



**BUSITEMA
UNIVERSITY**
Pursuing Excellence

**REVIEWED BUSITEMA UNIVERSITY EXAMINATION RULES &
REGULATIONS**

APPROVED BY THE 53RD COUNCIL MEETING ON 26TH MARCH 2021

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1.0 PREAMBLE

1.1 *The Act*

All matters concerning University Examinations shall be supervised by the Academic Registrar, under the general direction of the Deputy Vice Chancellor (AA) and Senate, subject to **UNIVERSITIES AND OTHER TERTIARY INSTITUTIONS' ACT, 2001 as amended**

1.2 *Overall Authority*

Senate shall have the overall authority in all matters concerning and affecting examinations. These include the setting, moderation, conduct and marking of examinations as well as the declaration of examination results.

1.3 *Academic Programmes*

Degree/Diploma/Certificate: Awards are attained by offering an academic programme

- (i) The structure of each academic programme shall clearly indicate the core, elective and pre-requisite courses, credit units and graduation load therein as specified in given curriculum as approved by Senate.
- (ii) Course: A unit of work in a particular field/ area of study normally taught over a semester completion of which normally carries credit towards the fulfillment of the requirements of a Degree, Diploma, or Certificate.
- (iii) A course may comprise a minimum of three credit units and a maximum of five credit units. Courses with a practical component have a maximum of 5 Credit units while courses without a practical component have a maximum of 4 credit units
- (iv) Contact Hour: This an equivalent to One (1) hour of Lecture/Clinical or Two (2) hours of Tutorial/Practical or four (4) hours of internship/Fieldwork. In this case 15 Contact Hours is equivalent to 1 Credit Unit.
- (v) An academic program may allow some degree of specialization. A programme specialization shall consist of a set of courses combined from both major and minor areas.
- (vi) A Major shall be a set of courses in a field or area in which students are encouraged to explore the field or area in a considerable depth.
- (vii) A Minor is a set of courses in a field or area that is of lesser importance than the major.
- (viii) Academic programme load shall consist of essential set of courses (both core and electives) offered for an award.
- (ix) A core course shall be a course which is essential to a programme and gives a programme its unique characteristic features. The core courses **must** be offered and passed by the students registered for the programme in which the courses are offered. A Required Course is a course which is supportive of/ or beneficial to a discipline.
- (x) A Pre-requisite Course is a course which must be taken and completed successfully before embarking on a higher-level Course requiring a Pre-requisite.
- (xi) An Elective or an Optional course is a course which a student may choose, according to interest, subject to approval by the relevant department, meant to broaden an Academic Programme or to allow for specialization.
- (xii) An Audited Course shall be a course taken by a student for which a credit is not awarded. An audited course cannot be converted to a regular course. An audited course shall be indicated on the transcript; however it shall not carry a credit.

- (xiii) A semester load refers to the minimum credit units a student is required to take in a semester. The curriculum for each programme shall specify the minimum credit units for each semester and the maximum credits for each semester in accordance with the provisions set by the National Council for Higher Education (NCHE).
- (xiv) The maximum semester load for academic programmes shall cater for all courses prescribed for a semester, including audited courses. It is the maximum credit units a student can take in a semester.
- (xv) Each Faculty or Institute shall specify the total number of credit units required to constitute graduation load, for the awards of Degrees/Diplomas/Certificates offered in the Faculty or Institute in accordance with NCHE guidelines.

1.4 University Examination

- (a) University Examinations are all those examinations and assessments administered to students for purposes of evaluation.
- (b) Regular University Examinations are those examinations/assessments held at the end of each Semester or as may be determined by Senate.
- (c) Special Examinations are those examinations/assessments which, after approval by Senate, are administered to candidates who did not sit regular examinations for justified reasons.
- (d) Supplementary Examinations are those examinations/assessments that are administered to candidates who fail up to a maximum of 2 courses in their final year of study, subject to section 2.3 and on approval of Senate.
- (e) Continuous Assessment is any form of evaluation such as tests, graded practicals, projects and assignments, conducted during the teaching of a particular course unit in a semester and counts towards final grading as defined in a specific programme.
- f) Leakage is any act which results in a candidate, or a person having unauthorized access to, or knowledge of examination questions or of any materials related to examination, before the scheduled date and time of the examination.
- g) Examinable Course Works other than final examination include Continuous Assessment Tests (CATs), term papers, theses, projects and project reports, practical attachments and any other form of academic assessment approved by the University Senate

1.5 Semester System

- (a) The Semester System at Busitema University shall be defined as the arrangement where each academic year is divided into two main parts, each part is called a Semester. The academic year also has a third part which is a Recess Term
- (b) The academic year shall consist of two (2) semesters and one (1) recess term.
- (c) The length of each semester shall be seventeen (17) weeks in which fifteen weeks shall be used for teaching and progressive assessments. The last two (2) weeks of each semester are for examinations and the Recess Term shall consist of ten (10) weeks or such other period as may be determined by Senate.
- (d) A Semester Load shall normally consist of the total number of units approved by Senate for individual academic programmes. It has both Core and Elective Courses.

1.6 Certificate of Due Performance

- (i) A Certificate of Due Performance shall be issued to students/candidates who satisfy all the coursework requirements, and have achieved the minimum class attendance in each course offered in a semester.
- (ii) The minimum class attendance in each course shall be constituted by attending 80% of lectures, tutorials, and practical sessions as recorded by the individual Lecturers examiners.
- (iii) A student shall qualify to sit regular Examinations in a particular course unit when he/she scores at least 30% of the continuous assessment (i.e 12 out of 40)
- (iv) A candidate/students who does not have coursework marks for a course(s) and has a less than 80% percent attendance with no justifiable reason shall be denied a Certificate of Due Performance and therefore shall not qualify to sit the said examinations.
- (v) The Certificate of Due Performance shall qualify a candidate(s) to sit for University examinations unless there are other genuine circumstances that impede the candidate(s) from taking these examinations(s).
- (vi) Faculty Deans/Directors shall recommend to the Academic Registrar students/candidates who do not merit a Certificate of Due Performance 2 weeks to the commencement of the end of Semester Examinations before the commencement of end of semester examinations.
- (vii) The Certificate of Due Performance shall contain all the courses in which candidates have satisfied the minimum requirements.

2.0: EXAMINATIONS

2.1 University Examination Process

The University Examination's Process starts with draft questions prepared by Internal Examiners, moderation by internal and external examiners and terminates with the publication of results approved by Senate. The entire process presupposes responsibility, integrity and confidentiality and accountability on the part of all University personnel involved.

University Examinations shall be:

2.1.1 Continuous assessment (CA)

- (i) Each candidate shall be assessed through coursework and examinations. Coursework shall consist of continuous assessment through tests and assignments.
- (ii) There shall be a minimum of three Continuous Assessments per course. Course work assessment must cover at least 75% of the curriculum
- (iii) The scheduling and administration of Continuous Assessments shall be spaced evenly over the Semester within the first 13 weeks of the semester.
- (iv) The results of the Continuous assessment shall be submitted to the Dean of the Faculty and copied to the Academic Registrar not more than two weeks before the beginning of the Regular University Examinations.
- (v) Continuous assessments shall normally constitute a maximum of 40% while the end of semester examinations shall comprise of 60% of the final score for certificate, diploma, undergraduate post graduate diploma and graduate programmes, unless Senate decides otherwise.

- (vi) To sit End of Semester Examinations in a given course, a candidate must have a Certificate of Due Performance for that course issued by the respective Faculty.
- (vii) To sit for the end of semester examination in a given course, a candidate must have cleared all the dues as required and acquired a registration card.
- (viii) The Continuous Assessment records shall be made available to the External Examiners for those courses without fail.
- (ix) Marked coursework scripts shall be returned to the students by individual examiners at least two weeks to the commencement of the examination period.
- (x) The coursework marks shall be displayed by respective departments to students at least two weeks to the commencement of examinations.

2.1.2 Regular Examinations

- (i) The lecturer(s) responsible for a course who shall also be the Internal Examiner(s) for the course(s), shall set questions for the regular University Examinations and prepare marking schemes, within the first month of each semester of an academic year.
- (ii) Departmental moderation committees shall moderate examination papers internally before the papers are sent to External Examiners.
- (iii) A copy of the question paper(s), detailed marking scheme(s), titles of reference books used, detailed curricula and other relevant information shall be sent to External Examiners to facilitate the moderation of examinations.
- (iv) The Head of Department shall ensure that comments on examination papers from External Examiners are discussed by the Departmental Examination Board, prior to the printing of the final copies
- iv. The moderated questions shall be uploaded/kept in the Faculty examination database. (v) Moderated examination papers shall be sent to the Deans of Faculties for processing and safe keeping five weeks before the start of the regular examinations.
- (vi) All typed examination question papers must be proof-read by Internal Examiners before the papers are reproduced and sealed.

2.1.3 Supplementary Examinations

- (i) Supplementary examinations shall be administered to candidates who are in the final year of study.
- (ii) Any candidate who obtains a total mark between 39 – 48% and 49-58% for undergraduate and post graduate respectively, in any paper in the final year shall qualify to sit for a supplementary examination.
- (iii) Such a Candidate shall be required to pay 50% of the approved functional fee, and any such other amount as may be determined by the Senate,
- (iv) The Candidate shall make a formal application to the Academic Registrar through the Head of Department and the Dean of Faculty after the Faculty Board meeting and the application shall be presented to Senate for approval.
- (v) A candidate who qualifies for supplementary examination shall sit such an examination in the course(s) within 4 weeks after the approval of results by the Senate.

- (vi) The final mark for a pass in a supplementary examination shall be 50% for certificate, diploma and undergraduate programmes and 60% for graduate programmes.
- (vii) A candidate who has any carried forward retakes (retakes acquired during the course other than the final year) shall not qualify to sit for supplementary examinations.
- (viii) A candidate who fails a supplementary examination shall repeat the failed course(s) when it is next offered upon payment of required fees (terms and conditions of retakes apply).
- (ix) The general examination regulations shall be followed for the supplementary examinations.

2.1.4 Special Examinations

- (i) A continuing candidate may sit special examinations if he/she misses examinations due to some unavoidable circumstance may apply for special examination and must be approved by Senate
- (ii) A final year candidate who qualifies to sit for special examinations in the final year course(s) shall do so immediately the results are approved by the Senate.
- (iii) No special Examinations shall be administered to candidates except under the following circumstances:
 - (a) For medical reasons as certified by the University Medical Officer and approved by the Senate.
 - (b) For compassionate reasons, based on events such as bereavement within the candidate's immediate family, which occur prior to and/or during the examination period, verified by the Dean of Students and approved by the Senate.
 - (c) As a result of other circumstance(s) beyond the candidate's control such as abduction, sickness which should be verified by recognized authorities.
- (iv) The decision on whether or not, a candidate is allowed to sit special examinations shall be made by Senate on recommendations from Faculty Boards
- (v) Continuous assessment marks earned during the teaching of the course shall count towards the grading of Special Examinations unlike in retakes

3.0 PROGRESS

3.1 Pass Mark

- (i) The performance of candidates in University Examinations shall normally be determined by grades from Continuous assessment Tests, Regular, Supplementary, and Special University Examinations.
- (ii) Each course shall be marked out of a maximum of 100 marks, unless otherwise approved by Senate.
- (iii) The final mark for each course shall be rounded off to the nearest whole number.
- (iv) The pass mark for all courses shall be 50% for certificate, diploma undergraduate and 60% for graduate programmes unless otherwise approved by Senate.
- (v) For Certificate, Diploma and Undergraduate programs, a student shall score at least 30% in the final examination (i.e. 18 out of 60) to attain a pass in a given course unit
- (v) Candidates must pass in all the prescribed courses before they are awarded certificates, diplomas and degrees.

- (vi) The Examination grading system shall be as approved by the National Council for Higher Education unless otherwise specified by the Senate.

3.2 Normal Progress

Normal progress shall occur when a student has passed the assessments in ALL the courses he/she had registered for in a particular semester.

3.3 Probationary Progress

A student who fails/misses not more than three courses in a semester or obtains the Grade Point Average (GPA) of less than 2.0 shall progress probationary. Such a student shall be allowed to progress to the next semester/academic year but shall be required to sit the failed course/s when next offered.

3.4 Problem Cases

A student who fails more than three courses in a semester shall be deemed a problem case. A student deemed a problem case shall not be allowed to proceed to the next year of study until he/she retakes and passes the failed or missed courses. Such a student will be expected to register again, attend lecture, and do course works of only the failed courses in a semester when they are next offered.

3.5 Promotion

A student is promoted if she/he has passed all the semester examinations on normal progress or has passed all the problem cases.

3.6 Staying Put

Counting from semester I of first year, a candidate who accumulates four (4) or more failed courses in an academic year shall stay put to clear the failed courses when they are next offered. A privately sponsored student who stays put shall pay as calculated below:

i.
$$= \frac{\text{Semester Tuition fees for the programme}}{\text{Total Number of CUs in a given semester}} \times \text{Number of CUs divided by}$$
 to be resat.

ii. **Functional Fees**

1. Re-examination fee -
2. Library fee -
3. Registration fee -
4. Identity card fee -

A student will therefore be required to pay a total of (i) + (ii)

NOTE: *That if the total number of CUs to be resat exceeds 14, then a student is required to pay the full semester fees plus full functional fees.*

3.7 Discontinuation

A student shall normally be required to discontinue his or her studies if:

- (i) He or she accumulates three consecutive probations based on the

- Cumulative Grade Point Average (CGPA) of less than two (2.0).
- (ii) He or she fails to obtain at least the Pass Mark (50% or 60% for undergraduate and postgraduate students respectively) during the Third Assessment in the same Course or Courses he/she had retaken.
 - (iii) He or she overstayed in an Academic programme by more than two thirds (2/3) of the programme duration without valid justification.
 - (iv) He or she absconds from any form of assessment (i.e. test, coursework, assignment or final exam) in a semester without a justifiable reason.
 - (v) He or she fails more than a half of the courses of a semester and the faculty deems him/her unable to proceed.

