



East African University Rwanda



EXAMINATION CODE OF CONDUCT

August 2017

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Introduction

This code outlines minimum standards for the handling of examination papers and the conduct of examinations, to avoid cheating and suspicion that results are unsafe. For the purposes of the Code an examination is defined as a formal, time-limited, written or practical assessment which is scheduled during the examination period, with invigilation provided by the academic staff and scheduled by the Academic Registrar. This policy has to be implemented in tandem with the *General Academic Regulations*, especially with regard to the assessment and conduct of examinations.

Setting questions papers

This section explains in details the requirements for setting questions papers for Lecturers, Head of Department and the Academic Registrar.

1. Regarding Group, Individual and Structured exercises, the Lecturer has to take into consideration Autonomy, accountability and cooperation as learning outcomes to be achieved from the works or activities given to Students.
2. All questions papers are set according to the University standards and format which must be communicated to Lecturers by the head of department before starting and delivering a Module
3. For CAT, Lecturers are required to set five questions divided in two sections (Section A and Section B), then Students choose only three questions from the five questions.
4. Marks allocated to each question should clearly indicated, for CAT each question should carry 10 marks, the total marks is 30 Marks
5. For the final exam, the Lecturer needs to set questions according to Module outcomes, therefore, he/she needs to set a minimum number of 6 questions divided in two sections A & B, question one in SECTION A should be a case study which helps Students to apply the knowledge learned from the Module in organizations after analyzing challenges they facing and how to overcome them using theories given in the Module; this question should carry 40 Marks. For the SECTION B with other five questions must also take into

account the philosophy of Module outcomes: knowledge and understanding, cognitive, intellectual skills and application of knowledge and also the syllabus units taught in class.

6. In a Trimester System, all exams should be done within three weeks which is the time allocated for running each Module according to the time table prepared and displayed by the Head of Department in collaboration with the Academic Registrar
7. Each Lecturer needs to set the question paper of CAT (Continuous Assessment Test) and the final exam on Friday i.e. the tenth day of teaching and submit it to the Head of Department for internal moderation.
8. The Head of Department moderates, makes photocopies and keeps in envelopes the CAT and Structured exercises which will be done on Monday next week (last week of teaching) and at the same time organizes the internal moderation meeting for the final exam on Tuesday, i.e. the twelfth day of teaching; after moderation, Lecturers are called to make changes on the questions papers following comments given by Moderators who are ideally Experts in the same area.
9. All internal Moderators need to fill, making comments and file the moderation form attached on the moderated question paper with comments and share copies with the Registrar's office and the examination office.
10. After collecting all questions papers, the Head of Department forward them to the examination office on Wednesday for printing and putting them in envelopes security

Preparation of examination papers

All staff involved in the preparation of examination papers must ensure that students are not able to see or gain access, either accidentally or deliberately, to examination questions or related material. The arrangements to ensure security will depend on circumstances in individual offices but should be in accordance with the following:

1. The Dean of School, Head of Department and the Examination Officer are responsible for the security of information relating to examination papers
2. Staff who are preparing papers should keep a record of the progress of each paper, including date submitted for typing, date typed, date final version checked, signed and approved for

print by the examiner concerned, and date delivered to the Examinations Office. The Examination Office staff should arrange for the papers to be printed

