University of Cambridge

Guide to examinations 2020/21

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Introduction

The University has adapted its learning, teaching and assessment methods to reflect the challenges of the ongoing pandemic. The University's arrangements for assessment reflect its responsibility to ensure fairness, maintain academic rigour, and to take account of the needs of all students.

While the content and academic effort will be the same as your conventional exams, the way you prepare for and sit these exams may be different. This guide contains essential information so you can prepare – please read the sections that are relevant to you before taking your exams.

The guide relates to written examinations. Any departments running practical exams will issue guidance specifically for those exams to those students.

Your wellbeing during exams

Even in normal times, exams and assessment can be a cause of anxiety. These are extraordinary times, and there is support available for all students. If you are concerned about your work or assessment, please talk to your Tutor or Senior Tutor. Your college is there to support you in all respects: looking after its students is an essential part of the work every college does.

The student wellbeing website contains a wealth of guidance for students on how to protect and improve wellbeing. Specific advice on managing exam stress can be found at https://www.studentwellbeing.admin.cam.ac.uk/support-particular-issues/exam-stress.

Further information about support available can be found on the Stay Safe Cambridge Uni website.

Students who will take in-person exams can be assured that social distancing measures will be in place at all exam venues.

Further help

If, after reading this guide, you have questions about your forthcoming exams, please contact your College Tutorial Office.

A   In-person examinations

The majority of exams will be held online, however the University has approved a small number of in-person exams during 2020/21. This approval has been granted by the University's Education Committee based on arguments submitted by those departments on the best mechanisms to effectively examine the learning outcomes of the course, or where in-person exams are a requirement of an external accreditor. Where in-person exams have been approved, contingency plans have also been approved in case it becomes impossible to hold in-person exams.

A.1   Safety measures taken at each exam venue.

Student safety and that of our invigilators, examiners, and exams staff is at the heart of our planning for in-person exams. Full risk assessments, based on UK government policy, have been undertaken in conjunction with the University's safety experts, covering every aspect of the exam day. We will maintain your safety and strict social distancing by:

- **Reducing exam room capacity at venues to around 40%**, so that exam desks and candidates are seated at least two metres apart from each other.

- **Wearing face coverings in exams:** you are required to wear a face covering during your exam and at all times when moving around the exam venue. See the University and Colleges' policy on face coverings and speak to your College tutor as soon as possible if this affects you.

- **Limiting contact** between invigilators, exam staff, and candidates. For example, you will find plenty of extra stationery on your desk at the start of your exam, so that you do not have to request more from an invigilator. You will also be required to write down any queries you have during the exam and pass them to the invigilator, rather than speak to them.

- **Avoiding the need for large gatherings before exams**. You will only be able to bring essential equipment to the examination venues as there will be limited, or in some cases, no areas available to leave bags etc. Each venue will have a queuing system with the seating plans published outside each room and entry into the room will be staggered to limit movement.

- At the end of the exam, your exit from the venue will be staggered to enable physical distancing. **You should not arrange to meet friends or family at the venue** and any groups will be asked to move from the site.

- Where possible, **only one exam sitting in the venue per day (reduced from two),** allowing for an enhanced cleaning regime before the next sitting. Where two exams per day are required in the venue, there will be a longer break between each exam to allow for cleaning.

- **Increased ventilation** in rooms. Where possible, windows will be opened to encourage ventilation around the room. You should ensure that you have enough layers of clothing to keep warm.

A.2   Venue information

A.2.1   Timings and safety measures

Exams have mainly been scheduled to start between 9am to 1.30pm and some will run over the lunch period. You should plan any meal requirements accordingly.

Exam rooms will be laid out to provide at least two metres between exam candidates. This may mean that more than one venue may be used and you may be directed to a different venue than others taking the same exam. You may be in venues in which you have not previously taken exams.

Students with exam access arrangements will be in a different venue. This will be shown on your personal timetable within CamSIS..

The examination timetable is published online here and your personal exam timetable can be found by logging into CamSIS self-service and selecting 'Examination timetable' from the choices in the 'Examinations' box in the bottom left of the screen. Once you have selected the term, you will see the date, time, and location for each of your papers. Your candidate number (known as blind grading number) for each paper will also be shown.

You should ensure that you know the location of the exam venue and how you will travel to it. Details of most exam sites and what to expect can be found here.

A.2.2   Sitting an in-person exam remotely

If your exam is to run as an in-person exam but you are sitting the exam remotely or in isolation, you should follow the guidance for online exams in Sections B or C, depending on how your department is managing your exam.

A.3.   Attending an in-person exam

A.3.1. Arriving at the exam venue
Aim to arrive at the exam venue around 20 minutes before the start of the exam. Depending on the exam venue, you may be asked to queue outside until you are called in by an exam officer. While queuing, you are required to wear a face covering and maintain at least a two-metre distance from others in the queue.

