Remote Exams Handbook 2023

Contents

Summary

Summary of significant changes since last version

Since the last version, published April 2022, minor changes have been made to phrasing and grammar to make this handbook clearer and provide additional clarification.

Section A3, previously 'Open book exams', has been renamed 'Use of module materials and the internet during remote exams' and the content reworded to reduce ambiguity regarding the use of additional resources during an exam. References to "open book" have been replaced following feedback. No significant changes have been made to the rules or advice.

Section F3 Consequences of Late Penalty Periods has been revised to provide further clarification of the impacts of late penalties when applied to remote exams in different assessment strategies.

Policies superseded by this document

This document replaces the previous version of the Remote Exams Handbook [dated April 2022]

Introduction

This handbook provides you with important information about your remote exam. You should read it carefully so you can prepare for, engage with and successfully complete your remote exam(s) and so that you know what to do if you face any challenges while you're working on it. Some of the information in this handbook refers specifically to submission through the two different systems, the eTMA system and the iCME on your module website, so it's important to check you're reading the right information for your exam.

This handbook assumes you have access to the internet and StudentHome and includes links to various online resources which you may need to refer to, including some online forms. If you have difficulty completing online forms, please contact your Student Support Team using the contact details on StudentHome.

You can find more information about all areas of assessment, including Tutor-Marked Assignments (TMAs), remote exams and module results in the Assessment and exams section of the Help Centre.

Note all times of day specified in this booklet refer to UK local time on the day of your remote exam.

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A. Preparing for your remote exam

A1. Key details about your remote exam

1.1 You'll find the details of your remote exam under the Assessment tab of your module website at least six weeks before the exam date. If you are resitting or have postponed your exam, these details may be on the Resit and Resubmission resources page.

1.2 If you'd like help with remote exam preparation and technique, please ask your Tutor or your Student Support Team. They can also help if you're worried you might experience a particularly high level of stress as you prepare for or take a remote exam.

1.3 You should think carefully about where you choose to take your remote exam and make sure you have a quiet space where you are able to concentrate with minimal disruptions. You don't need to complete your remote exam at your registered home address and could take advantage of an alternative quiet space such as a meeting room at work, a friend or relative's residence, or a study room at a library. More information on preparing for your exam can be found on the Help Centre.

A2. Types of remote exam

2.1 Your remote exam will be in one of three formats. You should check your module website carefully to understand the type of remote exam you will take for your module and how you will submit your answers. More information about accessing and submitting answers for each of the different systems can be found in Section B and Section D of this handbook.

(i) Remote exams with a 24-hour or 3-day submission window

This type of remote exam gives you a full 24-hour or 3-day window within which you can complete your remote exam.

The exam has been written so that it can be completed in 3 hours but you can use as much of the 24-hour or 3-day window as you would like. For this type of remote exam, the question paper will be released via your module website and answers will be submitted using the eTMA system.

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(ii) Timed remote exams

Timed remote exams, sometimes referred to as *"time limited remote exams"*, must be completed and submitted within a specified number of hours (usually between 3-4.5 hours in total). There is flexibility when you choose to undertake your timed exam, usually between 00:01hrs and 23:59hrs or 08:00hrs and 20:00hrs (UK local time) on a specified day. The submission window usually includes 3 hours to complete the exam paper and additional time to prepare and submit your answers. You will access the questions, usually via a downloadable paper, and submit your answers using the iCME on your module website. Once you have accessed the questions and confirmed that you are ready to undertake the exam, a timer will display how long you have left to complete the exam and what additional time you have left to prepare and submit your answers before your submission deadline. If you don't submit by the submission deadline, a late penalty timer will show any available time to submit during the late penalty period. Further information is available in Section F and Guidance for submitting iCME exams on the Help Centre.

(iii) Timed remote exams with a fixed start time

Timed remote exams with a fixed start time must be completed and submitted within a specified number of hours and will begin at a fixed start time or within a fixed starting time period. The start time will be specified on your module website and will be either in the morning or the afternoon. The submission window will include time specified for completing the exam (usually 3 hours) and additional time to prepare and submit your answers.

You'll access questions and submit your answers using the iCME on your module website and once you've accessed the questions you will see a timer showing the amount of time left to complete your answers, as well as a further timer that counts down any additional time given to prepare and submit answers. Further information is available in the Guidance for submitting iCME exams on the Help Centre.

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A3.   Use of module materials and the internet during remote exams

3.1   You will not be prevented from accessing and consulting your module materials or the internet while completing your remote exam. However, you will find you do not have time to make extensive use of such resources, especially if you are taking a timed remote exam.