3. Ideally, there should be no student access to a room in which examination papers are being prepared. If this is not possible, care must be taken to ensure that, whenever students are in the room, examination material is not visible either on paper or on a computer screen. Offices should be locked when unattended and PCs should be 'locked' or staff logged out. Where possible, papers should be typed outside of student hours.
4. Examination questions should not be transmitted via the campus computer network – i.e. they should not be stored locally on a PC hard disc. Instead they should be typed and stored on a portable drive and should be printed only on printers which are connected directly to a PC, not on printers which are attached to a network.
5. Examination papers stored on a portable drive should be password protected to prevent unauthorized access. It is of course important that nobody else knows or can easily guess the password
6. All examination material on a portable drive must be locked away securely when not being used. If papers are stored on portable drives, these must not be used for other purposes.
7. Care must be taken when disposing of earlier versions or unwanted copies of examination papers. Hard copies should be destroyed by shredding.
8. Examination questions and papers should not be sent by internal mail or as email attachments within the institution but should always be delivered by hand.
9. Arrangements for the conveyance of examination papers or external examiners' comments should take account of the need for security. Examination papers should not be sent by fax to the External Examiners but should always be sent through the external post by recorded delivery. The External Examiner should return the examination papers by a similar postal method.
10. The final typed version of an examination paper should be checked carefully by the internal examiner and at least one other person before being sent to the Registrar's office for printing.
11. After printing, papers should be packaged ready for the examination, clearly labelled, and securely stored in the Registrar's office.

Examination Organisation

All invigilation of examinations will be organised by the Academic Registrar, who should:

1. Publish information on the date, time and place of each examination;
2. Draw an 'invigilation of examination' schedule in consultation with Faculty Deans
3. Ensure that relevant question papers are available at each examination in sufficient quantity;
4. Ensure that sufficient examination script books are available and that they are securely stored both before and after any examination.
5. Register all students for the examination
6. Draw a sitting arrangement for the students in the examination room with each student allocated a seat number.

Accommodation

- i. Examinations of different durations should not normally be scheduled in the same rooms.
- ii. Where two or more groups of students are undertaking different examinations in the same room, a clear indication of the division(s) between the groups must be available in advance

Invigilation

- (1) Two invigilators should be present in each examination. If more than fifty candidates are to be examined in any room, an additional invigilator should be present for each additional thirty candidates (or part thereof).
- (2) Sufficient invigilators should be designated to cover all examinations
 - (3) Under no circumstances whatsoever must the examination room be left unattended during any part of an examination.
 - (4) The Academic Registrar should ensure arrangements are in place to designate one invigilator in each examination room as the Chief Invigilator, with overall responsibility for the conduct of the examination in a particular room.

- (5) Invigilators may not delegate their appointment. If an invigilator is unable to fulfil his or her duties because of circumstances beyond their control, they should notify the Academic Registrar, who should designate an alternative invigilator.
- (6) Students should not be permitted to enter an examination **30 minutes** after it has started except with the permission of the **Head of Department** or **the Academic Registrar**, nor to hand in their scripts and leave within one hour of the end of the examination.
- (7) Students should not be permitted **to enter an examination room without the Student ID card** for all exams, CAT inclusive, and also without appearing on the examination clearance list displayed by the finance office.
- (8) At the beginning of an examination the Chief Invigilator should remind students of the length of the examination, warn them that they may not talk to each other or look at each other's work during the examination and tell them when they may start. Students should be told how long remains at the end of each hour and 30 minutes and ten minutes before the end of the examination. When the Chief Invigilator announces the end of the examination, all writing must cease.
- (9) Any student needing to leave the examination room during an examination for an unavoidable reason with permission and with the intention of returning should be accompanied by an invigilator.
- (10) Invigilators have a responsibility to ensure that the examination for which they are appointed runs smoothly and is conducted in accordance with the *General Academic Regulations* and any specific institutional rules.
- (11) Talking among candidates or looking at each other's work will not be permitted in examinations and will be grounds for exclusion from the examination by the Chief Invigilator, who also has the power to initiate disciplinary proceedings for cheating.
- (12) The Chief Invigilator should collect all examination stationery, including question papers and list/lists of candidates, from the Registrar's Office not later than 30 minutes before the start of the examination and to ensure that an adequate supply is maintained throughout the examination.
- (13) Invigilators must arrive in the examination room at least 30 minutes before the planned start of the examination.

