



Written examinations at the European Business University of Luxembourg

Policy and guidelines

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Policy and guidelines

This document defines modalities of the execution and supervision of written examinations held on-site at the European Business University of Luxembourg campus. It applies to all written examinations, final and mid-term, independent of the course and study programme to which they pertain. It is based on applicable internal and external regulations and thus binding if not indicated otherwise.

Faculties and study programmes may specify this policy through regulations, guidelines or procedures applicable, as long as these specifications are not contrary to this policy. Please consult the corresponding resources provided by the Faculty or study programme concerned.

I. Responsibilities

Examination Board

The Examination Board oversees the proper execution of all exams taking place as part of the assessment processes of a study programme. It is also responsible for the final validation of grades and ECTS credits attributed to a student for modules and courses followed by the student at the University.

The Programme Director

The Programme Director is responsible for overseeing the organisation of the examinations relating to his/her programme. She/he coordinates the organisation of the Examination Board and chairs its sessions.

The Course Moderator

The Course Moderator is the person who has the principal responsibility for the planning, organisation and delivery of a given course as part of

The University's study programmes. She/he is a member of the academic or intermediate academic staff, or external teaching staff.

The Course Moderator is responsible for the organisation, proper execution and supervision of examinations pertaining to the course(s) for which she/he is responsible, it being understood that the purpose of assessment is to verify the active participation of the student in the course or the student's knowledge, understanding and skills or competences in relation to the learning outcomes of the programme and that assessment instruments should be designed to demonstrate, justify and support the student's learning. The Course Moderator can delegate these responsibilities to another member of the academic or intermediate academic staff, or external teaching staff. She/he must communicate the fact of the delegation as well as the name of the delegate to the Programme Director and the Study and Programme Administrator responsible for the study programme concerned.

In particular, the Course Moderator, before the exam and in due time:

- makes information on the type and the modalities of assessment available to students;
- organises the writing and printing/reproduction of exam documents;
- makes appropriate arrangements for exam documents to be available at the time and place of the exam
- guarantees that exam documents are kept at a safe place at the University that is accessible in case of his/her absence, and takes measures that ensure non-disclosure of exam documents before the examination;
- defines eligibility conditions for participation at the exam, in particular whether the regular presence at course sessions is a precondition for sitting the exam and when this condition is fulfilled;
- informs students about the possibility to withdraw ('deregister') from end-of-course exams in due time;
- makes sure that a list of all students registered for the exam is available to invigilators in the exam hall;
- details the type of examination and list of authorized items (see below section V. Items permitted in the exam hall) to be used during the exam;
- ensures that there is a sufficient number of suitable invigilators per exam and per room (please refer to section VIII. Invigilation below);
- informs the invigilators about their duties;

during the exam:

- watches over the proper execution and supervision of the exam;
- confirms that the general conditions are such that the exam can be executed in conformity with applicable exam regulations and that examinees are in a position to take the exam without impairment (see also below section XII. Cancellation of the exam);
- informs examinees of the exam rules and the consequences of a breach, in particular of committing fraud;
- indicates and makes a note of the precise starting and ending time of the exam;
- takes charge of cases of suspected fraud and initiates the respective procedure (see below section XI. Fraud);

after the exam:

- assures the timely and, where sensible and possible, anonymous marking of exams and provides the grades to the Study and Programme Administrator in due time before the Examination Board meeting;
- keeps the exam documents in a safe place at the University and makes them accessible to students who request to inspect their exam files;
- after the delays for inspection and appeal have passed (see below section X. After the exam), ensures that exam files are archived in accordance with the applicable archiving policy

Invigilators

Invigilators are responsible for the supervision of examinees during the examination. They assist the Course Moderator or her/his delegate during the examination. They are members of the academic or intermediate academic staff or external teaching staff. For larger exams requiring more than two invigilators, trained exam supervisors/proctors may be hired specifically for the purpose of invigilation. Please note that in this case they complement, but must not replace, the two internal invigilators.

Study and Programme Administrators

The Study and Programme Administrators (SPA) do not invigilate exams. They are responsible for:

- ensuring the suitability of the location at which the exam takes place;
- booking the exam halls and informing the Course Moderator accordingly;
- assisting the Course Moderator in providing the attendance list

When defining the time slot for which an exam hall is booked, the Study and Programme Administrators consider possible delays, in particular in relation to the number of expected examinees, given that larger numbers require additional time for seating, attendance and identity checks.