3.2   It is important that you continue to revise and prepare for your exam in the same way as you would if you were taking an exam without access to additional resources so that you are in the best position to complete answers in the time you have available. Your module website will provide more specific advice on how to prepare for your remote exam.

A4.   Remote exam clashes

4.1   If you have two or more remote exams that start and end within the same 12 or 24-hour submission window, we'll treat these as 'clashing exams' and will contact you to make arrangements for you to complete the exams at a different time.

4.2   The University tries to avoid scheduling remote exams that clash with major religious festivals. If you'll be unable to submit your remote exam answers on the day of the submission deadline for religious reasons, you should contact your Student Support Team as soon as possible. Further information on requesting special arrangements for your remote exam for religious reasons, including the deadline by which you must tell us you are unable to take your remote exam, can be found on the [Help Centre](#).

A5.   Reasonable adjustments and additional arrangements

5.1   The Open University has a duty to make reasonable adjustments where a student would be at a substantial disadvantage as a result of their disability or circumstances in line with the Equality Act 2010. If reasonable adjustments are agreed, these will be based on your individual needs.

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5.2   Where you believe you will need additional arrangements to support you in completing your remote exam, such as extra time, you should contact your Student Support Team as soon as possible and before the date shown in the Help Centre. They will be able to confirm if you are eligible, what evidence you should provide and give you further guidance on the additional arrangements that can be put in place for your remote exam. If you've already told us you have a disability, your Student Support Team will contact you in advance.

5.3   Any agreed adjustments will be automatically carried forward should you be required to take a resit or if you decide to postpone your remote exam. However, if you have more than one remote exam, make sure you discuss the arrangements you will need for each remote exam with your Student Support Team – they won't be automatically applied to each module's remote exam.

5.4   You will continue to have access to any computing equipment or software you might normally use for Tutor-Marked Assignments (TMAs).

5.5   If, after sitting your remote exam, you consider the adjustments made weren't adequate or if your circumstances have changed and you no longer need any adjustments to be made for a resit or postponed remote exam, please contact your Student Support Team as soon as possible.

5.6   The marker of your remote exam answers won't be told about any disability, illness or additional requirements, nor informed of any additional arrangements put in place for you to take your remote exam. This is so they can provide the Module Result Panel with an independent assessment of the academic merit of the work you present.

5.7   The Module Result Panel will only have brief factual details about your disability or additional requirements and any reasonable adjustments or additional arrangements that were in place for your remote exam. They won't have any other information you've given to the University or your Tutor.

5.8   If you think your disability or circumstances have put you at a serious disadvantage; you think any extra time or other adjustments or arrangements for your remote exam weren't adequate; or if you would like the Module Result Panel to take other information which may have affected your performance into account when considering your result, you should submit Special Circumstances. Further information can be found in Section G3.

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A6.   Completing your remote exam outside the UK

6.1   If the timing of your remote exam is not appropriate for the time zone of your country of residence, we may be able to make an adjustment so that you can take it at a more suitable time. To apply for a change to your submission deadline, please email examinations@open.ac.uk and clearly state your module, country of residence and preferred submission deadline. We will try to schedule your remote exam as close to your preferred time as possible but may be limited in adjustments we can make while maintaining integrity of the remote exam.

B.   Engaging with your remote exam

B1.   Remote exams with 24-hour or 3-day submission windows

1.1   Your remote exam question paper will usually be made available on your module website at 00:01hrs on your exam day and you will be able to access and complete your answers over the specified 24-hour or 3-day period. You must submit your answers by the submission deadline of 23:59hrs, using the TMA30 (EMA) submission button within the eTMA system. All times are UK local time.

1.2   All remote exams are designed to be completed in 3 hours, but you can utilise all the time available to you within the submission window published on your module website.

1.3   It is strongly recommended that you submit your answers in good time ahead of the deadline – we'd recommend aiming to submit by 16:00hrs. This gives you plenty of time to resolve any technical issues and you're more likely to be able to access support from your Student Support Team between 09:00 and 17:00hrs UK local time.

1.4   If you don't submit your answers before the submission deadline, you will have a further 24 hours to submit your answers, but your work will be considered late and will incur a mark penalty. Further information is available in Section F1.

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B2.   Timed remote exams

2.1   You will have a set amount of time to complete a timed remote exam, plus additional time to prepare and submit your answers.

2.2   There is some flexibility to allow you to start your exam at a convenient time, either between 00:01hrs and 23:59hrs or 08:00hrs and 20:00hrs (UK local time) on the day of your remote exam. The timings in place for your exam will be clearly explained on your module website.

2.3   Once you open the timed remote exam, you must complete and submit your answers within the specified time allowed, but also before any overall submission deadline (which will either be 23:59 or 20:00 UK local time, depending on your module). The remote exam submission window will include time allocated to prepare and submit your answers. If the University has granted you additional time to complete your remote exam, you should ensure you start early enough to complete your answers before the overall submission deadline (23:59 or 20:00 UK local time, as applicable).

