TIMETABLING, EXAMS & RESULTS (TE&R) SECTION

EXAM PROCEDURES FOR ACADEMIC STAFF

Last Review Date: August 2007
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INTRODUCTION

The Timetabling, Exams & Results (TE&R) Section is responsible for organising and conducting central and deferred exams according to University policy and regulations. To achieve this, the Section liaises with each of the University’s Schools and many of its organisational units including Campus Operations, ITCS, Student Services, and Libraries throughout the academic year. The Section is also responsible for the management and distribution of student results.

This document has been developed by the TE&R Section to assist Heads of Schools (HOS), Course Coordinators (CC), Lecturers-in-Charge (LIC) and School Administrative Officers (School AO) to provide the Unit with information required for the scheduling and conduct of exams and the preparation and submission of materials required for the University’s central exam period.

The TE&R Section trusts you will find this document helpful. If you have any queries or require clarification of the procedures in this document, please don't hesitate to contact the TE&R Section staff as listed below. Comprehensive information regarding all aspects of exams is available on the my.acu from at http://my.acu.edu.au/37823

TE&R Section Contacts

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Phone</th>
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<tr>
<td>Manager</td>
<td>Lisa Richards</td>
<td>7459</td>
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<tr>
<td>Team Leader (NSW, ACT)</td>
<td>Carol Bradley</td>
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<td>AO</td>
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<td>AO</td>
<td>Sandi Hume</td>
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<td>07 3623 7249</td>
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<td>PO Box 456</td>
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<td></td>
<td>VIRGINIA QLD 4014</td>
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Campus Exam Presences

<table>
<thead>
<tr>
<th>Campus</th>
<th>Phone</th>
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<tr>
<td>Ballarat</td>
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<tr>
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<td>Canberra</td>
<td>1198</td>
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<tr>
<td>North Sydney</td>
<td>2304</td>
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<tr>
<td>Melbourne</td>
<td>3064</td>
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<tr>
<td>Strathfield</td>
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### University Policies, Agreements and Documents

#### Exams & Results

- Knowledge Manager
- Academic Regulations
- Assessment Policy & Procedures
- Principles Governing The Scheduling And Conduct of Central Exams
- Academic Honesty Policy
- Policy on Elite Athletes Support
- Policy on Publication of Past Exam Papers
- Policy for Appeal and Review on Administrative Matters

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EXAM REQUESTS

The online ACU National Exam Request System was introduced on all campuses in Semester 1, 2005. Information supplied by LICs via the online Exam Request System is used by the TE&R Section to timetable end of semester exams and to determine and allocate resources required for exams.

The TE&R Section will provide a list of exams requested to the HOS and School AO throughout the exam request period.

- IT IS STRONGLY RECOMMENDED SCHOOLS REVIEW THE REQUEST LISTS TO ENSURE ALL EXAMS HAVE BEEN REQUESTED.
- EXAMS THAT HAVE NOT BEEN REQUESTED AT THECLOSE OF THE EXAM REQUEST SYSTEM WILL NOT BE TIMETABLED AS CENTRALLY RUN EXAMS.
- ALL EXAM REQUESTS NEED TO BE SUBMITTED ON-CAMPUS AS THERE IS NO ACCESS TO THE EXAM REQUEST SYSTEM EXTERNALLY.

Timeline

The Exam Request System will open according to published timelines found on Knowledge Manager > Timetabling Exams & Results Section > Exams & Results Timelines.

Procedure

If no exams are required, no further action by Academic staff is required.

A quick-reference flowchart of Exam Request System instructions can be viewed at Knowledge Manager > Timetabling Exams & Results Section > Exam Procedures for Academic Staff.

If exams are required please follow the below instructions:

i. REGISTER ON THE EXAM REQUEST SYSTEM (registration required once only)
   Academic staff who have previously registered on the system – go to step 3.

ii. Only the LIC (sessional or continuing) of a unit can request the exam for the unit. Exam requests made by administrative staff on behalf of academic staff will be rejected.

iii. LICs are advised that only one LIC can be assigned per unit (where a unit will run two exams, for example, Theory and statistics, the LIC for the theory component should request both exams).

iv. SUBMIT THE EXAM REQUEST/S FORM

Step

1. Registration - First Time Users ONLY
   a. Go to the online Exam Request system at http://examsys.acu.edu.au.
b. Click on “New Users click here to register for a logon”.
c. Complete the registration details on the ‘Exam Request System Registration’ page. Nominate a Username and Password (6-15 characters with one number).
d. Include work extension, mobile phone number and any other phone number.
e. Select all campus/es that you lecture on.
f. Click on button marked ‘Step 2’.
g. You will be asked to select all units for which you are the LIC.
h. Click confirmation check box.
i. Click on button marked ‘Step 3’.
j. End of registration process.
k. The TE&R Section will send you a confirmation email regarding registration approval. If you do not receive a registration approval email within two working days, contact the TE&R Section immediately.