Examinees

Students wishing to validate a course that is part of the study programme in which they are enrolled are responsible for, before the exam:

- verifying the assessment modalities defined for the course;
- if applicable, registering for the respective exams;

during the exam:

- arriving at the exam hall in advance of scheduled starting time in order to be seated without disturbing the exam;
- observing exam hall rules, exam time limits, and instructions by the Course Moderator and invigilators;
- making sure that their behaviour does not distract or disturb other examinees;
- refraining from all attempts to cheat or use unfair means during the examination, or assist others in cheating and making use of unfair means, or to impersonate others;
- making sure that they bring their student identity card to the exam and cooperating with invigilators in verifying their identity;
- after the exam:
- observing the delays/indicated time(s) for inspecting their exam file and, as the case may be, for appeals.

II. Eligibility to sit an exam and exam registration

The general conditions for sitting examinations at the European Business University of Luxembourg are:

- to be enrolled in the course to which the exam pertains;
- to meet course-specific conditions for participation at the exam.

Where the regular presence of the student in a course is mandatory, this attendance is a prerequisite for completing the course. The Course Moderator defines under which conditions the attendance requirement is fulfilled. If this attendance condition is not met, the student receives the grade zero (0) for the course.

Every student who is enrolled in a course is automatically registered for all assessments

of a course, including written end-of-course examinations. Students can withdraw from end-of-course exams by deregistering at the latest four weeks before the beginning of the exam period. This possibility must be communicated to students, together with information on the modalities for deregistration, at least two weeks in advance of the applicable deadline. Absent such deregistration and with the exception of a justified absence from an exam (s. below), every course enrolment counts as one participation (attempt) at the exams of a course.

III. Absence from an exam

In the event that a student is absent from an examination for which she/he is registered, she/he shall be regarded as having attempted the examination, and will be marked as "absent" on the attendance list. The absence from an exam is justified if the student presents, within a delay of three (3) working days after the day of the exam, a medical certificate attesting that she/he has suffered from an illness effectively preventing her/him to attend the exam. All other justifications need to be submitted with adequate evidence to the Programme Director, who recommends the approval or rejection of the excuse to the Examination Board, which decides.

In the case of a justified absence, the exam is marked as 'absence justified on the student's transcript and the absence is not counted as an attempt at the exam.

For any exam from which a student was absent without a valid justification, the student receives the grade zero (0) and the exam is, in addition, marked with an 'absence non justified on the transcript.

IV. Arrival, delays, and seating

Depending on the number of examinees expected, students should be asked to arrive ahead of the scheduled starting time of the exam, to guarantee that everybody can be seated for the exam to begin on time.

Late arrivals — Students arriving late for an examination within half an hour after the exam has begun are admitted to sit the exam. No student arriving more than thirty minutes late may sit the exam without the permission of the Course Moderator. Students arriving late are not granted any additional time to complete the exam.

Delayed start of the examination — If for technical, organisational or other reasons the examination cannot begin on time, the Course Moderator can delay the starting time by a maximum of thirty minutes. She/he notifies examinees of

the delay and records the effective starting time. If the exam cannot begin within thirty minutes of the scheduled starting time, the Course Moderator cancels the exam, observing the cancellation procedure outlined below (see section XII. Cancellation of the exam).

Seating - Students may only sit at those workstations to which they have been assigned, unless otherwise instructed. The Course Moderator and Invigilators ensure that examinees are placed at sufficient distance from each other during the examination, taking into account the room size and layout.

V. Items permitted in the exam hall

In advance of the examination, the Course Moderator defines a list of items permitted in the exam hall. With the exception of a bottle of water, examinees are not allowed to bring any item not included on this list to their workstation without the explicit permission of the Course Moderator.

This applies in particular to:

- all documents, including notes (whether in paper or digital form) relating to the examination;
- electronic devices such as mobile/smart phones, electronic dictionaries, calculators, and personal computers;
- bilingual dictionaries;
- personal effects - students must leave all personal effects such as bags, coats/jackets, and all unauthorized devices and documents in the area designated for this purpose by the invigilator;
- food and beverages other than a bottle of water.

If the use of specific items during the exam has been authorized, the items of each student are reserved for her/his personal use and must not be passed on to other students.

For students with special needs who have been granted special examination arrangements, exceptions apply. The University's administration can be contacted for assistance with the implementation of such special arrangements.

VI. Exam documents

Exam copies — The Course Moderator ensures that each examinee is provided with a copy of the exam documents, consisting of exam questions/subjects, official blank exam

sheets, and scratch paper (if requested by the examinee). Students must write all answers/text they wish to include in their exam on the official blank exam sheets provided by the University.

Each examinee must write her/his own work and must refrain from any communication with other examinees inside the exam hall as well as any other person outside the exam hall.

Each student submits only one copy of exam documents.

At the end of the exam, students must return all exam documents, including scratch paper and blank sheets, to the invigilators. Notes on scratch paper will not be considered in the marking of the exam.

Language - The exam questions/subjects are provided in the same language(s) in which the course has been taught. The languages of an exam must be published together with other pertinent course related information in advance of the beginning of the course. Examinees must give their answers/write in the language of the question/subject. The lecturer responsible for a given question/subject may give general permission to examinees to write/answer in another of the official languages of the University (English). Such authorisation is indicated on the exam documents.

VII. Confirmation of examinee identity

Invigilators verify whether an examinee present at the exam is included on the attendance list. An examinee who does not appear on the attendance list may be permitted by the Course Moderator to sit the exam and hand in exam documents if she/he can produce a valid student identity card. In this case, the invigilator manually enters first name, last name, and student card number on the attendance list, and indicates that the student has not been listed. The exam of the student concerned is marked, and counts as one participation at the exam, only if the student has been duly enrolled in the course to which the exam pertains and has not formally deregistered from the exam. Otherwise the exam documents handed in are considered void and are destroyed. The student is informed accordingly before he/she begins with the exam.

Invigilators must verify the identity of each examinee present in the exam hall. Examinees must bring a valid student identity card to the exam. Examinees included on the attendance list who cannot produce a valid student identity card are permitted to sit the exam, provided that they can show valid and official identification (personal identity card or passport). The Course Moderator may grant persons without identification permission to sit the exam, provided that their name

is included on the attendance list.

Depending on the exam hall layout and number of examinees, the invigilator may proceed to the identity check at the beginning, during, or at the end of the exam.

VIII. Invigilation

Invigilators are responsible for the surveillance of examinees. During the exam, they refrain from all activities not related to invigilation or assistance to the Course Moderator. In particular, invigilators' are responsible for:

- reposing to the examination room at least 15 minutes before the start of the examination;
- verifying the identity of the students sitting the examination;
- ensuring that exam documents are distributed to each student;
- making announcements to students regarding starting time, duration and end time of the exam;
- ensuring that students are constantly and appropriately supervised;
- ensuring that students' conduct during the examination adheres to examination procedure
- ensuring that students correctly complete and sign the attendance list before leaving the exam hall.

Number of invigilators - There are at least two invigilators, the Course Moderator included, available for one exam hall, one of which knows the exam subject In order to answer the students' questions. If there are more than 50 examinees In the exam hall, at least one additional invigilator needs to be present for every part of an additional 50 examinees.

IX. Leaving the exam hall and collection of exam documents

Early or temporary leave – With the exception of force majeure, no examinee may leave the exam hall permanently or temporarily without the permission of the Course Moderator. Students must leave any exam paper and/or scratch paper on their desk. Only one student may leave the exam hall at a time.

Expulsion from the exam hall – In the event that an examinee causes a disturbance affecting the proper execution of the exam, an invigilator or any other member of the Academic staff can expel the respective examinee from the exam hall. The person ordering the expulsion writes and signs a report that notes the circumstances and the time of the expulsion, whenever possible using the respective template provided by the University (see *Appendix 2. Fraud examination and expulsion report*).

Handing in the exam – Students are allowed to hand in their exam and leave the room at the earliest half an hour after the exam has started. The Course Moderator may decide that examinees are not allowed to hand in their exams in the last half hour or any fraction thereof before the end time of the exam. This is to prevent students from disturbing other examinees and is advisable for larger groups of examinees.

The Course Moderator announces the time when there are 15 minutes remaining and again 5 minutes prior to the end of the examination.

