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**Student Guide to Examinations**

**2023/24**



**All students sitting University of Stirling exams should read this guide carefully before undertaking any exams.**

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# Introduction

Examinations (exams) form a core element of the University of Stirling’s student assessment arrangements. As such, exams are formally arranged and operated and students are required to take exams in line with these formal arrangements.

The purpose of this guide is to provide University of Stirling students with useful information on how exams are organised and run at the University, and to offer answers to frequently asked questions. It has been prepared by the Timetabling, Exams and Graduation team and if you have any comments on the guide or queries that the guide does not address, please feel free to contact us at [exams@stir.ac.uk](mailto:exams@stir.ac.uk).

# Construction of the Exam Timetable

Whilst exam timetables are always prepared with the aim of avoiding a student having more than one exam on the same day, the complex nature of examination scheduling means that unfortunately this cannot always be avoided.

All students should expect to have exams on consecutive days. Whilst every effort is made to spread exams, the large number of module combinations in some subjects means that students may have two exams on consecutive days.

If you find that an exam timetable contains a clash of exams for you, i.e. two exams timetabled simultaneously, you should report this to [exams@stir.ac.uk](mailto:exams@stir.ac.uk) immediately.

# Student Availability

As a student, you are required to be available to sit exams on any day (including Saturdays) throughout each of the exam diets. Exams will typically be scheduled to begin at either 9am or 2pm (UK time); however if a scheduling need requires, exams may be timetabled outside of these standard times.

# Publication of the Exam Timetable

It is your responsibility to ensure you know the date, exam venue (if relevant) and start time of all your exams and where necessary that you arrive at the correct venue 20 minutes before your exam start time. Misreading the timetable is not an acceptable reason for a student being absent from an exam or arriving to it late.

The timetable can be accessed [here](https://www.stir.ac.uk/about/professional-services/student-academic-and-corporate-services/academic-registry/student-information/exams/exam-timetables/). We aim to publish the timetable and email you with further details as per the schedule below:

|  |  |
| --- | --- |
| **Undergraduate Diet** | **Postgraduate Diet** |
| **Autumn** - Thursday 2 November 2023 | **Autumn –** Thursday 9 November 2023 |
| **Autumn resit/deferred diet -**  Thursday 22 February 2024 | **Autumn resit/deferred diet**  Thursday 14 March 2024 |
| **Spring –** Tuesday12 March 2024 | **Spring –** Tuesday12 March 2024 |
| **Spring resit/deferred diet –** Wednesday 12 June 2023 | **Spring resit/deferred diet –** Wednesday 12 June 2023 |
|  | **Summer –** Friday 28 June 2023 |
|  | **Summer resit/deferred diet –** Tuesday13 August 2023 |

# Exam Location

#### Exams will predominantly be sat remotely, however there will be some that will be delivered on campus. For those exams delivered on campus there will be a range of venues at the Stirling campus within the Cottrell and Pathfoot Buildings that will be used.

# Split Exams

Sometimes it is necessary for the same in person exam to run at different venues, at the same time. Therefore, some students taking the exam will take the exam at one venue, and others taking the same exam, will be based in another venue. Please ensure that you check your email confirming the room in which you will be taking your exam. **DO NOT** assume that you are sitting the exam in the same room as a friend or colleague without checking your individual confirmation email.

# Seating Plans

For those exams that are on campus, and with the exception of candidates with an Agreed Record of University Access Adjustments (ARUAA), all exams will have a seating plan in operation with candidates emailed their individual desk number for their exam.

**You must sit at the desk that you have been allocated. You are not permitted to sit at another candidate’s desk.**

You will receive an email from the Timetabling Exams and Graduation Team which will detail your exam venue and desk number. If you are sitting an on campus exam within the main diet and have not received notification of your exam venue within a week of the exam, then please email [exams@stir.ac.uk](mailto:ask@stir.ac.uk). For the spring resit diet please notify [exams@stir.ac.uk](mailto:exams@stir.ac.uk) if you have not received your exam venue email within three days of the start date of the diet.

# Types of Exams

The University operates different types of exams:

* **Remote Exams (open book exam)**

Remote exams will be delivered online through either the Canvas or Inspera assessment platforms (your faculty will confirm this prior to the exam) and could be either a seen exam or an open book exam.

* **In person exams**

In person exams are delivered on campus and can be either handwritten within a standard exam venue, or online in our PC labs. These will be invigilated and there will be strict conduct regulations that students must adhere to.

* **Proctored Exams (closed book exam)**

Where there is a requirement for a remote exam to be invigilated the Inspera platform would be used.

* **Unseen Exams**

An unseen exam is an exam where the student does not know what questions are going to be asked and is required to answer questions based upon what they have learned over the course of their academic study.

* **Seen Exams**

A seen exam is one in which the exam paper is pre-released to you, in advance of the exam date. Students therefore have an opportunity to decide which questions to answer, consult lecture notes, lecture handouts, etc. and then plan and draft an answer in advance of the exam.

* **On Campus (open book exam)**

The faculty will advise as to which written material students are permitted to bring with them to refer to during the assessment. and use these resources during the exam.

* **Multiple Choice Question (MCQ) Exams**

In MCQ exams students will usually have to select the correct answer(s) to a given question from a small number of options.

* **Audio/Visual Exams**

For some film and media exams you may be required to watch a film clip at the start of your exam. This clip may be played more than once during the exam. Please refer to your module handbook for further information.

* **Objective Structured Clinical Exams (OSCEs) – Nursing Students**

This assessment takes place within a simulated clinical environment where a nursing candidate is provided with a scenario involving a patient (patient may be an actor) and is required to demonstrate their clinical skills and decision making. The student may be required to use clinical equipment or to record findings using clinical documentation or to provide a written assessment. The student is observed during the assessment by two markers who agree the final mark together. The OSCE may also be recorded.

# Exam timings and durations

It is important that you are fully aware of how the exam is being timed before you start the exam, so that you can make the most of the time that you have.

**Remote exam**

A remote exam will be timed either as a straight duration (for example the student might have 3 hours from the exam release time) or as a windowed exam (for example a student might have 3 hours within a 24 hour period). This information will be provided by the faculty in advance of the exam.

# In Person

Some in-person exams offer reading time in which students can read the questions, but are not permitted to answer the questions until instructed. This reading time is to allow you to plan your answers and is in addition to the exam duration.

# Before an Exam

Please make sure to check the timetable and make sure you are aware of all arrangements relating to your assessments.

**Remote exam**

* Please ensure that, when an exam is delivered remotely, in advance of your exam you:
  + have found a comfortable and quiet space where you will not be disturbed. This should be done in advance of you starting the exam so that you are calm and able to perform to the best of your ability.
  + should ensure that you are completely familiar with how the exam is being delivered for each specific exam as these may vary by module.
  + should pay particular attention to the time allowed for each exam – for example, although an exam may have a 4 hour period allocated you may only have 2 hours to complete the exam. You should consider when the best time would be for you to undertake the exam within the exam window.
  + should check that you have access to appropriate IT and that you have strong and reliable Wi-Fi access. [Laptop loan](https://www.stir.ac.uk/about/professional-services/information-services-and-library/current-students-and-staff/it-support-and-resources/borrowing-laptops/) is also available.
  + remember that there is bookable space on campus where you can sit your exam if your home environment is unsuitable. You can [book a slot](https://resourcebooker.stir.ac.uk/app/booking-types) as required.
  + can authenticate using the Authenticator app.
  + are aware of contact details for any technical support you might need if you encounter IT issues during the exam.
  + **Do not assume, and do not take advice from other students, as they may give you incorrect information.**

**Conduct during Remote Exams**

The University is committed to protecting the quality and standards of its awards. All students must act with academic integrity. Please take time to re-familiarise yourself with the [University Academic Integrity Policy](https://www.stir.ac.uk/about/professional-services/student-academic-and-corporate-services/academic-registry/policy-and-procedure/) as normal expectations around academic integrity and exam conduct apply.

* do not simply copy or translate from notes, books, websites etc. – use your own words. Your answers must be your own work.
* do not communicate with anyone about the exam, share information or discuss how to interpret or answer the questions.
* do not get anyone else to do the exam for you.

**Illness during a remote exam**

If you become ill during a remote exam preventing you from completing the assessment and you do not submit the exam you are required to submit a deferred exam request. You are also required to notify the module co-ordinator immediately that you have left the exam due to ill health.

# Arriving for an on-campus exam

For all on campus exams, you should arrive at your exam venue at **least twenty minutes before** the start time of your exam.

Please note that if you arrive late for an exam, you will not receive any additional time to take the exam. Please note, that 30 minutes after the exam has commenced, you will not be allowed entry to the exam venue.

# Bag Storage Rooms

Bags **are not allowed** in exam venues. Therefore, you should only bring what is absolutely essential with you to an exam.

There are strict rules about what can be brought into an on campus exam. Items which are permitted to be taken into an exam venue are:

* your University of Stirling ID card. If you have mislaid your card please visit the Student Services Hub or you can order from the University online shop and get a new one before your exam. If this is not possible you will be permitted to sit the exam with an alternative recognised form of ID, such as your digital ID card, a passport or Driving Licence. If your only from of ID is your digital ID from your mobile, this will need to be checked at the end of the exam and you should remain seated after the exam has finished. At this point the invigilator will ask you to access your Digital ID on your mobile phone. You will not be permitted to leave the exam until the invigilator is satisfied with your ID check. If we cannot confirm your identity then this may result in a zero mark for the exam.
* bottled water in a clear bottle (no labels) of no more than 500ml in size (except where approved by Accessibility & Inclusion Service as part of an ARUAA or for those sports students taking exams off campus due to sporting commitments)
* calculators (You will be advised by your faculty in advance of the exam if calculators are permitted and which ones).
* clear pencil case containing necessary stationery items.
* one switched off mobile/smart phone (only when stored in the clear plastic box provided in the exam, this may be required as a form of digital ID, or to access the Authenticator app for online exams).

A small clear plastic box will be provided in the exam venue in which you will be required to store any items which are not permitted to be on your desk during the exam. You will be required to place the plastic box on the floor under your desk for the duration of your exam.

#### If you choose to bring any additional personal belongings or baggage you will be required to leave your belongings in one of the designated bag storage rooms. It will be necessary for you to ‘check in’ any baggage into the bag storage room, and then to collect it again after you have completed the exam and left the exam venue. For morning exams the bag venue will open at 08:30 and for afternoon exams the bag venue will open at 1:30.

#### Please note that there may be a queue to check in or collect baggage and so if you decide to bring baggage or other items with you to an exam that you require to have stored, it is essential that you leave plenty of time in advance of the exam start time to check in your items.

Bag storage rooms for 2023/24 are provided at:

|  |  |  |
| --- | --- | --- |
| **Exam Diet** | Cottrell | Pathfoot |
| Autumn | C.LTA4 |  |
| Spring | C.LTA4 | P.H4 |
| Autumn resit | C.LTA4 |  |
| Spring resit | C.LTA4 |  |

# Invigilators

An invigilator will be present at all University of Stirling on-campus exams. The role of the invigilator is to:

* manage the running of the exam;
* provide students taking the exam with information relevant to the exam;
* oversee student conduct and ensure that academic misconduct does not occur;
* ensure the exam venue is safe and comfortable.

If you have any queries during an exam, you should raise your hand and an invigilator will come to you.

Invigilators will not answer questions about an exam paper, including interpreting words or questions. However, if you think there is a genuine error on an exam paper, you should notify an invigilator immediately.

# Entry to your on-campus exam

As soon as you enter the exam room you are under ‘exam conditions’. This means that you:

* **MUST NOT** talk to other students once you have entered the exam venue;
* **MUST** abide by the rules and requirements of the exam.

Please listen to the instructions from the invigilator as you enter the venue. There may be more than one exam taking place within an exam venue and it is therefore essential that you sit at the desk that you have been allocated.

Items which are permitted to be brought into an exam venue are noted in section 13 of this guide.

You will not be allowed entry with any unauthorised items to an exam venue, except where specific items have been approved by Accessibility & Inclusion Service as part of an ARUAA.

These items include:

* Bags
* Devices with internet or storage capabilities on your person, except when you need to use your mobile phone to authenticate your log-in (before the exam commences) or to use as a form of ID (after the end of the exam).
* Notes (this is classed as unauthorized material unless your exam is an open book exam)
* Paper for scrap (answer booklets will be provided by the invigilator for scrap if required)
* Food or other hot/cold drinks[[1]](#footnote-2)
* Wearing of any head wear such as hats or scarves[[2]](#footnote-3)
* Glasses cases/calculator cases
* Headphones
* Mascots

**Religious headwear**

The University of Stirling is committed to equality of opportunity and religious headwear is permitted in exams so long as your identity can be confirmed by an invigilator. Confirmation of identity can take place discreetly and in a private area away from other candidates before the commencement of the exam.

# During an in-person exam

Once in the exam venue you should sit quietly at your desk. You will be under exam conditions so you are not permitted to talk to other students or access unauthorised materials. At the start of the exam the invigilator will make a series of announcements. It is important to listen carefully to everything the invigilator tells you. You will hear these announcements at every exam, but please still listen even if you have heard the information before as the information may be supplemented by instructions that are specific to the exam you are doing and your performance may be impacted if you do not abide by them.

You will be told by the invigilator when you can start the exam. The question paper MUST NOT be turned over or accessed until this direction is given.

You should:

* Carefully read the instructions on the front of the question paper before beginning to answer the questions.
* Complete the attendance sheet form and leave on your desk.
* Leave your ID card on the desk in the right hand corner where it will be inspected by an invigilator and checked against a list of those eligible to take the exam. This is your proof of identity.
* Complete the front section of the answer booklet with your student number. Do not write your name as anonymous marking will be in operation.
* Remember to note your student number on your answer booklet since scripts without a student number will be deemed invalid.

**Use of Scrap Paper**

Scrap paper is not permitted in an exam. If you are wanting to make notes etc. then you should raise your hand and ask an invigilator for a scrap answer booklet. All rough work must be done in a scrap answer booklet. Work in scrap booklets will not be marked. The scrap booklet must be submitted with your answer booklet.

**Use of calculators**

If your exam permits the use of a calculator, it is your responsibility to ensure that you bring a functional, approved non-programmable calculator with you. Invigilators do not have any spare calculators to lend you, and you will not be allowed to retrieve a calculator from outside the exam venue once you have entered the venue or borrow one from another candidate.

**Use of dictionaries**

Dictionaries are not permitted in the exam unless specifically authorised beforehand by the [Chief Examiner](http://www.stir.ac.uk/registry/advisers/list/). If candidates are allowed to use a dictionary the invigilator will check, during your exam, that there is no additional information contained within. Invigilators do not have any spare dictionaries to lend you, and you will not be allowed to retrieve it from your bag once you have entered the exam room or borrow one from another candidate.

**Temporarily leaving the exam room during an exam**

You should try to remain in the exam venue throughout the entire duration of an exam in order to ensure you use all the available time for the exam paper. In order to minimise disruption, students are not permitted to leave an exam venue during either the first 30 minutes or last 20 minutes of an exam, other than in an emergency or if you become unwell.

Therefore, you will not be permitted to go to a toilet during either the first 30 or last 20 minutes of the exam. If you require to leave the exam venue out with these times to use a toilet then you should:

* Raise your hand to obtain the attention of an invigilator and request to leave the exam venue to go to the toilet. You may need to wait your turn if other students are in the process of being escorted to the toilet.
* Follow the instructions of the invigilator/staff member as they escort you to the toilet.
* Turn your exam paper and answer booklet over before you leave the room, ensuring that no information is visible to others. If your exam is PC based then the invigilator will cover your PC screen before you leave the room.
* Be aware that an invigilator must satisfy themselves that you have no unauthorised materials or equipment in your possession before you enter the toilet cubicle so you may be asked to empty your pockets first.
* Note that any time spent out of the exam room will be lost, unless previously agreed with the Accessibility & Inclusion Service.

**Leaving the exam early**

If you wish to leave the exam before the specified end time and before the last 20 minutes of the exam you should raise your hand to attract the attention of an invigilator.

You should remain in your seat until you have been granted permission by the invigilator to leave the exam. You should leave the venue as quietly as possible, so as not to disturb the other candidates.

Once you have left an examination, you will not be permitted to re-enter the exam venue.

* **You must not remove any answer books or parts of an answer book, whether used or not, any exam question papers, or any exam materials provided to you during your exam (statistical tables, data books, scrap paper etc.)**

**Illness/disruption during an in-person exam**

If you feel unwell during an in-person exam you must inform an invigilator. The invigilator will assist you and will note the circumstances completing the appropriate documentation. You are only expected to see a doctor if medical assistance is required. Unless you have completed a significant part of the paper and want it to stand, you may apply to [defer](hthttps://www.stir.ac.uk/about/professional-services/student-academic-and-corporate-services/academic-registry/student-information/exams/deferred-exams/) the exam.   In these circumstances the Invigilator Report, completed by the invigilator, serves as the supporting evidence for your deferred exam request.

*       **Adeferred exam application on grounds of incapacity to complete an exam will not be entertained if you have left within the last quarter of the exam. If you leave the exam in the last quarter due to illness the Invigilator Report will be taken into account by the Exam Board.**

If you become aware of a distraction or disturbance during an exam, this should be alerted to an invigilator.

# Cheating (Academic Misconduct)

The University of Stirling takes cheating of any form very seriously and there are a range of academic penalties that can be applied to students who are found to have been cheating.

Please be aware that anyone found with unauthorised material in an exam or during a comfort break, will be deemed to have engaged in Academic Misconduct, regardless of whether they were caught using the material. It is the role of the invigilator to monitor student conduct during exams including during any toilet or respite breaks.

Unauthorised material can be any of the following:

* any electronic devices, such as PDAs, smart watches, smart glasses that are on your person during your exam or toilet/respite break;[[3]](#footnote-4)
* any notes on: paper, drinks bottles, clothing, possessions or bodies;
* additional unauthorised notes inside dictionaries or in open book material;
* calculator instruction booklets.
* **Please read and follow the University's** [**Academic Misconduct Policy**](http://www.stir.ac.uk/academicpolicy/handbook/assessmentincludingacademicmisconduct/#q-8) **to ensure that you do not cheat in an exam, intentionally or otherwise.**
* **You must not seek advice or contributions from any third party, including friends or family. To make use of unfair means in any exam, or to assist another student to make use of such unfair means, is a University disciplinary offence.**

# Prior to the end of an in-person exam

An invigilator will announce when you have 10 minutes remaining in your exam.

# End of an in-person Exam

* At the end of the exam you will be told to stop by the invigilator. You should stop IMMEDIATELY.
* Remain seated until you are told that you may leave the venue.
* Ensure that you have completed all the details required on any answer booklets used, attendance sheet and scrap paper booklet, and have inserted any other material (e.g. graph paper) into the answer booklet.
* Wait for your script/exam materials to be collected while you are seated.

**You must not remove any answer books or parts of an answer book, whether used or not, any exam question papers, or any exam materials provided to you during your exam (statistical tables, data books, etc.)**

**Out of consideration to other students, you should not cause any noise disruption in the vicinity of exam venues. Do not begin talking until you are well away from all exam venues.**

# Exam Adjustments for ARUAA Students

If you have an ARUAA (Agreed Record of University Access Adjustments) you will have agreed your exam adjustments with the Accessibility & Inclusion Service. You can also check your exam arrangements by logging onto your student portal and clicking on the ‘My ARUAA’ link. ARUAA students should check exam arrangements before the start of the exam diet to ensure they are correct. No exam arrangements can be changed during the exam diet. By sitting your exam, you are confirming that your arrangements have been met.