2.4   Once you have started your exam, if you don't submit your answers within the specified number of hours, and you have not reached the overall submission deadline (of 23.59 or 20.00 UK local time, as applicable), you may have a further period of time to submit your answers, known as the late penalty period. Any answers submitted within the late penalty period will be considered late and will incur a mark penalty. Your module website will confirm the length of any late penalty period, however this does not apply beyond the overall submission deadline (of 23.59 or 20.00 UK local time, as applicable).

2.5   You must have completed and submitted your answers by the overall submission deadline of 23:59hrs or 19:59hrs UK local time, no matter when you start it. This means that if you have an overall submission deadline of 23:59hrs and start your exam at 23:00hrs, you will only have 59 minutes to complete and submit your answers. The late penalty period will not extend beyond the overall submission deadline. For example, if you have been given a total of 4 hours to complete and submit a timed remote exam, and there is a 1-hour late penalty period and an overall submission deadline of 20:00hrs, you should begin the exam by 15:00hrs to ensure you have sufficient time to complete it, check and upload your answers and allow provision for late submission if that becomes unavoidable.

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2.6   You will access your remote exam questions and submit your answers through the iCME81 link on your module website. You'll usually need to upload a file containing your completed remote exam answers and this will be marked by the marker. Further guidance can be found on your module website and in the [Guidance for submitting iCME remote exams](#).

B3.   Timed remote exams with a fixed start time

3.1   Timed remote exams with a fixed start time will begin at a set time (UK local time), in either a morning (10:00) or an afternoon (14:00), and you will have a set amount of time to complete your remote exam plus additional time to prepare and submit your answers.

3.2   You'll access questions and submit your answers via the iCME81 link on your module website and will see a timer showing the amount of time left to complete your answers. An additional timer will count down any additional time given to prepare and submit answers. Further guidance can be found on your module website and in the [Guidance for submitting iCME remote exams](#).

3.3   Your module website will include information about whether any late penalty period applies.

B4.   Submitting the correct number of answers

4.1   Where there is a choice of questions for you to answer in the remote exam, only the number of questions specified as required will be marked.

4.2   If you attempt more than the necessary number of questions, you'll need to choose which to submit. Instructions on how many questions to submit for each section of your remote exam are provided on the question paper.

4.3   If you submit more answers than the number of questions specified for you to answer, markers will mark the answers in the order they are presented in your submission. Any additional answers submitted won't be marked.

B5. Word limit

5.1 Any word limit for your remote exam will be stated on the question paper. This will also indicate any associated penalties for submitting answers that are significantly over this limit.

5.2 The word limit is in place to make sure you don't try to do more than is needed in the time you have for your remote exam. There is no penalty for submitting answers with fewer words than the word limit.

B6. Academic conduct in remote exams

6.1 You will not be prevented from accessing and consulting your module materials or the internet while completing your remote exam. However, as with other assessments, it's important to complete your work independently and using your own words. You should not copy content directly from a source or present someone else's work as your own. This is plagiarism, which is a type of academic misconduct.

6.2 Submitted remote exam answers will be subject to plagiarism and collusion checks, which may include the use of CopyCatch and Turnitin software.

6.3 Unless specifically stated, you don't need to provide full in-text references or a reference list/bibliography as you would normally do in a TMA or an End-of-Module Assessment (EMA).
However, you do need to acknowledge where key ideas, concepts or quotes come from, as would normally be expected in a face-to-face exam.

6.4 You must not discuss the content of the remote exam with your Tutor or anyone else during the submission window or the two days following your overall submission deadline. This includes discussing the remote exam in forums and on social media.

6.5 You must not post questions or ask for answers on websites or services offering help with assignment answers or use any content available from such sites.

6.6 You can find more information about academic conduct and what behaviours are considered to be misconduct in the Code of Practice for Student Discipline and the Academic Conduct Policy.

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C. Preparing for submission

C1.   File format

1.1   Check your module materials carefully for information about file formats. Your module website may tell you to submit your remote exam answers in a specific format such as .pdf or as a Word (.doc) document. If you submit your answers in a different format than one stated on your module website, the score you achieve could be affected.

1.2   Some remote exams require you to input your answers directly into the system. In these cases, you will not be required to upload a file and this will be made clear in the exam information and on the question paper.

C2.   Virus checking

2.1   Your submission will be scanned for viruses when you upload it. If it contains a virus it will be rejected and you'll get a message to inform you of this. It's in your interest to have up-to-date virus-scanning software running on your computer. The Help Centre has some helpful advice on safe and secure computing.

D. Submitting your remote exam answers using the eTMA system

D1.   Submitting

1.1   If your module website indicates that you must submit your remote exam using the eTMA system, you should use the TMA30(EMA) link found under the Assessment tab on your module website and follow the on-screen instructions to submit your remote exam.

1.2   The overall submission deadline for your remote exam will be 23:59hrs (UK local time) on the submission date. It is strongly advised that you submit your remote exam answers in good time so that you have time to resolve any technical issues that may occur. We suggest aiming to submit before 16:00hrs on the submission date as you're more likely to be able to access support from your Student Support Team between 09:00hrs-17:00hrs if you need it.

1.3   Answers submitted in the 24 hours following the overall submission deadline will be accepted, however will be considered as late and will incur a late penalty. Further details are available in [Section F](#) of this handbook.

1.4   You should name your file clearly, using the format of Personal Identifier, module code, remote exam number (which will be TMA30) with no spaces. For example, X1234567D202TMA30. The file name will be limited to 50 characters. Labelling your file incorrectly will not prevent your submission from being marked.

1.5   We strongly recommend checking the file you submitted so you can be sure we have received the file you intended to send, and you've uploaded it for the correct module. **Errors can't be rectified after the late penalty period.** Some common errors with submissions that you might want to watch out for include:

   (i)   Submitting a shortcut to a file on your own computer instead of submitting the file itself (you can identify a shortcut by its small file size and it will probably have a file extension of .lnk)

   (ii)   Submitting the wrong file (e.g. TMA03 instead of TMA30)

   (iii)   Submitting the answers to the remote exam for the wrong module

   (iv)   Submitting your work to TMA00 which is used for testing functionality and not for marking

   (v)   Submitting a password protected file that cannot be opened by anyone else

1.6   **If you've submitted the wrong file, used the wrong format, or we can't open your file, your work may not be marked and you may fail the module.** If you submit an incomplete version of your remote exam answers, marks will only be given for the part you submitted. Exam answers submitted before the submission deadline but to the wrong module may be accepted. If you discover there is a mistake in the submission of your file, you should contact us as soon as possible.

1.7   If your file is bigger than the file size permitted for your module it won't be accepted, and you'll need to zip it before you submit it (see [Zipping your files](#) on Help Centre). If, after zipping, your file is still bigger than the size limit specified on your module website, you'll need to reduce its size. The inclusion of images in your submission might make file sizes large. [Working with images in your document](#) on the Help Centre may help you to reduce their size.

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1.8   Some modules require multiple files to be submitted as part of your remote exam answers. Where this is required, multiple files must be submitted as a single compressed (zip) file. Extra files, missing appendices or corrections received after the late penalty period won't be marked. If you submit each file separately, only the last file you submit will be marked.

1.9   You shouldn't embed files in any of your documents or include links to external sources, even if they're your own files, as these may not be readable by the marker. Only files submitted directly to the system will be marked.

1.10   Multiple or zipped files won't be accepted unless the module website specifies that they're required.

1.11   You should keep a copy of your remote exam answers until you've received your module result. You can't collect marked remote exam answers through the eTMA system and we aren't able to return your work to you.

1.12   Further guidance on submitting your remote exam answers, including information on common errors to avoid as well as guidance on what to do if you experience technical issues on the day of your exam, can be found in the Exams area of the Help Centre.

D2.   Submitting drafts of your remote exam answers using the eTMA system

2.1   The eTMA system will let you submit your remote exam answers more than once before the submission deadline. Each submission overwrites the previous one. You can use this facility to submit a draft of your remote exam answers early, then submit updated versions as you continue working on your remote exam if you would like to do so.

2.2   During the late penalty period, you can submit your remote exam answers a maximum of 5 times. There is no limit to the number of submissions you can make before the late penalty period. If you need to submit more than 5 times during the late penalty period, you should contact the Computing Helpdesk to request they delete the existing files.

2.3   The last submission received before the end of the late penalty period will be the submission that is marked. If your last submission is received after the submission deadline but within the late penalty period your work will be subject to a penalty, regardless of when you made the first submission.

D3.   Technical difficulties when submitting through the eTMA system

3.1   You should submit your remote exam answers through the eTMA system wherever possible, however if technical difficulties prevent you from accessing StudentHome or the eTMA system, you are able to submit your remote exam answers by email to etma@open.ac.uk. This should be used as a last resort, only when you have tried all other options and are still unable to submit your remote exam answers.

3.2   When submitting by email you should attach your remote exam answers and include your Personal Identifier, module code and the TMA number (TMA30 for remote exams) in the subject line, separated by forward slashes e.g. A1234567/B999/30. Please don't copy anyone else into your submission and don't add any other information or details (including formatting or an email signature) to the email.