- (14) Invigilators should ensure that the examination room is suitably prepared. They should see that there are sufficient places for the number of candidates expected, that each place is provided with the materials, aids and equipment indicated on the rubric of the paper, and with an answer book where required.
- (15) The invigilators should ensure that the correct examination question papers are distributed to candidates before the examination starts and that each question paper is complete.
- (16) Candidates should be seated as directed by the invigilators and in accordance with the sitting arrangement provided by the Academic Registrar.
- (17) No food or drink is permitted in the examination room other than medicines on prescription and a small bottle of water where applicable;
- (18) If a candidate wishes to attract the invigilator's attention they should do so by raising a hand;
- (19) Candidates must not cause a disturbance of any sort;
- (20) If an alarm sounds, candidates must leave their scripts, collect their personal belongings, and evacuate the room quickly and quietly.
- (21) Except where specified in the Module Description, students may not bring into the examination room any books, papers, calculators with text facility or mobile telephones. If candidates report that they have inadvertently brought an unauthorised item to their desk, the invigilator should remove the item, make a report on the Examination Incident Form and report the full circumstances to the Academic Registrar. The candidates should be permitted to continue the examination.
- (22) In the event of a candidate becoming ill (or similar emergency), the Chief Invigilator should send immediately for the Health Personnel and submit a full report using the Examination Incident Form.

Malpractice in examination room

1. The Invigilator needs to have all the evidences attached on the booklet after filling the incident form
3. The Invigilator needs to fill the incident form properly especially explaining clearly the case when he caught the student cheating
 4. The Invigilator needs to ask for assistance from the Chief Invigilator and the examination Coordinator, either the Head of Department or the Academic Registrar
 5. The examination officer will receive the case and keep safely the booklet and the evidence in his office
 6. The disciplinary committee secretary needs to call the Student for hearing three weeks after the day of examination to analyze and decide about the penalty for each cheating case
 7. The disciplinary committee members need to listen to each Student and chose penalty according to the gravity of the case
 8. The following are the penalties for various cases:
 - 1) Cancelling of the Module and redoing it as a retake plus the warning letter: for the case of cheating which is not having enough evidence, like unclear notes written on the hand or any part of the body
 - 2) Suspension for one Trimester within the same academic year and warning letter: for the case of cheating with written material
 - 3) Suspension for one academic year and warning letter: for the case of impersonation
 - 4) Caught with telephone, without written material in the examination room : warning letter
 - 5) The DVCAAR needs to write a letter to student to let him/ her be aware of the decision made by the Disciplinary Committee members
 - 6) The Disciplinary Committee Chairperson needs to inform the Senate about decisions made before implementation of penalties

Ending the Examination

- a. The Chief Invigilator should announce the end of the examination and instruct candidates to stop writing.
- b. The Chief Invigilator should remind candidates that all work, including rough work, must be handed in and that no answer book, official stationery or equipment is to be removed from the examination room. Candidates should be reminded to complete the front of their script(s) (answer book(s)) and, if special loose sheets are used, to attach these to the completed scripts (answer book(s)).
- c. Before dismissing the candidates the Chief Invigilator must ensure that all completed scripts are collected from each candidate who has signed the candidate list and check that the number of candidates agrees with the number of scripts collected.
- d. Candidates should be reminded that they must remain seated and silent until all scripts have been collected and counted and until dismissed by the Chief Invigilator.

After the Candidates have Left

1. All scripts (completed answer books), list(s) of candidates and unused examination stationery are to be returned to the Office of the Academic Registrar immediately after the examination by the Chief Invigilator. If it is not possible to return completed examination scripts and unused stationery immediately to the Office of the Academic Registrar (e.g. after an evening examination) the Chief Invigilator should ensure that completed examination scripts, any unused scripts (answer book(s)) and the Examination Incident Form are kept secure and returned to the Office at 08.30 hours the following morning.

2. The Chief Invigilator should submit personally all scripts to the examination office and sign in the submission book after reconciling signatures with names, registration numbers and serial numbers written on the booklet.

