

Exam information for Student Support Co-ordinators and Academic Advisers

Advice and FAQ's



This document contains an array of information which may be useful when dealing with students who have questions about exams. There are many links within this document for sources of information about specific areas.

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Before exams

Students may be emailed in the run up to exams, during exam sessions and after results. They should check their Brookes email regularly for any updates. They also should:

- Be aware of the University Regulations.
- note key dates and deadlines – students can also subscribe to the Public Exams Google Calendar.
- not return home or plan any holidays during the main exam or resit sessions until the timetable is released.

By Week 3:

- Students should check that they are registered for the correct modules on PIP.
- If required, apply for Religious Observance for special timetabling requirements. e.g. Ramadan overlaps the May exam period from 2018 to 2021.

By Week 5:

- If required, contact the Disability Service and/or Dyslexia/SpLD Service for Alternative provision.
- If required, apply to have Medical items in exams.

From Week 7:

- Monday – Exams Timetable (without rooms) published – check PIP and contact Exams if there are any missing, extra or clashing exams.
- If required, apply for Taking examinations off-site.
- If required, apply for a Change of exam date.

Week 10:

- Monday – Exams Timetable (with rooms) published – check PIP for exam rooms and contact us if a student has consecutive sessions with exams on more than one campus. Alternative provision exam timetables (with rooms) are sent to individual Brookes email addresses.

Health related issues

- Illness in the lead up to or during exams: if this affects their performance, follow the link on the Record and Results tab on PIP to the Mitigating Circumstances procedure.
- Injuries: if they injure their writing arm, contact the exams team with medical evidence and, if possible, we will offer a PC to type the exam. We cannot offer scribes, extra time or other adjustments in these circumstances.

On the exam day

Arrive at least 30 minutes before the exam is due to start.

Try to bring as little as possible to the exam. In line with the Regulations:

- Remove any fitness monitors or smart devices and electronic items are fully off before entering the exam room.
- Empty pockets
- Ensure there is nothing written on arms or hands.

Approximately 15 minutes before the exam, an announcement will be read.

What to expect when entering a room

- Belongings must be placed in the designated area. Do not bring a student's own calculators or dictionaries to the exam desk – please leave them in the belongings area or hand in to an invigilator.
- The large exam rooms will have a seating plan list outside indicating where their desk is. Desks will have a place card with a name and student number. If a desk cannot be found, an invigilator can check where the student should be.
- Student ID must be placed on the desk. If they do not have student ID, an invigilator will give you a no ID form to complete so the student can take the exam. Their PIP will be blocked until valid ID is shown to Student Central ..
- Students are also permitted to have writing implements loose or in a clear case, the clear watch bag detailed below and a clear plastic bottle of water (with no markings or labels), along with any items stated on the front on the exam paper.
- Place valuables in the plastic box provided, seal the lid and place it on the floor; this includes wallets, keys and phones.
- A non-smart watch to manage time must be sealed in the clear bag provided and placed face up on the desk.
- Any medical items must be authorised by the exams team via the online form; if not, please inform an invigilator before the exam.
- Coats or clothing must not be hanging on their chair. Please hand them to an invigilator if they are not in the designated belongings area.

During an exam

- The invigilators will play or make further announcements before the start of the exam. Any exam materials must not be opened or turned over until the chief invigilator announces that you may start.
- If a student is late for an exam, an invigilator will ask them to read information about late entry and complete a form. Provided they are not more than 1 hour late, they may enter and take the exam and will finish at the scheduled end time. Late starts are only allowed where events beyond any control occur.

- If a student requires assistance, they must raise their hand. Typical examples include:
Illness during the exam
Bathroom breaks
Questions about the exam paper –invigilators will ask the exams team to get in touch with the module leader for advice. Additional answer books or other materials
- A student cannot leave the exam during the first hour or the last 15 minutes. To leave in between these times (e.g. finished early), they would need to raise a hand to get permission from an invigilator.
- If a student is found with any other unauthorised materials or suspected of breaching regulations, a member of the Exams Team will take a statement from them at the end of the exam. An investigation will take place and appropriate action will be taken depending on the outcome.
- If your electronic device makes noise, it will be confiscated until the end of the exam when a member of the Exams Team will take a statement from the student. An electronic device going off will be given a fixed penalty fine.