Note: registration confirmation is not confirmation of exam requests. You must complete a request for each exam as detailed in step 2 below.

l. Once you have received registration approval you can now access the online Exam Request form.

IMPORTANT: Keep your username and password in a secure place. If you forget your password, request password reset as per the below screenshot.
2. **First Time Users** - Submitting Exam Request/s
   b. Login with your Username and Password.
   c. Click on the 'Request Exam' link on the menu at the left side of the screen. You will be taken to the Exam Requests screen, which lists your registered unit/s.
   d. Select the 'Request Exam' link beside the unit for which you are requesting an exam.
   e. Complete the online Exam Request form. **GO TO step 4**

3. **Previously Registered Users** - Select your subjects:
   b. Login with your Username and Password. You will be taken to the subject selection screen.
   c. Select all subjects for which you are the LIC.
   d. Click confirmation check box.
   e. Click on ‘Step 3’. You will be taken to the Exam Request Screen.
   f. Select the 'Request Exam' link beside the unit you are requesting an exam.
   g. You can now complete the online Exam Request form. **GO TO step 4**

4. **Exam Request Form**

   It is essential that all fields on the form are completed accurately. If the request form is not completed correctly, the exam request may not be processed.

   a. **Subject Details**: This information is downloaded from Banner. If you believe information listed is incorrect, please contact the TE&R Section immediately. For contact details, refer to my.acu at: [http://my.acu.edu.au/37823](http://my.acu.edu.au/37823)

   b. **Contact Information**: This information was supplied by you when you registered. If any details are incomplete or incorrect, please click on ‘Settings’ while in the System.

   c. **Alternative contact**: The nominated alternative contact must be an **academic staff member**, DO NOT nominate the School AO. Ideally the alternative contact person will be...
familiar with the discipline/field under exam and the exam paper. (It is recommended that the LIC provides a copy of the exam paper to the person nominated as the alternative contact).

Queries about exam papers are regularly raised by students immediately before or during an exam and require clarification by the LIC of the unit. In the event that the LIC cannot be contacted the Area Supervisor and/or campus Exam Presence will contact the nominated alternative contact person.

If the alternative contact person cannot be reached, the CC and/or HOS will be contacted for advice or clarification regarding the exam. If no clarification of a query is achieved, students will be advised to proceed with the exam to the best of their ability. This will be reported to the LIC on the Supervisor’s Exam Report form.

Under no circumstances will Student Administration staff or exam supervisors make a determination regarding the content of an exam paper.

d. Exam length: Refers to duration of writing time only. Please do not include reading (perusal) time.

e. Requirements:
   i. Reading Time: If reading time is selected, the time allocated will be 10 minutes and no writing will be permitted during this time as per the University Assessment Policy 10.4.6.
   
   ii. Writing booklet/s: Record the number of writing booklets per student. NOTE: Use the "Extra Requirements" comments box to advise the TE&R Section if a separate booklet per exam question is required for marking purposes.
   
   iii. MCQ Answer Sheets: MCQ Answer Sheets are used only in NSW and the ACT. LICs in Victoria and Queensland requesting a multiple choice exam must ensure a multiple choice answer sheet is included with the exam paper.
   
   iv. Calculators/electronic devices: Exam supervisors will enforce the University Assessment Policy 10.4.14 with respect to calculators and other electronic devices. Please clearly state the type of device you have approved.

f. Exam Type:
   i. Closed book: If you nominate a closed book exam, supervisors will not allow students to bring materials other than writing implements into the exam room unless otherwise approved (ie calculator, dictionary).
   
   ii. Open Book (Restricted): If you nominate an open book exam, supervisors will allow students to bring only specified materials into the exam room. Please be very specific about materials students will be allowed to take into the room. For example ‘one handwritten, single side A4 page of notes’, or ‘text include the author’s name, no hand written annotations’ or ‘no conditions to open book’.
   
   iii. Open book: If you nominate an open book exam, supervisors will allow all materials into the exam room.
To ensure exams commence as scheduled, it is requested that the LIC or a nominee be present to assist exam supervisors with checking approved materials in open book (restricted) exams.