For CAT , Lecturers are not allowed to pick them immediately after the exam, scripts must be taken to the examination office to checked and also reconciling signatures with names, registration number and serial numbers; then the Lecturer comes to pick them for marking and

recounts them to confirm the figure before leaving the examination office. This procedure applies also for all coursework: Assignments (group and individual), and Structured exercises. Note that Lecturers are not allowed to give any special coursework to Students who missed any coursework activities after picking scripts and signing from the examination office. The Class-representative should assist the Lecturer to collect Assignments and agree with other Students and the lecturers on the deadline to pick and submit them to the examination office for reconciling signatures with names and registration number.

Dealing with Emergency Interruptions to Examinations

- a. An examination should be deemed not to have started provided that students have not yet been given the opportunity to read the examination question papers.
- b. Where at the designated time of starting an examination, the building in which it was due to be held is closed as a result of an emergency building evacuation, the examination will normally start fifteen minutes after the building has been re-opened or in an alternative room.
- c. It is the responsibility of the invigilators to remain in the vicinity of the building so that they may be the first people to (re)enter the building after the all-clear is given. It is the responsibility of the students to ensure that they are present at the time when the building is re-opened. No examination candidates should (re)enter the examination room until authorised to do so by the Chief Invigilator.
- d. As soon as possible after the emergency is over, the Chief Invigilator will (re)enter the examination room.
- e. Where an examination has been in process and it is disrupted because of an emergency then such an examination may be rescheduled :
 - When the disruption occurs before 75% of the time allocated has passed, the examination will be rescheduled.
 - When the interruption occurs after 75% or more of the time allocated has passed, the Dean, in consultation with appropriate colleagues and taking into account the nature of the paper, will decide either:

- To assess the candidates on the basis of the work available, if it is sufficient to allow an informed judgment to be made on the achievement of the learning outcomes; or
- To require that the examination be rescheduled.

The Academic Registrar, in consultation with the Dean, is responsible for communicating the decision to students within 48 hours of the interrupted examination, by means of a notice affixed to the students' notice boards, that the examination will not take place as scheduled. The Registrar will fix a new date, time and place and display the information on the students' notice board and forward the same to the Faculty concerned. It is the responsibility of the students to ascertain the revised schedule and to be present at the designated time and place for the examination.

Special exams for Students who missed the final exam

As mentioned in paragraphs above regarding special coursework for Students who failed to comply with submission deadlines, the Academic officers in charge of the examinations, i.e. Head of Department, Academic Registrar, the examination office and also Lecturers are not allowed to give to Students who missed exams, any special exam for any reason. These cases should be taken to the Deputy Vice Chancellor Academic Affairs and Research who will analyze thoroughly the cases and if necessary carrying out investigations before allowing those officers to provide special exams.

Marking of scripts and results submission

1. Lecturers are supposed to pick scripts for marking two days after the day of examination; they should not exceed three weeks to submit the final results to the examination office.
2. Coursework results should be submitted to the examination office for checking three days before the final exam of the ongoing Module; after confirming if all scripts have been returned by the Lecturer to the examination office; then the Lecturer can print out

coursework marks and displays them on the notice board and returns as well scripts to Students for complaining before the day of examination.

3. For making adjustments or correcting mistakes made while marking coursework, Students need to pick the complaint form from the Registrar's office, filling it and then taking it to the Lecturer who has also to fill the mark and correct the mistake made; therefore he needs to take the complaint form to the Registrar's office with the evidence attached (hard copy of CAT, assignment or structured exercise)
4. While submitting the final exam with coursework results on the results sheet, Lecturers are required to submit the same copy of coursework submitted before the exam without making any adjustment or changing marks "to help" or "improve" the final results of Students.
5. Lecturers should submit the results using the university template which is produced from the Registrar's office and shared with all academic staff; otherwise results will be rejected for submission.
6. Lecturers should submit the final results accompanied with marking scheme guide, in soft and hard copy, otherwise results will be rejected for submission by the Academic Registrar of and examination office.
7. After approving results and publication, Students are allowed to complaint about results displayed on the notice board either for coursework or final exam within **two weeks** from the date of publication. The Academic Registrar needs to make an announcement to inform Students about this marks complaint period, after this period any case concerning marks complaint will not be received by the examination office without an official permission from the Vice Chancellor Academic Affairs and Research.

Results approval and publication

Approval of Results

1. The Assistant Registrar in charge of Examinations shall direct all departments, centres, schools or any such relevant academic unit to hold a departmental, school or centre examinations board to deliberate and approve, at their level, the results of examinations of particular semester and submit detailed report and minutes to the

Academic Registrar, and the Academic Registrar has to report to the Senate for further analysis and approval.

2. The Senate is the supreme body that approves all results of the University and authorizes their publication as the official results. Senate reserves the right to reject the results submitted to it by the lower boards if it deems it appropriate to do so on the basis of depth and satisfactory analysis or lack thereof. Such rejected presentation of results must be re-submitted to Senate within a week for further consideration and approvals.

Publication of Results

1. The Assistant Registrar in charge of Examinations shall direct all departments, centres, schools or any such relevant academic unit to hold a departmental, school or centre examinations board to deliberate and approve, at their level, the results of examinations of particular semester and submit detailed report and minutes to the Academic Registrar, and the Academic Registrar has to report to the Senate for further analysis and approval.
2. Subject to any exceptions approved by the Senate, the results of examinations for all courses/modules, arranged in a manner as prescribed by the Senate or in that behalf, shall be published by Academic Registrar and or Assistant registrar in charge of Examinations and Results or as may be decided by the Senate at most one day after Senate approval is obtained. All duly published results shall be sealed appropriately by the Registrar as University's official results.

Examinations Results Verification and Re-Marking

- 1) The Senate may permit a student to have a re-count and re-check of all marks, calculations and transcriptions of marks in respect of the examination in any particular course, on payment of the prescribed fee. Reasons for such a request must be clearly stated in the Results Complaints Form.

- 2) In exceptional situations, the Senate may permit students to have their scripts re-examined on payment of prescribed fees. In exceptional situations, Senate may permit relaxation of this rule.
- 3) The result of the re-examination and/ or re-count shall supersede the result of the original examination. Thus a student who applies for a re-examination may be awarded a lower mark and thereby forfeit any advantage (e.g. permission to write a special examination) accruing from the original mark.
- 4) The re-examination of scripts and/or re-count and re-check in repeat examinations is not permitted.

External Moderation of marking of scripts

- 1) The External Examiners (EE) shall moderate the marking of scripts by the Internal Examiners (IE) to ensure that marking has been fairly done and in accordance with an approved marking scheme. For this purpose, EE shall be provided with:
 - (a) The examination questions done by the students.
 - (b) A written, approved marking scheme (not model answer) for each question.
 - (c) The students' scripts which are still as clean as they were when the students handed them in at the end of the examination i.e. IE should not write any remarks etc. in the students' scripts except indicating the mark for each question at the appropriate position in the answer sheet/booklet.
 - (d) Mark recording sheets indicating the candidates' marks and also incorporating Continuous Assessment Tests (CATs) and other course works assessments marks.
- 2) During the moderation of the marking of scripts, EE may indicate alternative marks, which may be higher or lower than those of IE. In such situations, the EE's marks shall be final i.e. will be the ones used in the evaluation process.
- 3) Where student numbers will not allow the EE to moderate the marking of all the scripts, the EE will be expected to review extreme cases plus a randomly selected group of candidates who have scored fail or distinction marks. The EE will then obtain his/her

view of the general performance by reviewing a manageable number of scripts randomly selected from the rest of the candidates.

POLICY APPROVAL FORM

Prepared by

**Dr. Marcellin KITAMBALA
Deputy Vice Chancellor Academic Affairs and Research**

Signature_____

Checked by:

**Prof. Joseph GAHAMA
Vice-Chancellor /EAUR**

Signature_____

Approved by:

**Prof. Eugene NDABAGA
The Chairman of the University Council**

Signature_____

Done at Nyagatare on: