Controlled Condition Exams
Student Regulations for 2021-22

1 Do these regulations apply to me?

1. These regulations apply if you are taking ‘Controlled Condition Exams’ i.e. time-limited, online exams which replicate, as far as possible, the strictly controlled conditions in a face-to-face exam hall.

Centrally-managed exams

2. If you have a Controlled Condition Exam that is scheduled in the Central Assessment Timetable, you will sit the exam via the AssessmentUCL platform.

Departmentally-managed exams

3. In some cases you may have a departmentally-managed exam. This may be run in AssessmentUCL or via an alternative digital assessment platform. Your department is responsible for telling you about the timetable and arrangements.

4. Departmental exams should follow these regulations but occasionally it may be necessary to make alternative arrangements e.g. to account for a different digital assessment platform. Departments are responsible for ensuring that any differences are clearly communicated to you.

Intercollegiate exams

5. These regulations apply if you are a student from another institution who is taking exams at UCL.
6. If you are a UCL student taking exams at another institution, you will be subject to that institution’s regulations for those exams.
2 Preparing for your exams

2.1 Module verification

1. You must ensure that you are registered on the correct modules, otherwise you will not be able to access the exam. Your module registrations are viewable in Portico under ‘My Studies’.
2. You must verify your modules on Portico by the deadlines published by UCL Student Records each year.
3. Being registered on the wrong module will not be considered valid grounds for Extenuating Circumstances or Technical Failure.

2.2 Candidate Numbers

1. Exams will be assessed by Candidate Number.
2. The Central Assessment Team will email you a new Candidate Number at the start of each academic year, and it is also viewable in Portico under ‘My Studies’.

2.3 Central Assessment Periods

1. UCL’s centrally-managed exams take place at two points in the year:
   - The Main Summer Central Assessment Period in April/ May
   - The Late Summer Central Assessment Period in August/ September
2. The exact dates are published by the Central Assessment Team each year. You are expected to be available to sit exams during these periods.
3. If you are taking departmentally-managed exams, they may take place at different times of the year.

2.4 Central Assessment Timetable

1. In order to protect the integrity of UCL’s assessments, you must sit the exam at the date and time scheduled in the timetable. You are responsible for ensuring that you are available to sit all scheduled exams.
2. If your exam is in AssessmentUCL, it will be scheduled via the Central Assessment Timetable, which is published at the following points in the year:
   - Main Summer Central Assessment Period: By week 8 of term 2
   - Late Summer Central Assessment Period: By the end of July
3. Departments and non-UCL institutions who schedule their own exams are responsible for notifying you of the local timetable. You must take careful note of any alternative arrangements that apply to you.
4. You must check your timetable carefully and notify the Central Assessment Team, or the department managing the assessment, of any timetabling questions or issues at the earliest possible time. Misreading the timetable will not be considered valid grounds for Extenuating Circumstances or Technical Failure.

2.5 IT equipment and internet access

1. You must sit the exam in AssessmentUCL. You must not hand in your work via email or any other channel.
2. You must ensure that you have a working computer or laptop with a good internet connection. UCL Libraries have a laptop loan scheme if you do not have your own equipment.
3. You must ensure that you can sit the exam in a quiet location where you will not be disturbed. UCL study spaces are available across campus.
4. You must ensure that your UCL login details and password are up-to-date and not about to expire. Password expiry will not be considered valid grounds for Extenuating Circumstances or Technical Failure.
2.6 Practice assessments

1. Practice assessments are provided so that you can familiarise yourself with AssessmentUCL. You are strongly encouraged to make use of the practice assessment to avoid mistakes in a live assessment.
2. You will gain the most benefit from the practice assessment if you use the device and location that you intend to use for the live assessment.

3 Reasonable Adjustments in a Controlled Condition Exam

1. If you have a disability, medical condition or mental health condition, if you are pregnant, or if you are a primary carer, you may be eligible for Reasonable Adjustments in a Controlled Condition Exam, such as extra time and/or rest breaks.
2. Adjustments are available to students who already have a Summary of Reasonable Adjustments (SORA) and to students with temporary conditions which severely affect their ability to complete the exam unaided e.g. a broken arm or shorter-term mental health difficulties.
3. If you already have a SORA which includes extra time and/ or rest breaks, your individual exam duration will be extended automatically; you do not need to apply separately, unless you need to make any changes.
4. You will need to make an application for Reasonable Adjustments if:
   a) You do not have a SORA
   b) You have a temporary condition and need a SORA for a short period of time
   c) You need to amend your existing SORA allowances
   d) You need other adjustments beyond extra time/ rest breaks

How to apply

5. The Disability, Mental Health and Wellbeing team can help you complete your application and advise you on gathering any documentary evidence that you might need.

Deadline for applications

6. Applications must be received by the Disability, Mental Health and Wellbeing team by 4.00pm BST three weeks before the Central Assessment Period in question. Exact deadlines will be published on the Disability, Mental Health and Wellbeing website each year.
7. After the deadline it is unlikely that UCL will be able to make Reasonable Adjustments. However you may still be eligible for support via Extenuating Circumstances.

Calculation of extra time and/ or rest breaks

8. If you are eligible for extra time and/ or rest breaks these will be rolled into a single adjustment and your individual exam duration will be extended pro-rata by x minutes per hour, as indicated in your SORA.

Extenuating Circumstances and Reasonable Adjustments

9. Long-term conditions are not usually considered to meet the definition of Extenuating Circumstances because UCL can support you better through Reasonable Adjustments. However there may be times when you do need to use the Extenuating Circumstances procedure on top of your SORA arrangements – for example if you experience a serious worsening of your condition, a newly-diagnosed condition or some other difficulty unrelated to your SORA. If you are unsure of which procedure to use, the Student Support and Wellbeing team can help.
4 Extenuating Circumstances (ECs) affecting a Controlled Condition Exam

1. If you are ill or you experience something **sudden, unexpected, significantly disruptive and beyond your control** which will have a severe impact on your ability to sit the exam, you may be eligible for Extenuating Circumstances.
2. If you experience technical issues please refer to **Section 9: Technical Difficulties in a Controlled Condition Exam**. Technical problems cannot be considered under the Extenuating Circumstances Procedure.
3. Falsification of Extenuating Circumstances is an Academic Misconduct offence. This includes false Self-Certification claims and false evidence. If you make an EC claim which appears to be fraudulent, you will be investigated under UCL’s **Student Academic Misconduct Procedures**.

How to apply

4. Applications must be made via the **Extenuating Circumstances procedure**. Your Student Handbook or Moodle website should explain where and how to submit a claim.
5. You must submit your claim as soon as possible and no more than one week after the exam takes place. Please note: You will not receive a reply during your exam.

Support available

6. In order to protect the integrity of UCL's Controlled Condition Exams, the only form of mitigation which you can apply for is a **Deferral**. You will not be able to hand in late and you must not hand in your work via email or any other channel.
7. EC claims submitted before the exam has started are eligible for **Self-Certification**.
8. Once the exam has started you will not be eligible for Self-Certification and your claim must be supported by a doctor’s note or other appropriate evidence.
9. If, in exceptional circumstances, a Deferral will not provide adequate mitigation for you, the EC Panel may consider offering you another form of mitigation. Full details can be found in the UCL Academic Manual, **Chapter 4, Section 6.9.2: Types of Mitigation**.

5 Exam duration

5.1 Standard duration

1. The timetable will indicate the standard duration of your exam e.g. two or three hours.

5.2 Upload Window for Controlled Condition Exams

2. Each exam will also have an additional, visible Upload Window of **20 minutes** on top of the standard timetabled duration. For example:

<table>
<thead>
<tr>
<th>Standard Timetabled Duration</th>
<th>2 hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Upload Window</td>
<td>20 minutes</td>
</tr>
<tr>
<td>Duration shown in AssessmentUCL</td>
<td>2 hours 20 minutes</td>
</tr>
</tbody>
</table>

3. Most uploads take a few seconds, but you may make some **minor mistakes** such as uploading the wrong file or clicking the wrong button. **Do not assume that this will not happen to you.** You must use the full 20-minute Upload Window for uploading, completing the Cover Sheet and correcting any minor mistakes; it is **not additional writing time.**
5.3 SORA extra time and rest breaks

4. If you have SORA extra time and/or rest breaks your individual exam duration in AssessmentUCL will be extended pro-rata (x minutes per hour, as indicated in your SORA) and you will also have the 20-minute Upload Window added to your individual duration. For example:

<table>
<thead>
<tr>
<th>Standard Timetabled Duration</th>
<th>2 hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>SORA Extra Time/ Rest Breaks (example)</td>
<td>30 minutes</td>
</tr>
<tr>
<td>Upload Window</td>
<td>20 minutes</td>
</tr>
<tr>
<td>Duration shown in AssessmentUCL</td>
<td>2 hours 50 minutes</td>
</tr>
</tbody>
</table>

6 Starting the exam

6.1 Start time

1. Exams start at the following times unless otherwise indicated in the Exam Timetable:
   a) Morning exams: 10.00am British Summer Time (BST)
   b) Afternoon exams: 2.30pm British Summer Time (BST)

2. If you start your exam late but within the timetabled duration, you will be allowed to sit the exam but will forfeit any time already elapsed. You will not be given extra time or be able to hand in late.

3. If the late start is due to valid Extenuating Circumstances, you may be eligible for a Deferral allowing you to sit the exam again at the next normal occasion and without penalty.

6.2 Exam rubric (instructions)

1. You must follow the instructions (“exam rubric”) given to you, including:
   a) Which/ how many questions to answer
   b) Word counts or page counts
   c) Diagrams, tables and figures
   d) How to submit handwritten answers
   e) File format (the default is PDF unless otherwise specified)
   f) Upload requirements (if applicable).

6.3 Queries about the exam paper

1. If you have a query about the exam paper, instructions or rubric, you should complete an AssessmentUCL Query Form noting any assumptions you had to make to enable you to continue with the question.

2. Your query will be passed to the markers for appropriate action. Please note: You will not receive a response during your exam.

6.4 Anonymity

1. You must not include your name on your work. Anonymity is a core principle of the examination process which helps UCL ensure that all students are assessed fairly.

6.5 Illegible scripts

1. You must write clearly in English or the language specified for the exam.

2. All work submitted for an exam must be legible to the examiners. This means that all handwritten answers, typed answers, images, scans and any other documents that you upload must be clear and easy to read.

3. If the examiners are unable to read your work, they may refuse to mark your submission and award you a mark of 0.00%/ Grade F for the exam.
6.6 Word count penalties

1. A minimum and/or maximum word count may be specified as part of the exam rubric. The rubric should tell you whether the word count includes footnotes, bibliographies, appendices, tables, figures etc.

2. Your department may impose penalties for over- and/or under-writing, such as a deduction in marks. Your department is responsible for ensuring that you are aware of the local regulations.

3. UCL’s regulations can be found in the UCL Academic Manual, Chapter 4: Section 3.13 Word Counts.

7 Maintaining Academic Integrity

1. UCL requires high academic standards in order to maintain trust and confidence in our world-leading research and teaching, as well as the individuals who work and study here. UCL’s Academic Integrity website explains how you can maintain the highest standards in your work.

2. By submitting your assessment, you are confirming that all the work is your own unless collaboration has been specifically authorised by the Module Convenor.

3. All exams uploaded into Assessment UCL will be run through Turnitin®. This is a sophisticated detection system which scans work for evidence of copying and plagiarism against billions of sources worldwide including websites and journals, as well as work previously submitted to UCL and other universities.