**g. Room Type:**

i. **Computer lab:** Please ensure you note special requirements regarding computer exams. Exam supervisors cannot assist with technical aspects of these exams and will not provide advice to students regarding the operation of hardware or software. The LIC must be present for the duration of computer exams.

ii. **Nursing or science lab:** Please note any special requirements for lab exams, including lab location/room number where available. Due to Workplace Health and Safety requirements, the LIC will be responsible for supervision of practical exams held in nursing/science labs.

**h. Extra requirements:** Please provide any other information relevant to the conduct or scheduling of the exam.

i. **Shared exam paper:** If two or more units, including cross-listed units share an exam paper, please state the Unit Code of the relevant unit/s and the campus if the shared exam is not on your local campus. The exams for shared paper units will be concurrently timetabled. Please ensure identical details are provided for each shared exam request. **PLEASE NOTE** – If an exam paper is to be shared between interstate campuses staff must make note of the printing deadlines for both states and adhere to earlier printing deadlines. For example, an exam is to be shared between Melbourne and Brisbane. If the Melbourne deadline for exam papers to be lodged with the Student Centre (for printing) is 7 October however the Brisbane deadline may be earlier, on 28 September. **The shared exam must be lodged for printing by the respective due dates.**

j. **Hardcopy exam paper:** If you intend to submit your exam paper to the Student Centre for printing, please click Yes.

**AN EXAM REQUEST IS REQUIRED FOR EACH OF THE SHARED UNIT/S.**
SUBMISSION OF EXAM PAPERS FOR PRINTING

Timeline

Please refer to the Exams Timelines at http://my.acu.edu.au/37803

The due date for delivery of exam papers to the campus Exam Presence will not be extended. Exam papers will be sent for printing the first working day after the due date.

Please do not deliver exam papers directly to the TE&R Section. Please note:

LIC’s are reminded that they are responsible for printing and storage of school-based exams, as per the below arrangements.

Should an exam paper not be submitted to the campus Exam Presence by the due date, it will automatically become the responsibility of the relevant academic staff member to make all necessary arrangements for printing of the paper/s and delivery to the campus Exam Presence no later than FRIDAY, Lecture Week 12.

These arrangements include:
- Secure storage of master exam paper prior to printing.
- Confirming printer availability.
- Secure delivery of master exam paper to printer.
- Collection of printed papers.
- Confirmation that required quantity of exam papers per unit has been printed.
- Secure delivery of papers, including master exam paper to campus Exam Presence.
- Provision of at least 5 spare exam papers to Exam Presence.

(Endorsed by PVC Academic Affairs and Dean, Faculty of Arts & Sciences, Dean, Faculty of Education and Dean, Faculty of Health Sciences, 8 July, 2004).

IMPORTANT

Where an exam is to be scheduled on more than one campus (eg: shared exam) the LIC must submit the exam paper to the campus Exam Presence on each of the relevant campuses BY THE RELEVANT CAMPUS DUE DATE.

Procedure

1. LICs must complete and attach an Exam Paper Cover Sheet to each exam paper submitted (both main and deferred). To access the Exam Paper Cover Sheet go to http://my.acu.edu.au/37787. The Cover Sheet now includes an option of Restricted. This option should be chosen for examinations where a restricted amount of texts / additional information are able to be taken into the examination.

Main exam papers should NOT be recycled for the deferred exam.

NOTE: The Exam Paper Cover sheet and the Deferred Exam Paper Cover sheet should be completed using the information that was detailed on the Exam Request form. Instructions given on these documents must be identical.

2. An Exam Paper Checklist and Declaration must be completed and attached to the front of the exam paper/s. To access the Exam Paper Checklist and Declaration go to http://my.acu.edu.au/37787
For deferred exam papers please ensure the relevant sections on the Exam Paper Checklist and Declaration are completed. Main exam and deferred exam papers must be submitted together. If an LIC opts not to include their exam on the Past Exam Papers website this is to be declared on the Exam Paper Checklist and Declaration with the reason for non-publication. Please refer to the ‘Policy on Publication of Past Exam Papers’, (http://my.acu.edu.au/38271 (Policy 6.28)), regarding non-publication of exam papers. The exam paper/s will be published to the Past Exam Papers website after the deferred exam period.

3. LICs must ensure their papers are error free. If the School does not already have a similar process in place, it is recommended that a second academic staff member (preferably from the same discipline), proof-read the LIC’s exam paper/s thoroughly and sign the relevant section of the Exam Paper Checklist and Declaration attached to the exam paper. Common errors found in exam papers include:

   a. Incorrect lettering on multiple choice answers (eg a b e f).
   b. Duplication of answers for multiple choice questions.
   c. Numbers written incorrectly (eg 100 instead of 1000).
   d. Allocation of marks (eg Total marks = 50; marks allocated per question = 10, but only 4 questions on the exam).
   e. Incomplete or incorrect information given in the ‘Instructions to Students’ section of the exam paper cover sheet (eg “use the answer sheet provided”, but no answer sheet included).

4. A Print Requisition form is to be completed for each main exam paper only. This form is available from your School AO, Campus Operations or the campus Exam Presence and is specific to each campus’ printery requirements.

   When completing the Print Requisition form, the printing requirements are:
   a. Light/pastel pink A4 paper (Xerox “Pastel Pink” is the standard paper).
   c. Stapled top left corner.
   d. Number of originals includes: the exam paper cover sheet; the multiple choice answer sheet if included (Qld and Vic only).
   e. Number of copies = no of students enrolled in the unit, plus five spare.

5. A reminder that each unit code requires its own exam coversheet.

NOTE: If the exam paper is to be a ‘write-on’ paper, only the front page of the exam paper is printed on pink A4. The questions and response sections of the exam will be printed on white A4. Please ensure this information is included on the Print Requisition form.
EXAM TIMETABLES

The TE&R Section will provide a copy of the draft Exam Timetable to HOSs and School AOs via email for checking. The TE&R section requests that all Schools check the details of exam/s scheduled for their unit/s prior to the final timetable being published.

Comments regarding the draft exam timetables are to be submitted to examinations@acu.edu.au

Timeline

Please refer to my.acu at: http://my.acu.edu.au/37803

Important Note:
- Please be aware that the TE&R Section is subject to Academic Board regulations, policies and resolutions when constructing exam timetables. In particular, exam timetabling is subject to the “Principles Governing the Scheduling and Conduct of Central Exams” the following principles found at http://my.acu.edu.au/38271 (Policy 6.21)

LIC AVAILABILITY DURING THE EXAM PERIOD

1. All LICs must be contactable throughout the exam as per the University Assessment Policy 10.4.1.

2. LICs or the nominated alternative contact person must be available on the telephone numbers advised on the Exam Request form for the duration of any exams for which they are responsible. LICs who have requested exams in a PC lab must be present at the time of the exam.

3. Exam sessions are to be used solely for the purpose of conduct of the final exam. They are not to be used for any other activity, such as returning assignments to students. LICs are asked to keep in mind that many exam rooms are being shared with students undertaking exams from other units. If a LIC enters an exam room, they must respect the authority and documented duties of the exam supervisor and follow directions of the supervisor accordingly.

COLLECTION OF EXAM PAPERS

Collection of Exam Papers for Marking

Lecturers may collect completed exam papers by contacting the Area Supervisor (in the first instance) or Exam Presence. Exam papers should be collected from the Exam Distribution room at the times noted below.

- For exams held in the morning session: Between 2.45pm and 4.00pm on the day of the exam.
- For exams held in the afternoon/evening session/s: Between 10.15am and 11.30am on the first working day after the exam.
- For exams held on Friday, the LIC may collect the exam from the Exam Distribution room late Friday afternoon or early Friday Evening. If an LIC is opting to collect completed exams on Friday evenings, notification of this must be submitted (by emailing examinations@acu.edu.au) no later than close-of-business of the preceding Wednesday.

LICs must show photo identification. If a LIC is unable to collect their paper, they may send a proxy from their school to collect the papers on their behalf. The proxy must have photo identification.

LICs or their proxy must sign the LIC Collection Sign-off Spreadsheet when collecting exam papers.
Return of Master Copies of Exam Materials to LICs

At the conclusion of the deferred exam period, the exam paper will be published to the Past Exam Papers website unless the LIC has advised the paper or questions are exempt, and the reason/s given for non-publication are within the guidelines stipulated in ‘Policy on Publication of Past Exam Papers’ ([http://my.acu.edu.au/38271](http://my.acu.edu.au/38271) (Policy 6.28))

The Exam Presence will forward the original to the TE&R Section for publication to the Past Exam Papers website.
EXAM ADJUSTMENTS

Detailed information regarding exam adjustments is available on the exams website at: http://my.acu.edu.au/42303

Timeline

Please refer to the Exams Timelines at http://my.acu.edu.au/37803

Unexpected, Temporary Medical Condition

1. Students requiring special adjustment/s for an exam, due to an unexpected recent occurrence, which has caused a temporary medical condition, for example, a broken bone resulting from an accident, complete the Special Adjustment/s – Examinations (SA) form available from the Exams webpage at http://my.acu.edu.au/42575 or the Student Centre. The Disability Advisor will complete and authorise Section C of the form. The student must then lodge the form at the Student Centre as soon as possible and no later than 24 hours prior to the day of the scheduled exam/s. The TE&R Section will make immediate contact with the student in order to facilitate the required adjustment/s.