**Where exams are being delivered remotely extra time that students may have as part of their ARUAA is factored into the time that all students are given.**

## 20.1 Computers

* In MS Word (answer document) you can make any required adjustments yourself, e.g. font, page colour, spell checker.
* You can open Texthelp Read&Write software on your PC, to support reading/proof reading.

## 20.2 Late arrangements

If your agreed exam adjustments cannot be met for a specific exam diet (e.g. if you have missed the deadline date) your exam adjustments will be recorded and marked as late for this exam diet. Your exam adjustments will then be put in place for the next exam diet. If you are late in seeking to establish exam adjustments and feel that you could be disadvantaged by not receiving adjustments, you can complete a form to send to the relevant Faculty Chief Examiner. You can get the form required for this from the Student Services Hub. The form must be authorised by an Accessibility & Inclusion Advisor or Duty Advisor before it is submitted to the Chief Examiner.

You may also choose to apply to [defer](https://www.stir.ac.uk/about/professional-services/student-academic-and-corporate-services/academic-registry/student-information/exams/deferred-exams/) an exam/exams, if you have missed the cut off date. You can complete a deferral application via the [Portal](https://portal.stir.ac.uk/my-portal.jsp).

# Emergency Exam Venue Procedures

In the event of a fire alarm, power cut or other emergency necessitating the evacuation of the exam room all students should follow the emergency procedures:

* On instruction from the invigilator cease writing and leave your answer booklets face down on the desk.
* Exam conditions still apply so you must not talk to any other students.
* In the event of a power outage if the invigilator considers that there is enough natural light to allow you to continue, then continue.
* If you are instructed to evacuate the exam then do so as quickly as possible. Do not stop to collect personal belongings.
* Leave the building and assemble at the appropriate assembly point following the instructions of the invigilator(s).
* Students should remain at the emergency points where they will be kept informed and given further instructions as to when they may return to the exam room or what alternative arrangements have been made.
* Do not return to the exam room to collect personal items until advised by the Invigilator(s) that it is safe to do so.
* If the emergency only caused a brief interruption then candidates may be provided with the additional time to account for any lost.
* If the emergency results in an exam being cancelled then Student Administration will email candidates within 48 hours with information concerning the exam.

# Lost Property

Property left behind in Stirling exam venues will be stored by the Lost Property Office located in Cottrell Main Reception for a period of 3 months. After that time, property deemed non-valuable will be distributed to local charities, property deemed of value will be sent to the Police in Stirling.

# Regulations

Students should familiarise themselves with University regulations:

* [Academic Misconduct Policy](https://www.stir.ac.uk/internal-students/faculty-of-natural-sciences/undergraduate-student-handbook/assessment/academic-misconduct/?)
* [Attendance and Engagement Policy](https://www.stir.ac.uk/about/professional-services/student-academic-and-corporate-services/academic-registry/academic-policy-and-practice/quality-handbook/attendance-and-engagement/)

# Frequently Asked Questions (FAQs)

## 24.1 Arriving at your exam

What if I can’t remember/find my desk number?

Please contact [exams@stir.ac.uk](mailto:exams@stir.ac.uk).

*What if I arrive late for an exam?*

If you arrive at an exam venue 30 minutes or later after the start time of the exam you will not be granted entry to the exam. You should contact your faculty to request a discretionary resit (main diet only).

## 24.2 Illness / Extenuating Circumstances

What if my exam preparation is affected by illness or other extenuating circumstances?

You are expected to take the exam anyway but can apply for [Extenuating Circumstances](https://www.stir.ac.uk/about/professional-services/student-academic-and-corporate-services/academic-registry/student-information/exams/extenuating-circumstances/) in this scenario. You should apply for these before the exam diet and be aware that independent supporting evidence will be required in time for the Exam Board meeting.

What will happen if illness or other extenuating circumstances prevent me attending the exam?

If you are ill on the day of an exam or have encountered other extenuating circumstances e.g. bereavement, disability related reasons and are unable to sit your exams, you can apply to defer them. Please refer to the University Policy on [Deferred Exams](https://www.stir.ac.uk/about/professional-services/student-academic-and-corporate-services/academic-registry/student-information/exams/deferred-exams/).

If you need to apply to defer your exam(s) you should use the Apply for “Exam Deferral” link from your Portal home page. Please be aware that independent supporting evidence is required with every deferred exam application.

What if I’m unable to sit an exam due to short term injury or have suffered an injury which impedes my ability to write?

If you have a short term injury or temporary illness which will have an impact on your ability to sit an exam e.g. broken arm, dislocated shoulder then you should contact the faculty to discuss your options for the module exam(s) effected. Whilst the University will seek to assist students, in certain circumstances it may not be appropriate to offer an alternative assessment to an exam. Where the faculty have been unable to offer an alternative form of assessment then you will be advised to apply to [defer](https://www.stir.ac.uk/about/professional-services/student-academic-and-corporate-services/academic-registry/student-information/exams/deferred-exams/) your exam(s).

* **Any arrangements agreed with the faculty for short term injury or illness will only apply for the current or forthcoming diet only and MUST NOT be used as an interim period if you have missed the Accessibility & Inclusion deadline for long term arrangements.**

What if I am pregnant and due to sit exams?

If you are due to give birth near to or during an examination diet you will not be prevented from taking an exam.

If your midwife or doctor advises against sitting an exam then you should apply to [defer](http://www.stir.ac.uk/registry/studentinformation/exams/deferredexams/) your exam for which supporting medical evidence is required.

You should reach out to [exams@stir.ac.uk](mailto:exams@stir.ac.uk) should you have any questions regarding any exams.

## 24.3 Students with an ARUAA

Can I apply for an Exam Deferral on the grounds of disability if I have an ARUAA?

Yes - please refer to the University Policy on [Deferred Exams](https://www.stir.ac.uk/about/professional-services/student-academic-and-corporate-services/academic-registry/student-information/exams/deferred-exams/).

If you need to apply to defer your exam(s) you should use the Apply for “Exam Deferral” link from your Portal home page. Please be aware that independent supporting evidence is required with every deferred exam application.

ARUAA students wishing to apply for deferral on the grounds of disability who do not wish to share their medical evidence with anyone other than the Accessibility & Inclusion Team, should visit the Student Hub for a supporting statement to be provided by an Accessibility Adviser. The supporting statement will be sent electronically to you and you should attach this to your online deferral form.

## 24.4 Religious Commitments

What should I do if I wish to observe a religious commitment during an exam?

Examinations occur throughout the year and can take place Monday to Saturday. The University recognises that the exam timetable might clash with religious observance.

University exam diets are published in advance on the University website. You should alert Student Administration to any dates that your religious observance might clash with University exams. You can do this by completing the [Religious Observance Form](https://stir.sharepoint.com/:w:/s/StudentandFacultyOperations/EfaBXRRMd6pMhLzQrilar6cBVazpdQFh345LqWEjRszRVA?e=fDtfbO) and submitting to [exams@stir.ac.uk](mailto:exams@stir.ac.uk) by the following deadlines:

|  |  |
| --- | --- |
| **Exam Period** | **Deadline Date** |
| **Autumn** | Friday 6 October 2023 |
| **Spring** | Friday 9 February 2024 |
| **Summer** | Monday 17 June 2024 |

Though the University will consider your request, constraints placed on the timetable might make this impossible given the logistics of scheduling a very large numbers of exams involving hundreds of students within a limited exam period.

What if my exam is scheduled during Ramadan?

As Ramadan extends over a significant period of time, and it is normally expected that daily activities (including exams) will continue as normal, we are not able to consider applications for religious observance.