4. UCL takes a zero-tolerance approach to contract cheating and any students found engaging with essay-writing or ‘homework help’ websites will be subject to the highest possible sanctions. UCL will not consider exam stress or any other form of Extenuating Circumstances as mitigating factors for cheating. If you are experiencing difficulties you are expected to engage with UCL’s Extenuating Circumstances procedures to apply for an extension to give you more time to complete your assessment, or a Deferral to submit your assessment at the next normal occasion.

5. All forms of Academic Misconduct are prohibited in an online exam. Academic Misconduct is defined as any action or attempted action that may result in a student obtaining an unfair academic advantage. Penalties for Academic Misconduct include, but are not limited to, a mark of 0.00%/Grade F for the component or module concerned and, for the most serious offences, exclusion from UCL.

6. Online Assessment Offences include but are not limited to:
   i. Any use of unauthorised material.
   ii. Any unauthorised communication or attempted communication with other students or third parties in relation to the assessment.
   iii. Discussion or sharing of assessment content with other students or third parties.
   iv. Unauthorised collaboration with other students or third parties.
   v. Copying or attempting to copy from another student’s work.
   vi. Any attempt to confer with or gain access to the script of any other candidate during the period of the assessment.

7. Other applicable forms of Academic Misconduct include but are not limited to:
   a) Plagiarism: defined as the representation of other people’s work or ideas as the student’s own without appropriate referencing or acknowledgement.
   b) Self-Plagiarism: defined as the reproduction or resubmission of a student’s own work which has been submitted for assessment at UCL or any other institution. This does not include earlier formative drafts of the particular assessment, or instances where the department has explicitly permitted the re-use of formative assessments but does include all other formative work except where permitted.
   c) Collusion: defined as the unauthorised collaboration by two or more students on any assessment.
   d) Any attempt to gain access to the assessed coursework of any other candidate with or without the knowledge of the other candidate, unless authorisation to do so has been given by the module convenor.
   e) Falsification: defined as the fraudulent creation, alteration or misrepresentation of data, or any other information. This includes falsification of word count.
f) Contract Cheating: defined as commissioning a piece of assessment to be carried out by a third party or knowingly using a commissioned piece of assessment.
g) Falsification of Extenuating Circumstances.
h) Any conduct that is likely to affect the security of assessments.
i) Any attempt to tamper with coursework after submission.
j) Impersonation (including attempted, solicited or attempts at soliciting impersonation) in any form of assessment.
k) Any other conduct that would give an unfair academic advantage to a student.

8. UCL will investigate and penalise any conduct which is considered to breach UCL’s assessment regulations under UCL’s Student Academic Misconduct Procedures.

8 Handing-in your work

8.1 How to submit

1. In order to protect the integrity of UCL’s assessments:
   a) You will not be able to hand in late.
   b) You must only hand in via AssessmentUCL. If you hand in via email or any other channel your work will not be marked.
   c) Your submission will not count as an Assessable Attempt unless it is fully downloaded to the UCL server i.e. you receive an email confirmation of your successful submission to your UCL email address.

2. You have been given a 20-minute Upload Window to complete all the necessary tasks and correct any minor mistakes that you might make. Make sure that you make full use of the 20 minutes for this activity and do not leave handing in until the last few minutes. If you miss the deadline you will receive a mark of 0.00%/ Grade F for the exam.

8.2 Exams embedded in AssessmentUCL

1. Some exams are embedded in the digital platform itself. This means that you will answer questions directly onscreen e.g. Multiple Choice Questionnaires. In AssessmentUCL these are called “FLOWmulti”.

2. Embedded exams do not have Upload Requirements. However you will still have the additional 20-minute Upload Window added to your exam duration. You must complete your answers, click 'hand in' and receive the confirmation message before the Upload Window closes.

8.3 Uploaded exams in AssessmentUCL

1. Uploaded Exams involve logging into AssessmentUCL, downloading the exam paper, working offline, and then uploading and handing in your work. In AssessmentUCL these are called “FLOWassign”.