End of the exam and exit

- The invigilators will announce when there are 15 minutes remaining and again when the exam is finished. When the exam is over, a student must stop writing immediately and close their answer book .Writing after the end of an examination is a breach of regulations.
- Any breaches of regulations may involve an interview with the Head of Exams, or a fine. This depends on the severity of the breach.
- Students will have their PIP blocked if they haven't shown their student card during the exam. They will need to visit Student Central to get their PIP unblocked.

Exam support at Brookes

- Consult the Before your exams and On your exam day pages for what to expect in the exam room and ways to prepare students.

External exam advice

The **Open University** has a comprehensive study skills section on revision and examinations.

Mind dedicates a whole section of their website to student life and this includes a section on examination stress.

The **NHS** provides a website on student health, which includes a section on stress.

FAQ's

- **“My PIP is blocked, where do I unblock it?”**

They must visit Student Central with their student card to unblock it.

“I've lost my student card, can I unblock my PIP or show other ID like my passport?”

Students must have a valid student card, and should obtain a new one from Student Central. When they get a new card they can get their PIP unblocked at the same time.

- **“I'm not in the country/Oxford, is there a remote method that I can unblock my PIP?”**

All instructions on how to unblock your PIP remotely are sent to you with the email on the day that your PIP is blocked. Please follow those instructions that are on the link.

- **“When is the exam timetable going to be released/when is my exam?”**

The exam timetables are released at specific times of the year. It is recommended that students and staff add and check the exam google calendar so you are aware of exam points in the year. The academic year calendar also lists exam sessions.

- **“What date's my exam so I know when to go on holiday?”**

Exam dates are supplied 3 years in advance, and can be found on the main Brookes page under the student tab and 'Semester dates'. It is best to keep main and resits exam sessions free as an exam cannot be changed for a student.

- **“I'm going to be late to my exam, can I still attend?”**

Yes, you can attend up to an hour after the start time if you are late, however you will not be rewarded any extra time unless there is a major transport problem, in which case the exam may be delayed.

- **“I'm going to a wedding/on holiday can I resit my exams/take them at a later date?”**

Only religious holidays, military service or sporting events for national teams are valid reasons to resit an exam. There is a link on the website for changed assessment dates.

- **“I've got an illness (broken arm, cold, etc), can I resit my exam?”**

A student with illness or injury can apply for mitigating circumstances. It is not guaranteed that the student will be awarded mitigating circumstances unless they have good evidence or reason. Applications are made through PIP and they can talk to their Student Support Co-ordinator or Academic Adviser for further advice.

- **“My school let me use my laptop in exams, can I use my laptop or a computer?”**

Only students authorised to use a computer by Wellbeing are allowed a computer in an exam unless it is a PC based exam.

- **“Can I see my script from my exam?”**

Only academic staff can request a students’ script be released from the archives. They can then share the script with the student.

- **“Can I get a transcript/certificate?”**

The student needs to contact Student Central.

- **“I want to dispute my marks”**

If a student wants to dispute their marks, they should contact their module leader. If they require a statement about the exam, e.g. because of disturbance, the invigilator report can be checked and may assist towards mitigating circumstances.

- **“I want to make a complaint”**

This can be done via Student Central. We will check the invigilator report for any information which may support the complaint.

- **“Can I bring my calculator, I’m used to it”**

Only Brookes calculators are permitted in examinations, these can be borrowed from Student Central to allow students to practice if necessary.

- **“Can I bring my dictionary/text book/notes?”**

Any authorised materials are either provided by the examination office, or the students will be informed by their module leader beforehand. Any unauthorised materials will result in a disciplinary.

- **“When is my exam?”**

All exam information is released during Monday of week 7 onto an individual’s PIP, under ‘Records and Results’. Hard copies are put up in certain areas around The University. Alternative provision timetables are emailed to the student individually.



- **“I’m dyslexic, disabled, etc. how do I get extra provision?”**

To get extra provision, a student needs to be registered with Wellbeing to qualify for any allowances.

Pages of interest:

- Exams information webpage: <http://www.brookes.ac.uk/students/exams/>
- Student Central: <http://www.brookes.ac.uk/students/support-services/student-central/>
- Wellbeing: <http://www.brookes.ac.uk/students/wellbeing/>
- Semester dates (gives exam dates in advance):
<http://www.brookes.ac.uk/students/semester-dates/>
- University regulations: <http://www.brookes.ac.uk/regulations/>