At each venue there will be clear signs showing entry and exit points, toilets, and arrows pointing out any one-way systems that must be used.
In line with the University's face covering policy please wear your face mask at all times while you are inside, including when queuing and while sitting the exam.

A.3.2   What to take to the exam
You should only bring essential items to the exam. Places to leave bags, coats and other items are very limited and may not be available at all.

You are **not** permitted to bring bags, rucksacks, electronic devices (including mobile phones and smart watches) into the exam room and you should leave these items at home.

You **must** bring the following items (we will not be able to provide you with spares):

- Your University ID card
- Pens and pencils to write with
- Calculator (if your exam permits one)
- Face covering

You **may also wish** to bring:

- Small transparent bag in which to store your exam belongings
- A non-carbonated drink in a small bottle, provided no disturbance is caused to other candidates
- Protective gloves
- Small bottle of hand sanitiser (although this will be available at each venue)
- Keys and wallet/purse

You will be required to take all belongings away from the exam venue. There will be no facilities at the exam venue for disposing of any belongings, including face masks or protective gloves.

You **must not** bring:

- Bags or rucksacks
- Electronic devices (including mobile phones and smart watches)
- Refreshments other than a drink as mentioned above (unless you have been given prior approval for these)

A full list of what is required, permitted and disallowed can be found online here.

There are some exceptions permitted for students with medical conditions:

- students with diabetes may bring silent blood testing kits, insulin and/or glucose supplies
- students with asthma may bring inhalers
- students with allergies may bring an epi-pen
- other medical conditions may require other necessary medication or equipment.

If this applies to you, please bring a letter from your College Tutorial Office confirming that such items should be permitted into the exam venue. These items should be contained within a clear plastic bag and placed on the desk or under the chair. Further information can be found online here.

A.3.3   Illness and isolation

If you become unwell and are unable to sit your exam, you should contact your College Tutorial Office immediately.

If you are well but are required to isolate **do not attend the exam venue**. Contact your College Tutorial Office as soon as possible and before the exam start time, as it may be possible for you to sit the exam remotely.

A.3.4 Before you enter the room

When you arrive at the exam venue, you should locate the seating plan. This will show you which room and where in that room you will be sitting.

Seating plans are published by blind grading number. This is a unique five-digit code that is allocated to you for each paper in the form of 1234X (four numbers followed by a letter). In most cases, that code will be the same for each exam you sit, however there may be cases, particularly if you are sitting papers from more than one Tripos, or taking a re-sit exam, where there are different codes for each paper.

You can find your blind grading number by logging into CamSIS self-service and it is with your timetable information, by paper.

Entrance into venues will be staggered to minimise movement around the room. Once you are allowed to enter, you must move quickly to your seat, to allow other students to enter.

A.4 During the exam

A.4.1 Getting seated

Once you arrive at your desk, place your permitted exam belongings on your desk and place your University ID card face up on your desk.

You will be provided with more writing paper than you may need, to reduce the likelihood of contact with an invigilator bringing you extra paper.

Listen carefully to any announcements made by the examiner or invigilator.

Do not turn over the exam paper until you are instructed to do so by the invigilator.

A.4.2 Toilet breaks

If you wish to use the toilet during the exam, raise your hand to gain the attention of an invigilator. If the invigilator indicates that you may leave the room, please follow the signs to the nearest toilet and then return to your desk as soon as possible. If there are several candidates who wish to use the toilet at the same time, the invigilator may indicate that you should wait for a few minutes before leaving the exam room.

A.4.3 Managing errors in the exam paper

If you are taking the exam in an exam venue you will be notified by the examiner or invigilator if an error is discovered in the paper. If you think that there is an error or mistake in your exam paper, you should raise your hand to gain the attention of the invigilator and provide details of the error by writing it on your rough pad and passing it to them. This will be checked with the examiner and if there is a correction, an announcement made to the rest of the candidates.

If you have exam access arrangements that means you are sitting in a different location, the announcement will be sent to those venues and will be passed to you.

A.5   At the end of the exam

At the end of the exam, you will be asked to remain in your seat until the invigilator indicates that you can leave. You may be asked to remain in your seat while other candidates are instructed to leave, so that physical distancing can be maintained. Do not talk to any other candidates while you are waiting to leave.

When you are instructed to leave the exam venue, leave as quickly as you can, using the route signposted. Do not wait around indoors for your friends and do not congregate in large groups outside the exam venue. Remember that you must wear your face covering.

You may use the nearest toilet on your way out of the building but note that the queues are likely to be long; it may be far quicker to head back to your college or accommodation to use the facilities there.

A.6   Exam arrangements

Arrangements will be made for students with disabilities who receive additional time and/or rest breaks. If you receive additional time, you will be located in a different exam venue to minimise the disruption to you.