Uploading files

2. The exam rubric (instructions) will explain the number and type of documents that you need to upload.
3. If a file type is not specified, you should submit a PDF (Portable Document Format).
4. You may only need to upload one or two small files, but some exams require multiple files and/ or large-format files. You may also be required to take photographs of handwritten answers or convert files to PDF before you can upload them. Make sure that you make full use of the 20-minute Upload Window for this activity.
5. You should name your files clearly and store them in an easily accessible location.
6. You cannot change any files once the Upload Window has closed.
7. Uploading the wrong files will not be considered valid grounds for Extenuating Circumstances or Technical Failure.

Completing the Cover Sheet

8. Once you have uploaded your files, you must complete the Cover Sheet before you will be able to hand in your work. This includes:
9 Technical difficulties in a Controlled Condition Exam

9.1 Trouble-shooting

1. The majority of students have no difficulties using AssessmentUCL. However you may find that you make a mistake or click the wrong button. In most cases you can trouble-shoot these problems yourself. The 20-minute Upload Window is provided to give you time to do this.

Common mistakes

2. You must make sure you upload the correct files.
3. You must not hand in via the Practice Assessment.
4. You must not click the ‘Hand in Blank’ button.

Multiple Submission Function

5. You can correct these common mistakes and other minor problems using the Multiple Submission Function. This allows you to hand in multiple times before the Upload Window closes.
6. To hand in again you will need to withdraw your submission. You will receive a notification to your UCL email address confirming your withdrawal.
7. You will then need to reupload your documents, complete the Cover Sheet again (where applicable), and press the ‘Click Here to Hand In’ button again. You will receive a notification to your UCL email address confirming your new submission.
8. Any new version will overwrite all previous versions. The markers will only have access to the last version that you hand in. AssessmentUCL does not retain any previous versions.

If you Upload but do not Hand In

9. If you upload your files but do not press the “Click Here to Hand In” button’ in time, or you do not receive the confirmation message, the Central Assessment Team should be able to hand in your uploaded files on your behalf. You will need to complete an AssessmentUCL Query Form. Please note: You will not receive a reply during your exam.
10. If you have not uploaded any documents, the Central Assessment Team will not be able to hand in on your behalf. You must not send your files to the Central Assessment Team or your department via email or any other channel. Files submitted outside AssessmentUCL will not be marked.

9.2 If you cannot solve the problem yourself

1. If the Central Assessment Team is aware of a technical issue affecting the platform itself, they will take immediate action to try to resolve the problem and contact affected students to explain what has happened and the steps being taken to mitigate the issue.
2. If you experience technical issues in AssessmentUCL and do not receive any notifications of a more widespread issue, you can notify us of the problem using the AssessmentUCL Query Form.
3. Please note: You will not receive a reply during your exam. You should therefore do your best to finish and hand in your work.
9.3 If you cannot hand in at all

1. If you experience technical difficulties which are **substantial and beyond your control**, you may be eligible for a Deferral.

2. In order to protect the integrity of UCL’s Controlled Condition Exams, a Deferral is the only possible mitigation. You will not be able to hand in late and you must not hand in via email or any other channel.

3. You may also be eligible for a Deferral if you have managed to hand in, but your performance has been severely affected by technical difficulties.

How to apply

4. Applications must be made via the AssessmentUCL Query Form.

5. Once the exam has started you are not eligible for Self-Certification and must provide evidence:
   a) UCL recognises that it can be difficult to provide evidence of technical failure, but you should still do your best to provide documentation that supports your application as this helps us to ensure that all claims are genuine.
   b) Suitable evidence might include screenshots or photos e.g. of error messages, internet connection problems, your AssessmentUCL activity, emails, text messages, notices from service providers etc.
   c) UCL may exercise its discretion to suspend the need for formal evidence in exceptional circumstances, but you should not rely on this.