3.8 Retaking a Course(s)

- (i) A student shall retake a course or courses when next offered in order to obtain at least the pass mark of 50% (corresponding to a grade point less than 2.0 or grade letter F for undergraduate students) and 60% (for postgraduate students) out of the final exam and course work computations if he/ she has failed, during the first assessment in the course or courses.
- (ii) A student who has failed to obtain at least the required pass mark during the second assessment in the same course(s) he/she has retaken shall receive a warning.
 - (i)
 - (iii) A student who misses to sit examinations for justified reasons and he/she is permitted to do the missed examination, the grades obtained from a deferred examination shall not be categorized as retake because the assessment(s) is for the first time.
 - (iv) While retaking a course(s), a student shall attend all the prescribed lectures/tutorials/clinical/ practical/ fieldwork in the course(s). He/she shall satisfy all the requirements for the coursework component in the course or courses and sit for the University examinations in the course(s).
 - (v) A student shall not be allowed to accumulate four (4) or more retake courses at a time . In this case the student shall not be allowed to proceed to the next year of study.
 - (vi) Students are required to register for retake course(s) first before registering for new courses offered in that semester and the retake courses should fit into the approved normal load.
- vii) The mark obtained after retaking the failed course(s) shall be recorded as it is; however, it shall be indicated on the transcript as mark obtained after retaking.
- viii) A final year student, whose final examination results have already been classified by the relevant Faculty and has qualified for the award of a degree / diploma, shall not be permitted to resit any course(s).
- ix) Students **must register** for the **retake** courses at the beginning of a semester. Students retaking courses shall pay retake fee since these courses fall beyond the set normal semester load for their academic programmes.

3.9 Retake Fees/Tuition

(a) Students who proceed to the next academic year with retake courses shall be required to pay a specified unit cost for each retake but not pay additional functional fees. Students who do not proceed due to failed courses shall be required to pay a specified unit cost for each retake or tuition plus functional fees.

That the following formula shall be used to compute retake tuition fees payable by students who should have completed their courses:

(a) Tuition for retakes

$$= \frac{\text{Semester tuition fees for the programme}}{\text{Total number of CUs in a given semester}} \times \text{Number of CUs to be retaken}$$

(b) **Functional Fees:**

1. Re-examination fee - (per retake with the total sum not exceeding for 5 retakes)
2. Library fee
3. Registration fee-
4. Identity card fee

A student will therefore be required to pay a total of: (a) + (b)

NOTE:

- i. That if the total number of CUs to be retaken exceeds 14, then a student is required to pay the full semester tuition plus full functional fees.*
- ii. Government sponsored students who fail examinations shall meet their own costs of retaking the failed courses and stay puts. Government does not sponsor students for the extra years accumulated (taking into consideration retakes, dead years and stay puts). Therefore a student automatically becomes a privately sponsored student after the normal duration of the programme offered.*

4.0 : Conduct of Examinations

4.1 Registration for Examinations

- (i) Candidates shall register for University examinations at the same time as they register for courses.
- (ii) Candidates shall print registration / Examination cards from the Students' Portal and present it for authentication by the Academic Registrar's representative two weeks to examinations
- (iii) No candidate shall be allowed to sit examinations for a paper which he/she has not been registered for.

4.2 General Rules

- (i) University Examinations shall take precedence over external or any other examinations.
- (ii) A candidate who less than 80% course attendance in a given course unit shall not earn a Certificate of Due Performance.
- (iii) University Examinations shall normally be conducted from Monday to Friday, and on any other day approved by Senate.
- (iv) All courses shall be examined within the semesters in which they are taken, unless otherwise approved by Senate.
- (v) Examination Regulations specific to Faculties addressing any peculiar teaching-learning needs shall be presented to Senate for approval through the Faculty Boards.
- (vi) All Faculties shall be required to define core, required, pre-requisite and elective courses for approval by Senate.
- (viii) A candidate who fails more than 4 courses in a year shall stay put to clear the failed courses.
- (ix) A candidate who fails to turn up for an examination without a justified reason shall be deemed to have failed that examination.

4.3 Examination/Time-Table Coordinators

- (i) There shall be Departmental examination/Timetable-coordinators appointed by the Heads of Departments.
- (ii) There shall be a Faculty Examination/Timetable coordinator appointed by the Dean to deal with all matters related to the University Examinations within the Faculty. He/she should be at least at lecturer level.
- (iii) The Faculty Registrar is responsible for drawing the Faculty Examinations timetable in liaison with course coordinators

4.4 Examinations Timetable

- (i) University examinations shall be administered at the end of each semester and exceptions shall be recommended in advance by the Faculty Dean or Institute Director for approval by Management.
- (ii) The Office of the Academic Registrar shall institute a Central Timetabling Committee, coordinated by the Academic Registrar's Department.
- (iii) University Examinations shall be administered according to an examination timetable prepared by the Central Timetabling Committee and approved by the Academic Registrar.
- (iv) The Central Timetable Committee shall design examination timetables and publish them at least four (4) weeks before the examination period.
- (v) All the courses offered for gaining credit shall be examined during the last two weeks of the semester in which the courses are offered.
- (iii) Candidates shall sit their examinations at such centers/venues as specified by in the examination timetables.
- (iv) Candidates shall be admitted into the examination room at least fifteen minutes before the examination starts, and shall not turn over the examination paper(s) until the invigilator announces so.
- (vi) It shall be the duty of each candidate to ascertain the time and the venue specified for

examination and presents himself or herself for such examination.

- (vii) Smoking shall not be allowed in the examination venue.
- (viii) Willful disruption of examinations by any candidate shall constitute an examination offence. Such disruption may include the disarrangement of furniture in the examination venue

4.5 Examable Course Works other than the Final Exam

- (i) The candidate shall ascertain the nature of the requirements for each paper, unit, or course from the Faculty concerned.
- (ii) The candidate shall meet the deadline(s) set for assignment(s).
- (iii) Unacknowledged copying or plagiarism in completing this work shall be treated as an examination offence.

4.6 Conducting of Examinations

- (i) The examinations shall comprise of; written, oral and practical examinations as the examiners may determine.
- ii) In respect of any examination, no candidate shall be allowed to enter or leave the examination room thirty minutes after the commencement or thirty minutes before the end of the duration set for the writing of that examination, provided that a candidate permitted to leave the room hands over his/her script to the invigilator before leaving.
- iii) A student is not allowed to LEAVE THE Examination room without permission of the invigilator
- iv) Invigilators shall have powers to confiscate any unauthorized material or aid brought to the examination room, and to expel from the examination room any candidate(s) who create(s) any disturbance(s).

4.7 Conduct of the Candidate

- (i) A candidate may be allowed to bring into the examination venue such electronic gadgets as may be specified by the examiner. Gadgets thus specified shall be:
 - (a) Electronic, truly portable, self powered, noiseless and non programmable.
 - (b) Devoid of audible alarms and operation manuals.
- (ii) The use of mobile phones, MP3 Players, iPods, Blue tooth facilities, and such other related gadgets shall not be allowed in the examination room.
- (iii) No candidate shall, whatsoever, communicate with another candidate in the examination room.
- (iv) Candidates shall be required to be in possession of a personal, valid examination card, devoid of any unauthorized writings, and which shall be displayed prominently for scrutiny by the invigilator(s). In addition, candidates shall display a valid student's identification card.
- (v) The Chief Invigilator shall announce when the candidates should start and stop writing and the time allowed for the paper.
- (vi) Heads of Departments (HODs) will be chief invigilators shall while Faculty Deans are the overall supervisors of Examinations
- (vii) Candidates shall be required to read and abide by the instructions on the front page of the answer booklets.
- (viii) On turning over the question paper, candidates must check to ensure they are in the possession of the right question paper and any other material as authorized.

- (ix) No candidate shall continue writing after the invigilator has announced the expiration of the time specified for the writing of the examination.
- (x) Under no circumstance (s) shall any time, over and above the time allotted to any paper, be allowed to any candidate for reading over his/her script(s) or making any amendment or addition to the script(s).
- (xi) No candidate shall be allowed into the examination room if he/she is deemed to be under the influence of alcohol or substance abuse.
- (xii) Candidates seeking to be exempted from examinations on medical grounds must seek authorization from the University Medical officer ahead of the examination(s) in questions. Cases occurring during the sitting of an examination shall be referred to the Medical Officer. Cases of sickness shall not be considered in retrospect.

4.8 Invigilation of Examinations

- (i) The Academic Registrar shall circulate annually the instruction to candidates, setting out details of procedures to be followed in the conduct of examinations. (See Appendix).
- (ii) Invigilators, who are normally members of the academic staff, shall be nominated by the Head of Department and appointed by the Dean of the Faculty at least one month before the start of examinations.
- (iii) The names of all invigilators and main invigilators shall be sent to the Deputy Vice Chancellor (AA) and Academic Registrar one month before the start of regular University examinations.
- (iv) At least two invigilators shall be assigned to one examination room. There shall be at least two invigilators in an examination room any one time during the examination, provided that a ratio of one invigilator to twenty five candidates shall be maintained.
- (v) All invigilators shall, under the direction of the Main Invigilator, be responsible for the distribution, monitoring, collection and ensuring the security of the examination papers, the answer scripts and for such other duties as may be assigned to them.
- (vi) At the end of the examination, the invigilator will sign the examination card upon receiving the candidate answer sheet.
- (vii) The Main invigilator shall collect all examination papers/answer scripts and related materials from the Head of Department, at least half an hour before the start of an examination.
- (vi) The Main invigilator shall ensure that all examinations start and end on time.
- (vii) The Main invigilator shall collect all scripts, seal them and ensure that they are safely kept in a Secure Facility until the time for centralized marking.
- (viii) For accountability, invigilators shall fill a form to ensure that the number of scripts matched with the number of candidates.
- (ix) Invigilators who will fail to invigilate their assigned examinations without good reason shall face appropriate disciplinary action.

5.0 : Examiners

5.1 Duties of Internal Examiners

- (i) An Internal Examiner shall normally be a member of the academic staff at the level of lecturer or above who has taught the course to be examined.
- (ii) Internal Examiners shall mark every script, based on a detailed and well structured marking scheme, to ensure consistency in marking.
- (iii) The Head of Department, as the Chief Internal Examiner, shall ensure standardization and consistency in marking.
- (iv) Internal Examiners shall, after marking all the scripts, enter Continuous Assessment marks and end of semester examination marks on the individual mark-sheets (red mark sheets).
- (v) The Internal Examiner, for any particular examination paper shall normally be the main invigilator.
- (vi) If the Internal Examiner is unable to be present at the start of an examination he/she must inform the Head of Department, who shall then nominate a replacement from the department concerned.
- (v) The Internal Examiner shall present the students final grades (inclusive of Course work and End of Semester Examination Marks) in the Departmental Board of Examiners meeting

5.2 Appointment of External Examiners

- (i) An External Examiner is normally a renowned academician at the level of Senior Lecturer or above from another institution or the industry.
- (ii) Senate shall appoint External Examiners on the recommendation of Faculty Boards.
- (iii) External Examiners shall be invited to examine examinations at the end of every academic year unless otherwise approved by the Senate.
- (iv) External Examiners shall not have taught, either as full or part time staff members of the University, the subject(s) to be examined, during the previous four years preceding their appointment as External Examiners.
- (v) External Examiners shall normally be appointed continually for not more than 3 academic years.

5.3 Duties of External Examiners

The External Examiner shall:

- (i) Moderate examination papers before the examinations are administered.
- (ii) Be provided with scripts, question papers, final marking scheme and mark sheets by the Head of Department on arrival and shall be required to familiarize themselves with the documents. (Refer also to sec 2.1.vi)
- (iii) Review cases of candidates who have failed, those who have passed exceptionally well, and cases of candidates whose performance may be considered as borderline.
- (iv) Evaluate the structure and choice of examination questions, the adequacy and coverage of the curriculum, marking schemes and any other related examination matters.
- (v) Submit to Senate, through the Vice Chancellor, a written report on the conditions in which teaching and learning was conducted and the general standard of examination papers and the performance of candidates.
- (vi) Attend the Departmental Board of examiners to present their reports.

- (vii) Where there are differences in scores between the marks allocated to candidates by the External Examiners on the one hand, and marks allocated by the Internal Examiner on the other, the Departmental Board of Examiners shall agree on the award of the final mark.
- (viii) Departments shall discuss the External Examiners' reports(s) at Departmental Board of Examiners.
- (ix) The responses by Departments to the External Examiners' reports shall be sent to the respective Deans of Faculties and copies sent to the Deputy Vice Chancellor and the Academic Registrar.
- (x) The Deans of Faculties shall call Special Board meetings to discuss the consolidated External Examiners' reports and the responses of Departments to them, within two weeks of receiving the reports from the Heads of Departments.
- (xi) The Vice Chancellor shall call a special Senate meeting to consider the consolidated reports from external Examiners and responses from Faculties.

6.0 Examination Results

6.1 Processing of Examination Results

- (i) All Internal Examiners shall submit examination questions, marking guides, marked scripts, marks (red sheet), and signed attendance lists (duly endorsed by the supervisors/invigilators), projects to the Head of Department within three weeks after the end of examination
 - ii) The Head of Department shall convene a departmental meeting to consider course work and examinations results before forwarding them to the Faculty or Institute Examinations Board for vetting. Submission of marks shall include minutes of the Department meeting.
 - iii) The Faculty/ Institute Board of Examiners shall vet and approve the examinations results from the departmental committees. At this stage, the results shall be considered provisional until the University Senate approves and confirms them.
 - iv) Results approved by the Faculty/Institute Board of Examiners shall be presented to the University Senate (through the academic affairs and library committee or board of graduate studies) for confirmation and Approval.
 - v) The Results submitted to Senate shall be received by the office of the Academic Registrar signed by the Dean of Faculty or Director of the Institute accompanied by minutes of the Faculty/Institute Board.
 - vi) Faculties or Institutes shall publish the provisional examination results as soon as the meeting of Faculty/ Institute Board of Examiners is complete.
 - vii) The publication of examination results shall be by displaying them on Notice Boards, University website, the Information Management System and other platforms as approved by Management
 - viii) Results approved by Faculty boards of Examiners are provisional until approved by Senate.
 - ix) Examination results shall be considered at the end of every semester unless otherwise approved by Senate.
 - x) The Senate may accept, reject, vary or modify examination results presented to it by the Faculty Boards.

- xi) No Department or Faculty has the authority to alter examination marks or results, once they have been approved by Senate.

6.2 Appeals for Re-assessment of Examination Scripts

- (i) All appeals for re-assessment of examination scripts to Senate shall be made through the Dean of the Faculty.
- (ii) A candidate may appeal, giving reasons for such an appeal, for re-assessment of examination scripts, within a month of Senate approving the results.
- (iii) A candidate who requests for a remark shall pay a non refundable fee as may be determined by Senate.
- (iv) If such an appeal is approved, Senate shall appoint an independent examiner to mark the script(s) and report to the Senate.
- (v) An independent Examiner refers to an Internal or an External Examiner, who has not taught or examined the candidate. (Should be at level of examiner and a specialist in that discipline).
- (vi) The score obtained on remarking a script, shall be the official and final mark.

6.3 Academic Transcripts

- (i) Deans shall release provisional examination results to all candidates soon after the results are considered and approved by the Faculty Boards.
- (ii) The Dean shall forward the Consolidated Mark Sheets to the Academic Registrar after examinations have been finalized and all the entries accurately completed, checked and signed by the Dean.
- (iii) The Academic Registrar shall issue approved official transcripts to students based on the results approved by Senate approved results.
- v) In the event of loss of original transcripts by candidates, replacements may be issued at a fee determined by Senate from time to time.

6.4 Compensation within the University Grading System (Undergraduate Degree Programmes only)

- (i) Compensation shall be possible, but not compulsory, for Regular and Special Examinations.
- (ii) Compensation shall be considered by the Faculty/Board of Examiners when results are being processed
- (iii) A candidate who scores 48% marks may be compensated, to obtain the minimum pass mark of 50%. Compensation must be transacted between closely related courses only.
- (iv) A candidate must obtain at least an average of 50 marks for all courses including the mark obtained in the failed paper, in the academic year's courses, to qualify for compensation.
- (v) No candidate shall receive compensation for more than two courses in an academic year.
- (vi) Marks for compensation shall be obtained by subtracting marks from a subject with a close correlation with the subject being compensated. Two marks shall be borrowed for every 1 mark compensated.

6.5 Conceded Pass

Definition of Conceded Pass- A “Conceded Pass” is a pass granted for a course in which a final year candidate is within five marks of a pass mark in the course assessment. The pass is conceded on the basis that the student’s overall performance in other courses for the programme has been sufficiently strong to counter the deficient percentage in that particular course

6.5.1 Circumstances Potentially Warranting a Conceded Pass.

The personal circumstances of a student must be taken into account. The student’s performance in the course could have been adversely affected by his/her personal circumstances. The circumstances for approval of a Conceded Pass may include but not limited to:

- i. Student illness or Medical condition.
- ii. Family issues (family, injury or illness, bereavement etc).
- iii. Commitments to participate in national sport or other activities that warrant favourable consideration.
- iv. Commitments to assist with community service activities.
- v. Unavoidable and unexpected work commitments (e.g. relocation).
- vi. Awarding conceded passes does not compromise the requirements for accreditation of that programme by a professional body.

6.5.2 Responsibility and Procedure

- i. The Conceded Passes are granted at the discretion of the Faculty/Institute/School’s Board of Examiners. Students are not automatically entitled to the Conceded Passes and may not request them.
- ii. The Board of Examiners shall during the time of consideration of examination results, identify and grant students eligible for Conceded Passes. A Student will then be formally informed that he/she has been offered a Conceded Pass.

6.5.3 Eligibility for a Conceded Pass

A conceded pass shall be granted under the following conditions:

- (i) A candidate on Undergraduate Programme shall be eligible for a Conceded pass if the final mark in a Course is in the range of 45 – 49% inclusive and the Cumulative Grade Point Average (CGPA) for the student will be at least 2.0
- (ii) A Conceded Pass may only be awarded if a student has attempted the paper, at least three times. The better of the grades earned will be used for awarding a Conceded pass.
- (iii) A Conceded pass shall be discretionary and the Examination Boards shall take into account the following:
 - (a) The results a student has scored each time he/she has attempted the paper.
 - (b) A student’s overall Academic record
 - (c) Comments from his/her lecturers, e.g. on their class attendance, participation
- iv. A Conceded Pass shall be granted to a whole course, not to a particular piece of assessment.

- v. Candidates granted Conceded pass shall earn a credit on the basis of Conceded Pass “CP”
- vii. Only candidates in their final year of studies shall be eligible for Conceded pass.
- viii. In both undergraduate and postgraduate programmes, the number of conceded pass will be restricted to only one course.

5.6.5. Recording a Conceded Pass on the Academic Transcript.

A granted Conceded Pass will be recorded on the student’s academic Transcript by indicating the true percentage /grade achieved, and “CP” as the grading code.

7.0 Aegrotat Award

The Faculty/Institute Board of Examiners may include the name(s) of any candidate(s) for the Aegrotat award among the list of those eligible for graduation. Aegrotat degree shall be awarded to candidate(s) if all the following conditions have been fulfilled:

- (i) The candidate has taken and passed at least 75% of the required courses in her or his final year of the study programme.
- (ii) The candidate’s grades in the courses s/he has taken are such as to show that she or he was very likely to pass if she or he had completed the programme.
- (iii) She or he is prevented by her/his health condition, as certified by an approved team of specialist medical practitioners, from taking the remaining courses.
- (iv) She or he has applied to the Faculty Board of Examiners for the Aegrotat award.
- (v) The application to the Faculty Board for Aegrotat Award shall be made within two years of falling sick
- (vi) She or he has not applied for his/her candidature to be postponed.
- (vii) The Faculty Board of Examiners at its discretion, recommends the candidate(s) for the Aegrotat award to the Deans Committee.
- (viii) The decision of the Deans Committee shall be forwarded to Senate for final approval.
- (ix) The Aegrotat Degree shall be awarded without Honors.
- (x) She or he is not registered for programmes offered at the Faculty of Health Sciences

8.0 Course work Irregularities and Penalties

8.1 Malpractices in Relation to Coursework (Rule 1)

It shall be an offence for a student/candidate to avail to another student/candidate his/her prepared coursework with a view to assisting the latter to do his/her coursework or to negligently expose his/her coursework to another candidate to use.

Penalty

Any student/candidate found guilty of the offence under Rule 1 above shall be liable to:

- (i) Caution and Cancellation of his/her coursework, or
- (ii) Caution and Cancellation of his/her coursework and suspension from his/her studies for a period not exceeding one academic year.

7.2 Fraud in Relation to Coursework (Rule 2)

It shall be an offence for a student/candidate to:

- (i) Submit coursework not prepared by him/her.
- (ii) Substantially plagiarize the work of any other person.

- (iii) Solicit/purchase any coursework from any other person.
- (iv) Falsify/alter marks awarded on a coursework script.

Penalty

Any student/candidate found guilty of involvement in fraudulent conduct related to coursework as set out in Rule 2 above shall be liable to:

- (i) Caution and Cancellation of his/her coursework, or
- (ii) Cancellation of his/her coursework and suspension from his/her studies for a period not exceeding one academic year, or
- (iii) Cancellation of his/her coursework and dismissal from the University.

9.0 University Examinations Irregularities and Penalties

9.1 Examination irregularities shall include but not limited to:

Group I

- (i) Having unauthorized material in an examination room.
- (ii) Attempting to read scripts belonging to another candidate.
- (iii) Committing a breach of any other examination rule or regulation which may be communicated to the candidates from time to time by the invigilators.
- (iv) Presenting for examination the works of another person or persons without acknowledgement and with intent to deceive.
- (v) Failing to write a statement

Group II

- (i) Attempting to copy from or making references to unauthorized material(s) or sources in the examination room.
- (ii) Attempting to obtain assistance from another candidate, or attempting to give assistance to another candidate, directly or indirectly in answering an examination paper.
- (iii) Carrying examination scripts, one's/or candidate's out of the examination room.
- (iv) Attempting to carry examination scripts/answer sheets, one's/or another candidate's out of the examination room.
- (v) Writing on the question paper.

Group III

- (i) Reading answer scripts belonging to another candidate.
- (ii) Copying from, or destroying or refusing to surrender evidence which may be used as proof of an examination irregularity. Resisting, assaulting an invigilator.
- (iii) Obtaining assistance from another candidate, and/or giving assistance to another candidate, directly or indirectly in answering to an examination paper.
- (iv) Permitting another candidate to copy from or make use of one's papers.
- (v) Committing a subsequent examination irregularity after being warned or suspended and readmitted.

Group IV

- (i) Impersonation – a student sitting an examination in another student's name.
- (ii) A non-student sitting an examination on behalf of the student

Group V

- (i) A staff/invigilator assisting a student

9.1 Procedure in Dealing with Examinations Irregularities

- (i) Invigilators, shall, before each examination, inform candidates of the seriousness Upon which examination irregularities shall be treated.
- (ii) When an invigilator suspects that a candidate has committed an examination irregularity, other invigilators shall be consulted and the candidate shall be informed that a report shall be submitted to the Dean of the Faculty and copied to the Academic Registrar.
- (iii) The invigilator, shall, if possible, confiscate the material that is suspected, but the candidate shall be allowed to complete writing the examination.
- (iv) The candidate shall, at the end of the examination paper, be asked to make a written statement to be submitted to the Dean of the Faculty.
- (v) The main invigilator and the Head of Department shall make a full report on the incident to the Dean of the Faculty and copied to the Deputy Vice Chancellor and Academic Registrar immediately after the examination.
- (vi) The main invigilator's report and the candidate's statement shall be considered by an Investigating Committee of the Faculty appointed by the Faculty Board.
- (vii) An Internal Examiner, who in the course of marking examination scripts, suspects that an examination irregularity has taken place, shall consult the Head of Department. If the Head of Department considers that an examination irregularity has occurred, a full report shall be made to the Dean of the Faculty and copied to the Deputy Vice Chancellor and the Academic Registrar.

9.2 Investigating Committee

The Investigating Committee shall normally be composed of:

- (i) Four members of the Faculty Board or their representative, one of who shall be the Chairman.
- (ii) The Head of the Department in which the candidate is registered.
- (iii) Representatives of the Dean of Students
- (iv) Representative from the Directorate of Legal Affairs
- (v) Representative of the Academic Registrar who shall be the Secretary.

9.3 Some Examination Offences and Penalties

A. General Conditions for the Candidates to Observe

The following is a schedule of some of the probable offences and the subsequent penalties to be meted out. As candidates familiarize themselves with the schedule, specific note of the following conditions must be taken into account:

- (i) The schedule is not exhaustive, and the University shall not be constrained from penalizing candidates for any other commission that it may deem punishable, or imposing any penalties other than those appearing on this guide.
- (ii) Candidates shall be deemed to have registered for University examinations upon registering for courses in the relevant Faculty. Such registration shall be construed to mean readiness to comply with all examination regulations in force at the time of registration.

- (iii) The interpretation of examination regulations, and the offences and penalties thereof, shall rest with Senate.
- (iv) That the University shall have the right to amend or vary the examination regulations without prior consultation with the candidates. Such amendments/variations shall, however, be brought to the candidates' attention before sitting for the examinations in which the amendments/variations shall be in force.
- (v) All candidates found guilty of an examination offence shall be required to undergo mandatory counseling.

9.4 Matrix of Punishable Examination Offences and Penalties

S/N	Offence	Penalty
1.	Possession of and/or copying from unauthorized material brought to the examination venue by the candidate himself/herself or by other person(s)	(a) Cancellation of the candidate's examination results in the course concerned (b) A written warning. (c) Suspension from the University for one academic year/stage and on re-admission repeat the year/stage of study in which the offence was committed.
2.	Copying from other candidates' examination work in the examination room.	(a) Cancellation of the candidate's examination results in the course concerned. (b) A written warning. (c) Suspension from the University for one academic year/stage and on re-admission repeat the year/stage of study in which the offence was committed.
3.	Circulating/exchanging/issuing unauthorized written, electronic, or any other material to other candidates during an examination	(a) Cancellation of the candidate's examination results in the course concerned (b) Expulsion from the University of the candidates involved.
4.	Communicating orally or through gestures with other candidates during the examination	(a) Cancellation of the candidate's examination results in the course concerned (b) The candidate shall be deemed to have failed the unit. (c) A written warning.
5.	Possession of activated electronic gadgets such as mobile phone, MP3/MP4 player, iPod, Blue Tooth facility, programmable calculator or any other unauthorized equipment/gadgets in the examination venue.	(a) Cancellation of the candidate's examination results in the course concerned (b) The candidate shall be deemed to have failed the unit. (c) A written warning.
6.	Use of a mobile phone, MP3/MP4	(a) Cancellation of the examination results for

	player, ipod, Blue Tooth facility, programmable calculator or any other unauthorized equipment/gadgets in the examination venue.	the candidate(s) involved. (b) Suspension from the University for one academic year/stage and on re-admission repeat the year/stage of study in which the offence was committed. (c) A written warning.
7.	Possession of used or unused examination answer booklet(s) in the examination venue during an examination other than the material issued by the invigilator	(a) Cancellation of the examination results for the candidate(s) involved. (b) Expulsion from the University.
8.	Continuing writing even after the invigilator has announced the expiry of time allocated for the examination	(a) Cancellation of the candidate's examination results in the course concerned (b) The candidate shall be deemed to have failed the unit. (c) A written warning
9.	Carrying one's answer booklet(s) out of the examination room.	(a) Cancellation of the candidate's examination results in the unit concerned (b) Suspension from the University for one academic year/stage and on re-admission repeat the year/stage of study in which the offence was committed. (c) A written warning.
10.	Carrying another candidate's answer booklet(s) out of the examination room.	(a) Cancellation of the examination results for the candidate(s) involved. (b) Expulsion from the University.
11	Candidate whose answer booklet(s) has/have been taken out of the examination room without his/her knowledge or consent.	(a) Cancellation of the candidate's examination results in the course concerned. (c) Re-sit the unit as a Special examination if absolved from any complicity or conspiracy.
12.	Destroying evidence which may be used as proof of an examination irregularity.	(a) Cancellation of the examination results for the candidate(s) involved. (b) Expulsion from the University.
13.	Obstructing the invigilator while he/she is performing his/her duties, and/or use of personal violence and/or threats against the invigilator on matters relating to the sitting of an examination.	(a) Cancellation of the examination results for the candidate(s) involved (b) Expulsion from the University
14.	Willful disruption of examinations attributable to a candidate's behavior during University examinations.	(a) Cancellation of the examination results for the candidate(s) involved. (b) Expulsion from the University
15.	Presenting oneself in the examination venue under the	(a) Expulsion from the examination room (b) Mandatory counseling and/or medical

	influence of alcohol and/or substance abuse.	treatment until declared fit to resume studies. (c) A written warning.
16.	Smoking in the examination room	(a) Expulsion from the examination room. (b) Cancellation of the examination results for the candidate(s) involved. A written warning.
17.	Conspiracy to impersonate (an) other candidate(s) during an examination.	(a) Cancellation of the candidate(s) examination results in the course concerned. (b) Expulsion from the University for the candidates involved in the conspiracy.
18.	Possession and/or usage of another candidate's examination card.	(a) Cancellation of the candidate's examination results in the course concerned (b) Suspension from the University for one academic year/stage and on re-admission repeat the year/stage of study in which the offence was committed. (c) A written warning.
19.	Availing one's permit for use by another candidate.	(a) Cancellation of the candidate's examination results in the course concerned (b) Suspension from the University for one academic year/stage and on re-admission repeat the year/stage of study in which the offence was committed. (c) A written warning.
20.	Presenting an invalid examination permit to the invigilator during an examination.	(a) Cancellation of the candidate's examination results in the course concerned (b) The candidate shall be deemed to have failed the unit. (c) A written warning.
21.	Possession of a forged examination permit.	(a) Cancellation of the examination results for the candidate(s) involved. (b) Expulsion from the University
22.	Presenting oneself for an examination in a course/he/she has not duly registered.	(a) Cancellation of the examination results in the course(s) concerned. (b) A written warning
23.	Sitting examinations without payment of requisite fee.	(a) Cancellation of the examination results in the course(s) concerned. (b) A written warning
24.	Plagiarism/Unacknowledged copying	(a) Cancellation of the candidate(s) examination results in the course concerned. (b) Expulsion from the University for the candidate (continuing student), or withdrawal of award (graduate)
25.	Proven commission of examination offence(s) more than	(a) Cancellation of the examination results for the candidate(s) involved.

once.	(b) Expulsion from the University
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10.0 Leakage Of Examinations

- (i) Any person, who suspects that a leakage has taken place, shall immediately report to the Academic Registrar and the Dean of the Faculty.
- (ii) Where a leakage has been established as having occurred, the Dean of the Faculty shall **NULLIFY** the examination and order a fresh examination to be set and administered.
- (iii) The Investigating Committee shall make recommendations to Senate, based on their findings as soon as possible.
- (iv) Senate shall take appropriate disciplinary action(s) on students and staff proved to be guilty of the vice.
- (v) Confidentiality and protection shall be granted to the person the student or staff who reveals the anomaly.
- (vi)

11.0 Loss Of Scripts

- (i) Loss of scripts shall apply to situations in which scripts, which have been certified as having been handed in by the candidates at the end of an examination paper, are misplaced or found to be missing at the time of processing the examinations.
- (ii) The Chief Internal Examiner shall report cases of loss of scripts to the Dean of the Faculty as soon as is practicable.
- (iii) An Investigating Committee appointed by the Faculty Board shall investigate the loss of a script(s) and report its findings to Senate.
- (iv) Senate shall determine, based on the report, the course of action to be taken as a result of loss of scripts.

12.0 Disposal of Scripts

- (i) The Faculty Dean shall be the custodian of examination scripts.
- (ii) The Dean of the Faculty shall normally dispose the examination scripts 3 years after the candidate graduates from the University.
- (iii) Results and scripts, which involve appeals, shall not be disposed off until after the appeal has been settled.
- (iv) Rules governing confidentiality of information shall apply in the disposal of scripts.

13.0: Exemptions

- (i) Senate may, at its discretion, grant a Faculty/School/Center or an institute, exemption from any of the requirements of these rules and regulations.
- (ii) Senate may, on the recommendation(s) of a Faculty board, grant any candidate(s) exemption from any of the requirements of these rules and regulations.

14.0: Dissertation/Projects

Dissertations and Thesis reports shall be kept by the University in both soft and hard copy. These Dissertations/theses and project reports shall be uploaded on the University repository.

15.0. Instruction to Candidates and Invigilators

1. Candidates shall be allowed into the examination room fifteen minutes before the start of the examination. Question papers shall be placed upside down on the desks before candidates enter the examination room. Candidates must not turn the question paper over until they are instructed to do so.
2. A candidate, who arrives within the first half hour of the start of the examination, may be allowed into the examination room provided no other candidate has left the room. Such a candidate will have no extension of time to compensate for the lateness.
3. No candidate shall enter the examination room after thirty minutes from the start of the examination. A candidate who is excluded from the examination under this regulation should report to the Chief Internal Examiner.
4. Examination registration cards and students' identification cards should be conspicuously displayed. Candidates who do not have examination cards shall not be allowed to sit the examination.
5. Books, bags, notes, rough papers, cell phones or any other such materials that may hinder transparency, or that are likely to raise suspicion should not be carried into an examination room. Log books and calculators should not be brought into the examination room, unless there is a provision to the contrary for a particular paper. All unauthorized materials should be handed over to the Main Invigilator before the start of an examination.
6. Invigilators shall have power to confiscate any unauthorized material(s) brought into the examination room. They shall have the power to expel from the examination room, any candidate who creates disturbance and breaches the peace and quiet of the examination room.
7. Candidates should acquaint themselves with the instructions on the front page of the answer books.
8. Candidates should write their registration numbers, course codes and course titles on each answer booklet and on continuation sheets.
9. Candidates are not allowed to communicate with each other, either verbally or through other means, during an examination without the permission of the invigilator.
10. Candidates are not allowed, in their course and assignments, to reproduce the works of another person, other persons without acknowledgement, and with intent to deceive. This amounts to plagiarism, a serious offence which will lead to disciplinary action being taken against such a candidate.
11. Smoking is forbidden in an examination room.
12. Candidates must stop writing and assemble their scripts at the end of the examination, on the instructions of the Main Invigilator and hand in their answer script together with their examination cards for signing.
13. Candidates are not allowed to remove answer books or sheets from the examination room.
14. A candidate who is unable to sit an examination should report the circumstances to the Dean of the Faculty and the Head of Department immediately.
15. Misreading the examination timetable is not a sufficient cause for failing to sit an examination.
16. In acceptance circumstances, a candidate with special needs, or unwell but willing to sit for the examination, shall be given consideration on case by case basis.

16.0 Students' Academic Appeals and Complaints on Academic Matters

16.1 General Principles

- (i) Students will have full opportunity to raise individual or collectively matters of concern to them without fear of disadvantage and in the knowledge that privacy and confidentiality will be respected.
- (ii) The rights of staff members and students shall be taken into account and protected when handling appeals and there shall be a policy on protection of information or data regarding appeals.
- (iii) The academic appeals procedure form a part of the institutions overall framework for quality assurance. Therefore, there shall be structures to handle student's appeals at every Faculty.
- (iv) The Dean of Students, department of legal affairs, the health services and academic units shall be part of the academic support system for appeals.
- (v) The University shall ensure that its procedures are fair and that the decisions made are reasonable and have regard to any applicable law.
- (vi) The University will address student complaints and appeals in a timely manner, using simple and transparent procedures including an informal resolution of a complaint at the level at which the matter arose.
- (vii) The University shall publicise information on complaints and appeals procedures in an accurate, complete, clearly presented, readily accessible manner and issued to students and staff.
- (viii) The University shall widely advertise sources of impartial help, advice, guidance, and support within the university.
- (ix) The complaints and appeals procedures should identify the persons or bodies from whom authoritative guidance may be sought on the applicability and operation of the procedures.
- (x) Those responding to investigating or adjudicating upon complaints or appeals must do so impartially and must not act on any matter in which they have a material interest or in which any potential conflict of interest might arise.
- (xi) A complaint or appellant should be entitled to be accompanied at all stages of the complaints or appeals process by a person of his or her choice.
- (xii) The documentation should indicate any internal procedures, which are available to a student dissatisfied with the response to a complaint or outcome of an appeal.
- (xiii) The University will ensure that where a complaint or appeal is upheld appropriate remedial action is implemented.
- (xiv) The University will have in place effective arrangements for the regular monitoring, evaluation and review of complaints and appeals.
- (xv) The academic appeals system shall be viewed as mediation, arbitration, and monitoring process that goes beyond handling examination malpractice.
- (xvi) The University will keep their monitoring, evaluation and review arrangements under scrutiny, taking into account good practice.
- (xvii) The University shall design tools of instruments for collecting complaints from students.

16.2 Continuous Assessment

A student may request a review of continuous assessment mark(s) and decisions during the course of the year.

16.3 Procedure for continuous assessment appeal

(a) Course Instructor

First discuss concern with the course instructor promptly upon receipt of the assessment mark or decision in an attempt to resolve any differences. The student has the right to take the matter directly to the Head of Department if need be.

(b) Department/Programme

If the complaint has not been satisfactorily resolved Course Instructor, the student may approach the Head of Department (or Dean if the Head of Department is the Instructor, or AR if the Faculty Dean is the Instructor) for review, mediation or resolution. The student should attach to the written complaint all relevant evidence as is available to substantiate the complaint. The Head of Department shall investigate and may endeavor to resolve the matter, or may seek further advice/recommendation from the Departmental Board or other persons as he/she thinks fit. The Head of Department may direct that corrective action be taken when justified;

(c) Faculty

If the complaint is not resolved at level (b), either the Head of Department or the student will refer the written complaint to the Dean of the Faculty for investigation, review and resolution. The Dean will review the appeal, discuss with the student, the Head of Department, and any other persons concerned, and may refer it to the Faculty Board for further advice/recommendation. The Dean may direct that corrective action be taken when justified. He/she will report his/her decision to the student and the instructor;

(d) Senate

Should the complaint not be satisfactorily resolved at level (c), either the student may refer the written appeal through the Dean Faculty to the Senate (Academics affairs and Library Committee) for review and resolution. The committee's decision shall be binding on all parties, not appealable, and takes effect when issued.

16.4 Examination results Appeals

Students may request a review of their examination marks, results and academic decisions, However, examination appeals against externally moderated examination marks shall not be considered unless evidence exists that errors/omissions/irregularities had occurred or new evidence exists which necessitates a review of the mark, result or decision.

16.5.1 Grounds for hearing appeals

- (a) New evidence: i.e. evidence of circumstances affecting the students' examination performance that, through no fault of the student, could not reasonably have been presented at an earlier date
- (b) Procedural or other irregularities in the conduct of the examination

- (c) Procedural irregularities in the marking of the examination, e.g. evidence that the scripts have been insufficiently or incorrectly marked
- (d) Evidence of prejudice or bias on the part of one or more examiners
- (e) Inappropriate advice from members of administrative or academic staff on matters affecting the student's examination candidature or performance
- (f) Failure of the University to implement its agreed procedures and regulations.

16.5.2 Guidance to the Examination appeals Committee

- (a) Grounds for appeals must be specific;
- (b) Reasons such as 'I deserved a better grade', or 'I thought I did better' are unclear and unhelpful
- (c) Appeals which challenge the professional academic judgment of examiners on the student's examination performance will not be considered
- (d) Appeals or representations are allowed as a way of ensuring that as far as possible all relevant circumstances surrounding examination performance are brought to light and taken into account in formulating results and decisions
- (e) Appeals should be lodged with the relevant Head of Department
- (f) Examination appeals must state clearly the grounds for appeal and should include all relevant information
- (g) The burden of proof is on the student, and the written appeal should state and support with available evidence the grounds for appeal
- (h) The examinations Appeals Committee will consider the details of the appeal and decide whether the appeal is valid, and if so, what relief should be provided
- (i) The Committee does not usually hold hearings
- (j) The examination script may be re-marked only if the committee so directs; there is no automatic re-marking/regarding of scripts
- (k) However, for all appeals and queries received from students, the marks and/or results will be checked for errors, omission and conformity with regulations, and a correction made where necessary
- (l) The Committee's decision is final and takes effect when issued
- (m) Examination scripts and the marks awarded for individual examination questions/answers are not shown to students.

16.5.3 Procedure for Handling Queries and Appeals on Final Course Grades and Marks

- (a) Student shall submit queries and appeals within one month from the official date of the Publication of Cumulative GPAs and academic results. Queries and appeals received after the deadline shall not be processed except where the delay was caused by factors reasonably beyond the student's control;
- (b) If a student feels that final course grade/marks is inaccurate, the student may lodge a query with the Head of the Academic Department/Unit concerned. The examiner(s) will check the continuous assessment and examination marks for errors and omissions and if an error is detected, submit to the Head of Department a change of course grade or mark in the approved Course Grade/Mark Change Form;

- (c) If the student feels that a final course grade/mark was unfairly assigned, the student may submit a written appeal of the grade/mark to the Head of the Department (HoD) concerned. The HoD shall process the appeal within one week of receipt of the written appeal;
- (d) If the complaint is not resolved, the HoD shall forward the student's appeal to the Deputy Dean. The Deputy Dean shall process the appeal within one week of receipt of the written appeal;
- (e) If the complaint is not resolved, the Deputy Dean shall forward the student's appeal to the Secretary of the Senate Academic Appeals Committee. The Committee shall process the appeal within two weeks of receipt of the written appeal and its decision is final;
- (f) The HoD or Deputy Dean or Appeals Committee may refuse or accept the appeal. If the appeal is accepted, the appellant's examination script shall be re-marked. The original marker or a second marker shall be asked to review the examination script along with a representative sample of all the examination scripts in the course. The appellant's script shall be identifiable. If the review leads to a lower grade/mark the original grade/mark shall not be lowered.

16.6 Complaints Relating to Individual

(a) Course Instructors

A Student (s) who has a grievance relating to a course instructor (e.g. unsatisfactory teaching, unsatisfactory relationship with the course instructor) may follow these steps:

- (a) Raise concern with the course instructor as soon as the problem or difficulty arises. Most grievances can be resolved amicably and quickly in this manner. The student may take the matter directly to the Head of Department if need be; If it concerns HOD then, it shall be reported to Dean of Faculty, if it involves the Dean, the the academic registrar shall handle the matter.
- (b) Concerns related to an instructor that cannot be resolved at step 1 should be discussed with the Head of Department (or Faculty Dean, if the Department Head is the instructor or Academic Registrar if the Dean is instructor).
- (c) If the complaint is not resolved at step 2 above, the student may seek redress from the Academic Registrar.
- (d) The reason for this is that the complaint review process is accomplished in a collegial non-judicial atmosphere rather than an adversarial one and allows the parties involved to participate as appropriate.
- (e) Complaints shall be raised and resolved promptly and as soon as they arise during the course of the year.