjects the student is registered for.
 - All costs associated with special oral assessment will be for the student's account.

- If this cannot be accommodated the student will be informed and full tuition fees paid at this point, reimbursed.
- Oral examination procedures:
 - Two examiners will be present.
 - A copy of the paper is to be given to the student.
 - If the oral examination takes place simultaneously with the normal examination, the same paper is to be used. If not a paper of equivalence is to be set and used.
 - The student will be given 15 minutes to peruse the paper.
 - Questions can be answered in the sequence preferred by the student and a student can revisit a particular question.
 - A recording of the proceedings will be made. This will be the official record of the examination - no notes will be kept.
 - Examiners are to evaluate student answers in accordance with a memorandum and the marks to be captured on a marking grid.
 - No leading questions must be asked or any guidance provided to the student.
 - The time will be equal to a written paper.
 - Re-application for oral assessment will be made annually.
- A student who achieves a mark below 50% in the special examination fails the relevant module. A supplementary examination will not be granted.

Rechecking and Remarking of Examination Scripts

- A student has the right to have their examination script rechecked and remarked at all levels.
- The application for rechecking or remarking must reach FPD within 30 days after publication of the results and must be submitted to the Registrar accompanied by payment of the prescribed fees.
- All other enquiries, objections or appeals in connection with examination results must be submitted at the Registrar within 30 days after publication of the results.

Restrictions on Follow-On Modules

A student may not write an examination on a module if they have not already passed any module that was a prerequisite for that module.

Retention of Module Credits

Retention of module credits is in compliance with the exemption policy (CAT) and applications must be addressed to the Registrar.

Assessment of Master's degree Dissertations and Mini-Dissertations

Details about the procedures for master's dissertations and mini-dissertations are described in detail in the Assessment of Learning ([Policy A7: Assessment of learning](#)), Student and Supervisor Relationship ([Policy A14: Student Supervisor Relationship](#)) and Research ([Policy A12 and A13](#)) policies.

Publication of Results

- Examination results may only be released to students upon approval by the Academic Committee.
- Examination results may not telephonically be divulged to students.
- Official examination results are published in a results letter and academic transcript to each student via email and the FPD student Portal.
- Announcements of examination credits achieved, examination results, statements of results and academic reports are only valid if they are typed or published on the authorised form and issued by the Registrar.

Storage of student results in alignment to the Protection of Personal Information Act

In terms of the Protection of Personal Information Act, the examiner, moderator, Head of School, Registrar and designated members of the Student Administration and Engagement Unit should treat personal information received as strictly confidential, take appropriate technical and organisational measures to ensure that the personal information is kept secure and is protected against unauthorised or unlawful processing, accidental loss, destruction or damage, alteration, disclosure or access. They must promptly notify FPD if they become aware of any unauthorised use, disclosure or processing of personal information.

Issuing of Qualifications

- A qualification is issued to a student who has satisfied all the requirements of such a qualification.
- Certificates, diplomas or advanced diplomas are issued only at official graduation ceremonies.
- Unless the student offers proof of unavoidable destruction of the document, no replacement document will be issued to a student if the original qualification document is lost, or damaged or destroyed. Only a copy/relevant statement will be issued. A charge is levied for issuing replacement certificates. An affidavit is required for lost, or damaged or destroyed certificates, and a police case number for theft of a certificate.
- A student is awarded a qualification with distinction if they achieve average of 75% for the programme, with a maximum of one module below 75% and above 70%.
- Any person who forges a certificate and/or a diploma or statement issued by FPD, is guilty of a criminal offence.
- Only the Registrar may issue a statement that confirms that a student has satisfied all the requirements for a qualification.

Accountabilities

The Academic Committee is responsible for review and approval of this policy on an annual basis. The policy is to be distributed to staff via induction and distributed to students and FPD's community via the website and other publications.