3.3   You'll get an email acknowledgement once your submission has been accepted. This may take up to 12 hours and is not immediate. Don't submit your work again unless you receive an error message which will explain why your work wasn't accepted. If this happens, please correct the error and try to submit again to the email address above. Make sure you don't attempt to resubmit to the email explaining the error message.

D4.   Missing the submission deadline for remote exams using the eTMA system

4.1   You must submit your work by 23:59hrs (UK local time) on the submission date. Remote exam answers received in the 24-hour period immediately after the overall submission deadline (including those submitted at or immediately after midnight) will be considered late and will incur a penalty.

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4.2   If you've already made a submission before the overall submission deadline and attempt another submission during the late penalty period, the eTMA system will warn you that your score will attract a penalty and you'll have the option of not continuing with the later submission. If you continue with the later submission, the penalty will apply. Further information about late penalty periods can be found in [Section F1](#) of this handbook.

4.3   Although they may be accepted by the system, submissions made after the end of the late penalty period will not be marked and you may fail the module.

E.   Submitting your remote exam answers via the iCME on your module website

E1.   Submitting

1.1   You should submit your remote exam answers for a timed remote exam (with or without a fixed start time) using the iCME81 link under the Assessment tab on your module website. Follow the on-screen instructions to access your remote exam question paper. Further information about submitting your remote exam via the iCME on your module website can be found in the [Guidance for submitting iCME remote exams.](#)

1.2   When you open the iCME81 link and confirm you are prepared to begin your attempt, a timer will display how much time you have left to submit your answers. Any extra time you have been granted will be reflected in this timer.

1.3   A second timer will display additional time intended for you to prepare and submit your remote exam answers, including scanning of handwritten documents, graphs or diagrams, converting to different file types, uploading and submitting your file and making final checks.

1.4   If you haven't submitted your work by the end of the second timer, a 'late penalty' timer will begin (if this is applicable to your module) showing how much time you have left to submit within the late penalty period. Submitting within the late penalty period will incur a mark penalty. Further information can be found in [Section F2](#) of this handbook.

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1.5   You should name your file clearly, using the format of Personal Identifier, module code, remote exam number (iCME81) with no spaces. For example, X1234567D202iCME81. The file name will be limited to 50 characters. Labelling your file incorrectly will not prevent your submission from being marked.

1.6   You should ensure you have uploaded the appropriate and correct file(s) containing your remote exam answers, well before the end of the second timer. Uploading a file may take several minutes and is not instant. Where you are not required to submit a file, you should ensure you've answered all questions and clicked "Submit all and finish"

1.7   We strongly recommend checking the file you have submitted is the file you intended to send and you've uploaded it for the correct module. **Errors can't be rectified after the late penalty period.** Some common errors with submissions that you might want to watch out for include:

  (i)   Submitting a shortcut to a file on your own computer instead of submitting the file itself (you can identify a shortcut by its small file size, and it will probably have a file extension of .lnk)

  (ii)   Submitting the wrong file

  (iii)   Submitting the answers to the remote exam for the wrong module

  (iv)   Submitting a password protected file that cannot be opened by anyone else

1.8   **If you've submitted the wrong file, used the wrong format or we can't open your file, your work may not be marked and you may fail the module.** If you submit an incomplete version of your remote exam answers, marks will only be given for the part you submitted. Exam answers submitted before the submission deadline but to the wrong module may be accepted. If you discover there is a mistake in the submission of your file, you should contact us as soon as possible.

1.9   Some modules require multiple files to be submitted as part of your remote exam answers. Where this is required, you can upload the files separately to the iCME on your module website. Multiple or zipped files won't be accepted unless the module website specifies that they're allowed.

1.10   You shouldn't embed any files in any of your documents or include links to external sources, even if they're your own files, as these may not be readable by the marker. Only files submitted directly to the system will be marked.

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1.11   You should keep a copy of your remote exam answers until you've received your module result. Your remote exam answers will not be returned to you.

1.12   Further guidance on submitting your remote exam answers, including common errors to avoid as well as guidance on what to do if you experience technical issues on the day of your exam, can be found in the Exams area of the Help Centre.

1.13   **Once your file is uploaded, you must click the '*Submit All and Finish'* button to submit your remote exam answers before the overall submission deadline.**

E2. Submitting drafts of your iCME remote exam

2.1   The iCME will allow you to upload your remote exams answers more than once before the submission deadline with each upload overwriting the previous one. If you would like to, you can use this facility to upload a draft of your remote exam answers early, then upload updated versions as you continue working on your remote exam. Once you have clicked the 'Submit all and finish' button, you will not be able to make any changes to your submission.

2.2   The final version you upload before clicking 'Submit all and finish' will be the submission that is marked. If you submit after the submission deadline but within the late penalty period, your work will be subject to a penalty, regardless of when you made the first submission.

2.3   If the iCME webpage is open in your internet browser when the submission deadline and late penalty pass, an automatic submission will be made, regardless of whether you have uploaded your remote exam answers.

E3. Technical difficulties when submitting your iCME remote exam

3.1   If you experience technical difficulties in submitting your timed remote exam (with or without a fixed start time), it is important you contact the University as soon as possible as the actions available may depend on when you make us aware you are having a problem alongside the time you have remaining to submit your remote exam answers. For example, if you contact us during the late penalty period we will be able to accept your submission subject to a late penalty, but if you contact us after the late penalty period has ended, your submission will not be accepted for marking.

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3.2   You should submit your remote exam answers through the iCME on your module website wherever possible, however if technical difficulties prevent you from accessing StudentHome or the iCME, you are able to submit your remote exam answers by email to remote-exam-submissions@open.ac.uk. This should be used as a last resort, only when you have tried all other options and are still unable to submit your remote exam answers.

3.3   When submitting by email you should attach your remote exam answers and include your Personal Identifier, module code and the iCME number (iCME81 for remote exams) in the subject line, separated by forward slashes e.g. A1234567/B999/81.

3.4   You'll get an email acknowledgement to confirm if the submission you have sent by email has been accepted and whether a late penalty applies. This is not immediate. Don't submit your work again unless you receive an error message that explains why your work wasn't accepted. If this happens, please correct the error and try to submit again to the email address above. Make sure you don't attempt to resubmit to the email explaining the error message.

E4.   Missing the submission deadline for your iCME remote exam

4.1   You should submit your remote exam answers via the iCME link on your module website within the specified time allowed, but also before any overall submission deadline your remote exam. If applicable, you are able to submit your answers within the late penalty period, however these will attract a late penalty. Further information about Late Penalty periods can be found in Section F2.

4.2   Submissions attempted after the overall submission deadline and beyond the end of the late penalty period will not be accepted and will not be marked.

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F.   Late penalty periods

F1.   Late penalty periods for remote exams using the eTMA system

1.1   Remote exam answers submitted on the eTMA system and received in the 24-hour period immediately after the overall submission deadline (including those submitted at or immediately after midnight) will be considered late and will incur a penalty. Further details can be found in Section F3.

1.2   If you try to submit your remote exam answers to the eTMA system after the late penalty period, your submission will be accepted by the eTMA system and you will receive an email notification which confirms the file has been submitted, however it won't be marked and you may fail the module.

F2.   Late penalty periods for remote exams using the iCME on your module website

2.1   Details of a late penalty period for modules with timed remote exams (with or without a fixed start time) will be displayed on your module website, including information about the latest time you are able to submit your remote exam answers.

2.2   Where a late penalty period is available, a late penalty timer will show the remaining time for you to complete and submit your remote exam answers if you are unable to submit before your submission deadline. If you submit within the late penalty period, your remote exam answers will be considered late and will incur a mark penalty. See Section F3 for details about late submission penalties.

2.3   No remote exam answers will be accepted after the overall submission deadline displayed on your module website. This is likely to be either 20:00hrs or 23:59hrs (UK local time).

2.4   The length of the late penalty period varies depending on the duration of your remote exam and per module. Please refer to your module website for information about the late penalty period for your remote exam.

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2.5   If you begin your timed exam with a fixed start time late, the late penalty time will be reduced, followed by the upload time and finally the time you have to complete the exam. For example, if your exam had at 10am start time and was a 4-hour exam with 30 mins upload time and 1 hour late penalty period, but you did not begin until 11am, you would have the 4 hour exam time and 30 min upload time remaining, and would not have any late penalty time.

F3.   Consequences of late penalty periods

3.1   Remote exam answers received within the late penalty period will be accepted for marking. Up to 10 percentage points will be deducted from the marks you receive for your remote exam answers for a late submission. This mark reduction won't reduce your score to below a pass for this assessment. For example, for modules with a pass mark of 40, a score of 59 would become 49 with the penalty, 45 would become 40 and 35 would be unchanged. For modules with a pass mark of 50, a score of 69 would become 59 with the penalty, 55 would become 50 and 45 would be unchanged.

3.2   Although the deduction of marks for your remote exam won't be reduced below the scores detailed in F3.1, a late penalty may still have implications for your overall module result. For example, the deduction of marks from your remote exam might lead you to receiving a lower module result and in some cases you could fail the module. For a module at level 2 or 3, this could impact your overall qualification classification. The impact of marks deducted due to a late penalty will be different depending on the Assessment Strategy for each module. You should check the Assessment Strategy on your module website to understand what you need to do to pass your module and how the penalty might affect your result. If your module has an assessment calculator on your module website, you can use it to see what impact a lower score might have on your overall module result.