6. You must submit your request as soon as possible and no more than one week after the exam takes place.

7. **Falsification is an Academic Misconduct offence.** AssessmentUCL timestamps all of your activity in the platform. The Central Assessment Team can see when you opened the assessment, when you started to upload files, and when you pressed 'Click Here to Hand In'. If you submit a claim which appears to be fraudulent, you will be investigated under UCL’s Student Academic Misconduct Procedures.

Criteria for a Deferral

8. Your claim will be assessed against the following criteria. Technical failures must be both:
   a) **Substantial:** The 20-minute Upload Window and Multiple Submission Function are provided for you to resolve minor problems. Mitigation will not be granted for issues such as:
      - Uploading the wrong file
      - Forgetting to complete the Cover Sheet
      - Handing in via the Practice Assessment
      - Clicking the 'Hand in Blank' button
   b) **Beyond your control:** You are expected to be well-prepared for your assessment, to follow these regulations and any instructions given to you, and to manage your time effectively. Mitigation will not be granted for issues such as:
      - Password expiry
      - Not being registered on the correct module
      - Mis-reading the timetable
      - Starting your exam at the wrong time
      - Mis-understanding time zone differences
      - Running out of time because you have used the Upload Window to keep writing.

9. Technical Failures can only be considered through this procedure and must not be submitted under the Extenuating Circumstances Procedure.
10 Deferring an Exam

1. If your Extenuating Circumstances or Technical Failure claim is accepted, you may be offered a Deferral without Tuition allowing you to take the exam as if for the first time and without penalty at the next normal occasion.

2. The ‘next normal occasion’ is usually the Late Summer Central Assessment Period, but your deferral may need to take place at a different time. For example:
   a) If you are taking departmentally-managed assessments, they may take place at different times of the year to the standard Central Assessment Timetable. Your department is responsible for informing you of any local variations.
   b) If you are sitting an assessment in the Late Summer Central Assessment Period, any deferral of that assessment will normally have to take place in the next Main Summer Central Assessment Period. If you are expecting to progress to another year of study, your Board of Examiners may permit you to ‘trail’ such a deferral under the regulations for Provisional Progression. If this is not possible, you may have to take a year out to complete the deferred assessment.

3. ‘Without penalty’ means that:
   a) If you defer your first attempt at an assessment, your module mark will be ‘uncapped’ i.e. you will receive the full mark for your work.
   b) If you defer your second attempt at an assessment (i.e. you defer a Resit or Repeat), your module mark will continue to be ‘capped’ at the Pass Mark (i.e. the existing cap will not be removed but you will receive no further penalty).

4. ‘Without Tuition’ means that you will not attend any further classes or receive any further instruction; you will just retake the assessment. If you have particularly severe circumstances you may be offered the opportunity to take a Deferral with Tuition which means returning next year to re-attend classes.

5. Full details of the regulations for Deferrals can be found in the UCL Academic Manual, Chapter 4, Section 6.10: Deferred Assessment.

11 If you do not make an Assessable Attempt

1. If you do not make an “Assessable Attempt”, and you do not have valid grounds for making an Extenuating Circumstances or Technical Failure claim, you will receive a mark of 0.00%/ Grade F for the exam. This includes:
   a) If you do not start the assessment.
   b) If you start the assessment but do not attempt the paper.
   c) If you start the assessment but attempt so little of the paper that it cannot be assessed.
   d) If you start the assessment but do not upload and hand in your work by the deadline.
   e) If your handwritten answers, typed answers, images, scans or any other documents that you upload are illegible.

2. If you receive a mark of 0.00%/ Grade F for the exam:
   a) If your module includes multiple components, you may be eligible for Component-level Condonement.
   b) If your overall module mark is at least 1.00%/ Grade E, you may be eligible for Module-level Condonement.
   c) If you are not eligible for Condonement, and you have a remaining assessment attempt, you will be required to Resit or Repeat the assessment. The mark for any modules successfully completed at the second attempt will be capped at the Pass Mark.
   d) If you do not have a remaining assessment attempt you will be required to leave the programme.