The invigilation team makes sure that the student handing in the exam has given her/his signature. The team performs a final check verifying whether the number of exam documents returned corresponds to the number of students' signatures received. Any inconsistency is marked on the attendance list.

After this check is done, exam documents are entrusted to the Course Moderator together with the attendance list.

In case the Course Moderator could not attend the examination, the invigilator replacing her/him stores the exam documents together with the attendance list in a safe place on campus and hands them to the Course Moderator as soon as possible after the exam.

X. After the exam

Marking – The Course Moderator is responsible for assuring the timely marking of exams.

Notification - For courses with a single final exam, no grades are to be communicated to students before the administration has entered and validated all grades.

Inspection and appeals - Together with the notification, the Course Moderator announces - the modalities as well as one or several date(s) or a deadline for the inspection of exam papers. The date(s)/deadline should be within 2 weeks of the time of notification. The Course Moderator makes personal exam papers accessible to students who request to inspect their exam files. Students are equally informed about their right to appeal and about the respective procedure and deadlines. The time allowed for appealing against a grade and/or a decision of the Examination Board is 21 days after notification of the student of the respective grade/decision.

Students have the right to appeal against any grade of which they have been notified. Appeals are submitted in first instance to the responsible Programme Director. The Programme Director informs the Examination Board as well as the Course Moderator and, if applicable, the course instructor concerned of the appeal. The instructor or

Course Moderator recommends to the Examination Board to maintain or modify the grade, joining a justification of the recommendation. The Examination Board decides.

Safekeeping and archiving of exam documents – The Course Moderator keeps all exam documents in a safe place on campus until 1 month after the date of notification of the final grade for the course. After this delay, she/he ensures that exam files are archived in accordance with the applicable archiving policy of the University.

XI. Fraud

In the case in which an invigilator ascertains or suspects fraud or attempted fraud, she/he must:

- take all the necessary measures to stop the actions constituting the (attempted/suspected) fraud without as far as possible interrupting participation in the exam.
- seize the document(s) or device(s) which will later facilitate establishing the actual facts relating to the incident.
- write and sign a report, whenever possible using the template provided by the University (see Appendix 2. Fraud examination and expulsion report)
- request the person accused of committing fraud to sign the report. In case the accused refuses to sign, this is mentioned in the report.
- report the fraud to the Course Moderator. The Course Moderator informs the Programme Director and the Academic Dean and submits to them a copy of the report.

In any case, the examinee accused of committing fraud is permitted to finish the exam. The invigilator/Course Moderator keeps the exam documents of the student in question separately. The facts constituting fraud or attempted fraud, include, among others: plagiarism, posing as someone else, forging signature when signing out, communication with other persons, and the use of documents and devices not expressly permitted. Instances of plagiarism include, but are not limited to: submitting a text by a third party as one's own, copying extracts from texts, tables, illustrations and data without acknowledging the sources, summarising a third party's idea without citing that person's name, and, more generally, the fact of wrongfully passing off as one's own passages or ideas taken from the work of a third party, regardless of the language of the original.

Auto - or self-plagiarism, that is the reproduction of (portions of a) text previously written by the author without citing that text, i.e. passing previously authored text as new, may be regarded as fraud if deemed sufficiently severe.

Expulsion from the exam hall - In the case of impersonation (posing as another person) an invigilator or any other member of the Academic staff can expel the respective examinee from the exam hall. The person ordering the expulsion writes and signs a report that notes the circumstances and the time of the expulsion, whenever possible using the respective template provided by the University (see Appendix 2. Fraud examination and expulsion report).

Fraud detected/suspected during marking – In the event of fraud being ascertained or suspected in the process of marking exam papers, the person marking the exam must:

- finish correcting the exam paper.
- write and sign a report, whenever possible using the template provided by the University (see Appendix 2. Fraud examination and expulsion report).
- report the fraud to the Course Moderator, the Program Director and the Academic Dean and submit to them a copy of the report.

Marking of exams and grading – Any examinee accused of fraud who has submitted exam papers has the right to an equal and fair assessment of her/his exam.

The Examination Board will deliberate on the results subject to the same conditions applied to the other examinees. However, no certificate of achievement or transcript of records may be handed over to the student until the final decision regarding the fraud has been taken.