Permanent Disability or Chronic Medical Condition

2. Students requiring special adjustment/s for an exam, due to a permanent disability or chronic medical condition should make an appointment with the Disability Advisor within the first seven weeks of lectures. The Disability Advisor will assess the student and provide the information to the TE&R Section. The TE&R Section will advise students of their exam adjustment details in writing during lecture week 11.
DEFERRED EXAMS

Detailed information regarding deferred exams is available on the exams website at my.acu: http://my.acu.edu.au/42307

Timeline

Please refer to my.acu: http://my.acu.edu.au/37803

Procedure

1. To apply to sit a deferred exam, students must complete the Deferred Exam application (DE) form available from the Exams webpage at http://my.acu.edu.au/42575 or the Student Centre. Students must submit the DE form to the Student Centre with original supporting documentation, For example, original medical certificate, statutory declaration) attached, within 5 working days of the exam/s. The supporting documentation must relate specifically to the day the exam is/was scheduled.

2. In accordance with the University Assessment Policy 11.3, the TE&R Section will determine the outcome of deferred exam applications. Refer to http://my.acu.edu.au/40003

3. The TE&R Section will email a list of approved deferred exam applicants to the HOS, School AO and the campus Exam Presence. HOSs are requested to ensure the list is provided to all relevant sessional staff where required.

4. The TE&R Section will advise students of the outcome of their application in writing. Successful applicant’s letter will include the date the deferred exam timetable will be published on the exams website.

Students who seek advice regarding deferred exams should be advised that it may take up to four weeks after the deferred exam period for results to be processed. As a consequence applications for admission to other universities may be disadvantaged.

5. The TE&R Section does not timetable practical deferred exams. The student will be advised to contact the School to arrange the exam.

6. When collecting students’ deferred exam papers, LICs will be provided with a Change of Grade (CG) form for each unit. To access the form electronically, go to http://my.acu.edu.au/37787 LICs are required to submit the CG form to the Student Centre within two weeks of the exam.

7. Students who miss their deferred exam may, in exceptional circumstances, apply to sit ‘deferred, deferred’ exam/s. Students wishing to apply for deferred, deferred exam/s will be advised they must submit a DE form to their CC within 5 working days of the original deferred exam. Approval of deferred, deferred exam/s is at the discretion of the CC. It is the responsibility of the School to arrange and supervise these exams.
SCHOOL BASED EXAMS

Schools are advised that School-based exams are to be supervised by the LIC of the subject (or nominee). The TE&R Section does not provide supervisors for School-based exams.

An email will be sent to Heads of School and School Administrative Officers of Schools conducting School-Based Exams prior to commencement of the central exam period to act as a reminder of these procedures.

The conduct of School exams and class tests for a particular unit are the responsibility of the Lecturer-in Charge and may include various formats and modes.

Schools holding mid-semester exams and 'school-based' end of semester exams are required to order exam writing booklets through Ted Doherty (t.doherty@mackillop.acu.edu.au; x2363), University Relations at North Sydney campus. Schools may wish to combine their orders to reduce costs.

When Schools order writing booklets they must order the booklets with a coloured cover page. For exam security reasons, all white covered writing booklets are to be used only for centrally run end of semester exams.

Schools should be aware that there are security issues surrounding the supply and provision of writing booklets:

- Booklets must be securely stored.
- Students must never be allowed to retain booklets after an exam as they can be used as a method for cheating in subsequent exams.
- The number of booklets provided to LICs must be recorded, and all unused booklets must be returned to secure storage.

School-based Exams - MCQ Answer Sheets (NSW and ACT only)
If Schools in NSW and the ACT require supplies of MCQ Answer Sheets (General Purpose Answer Sheets GPAS-240R) for mid-semester exams and 'school-based' end of semester exams, they can be ordered (purchase order required) directly from:

PEARSON ASSESSMENTS & TESTING
Attn: Carol Hosking - Forms Administrator
NCS Pearson Pty Ltd
100 Station Street
NUNAWADING  VIC  3131

Phone:  (03) 9872 7700
Fax:  (03) 9873 8950

The GPAS-240R 'General Purpose Answer Sheet' is available in a ream of 500 sheets.