If you feel that observance of the Ramadan fast is significantly affecting your health, you can:

* apply to defer your exam if you are unable to sit the exam
* provide documentary evidence to support your claim for extenuating circumstances to be submitted to the Faculty Examination Board if you feel that your performance was impacted by the fasting

## 24.5 IT Help for off campus remote exams

What do I do if I need IT assistance?

Should you require IT help then please:

* contact the Information Centre by the LiveChat function on the Portal or via emailing [information.centre@stir.ac.uk](mailto:information.centre@stir.ac.uk).
* in partnership with Norman Managed Services we are now able to offer Library and IT enquiries 24/7 via LiveChat and email.
* it is important that you take as much photographic evidence/screenshots of the messages you are faced with, to be able to provide sufficient information to the IT team.
* When you email the Information Centre out of hours you will get an email back, but the email address will be a little different from the normal Information Centre email address. You will be emailed from the address Information Centre at Stirling [s75.servicedesk@normanmanagedservices.ac.uk](mailto:s75.servicedesk@normanmanagedservices.ac.uk).

# Summary

1. All exams: Double and triple check the date and time of your exam.
2. In-person exams: Make a note of your desk number (not applicable to ARUAA venues, or remote exams)
3. In-person exams: Bring your University ID card or photographic ID with you to an in-person exam.
4. In persons exams: If you bring a bag with you then you must drop it off at one of the designated bag venues.
5. Arrive with at least 20 minutes to spare.
6. All exams: Familiarise yourself with permitted extra materials for your exam and bring them with you.
7. In-person exams: Visit the toilet before you go into the exam room. Although invigilators will accompany you to the toilet if you need to go during an exam, you may have to wait until someone is free to take you.
8. All exams: Come prepared with spare pens, calculators (only where permitted), statutes (only where permitted), dictionaries or textbooks (only where permitted).
9. All exams: Dress appropriately –rooms can go from very cold to very warm and back again.

# Useful Contacts

We understand some students struggle and aim to be as flexible as possible while maintaining academic standards. We want you to succeed so do seek our help. If you are struggling, speak to your personal tutor for advice if you do not know what to do. Your tutors and Student Learning Services can offer academic support and the Student Hub can offer support in a range of areas including mental health and wellbeing, accessibility advice and financial advice.

|  |  |
| --- | --- |
| **Service** | **Email** |
| Timetabling, Exams and Graduation team | [exams@stir.ac.uk](mailto:ask@stir.ac.uk) |
| Student Services Hub | ask@stir.ac.uk |
| Student Learning Services | sls@stir.ac.uk |
| Information Centre | [Information.centre@stir.ac.uk](mailto:Information.centre@stir.ac.uk) or LiveChat function on the Portal |

## 24/7 Student Support

The 24/7 Student Support helpline is a free, confidential service that provides in-the-moment emotional wellbeing support to all students.

The service is available 24 hours a day, 7 days a week, 365 days a year to provide support for issues such as stress, anxiety, low mood, loss and grief, relationship problems, substance abuse and more.

The helpline is provided by our partner, Spectrum.Life.

**How to access the 24/7 Student Support helpline**

* Call [0800 031 8227](tel:0800%20031%208227) (freephone UK) or [00353 1 518 0277](tel:%2000353%201%20518%200277) (international).
* Arrange a call back via WhatsApp by texting 'Hi' to 07418 360 780.
* Sign up for [Spectrum.Life](https://universityofstirling.spectrum.life/login) to arrange a call through their live chat (organisation code: Stirling).

**On behalf of the Timetabling, Exams and Graduation Team – good luck in your exams.**

1. Except on religious or medical grounds (prior approval required for the latter) or for those sports students taking exams off campus due to sporting commitments [↑](#footnote-ref-2)
2. Except on religious or medical grounds (prior approval required for the latter) [↑](#footnote-ref-3)
3. Except where approved by Accessibility and Inclusion as part of your ARUAA. [↑](#footnote-ref-4)