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G. Difficulties with your remote exam

G1. Non-submission of remote exam answers

1.1 If you don't submit your remote exam by the overall submission deadline or within any late penalty period and have not been granted a formal deferral or postponement by the relevant deadlines, you will fail the module and you won't be entitled to a resit.

1.2 If you're experiencing difficulties but are able to make a partial submission then you should do this, even if you feel your performance will be adversely affected by your circumstances.

If you don't achieve a Pass grade, you may be offered a resit if you've met the other requirements of your module and the Assessment Strategy confirms resits are available for your module. You can submit Special Circumstances if you would like to make the Module Result Panel aware of your circumstances. Further information about Special Circumstances is available in Section G3 of this handbook.

1.3 If you can't submit any remote exam answers, in full or in part, due to circumstances beyond your control such as illness or bereavement, you may be able to either defer your module or apply for a discretionary postponement.

1.4 To defer your module and restart your study at a later start date, you should contact your Student Support Team before the cut-off date for deferrals. Further information about deferring and relevant cut off dates can be found on the Help Centre and in the Changing Your Study Plans policy.

1.5 A Discretionary Postponement allows you to take your remote exam at a later date if an issue prevented you from completing it. A Discretionary Postponement can be requested by using the Discretionary Postponement webform. You will need to outline why you were prevented from completing your remote exam and submit supporting evidence. Your discretionary postponement request must be made no later than 24-hours following the remote exam submission date (if you have a midday submission, the deadline is midnight the following day).

Eligibility for a discretionary postponement is based on strict criteria and supporting evidence. If you apply for a postponement and do not meet the criteria or cannot provide supporting evidence your request may be declined and you may fail the module.

1.6   If you have submitted **any** work for the exam through the eTMA system or have clicked the *'Submit All and Finish'* button in the iCME, you **cannot** postpone your exam.

1.7   More information about Discretionary Postponement can be found in the Help Centre.

G2.   If you submit your remote exam answers but have not uploaded the required file (remote exams using the iCME on your module website only)

2.1   For the majority of remote exams using the iCME on your module website you are required to upload one or more files that contain your answers, however the system will allow you to press the *'Submit All and Finish'* button without successfully uploading a file to the system. We strongly recommend that you check that you've submitted the correct file. See Section E3 for guidance.

2.2   Where this occurs and the University has not received a file, you will usually be awarded a 'Fail: entitled to resit' result. To be eligible for a resit in this situation, you must have met any other eligibility requirements for your module such as meeting a threshold on other assessed tasks if there are any.

2.3   The award of a 'Fail: entitled to resit' result will also depend on how many previous opportunities you have had to pass the module. For example, if you have already been advised that this is the last opportunity for you to pass the module you may not be offered a further opportunity to resit the module if you have not uploaded a file correctly.

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G3. Special circumstances

3.1   If you submitted your exam but encountered problems which significantly impacted your ability to complete it, you should submit Special Circumstances using the Special Circumstances webform so that this information can be made available to the Module Result Panel. You can also contact your Student Support Team to discuss your circumstances.

3.2   You must submit your Special Circumstances webform before 00:00hrs (midnight) four calendar days after your remote exam overall submission deadline.

3.3   You should only report serious circumstances which had a significant effect on your remote exam or your revision period. More information can be found on the Help Centre.

3.4   When submitting Special Circumstances, you must supply relevant third-party evidence wherever you can, such as a medical certificate. If you don't provide suitable evidence, the Module Result Panel might not have enough information to understand how the circumstances affected your performance and may not be able to take it into account when determining your module result. If you can't provide evidence or if you are unsure whether your evidence is suitable, you should still submit your Special Circumstances form and provide a full description of your circumstances and the impact they have had on your exam. You may be contacted to discuss your circumstances further.

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H. Standardisation

1.1   Module results go through a process called Standardisation, which enables the Module Result Panel to review student performance at the individual marker, question or module (whole cohort) level. This allows Module Result Panels to make adjustments to:

   (i)   Scores given by individual markers who have been identified as harsh or lenient

   (ii)   Address questions which may be of a higher or lower standard of difficulty than they anticipated when setting them

   (iii)   Compare the range of scores achieved by students on the module with cohorts in previous years

1.2   Where the Module Results Panel considers that adjustments are appropriate, they will input amended parameters into a system which applies the adjustment and recalculates scores. This process is carried out as part of our quality assurance procedures to ensure academic integrity and standards are maintained.

1.3   Standardisation adjustments may be applied to your remote exam assessment scores and your scores may be adjusted in accordance with the academic performance of everyone across your module. Therefore, the unadjusted marks for your remote exam may sometimes appear different to the final adjusted mark awarded.

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Glossary of terms

Additional arrangements (for remote exams)

Additional arrangements are adjustments or arrangements we can make to help you take your remote exam if you have additional requirements. This could be a disability, medical condition or specific learning disability, or could include caring responsibilities, pregnancy or a temporary illness or injury.

Clashing remote exams

Clashing remote exams are when two or more remote exams are scheduled to be completed within the same 24-hour period.

Defer

If you can't continue studying a module now but would like to return and complete it later, providing a further presentation is available, you can defer to a later start date. You can do this at any point up until the last working day (excluding weekends and bank holidays) before your remote exam. You should contact your Student Support Team to discuss deferring and refer to the [Changing Your Study Plans policy](#).

Discretionary Postponement

If you are unable to take your remote exam, (or EMA or emTMA), but have completed all other required tasks for your module, you are able to request to postpone this final component until a later date. You can apply up to 24 hours after your remote exam submission deadline. You can apply to postpone if you have started working on your answers, but you must not have submitted any work through the eTMA system or have clicked the *'submit all and finish'* button in the iCME. You should contact your Student Support Team to discuss applying for a Discretionary Postponement. Further information and the Discretionary Postponement form is available on [Help Centre](#).

EMA

An End of Module Assessment (EMA) is a formal written, speaking or computer-based assignment or assessment task that contributes to a single overall score or to the examinable component score for your module.

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emTMA

An End of Module Tutor Marked Assignment (emTMA), is a final assignment that is marked by a student's tutor and will count towards an overall module score.

eTMA system

The system used to submit both your Tutor-Marked Assignments throughout your module, and answers to a 24-hour remote exam, if this is the type of exam offered by your module.

Exam Date

The date a remote exam begins and you are able to access the question paper.

iCME

The iCMA system was originally developed to facilitate *interactive Computer-Marked-Assignments* (iCMAs) but it is now also being used for some remote exam submissions, referred to as iCMEs. In most cases you'll need to upload a file of your completed exam work and this will be marked by a marker in the usual way.

Late Penalty Period

A defined period after your submission deadline where you will still be able to submit your remote exam answers but will receive a late penalty. Late penalty periods vary by module and by the type of remote exam. For more information on the late penalty period applicable to your module, see your module website.

Module Results Panel

The Module Results Panel (MRP) meets to determine your module result. They take into account both your individual scores for assessed tasks and overall scores for the different components of assessment that make up your module. The MRP is made up of a Chair and external examiners to ensure that quality and standards are maintained in line with Quality Assurance Agency (QAA) guidance. The MRP will also take account of your performance in any compulsory activities (such as residential schools and assignments with thresholds), information about any special circumstances that have seriously affected your performance and University policy on assessment and the determination of results including the assessment strategy for your module.

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Overall submission deadline

The final deadline for you to submit your remote exam answers, including any late penalty period. For a 24 hour or 3 day exam, this will be either 23:59 or 19:59 on the submission date.

Plagiarism

Using the work of other people to gain some form of benefit without fully acknowledging that the work came from someone else.

Reasonable adjustments

Reasonable Adjustments are arrangements that can be made at any point during your module to make sure you are not disadvantaged because of a disability, medical condition, specific learning disability or other circumstance. They may include additional arrangements to support you in completing your remote exam.

Remote exam

An exam designed to be undertaken in a location of your choice at a specific time or within a specified time period, rather than by attending a face-to-face exam at an exam centre. You'll normally be asked to submit your answers online.

Standardisation

Standardisation enables a Module Results Panel to review student performance and make adjustments to scores at the individual marker, question or module (whole cohort) level.

Submission date

The date of the submission deadline for your remote exam answers. For 24 hour or timed remote exams, this will be the same as the exam date. For 3 day exams, this will be 3 days after the exam date.

Submission deadline

The final time you are able to submit your completed remote exam answers through the eTMA or iCMA system. In some cases, you may be able to submit during a late penalty period, which follows the submission deadline, however you will receive a mark penalty for doing so.

Submission window

The period between the question paper being released and the deadline for answers to be submitted. This is the total time you have to complete your exam, including any additional time given to prepare and submit your answers.

TMAs

Tutor marked assignments are assessments completed throughout your module.

Further clarification

As well as advice and guidance available on your module website and forum, a series of information about remote exams is available in the Help Centre, including quick answers to your questions.

Contact details for your Student Support Team can be found on StudentHome. They will be able to assist with study support queries but can't provide academic guidance in relation to the remote exam.