Your College will have submitted requests for exam access arrangements and reasonable adjustments. Your College can liaise with the Exams Office if further arrangements are required.

A.7   Changing to online exams

Contingency plans have been prepared in case it becomes impossible to hold in-person exams. These alternative arrangements will be put in place only at the direction of the University's COVID Gold team and based on UK government information. For many, the alternative arrangement is to move the exams online. In some instances, it may be necessary for exams to be postponed until in-person exams are possible.

You will be notified of any changes or preparation required by your Faculty and Department. You should ensure that you have appropriate equipment (working computer, internet access) in place, as well as attended training or demonstrations on any functionality such as ProctorExam.

If in-person exams take place, you must attend the exam venue to take the exam. It is not possible for you to choose to take the exam online instead of in-person.

Students will only be permitted to take exams online if they are prevented from attending the exam venue by illness or isolation and this is approved by the University following an application from a student's College.

B   Online examinations

The majority of exams during 2020/21 will be held online. This will be the case even if physical distancing measures are relaxed during the Easter term.

Online exams will be taken remotely using Moodle or ProctorExam. For the purposes of this document, remote is defined as not in a centrally prepared exam venue in Cambridge. It is recognised that some students may be taking the exam in their own space in Cambridge

Your timetable will be published within your CamSIS self-service and will also be published online here. You must ensure that you are aware of the dates of your exams and are ready and able to take your exam at the appropriate time.

The start times of online exams will be shown in British Summer Time (Greenwich Mean Time +1). The timetable has been designed to accommodate, as much as possible, students who have been given permission to study remotely and are based in other time zones. This may mean that you have to take an exam at an unsociable hour and if you are studying remotely and cannot take the exam at the prescribed time due to medical or other reason, you should contact your College Tutor.

There are different types of online exam: the next section offers information for each type.

1   Types of online exam

1.1   In-person online exams

A small number of exams will be held online but with students attending exam venues (in-person online exams). In these instances, you should follow the guidance in Section A above. The only difference is that you will be permitted to take one electronic device into the exam venue. This will be the laptop, tablet or other device on which you will take the exam.

You are not permitted to take the exam on a mobile phone.

1.2   Remote online exams (via Moodle, no invigilation)

The majority of exams taken online will use Moodle to release the question paper and allow submission. These exams are shown on the timetable as 'Online Assessment Test'.
These exams may be strictly timed exams of around three hours, or exams that have a longer window, usually six or 24 hours.

1.3   Remote online exams (via Moodle, invigilation via Zoom)

Some exams in the Veterinary Sciences Tripos will be taken using Moodle but invigilated via Zoom. These exams are shown on the timetable as 'Online Assessment Test'. The Vet School and School of Biological Sciences will provide further information on the use of Zoom.

1.4   Remote invigilation online exams (via ProctorExam)

Some exams taken online will use ProctorExam which includes remote invigilation. These exams are shown on the timetable as 'ProctorExam Assessment Test'.

B.1   Remote online exams (via Moodle)
Includes where there is invigilation via Zoom and where there is no invigilation.

You will be enrolled on a new course in Moodle for each exam that you are sitting, and you will receive information from your department confirming the date, start time, and assessment window for each paper. They will also provide a link to the course in Moodle.

The course will become active **72 hours before** the assessment is scheduled to start. You should access it via the link provided by your department *before* the exam to make sure you can see the page and ensure the dates and times match your timetable.

On the day of the exam, you should log in via the link (after first logging into Zoom if appropriate, see 1.3) and the question paper will become visible at the start time and you can begin.

You should also note the information on Moodle for Assessment here in point B.3.9.

B.2   Before the exam
B.2.1 Creating your exam venue

You will need to create your own exam venue. You should ensure that you have:

- a private room that is quiet and free from interruptions.
- a desk and chair
- adequate lighting, heating and cooling
- a clock or watch, or other way to monitor your time
- details of your exam – log on instructions and your blind grading number
- stationery for notes and hand-written responses (if required)

If you live in a shared or busy household, you should inform your housemates of the date and times of your exams. You may also wish to attach a notice to the outside of your room door reminding your housemates that you are sitting an exam.

You should consider any drinks you have in the vicinity of your workspace, especially where you are handwriting exams. Spillages that spoil completed work are not viewed as a reason for mitigation.

If you encounter difficulties in creating a suitable exam space, contact your College Tutor as soon as possible to discuss what support and assistance is available to you.

B.2.2   Online preparation

You should prepare for taking your exam online by making sure that you are familiar with the process and the technology involved.

You are encouraged to visit the Online Assessments support hub here. Information available includes detail on getting your blind grading number, setting time zone settings as well as a practice for uploading scanned scripts at the end of the exam.

You should:

- make sure you know your blind grading number
- check your exam timetable, including start and end times
- be clear about whether you are allowed to type your exam, or if you are expected to handwrite, scan and upload
- check (at least 24 hours before the exam) that you can navigate to and access the page in Moodle (the course will be active 72 hours before the start time)
- if you are being invigilated via Zoom, ensure you are familiar with Zoom, such as how to join a session and use the chat function

If your exam requires you to draw or write responses, or you choose to hand-write your response rather than type, you should ensure that you have facilities to scan and upload your responses and have viewed the online practice for uploading scanned scripts.

B.2.3   Illness

If you are unwell and unable to start the exam, you should inform your College Tutorial Office as soon as possible. You will be marked as absent from the exam and your College will be informed of your absence.

If you become unwell during the exam and are unable to continue, you must inform the invigilator via the chat function (if taking an invigilated exam), submit any work if you are able, and then leave the exam. You should inform your College Tutorial Office as soon as possible.

B.3   During the exam

B.3.1   Exam materials

Any materials required, such as data books, cover sheets etc. will be made available to you online along with the question paper.

Clear information will be provided on the front page of the question paper as part of the rubric. For those assessments that are **not** run as a quiz, if you want to print the question paper, you can do so, but any time taken printing and retrieving the question paper comes out of your allotted time.

B.3.2 Timing

There will be strict time limits for each exam. The timetable will be available to view online here and your own personalised[1] exam timetable will be accessible via your CamSIS self-service. The timing of each exam will also be clearly stated on the front of the exam paper. Times will be given in UK British Summer Time.

Exams have mainly been scheduled to start between 9am to 1.30pm and some will run over the lunch period. You should plan any meal requirements accordingly.

Some exams have fixed start and end times. Others will have an exam window where you have a longer time in which to complete the exam but must still spend the specified amount of time on the exam. For example, you may have a window of six hours in which to complete a three-hour exam. You are free to start the exam at any time within the window but must only take three hours to complete the exam. Your department will have indicated how long they expect you to spend on each exam.

For exams with fixed times, you will incur a penalty if you exceed your permitted time[2]. In most cases the penalty will be a reduction of marks.

The following has been agreed by the General Board's Education Committee

Breach	Penalty
Up to ten minutes[3]	None
Up to ten minutes[3] plus up to 10% of permitted time (writing plus uploading time)	10% of marks For ease, this could be rounded up to ten minutes for a 1.5-hour exam and 20 minutes for a three-hour exam
Up to ten minutes[3] plus 10-20% of permitted time writing plus uploading time	20% of marks For ease, this would be rounded up to 20 minutes for a 1.5-hour exam and 40 minutes for a three-hour exam
Up to ten minutes[3] plus over 20% of permitted time	Significant breach managed via the Office of Student Conduct, Complaints and Appeals as Academic Misconduct.

The time limits include time for scanning and uploading exam responses. You should set up timed reminders for yourself during the exam to allow you to read the exam paper, plan your answers and prepare your response.

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[1] Personal timetables do not include any extra time awarded as an exam access arrangements. End times will need to be calculated on an individual basis.

[2] If you receive extra time as an exam access arrangement, penalties will be applied if you exceed your revised end time (after extra time has been applied).

[3] Time over writing and upload times

Do not wait until the very end of your exam time to start submitting your response as you may go over your permitted time. You will be able to upload your response into Moodle up to an hour after the finish time, but you may incur a penalty.

For those Medical and Veterinary Medicine exams using the Quiz functionality, where there is nothing to upload, you must have completed the assessment by the deadline.

B.3.3 Taking online exams outside the UK

The start times of online exams will be shown in British Summer Time (Greenwich Mean Time +1). Students who have been given permission to study remotely and are based in other time zones will need to calculate the start time (and in some cases start date) of the exam. This may mean that you have to take an exam at an unsociable hour. If you are studying remotely and cannot take the exam at the prescribed time due to medical or other reasons, you should contact your College.

B.3.4 Taking the exam

Allow yourself plenty of time before the scheduled start time to prepare yourself for the exam. It is your responsibility to ensure that you are ready and able to take the exam on the date and at the time specified.

At the start time, or (for exams in a time-window) when you are ready to take the exam, access the question paper from Moodle.

In most cases, you can choose to type or handwrite your response, however some exams may require a handwritten response. If you need to upload handwritten responses, you must ensure that you have the means to scan and upload your response.

If you are not being invigilated via Zoom, there is no barrier to you moving around during the exam. This may include using the bathroom or having a snack or a meal. However, this does come out of your time and additional time will not be awarded for these activities.

If you are being invigilated via Zoom, you can only leave your work station to use the toilet or if you become unwell. In both cases, you should alert the invigilator using the chat function. Only pre-clinical vets are using Moodle and Zoom invigilation. All other subjects using Moodle will not be invigilated.

B.3.5 Managing errors in the exam paper

It is not possible to circulate corrections or to raise queries with Examiners for exams using Moodle as there is no guaranteed mechanism of ensuring corrections are received without requiring you to continually check email (for example). If you think that there is an error or mistake in your exam paper, then you should consider answering an alternative question (if possible). If it is not possible, or the question is mandatory, then you should state what you consider the error or mistake to be at the start of your answer for that question and if necessary, you should state your understanding of the question. You should then try to complete the question as best you can.
Once the exam has finished, you should alert your tutor to the query.

If you are sitting the exam remotely or in isolation and the rest of the cohort are sitting the exam **in-person**, the same will apply.

If there is a correction relayed to the main cohort in an in-person venue that is not relayed to you, the Exams Office will raise a <u>Representation to Examiners</u> , to indicate those students who did not receive the correction so Examiners will be made aware of these students to ensure appropriate consideration can be given in the marking process.

B.3.6 Finishing and submitting your exam script

Your department will provide instructions on how they would like you to format, name and upload your response files, but remember to use **only** your <u>blind grading number</u> and do not include your name or any other personal details.

Allow for the time that it will take to scan and upload your files and check your response thoroughly before submitting it. Once you have submitted it you cannot resubmit it or submit any further or additional work.

Do not wait until the very end of your exam time to start submitting your response as you may go over your permitted time. You will be able to upload your response into Moodle up to an hour after the finish time, but you may incur a penalty.

For those Medical and Veterinary Medicine exams using the Quiz functionality in Moodle, you must have completed the assessment by the deadline.

B.3.7 Script retention

You should retain your answer script at the end of the exam in case of query or if there are problems with the uploaded file.
If you have handwritten your answers, retain the physical copy as well as the scans you have uploaded. If you have typed your answers, save the file on your local hard drive.

B.3.8   Changes to Moodle

The University Information Service has launched a new temporary version of Moodle to be used solely for the online centrally timetabled exams delivered in the Easter term 2021. It is cloud based and is separate from the University's main Moodle VLE.

The overall experience will be the same. Setup, access and communications will be the same, but there are some key differences including:

- It will have its own web address so the links in the messages to access the course will be different to those received previously.
- It will look slightly different, the main change being a purple colour scheme
- It will have its own user-defined settings for time zone.

Full information is available here.

In case of query, please email moodlehelp@uis.cam.ac.uk

B.3.9   Technical support and difficulties

Moodle

If you are unable to download the question paper or experience other forms of technical difficulty accessing the course, contact the Moodle helpdesk at moodlehelp@uis.cam.ac.uk. The helpdesk is monitored Monday to Friday, 9am to 5pm BST, and 9am to 5pm BST on 29 May, 5, 12, 19 and 25 June.

If the query is urgent before 9am, please do not wait until 9am to inform the helpdesk of urgent issues but rather email them at any time so that the helpdesk will be aware when it opens.

The Moodle helpdesk will provide helpdesk support for queries about *live ongoing assessment* during Saturday and Bank Holiday exams.

If you have difficulties submitting your work at the end of the exam, email your file to onlineexams@admin.cam.ac.uk. You will receive an automated response which you should consider as confirmation of receipt. Queries should not be sent to this mailbox and will not be responded to.

You should also alert your College Tutorial Office via email of technical difficulties and actions you have taken.

Zoom (Invigilation via Zoom is only for some of the pre-clinical veterinary exams.)

There is no technical support for Zoom other than that which may be available online. If you encounter difficulties and are unable to access Zoom, alert your College Tutor immediately via email.

If you undertake the exam without being invigilated via Zoom, the exam may be discounted and a further attempt will be required.

Interruptions to WIFI

If being invigilated via Zoom

If you have repeated interruptions to your internet connection that make it difficult to sustain a permanent connection, return to the exam as soon as you can, indicating to the invigilator via the chat function each time that your connection dropped. Alert your College Tutorial Office as soon as possible after the exam who will log the event.

Difficulties sustaining a connection whilst loading your exam

If you have interruptions to your internet connection while loading files into Moodle that take you over the time window for upload, you should:

1. Email the file to onlineexams@admin.cam.ac.uk . You will receive an automated response which you should consider as receipt of the file. This should be done to demonstrate completion within the upload period and avoid any penalties.
2. Continue to try to load the file into Moodle for the next 30 minutes, even if it goes beyond the upload period. The emailed file (from point 1 above) will demonstrate completion within or just beyond the upload period.
3. Inform your College Tutorial Office of the problem that occurred and the action taken.

C.1   Remote online exams (via ProctorExam)

Some departments have chosen to run exams using a third party software called ProctorExam which runs remote invigilation. These exams are shown on the timetable as 'ProctorExam Assessment Test'.

Each department will issue you with detailed guidance specific to your subject, as well as the links required to access the exams.

The following guidance applies to students who are studying remotely, away from Cambridge, and their department is running in-person exams, but using ProctorExam as their contingency plan. These students will take the exam using ProctorExam.

Throughout this section, where it references contacting the invigilator via the chat functionality, this is via the chatbox titled 'Invigilator'.

C.2   Before the exam
C.2.1   Creating your exam venue
You will need to create your own exam venue. You should ensure that you have:

- a private room that is quiet and free from interruptions.
- a desk and chair
- adequate lighting, heating and cooling
- a clock or watch, or other way to monitor your time
- details of your exam – log on instructions and your [blind grading number](#)
- stationery for notes and hand-written responses (if required)

If you live in a shared or busy household, you should inform your housemates of the date and times of your exams. You may also wish to attach a notice to the outside of your room door reminding your housemates that you are sitting an exam.

Your desk should be clear of all materials except those needed for your exam, such as stationery and pens. The invigilator may ask to view your desk as part of the initial set up.

You should consider any drinks you have in the vicinity of your workspace, especially where you are handwriting exams. Spillages that spoil completed work are not viewed as a reason for mitigation.

If you encounter difficulties in creating a suitable exam space, contact your College Tutor as soon as possible to discuss what support and assistance is available to you.

C.2.2   Preparation

You should undertake the following preparations for your exam to ensure that you are familiar with the process and the technology involved.

ProctorExam technical preparation

Your department will provide information about using the platform and arrange for 'demo exam' sessions so you can become familiar with the ProctorExam system and test your setup.

You must complete setup tests and demo exams, to identify any issues you face at the earliest opportunity. If you move locations or change devices before your exams, you should ask your department to set up another demo exam to confirm everything is still working correctly.

Your department will send you emails via ProctorExam at least 72 hours before your exam(s). Please add both registration@proctorexam.com and exams@proctorexam.com to your email whitelists and check any spam folders for messages from these addresses.

There are two types of emails you could receive. Both require actions to be taken:

1.   Setup email – subject usually "Please register for your exam"
Follow the link to run a system check, to ensure your devices are working correctly with the platform. This should be done days before your exam. Once completed, the exam link email will be sent to you immediately. If you do not receive this within 30 minutes, please contact your department administrator. *NB some departments may opt to skip the setup email and send you your exam link emails directly (point 2).*
2.   Exam link email – subject usually "You are now ready to take your exam".
This contains the link to one exam session. Check the exam name in the email and click the link to check the exam date and start time on the holding page matches your timetable. It is worth compiling a list of all of your exam links so you do not have to search for them on the day, then counting them to confirm you have the expected number. On the day of the exam, use the appropriate link to access your exam session.

Check you have done any setup steps at least 48 hours before your exam(s), and that you have received the exam links you are expecting. Notify your department administrator if otherwise.

Ensure you have read the information provided by your department, have done at least one demo exam, you have tested scanning your work (where applicable) and uploading documents, and you are familiar with the remote invigilation process. Raise any issues or queries at the earliest opportunity.

Other preparation

You should:

- Make sure you know your blind grading number - information here, departments may also include this number in your exam link email.
- Check your exam timetable, including start and end times.
- Be clear about whether you are allowed to type your exam, or if you are expected to handwrite, scan and upload.

C.2.3   Illness

If you are unwell and unable to start the exam, you should inform your College Tutorial Office as soon as possible. You will be marked as absent from the exam and your College will be informed of your absence.

If you become unwell during the exam and are unable to continue, you must inform the invigilator via the chat function, submit any work if you are able, and then leave the exam. You should inform your College Tutorial Office as soon as possible.

C.3   During the exam

C.3.1   Exam materials

Materials required for the exam, such as data books, cover sheets etc. will be made available to you online along with the question paper.

Clear information will be provided on the front page of the question paper as part of the rubric. If you want to print the question paper, you can do so but only if the printer is in the same room. You must inform the invigilator you are printing the question paper and any time taken printing and retrieving the question paper, comes out of your allotted time.

C.3.2   Timing

There will be strict time limits for each exam. The timetable will be available to view online here and your own personalised[4] exam timetable will be accessible via your CamSIS self-service. The timing of each exam will also be clearly stated on the front of the exam paper. Times will be given in UK British Summer Time.

Exams have mainly been scheduled to start between 9am to 1.30pm and some will run over the lunch period. You should plan any meal requirements accordingly.

Exams taken via ProctorExam have fixed start and end times and you will be instructed to start and finish writing via the chat functionality. Some exams have reading time at the start of the exam and the invigilator will instruct you via the chat functionality at the start of the reading time and then when you may begin writing.

Once you have been instructed to stop writing at the end of the exam, each paper will have time allocated to scan and upload the answers. Your department will inform you of this time allowed, which may differ per paper. If you exceed this permitted time[5], you will incur a penalty. In most cases the penalty will be a reduction of marks.

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[4] Personal timetables do not include any extra time awarded as an exam access arrangements. Where extra time is awarded, end times will need to be calculated on an individual basis.

[5] If you receive extra time as an exam access arrangement, penalties will be applied if you exceed your revised end time (after extra time has been applied).

The following has been agreed by the General Board's Education Committee

Breach	Penalty
Up to ten minutes[6]	None
Up to ten minutes[6] plus up to 10% of permitted time (writing plus uploading time)	10% of marks For ease, this could be rounded up to ten minutes for a 1.5-hour exam and 20 minutes for a three-hour exam
Up to ten minutes[6] plus 10-20% of permitted time writing plus uploading time	20% of marks For ease, this would be rounded up to 20 minutes for a 1.5-hour exam and 40 minutes for a three-hour exam
Up to ten minutes[6] plus over 20% of permitted time	Significant breach managed via the Office of Student Conduct, Complaints and Appeals as Academic Misconduct.

The time limits include time for scanning and uploading exam responses.

C.3.3 Taking exams outside the UK

The start times of online exams will be shown in British Summer Time (Greenwich Mean Time +1). Students who have been given permission to study remotely and are based in other time zones will need to calculate the start time (and in some cases start date) of the exam. This may mean that you have to take an exam at an unsociable hour. If you are studying remotely and cannot take the exam at the prescribed time due to medical or other reason, you should contact your College.

C.3.4 Taking the exam

Allow yourself plenty of time before the scheduled start time to prepare yourself for the exam. You will need to set up your primary and secondary device in the ProctorExam system, and record your exam environment as per the instructions. Troubleshooting technical issues could reduce the time you have significantly, even once you have become used to the process. It is your responsibility to ensure that you are ready and able to take the exam on the date and at the time specified.

Once you have completed setup, wait at the holding page, do not click 'Start Exam'.

Only when instructed by the invigilator, click 'Start Exam' to access the question paper.

Your department will determine how you are to undertake the exam, either that you hand write your answers, or offer you the ability to type. Do not include your name or any other personal details on your scripts, only your blind grading number where appropriate.

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[6] Time over writing and upload times

If you need to upload handwritten responses, you must ensure that you have the means to scan and upload your response. You can use the secondary camera device for scanning, by notifying the invigilator at the end of your exam and then remaining on camera whilst you scan. Once completed, use the QR code on-screen to reconnect the device to the ProctorExam platform and upload your documents into the ProctorExam exam page.

During the exam, you can only leave your work station to use the toilet or if you become unwell. In both cases, you should alert the invigilator using the chat function.

C.3.5   Managing errors in the exam paper

If you have a query, use the chat function to alert the invigilator. In these circumstances, there will be a delay whilst the Examiner is contacted, so continue with the next question while waiting for a response.

Any corrections for questions raised by others will be transmitted to you through the chat function.

C.3.6   Finishing and submitting your exam script

Your department will provide instruction on how they would like you to format, name and upload your response files, but remember to use **only** your blind grading number and do not include your name or any other personal details.

Allow for the time that it will take to scan and upload your files and check your response thoroughly before submitting it. Once you have submitted it you cannot resubmit it or submit any further or additional work.

If you believe you have made an error in your submission, you must send a copy of your work to the dedicated email address provided by your department.

C.3.7   Script retention

You should retain your answer script at the end of the exam in case of query or if there are problems with the uploaded file.

If you have handwritten your answers, retain the physical copy as well as any original photographs and scans. If you have typed your answers, save the file on your local hard drive and do not open or modify the document any further

C.3.8 Technical support and difficulties

Instructions will be provided by your department about the process you need to follow in the event of technical difficulties. If you have not seen these instructions or have queries, please raise them with your department administrator well in advance of your exam sessions.

If you are in an exam session and are connected to an invigilator, you should use the chat function to alert them to any difficulties you are facing, including when uploading your scripts.

For other technical issues outside of an exam session, or if an issue prevents you from contacting the invigilator during an exam session, your department administrator should be your first point of contact. You should also alert your College Tutorial Office via email of any difficulties and actions taken so that they can take any appropriate action, such as submit an exam warning.

A technical support chatbox provided by ProctorExam will be visible throughout your exam session, but you should follow the above guidance as your primary source of support.

Interruptions to WIFI

Difficulties sustaining a connection during your exam

If you have repeated interruptions to your internet connection that make it difficult to sustain a permanent connection, return to the exam as soon as you can, indicating to the invigilator via the chat function each time that your connection dropped. Alert your College Tutorial Office as soon as possible after the exam who will log the event.

Difficulties sustaining a connection whilst uploading your exam

If you have interruptions to your internet while uploading files into ProctorExam that take you past the window for upload, you should:

1. Inform your invigilator using the chat function.
2. Email the file to the address specified by your department. This should be done to demonstrate completion within the upload period and avoid any penalties.
3. Continue to try to load the file into ProctorExam and remain in contact with your invigilator, even if it goes beyond the upload period. The emailed file (from point 1 above) will demonstrate completion within or just beyond the upload period.
4. Inform your College Tutorial Office of the problem that occurred and the action taken.

D   Information relating to all modes of assessment

D.1   Exam arrangements
Exam Access Arrangements must be applied for via your College and you should speak to the Tutorial Office in your College about those arrangements and how they apply to the different types and lengths of exams.

D.2   Institution-wide technical failure of systems or WiFi
The University has recovery plans in place should there be significant technical failure affecting Raven, WiFi, Moodle, ProctorExam or Zoom.

Should there be an institution-wide failure, you will receive information by email notifying you of any steps you need to take, or changes in how you will receive or submit your exam.

If, due to technical difficulties, you are unable to access your blind grading number (BGN) from CamSIS, please **do not** replace that with any personal details. Continue to submit your assessment as required, with no BGN included and UIS will ensure your submissions are associated with your correct BGN prior to marking.

D.3.   Academic misconduct
The Rules of Behaviour for Students state that a student **must not** engage in any form of academic misconduct.

'**Academic misconduct**' is gaining or attempting to gain, or helping others to gain or attempt to gain, an unfair academic advantage in formal University assessment, or any activity likely to undermine the integrity essential to scholarship and research.

Some examples of academic misconduct are:

Plagiarism: Using someone else's ideas, words or data or other material produced by them without acknowledgement;

Self-plagiarism: Using your own ideas, words, data or other material previously submitted for formal assessment at this University or another institution, or for publication elsewhere, without acknowledgement, unless expressly permitted by the assessment;

Contract cheating: Contracting a third party to provide work, which is then used or submitted as part of a formal assessment as though it is your own work;

Collusion: Working with others and using the ideas or words of this joint work without acknowledgment, as though it is your own work.

Impersonating someone or being impersonated in an examination or arranging for someone to impersonate someone else by sitting their examination.

You should ensure that you are familiar with the University's rules about academic conduct, and be aware of the disciplinary action that could be taken if you are found to have breached the Rules of Behaviour. Guidance and the University wide statement on academic misconduct is available at https://www.plagiarism.admin.cam.ac.uk/what-plagiarism/students-responsibilities

It is important that you only submit work that is your own, and to do otherwise may find you in breach of University regulations on academic misconduct. Breaches of academic misconduct may be taken forward under the Student Discipline Procedure.

For **open book exams**, you may refer to your own notes, course notes, textbooks and any journals during the exam. You may also refer to online resources. If you are in any doubt as to what resources you can access, contact your DoS or department before the exam starts. All work you submit must be your own work. Particularly where using your previously complied notes, you must be sure that the words you are using are your own; even if you are not required to cite or reference the source of the information you are using.

You <u>must not</u> access these resources for timed exams or where invigilated.

Where you are under invigilated conditions via Zoom or ProctorExam, you are not permitted to have any contact with any other person during the exam, including any other candidate for the exam. The only exception to this is if you experience an emergency or become unwell. In these circumstances you should alert the invigilator and then contact your College Tutorial Office who can advise you on what to do. If anyone, including another candidate for the exam, attempts to contact you during the exam you must not respond.

When you submit your responses, you will be prompted to confirm that the work submitted is your own.

The University reserves the right to use plagiarism detection software, such as Turnitin, to screen submitted work. Handwritten work may be typed up in order to be screened.

D.4   Mitigating circumstances

If you believe that your performance in an exam was impacted by illness or other grave cause, including COVID-19, you should refer to the mitigating circumstances guidance available here. Bear in mind that needing to isolate is not in itself a circumstance for which mitigation might be considered.

D.5   Help and support

The following table offers links to further information or email addresses for assistance.

Email address for submitting work if unable to upload Moodle assessments	onlineexams@admin.cam.ac.uk You will receive an automated response will should be taken as receipt. Queries sent to this email address will not be responded to.
Exam timetable	All students timetable | Cambridge students
Finding your blind grading number (candidate number)	Course: CamSIS for Students
Mitigation information	Mitigation | Cambridge students
Moodle helpdesk	moodlehelp@uis.cam.ac.uk
Moodle Support Hub	Moodle Support Hub for Online Assessments: Guidance for students
Remote Invigilation (ProctorExam) information	Department Administrator - queries about the remote invigilation process, information about exams and their scheduling or paper-specific materials or resources. College Tutorial Office - Any exam access arrangements (EAAs) or circumstances that may need consideration due to remote invigilation.