Fraud investigation – All cases of fraud are referred to the Programme Director, who is responsible in first instance for ascertaining the facts of the reported case. She/he receives the detailed report of the facts and the supporting documents. The Programme Director informs the Academic Dean about the fraud investigation. She/he may send a copy of the report to the person being investigated. She/he then proceeds to investigate the fraud on the basis of the items provided and, if applicable, a hearing of the student concerned. If the Programme Director finds that there is sufficient evidence that fraud has been attempted or committed, the case is referred to the Academic Dean who proceeds with the investigation. If the Rector finds that fraud has been committed or attempted, the student receives the grade 0 for the exam concerned.

XII. Cancellation of the exam

If circumstances are such that a proper execution of an imminent or ongoing exam is impossible and no immediate measures can be taken to remedy the situation, the Course Moderator can decide to cancel or stop the exam. Such circumstances could include, in particular, missing or erroneous exam documents, an unsuitable exam hall, a major outside disturbance of the exam, fire (alarm), or else.

Upon encountering circumstances that force the cancellation of an exam, and absent an emergency situation presenting a physical danger to persons present, the invigilators should follow the steps outlined below:

1. The cancellation has to be ordered or authorized by the Course Moderator.
2. Inform the examinees that the exam is canceled and, if just and reasonable, of the reasons for the cancellation.
3. Secure exam documents. In the event that examinees have already begun the exam, inform them that their answers are considered void and will be destroyed without screening.
4. Inform examinees that they will be notified about the date of the substitute exam in due course. Do not schedule a date for the repetition immediately.
5. Make sure examinees leave the premises safely and without taking copies of the exam with them.
6. Inform the Course Director, Program Director, and Academic Dean of the cancellation.
7. Draw up a Cancellation report, using the respective form provided by the University.

If applicable, the Course Moderator is responsible for destroying submitted/collected exam documents without prior assessment. She/he organises the re-scheduling of the exam as soon as possible and notifies students of the time, place, and modalities of the substitute exam. Note that in the event that the exam documents have been distributed to examinees, they need to be replaced by a new exam.

Appendix 1. Applicable regulatory framework

1. Student Code of Conduct
2. Student Handbook
3. Student Honor Code
4. Student Rights and Responsibilities

Appendix 2. Fraud examination and expulsion report

To be filled out by the invigilator who has detected the (suspected) fraud/authorized the expulsion

This report aims to set out the circumstances of a detected/suspected fraud and/or expulsion from the exam hall.

Mr/Mrs/Ms _____

- was detected committing fraud
- is suspected of committing fraud
- during the exam/assessment
- while marking her/his exam papers
- was found posing as another person
- caused a disturbance during the exam
and was thereupon
- invited to complete the exam underway
- invited to complete the exam, but left the examination room of his/her own accord
- expelled from the examination room

Concerns exam (title): _____

Course/module: _____

Study programme: _____

Date of the exam: _____

Time of expulsion (if applicable): _____

Description of the facts constituting the detected/suspected (please underline the applicable) fraud and/or the disturbance leading to the expulsion, the circumstances that led to its discovery, and the measures taken to perpetrate it:

List of the documents, materials and/or device5 seized by the undersigned exam supervisor:

This report has been drawn up and signed by:

Date

Signature of the invigilator

The accused/expel led examinee has

- agreed
- refused
- the invitation to sign this report.

The invitation to sign this report.

Date

Signature of the examinee

This report has been drawn up and signed by:

Date

Signature

Appendix 3. Exam cancellation report

To be filled out by the person ordering the cancellation

Title of the exam: _____

Course/module: _____

Study programme: _____

Date for which the exam was scheduled: _____

Time at which the exam was scheduled to begin: _____ / end: _____

Date and exact time of cancellation: _____

Person ordering the cancellation of the exam: _____

Reason(s) for the cancellation

Please tick the appropriate box and specify below:

- Fraud (e.g. disclosure of exam documents or answers before or during the exam)
- Absence of exam invigilators
- Missing, incomplete, erroneous or unclear exam instructions and/or documents
- Disturbance caused by examinees
- Force majeure
- Other circumstances that preclude examinees from taking the exam
- Other circumstances that prevent the effective supervision of the exam
- Other reason(s)

Description of the facts that prompted the cancellation of the exam and, if applicable, of the measures taken to avert the cancellation:
