



STUDENT ASSESSMENT HANDBOOK 2020

1st Edition

Inspire Tomorrow, Today



Botswana Open
University

BOTSWANA OPEN UNIVERSITY
STUDENT ASSESSMENT HANDBOOK
First Edition

1.0. DEFINITION OF TERMS USED

The terms listed and defined here have not been coined by the University, but the definitions given are as understood and used at Botswana Open University (BOU). Other terms not listed but used here are of common use and shall mean the same thing as in their use elsewhere.

1. **Tutor Marked Assignments [TMAs]:** These are assignments received with the study pack and are supposed to be answered after reading the study material and attending tutorials. The TMAs are then submitted on the scheduled dates for marking by tutors.
2. **Examination(s):** A written Assessment with fixed time-limit of no less than 30 minutes conducted under the control of the Examinations Office in an Examination Venue in accordance with these Examination Regulations. The duration of an Examination shall be specified in multiples of 5 minutes.
3. **Special Examinations:** Examinations granted to students who could not take scheduled examinations due to exceptional and extenuating circumstances
4. **Supplementary Examination** - An additional examination (or other form of assessment) that may be approved for a student who has come close to passing a subject
5. **Practical-Based Examination(s):** An Assessment which assesses practical skill, such as a clinical examination, oral or recital, which is conducted in accordance with University Assessment Regulations but which is not under the control of the Examinations Office and which is organized by the relevant academic department.
6. **Supplementary/Re-sit/Special Examination Period:** A period to be determined by the Senate in which candidates may be re-examined in failed Courses or units of study, and/or by the end of which candidates shall re-submit any Coursework

Assessment and/or TMA and/or undertake Practical-Based Examination(s); or sit a missed examination which could have been written during the immediate past examination session. Unless stated otherwise, all special examinations will be written ten (10) working days after the release of the results of the main examinations.

7. **Coursework Assessment(s) or Project:** Any assessment which is not an Examination, Practical-Based Examination or TMA. This will normally take the form of a research where a write-up must be submitted at the end usually with the current written examinations.
8. **Examination Period:** A period to be determined by the Senate which is set aside for the conduct of Examinations and Practical-Based Examinations following a specified period of study. The Examination Periods will be notified to all candidates through their Regional Assessment Officer at commencement of their Programme of Study.
9. **Examination List:** a list of all eligible candidates who will be sitting examinations in a particular Course. All students enrolled in a Course must register to write examinations when they are ready. Students who register must have satisfied all Course regulations and paid the examinations fee as required by the University.
10. **Examination Venue:** A venue specified by the Examinations Office as one in which an Examination may be held, this will normally be the Community Study Centre [CSC] or it can be any such designated place as so chosen by the Examination Officer or his/her representative in the Regional Campus.
11. **Examination Coaching Clinic:** an organized tutorial session at which registered candidates for a particular examination are prepared or coached to sit the examination.

12. **Piracy:** the deliberate exploitation of the ideas from others without proper acknowledgement.
13. **Plagiarism:** the copying of ideas, text, software or data (or various combinations thereof) without permission or acknowledgement; 'Passing off someone else's work intentionally or unintentionally as your own for academic benefit.'
14. **Misrepresentation:** any deliberate attempt to represent falsely or unfairly facts or the ideas or work of others, whether or not for personal gain or enhancement; also misrepresenting a case of mitigating circumstances.
15. **Fraud:** deliberate deception, which may include the invention, fabrication, or falsifying of data, results or analysis or other work in the course of research, Introduction of material into an examination for the purpose of cheating.
16. **Protocols:** failure to follow established official processes and procedures if this failure results in unreasonable risk or harm to humans, other sentient creatures generally recognized in this context, or the environment, and facilitating of misconduct in research by collusion in, or concealment of, such actions by others;
17. **Removal or damage:** intentional, unauthorized removal of or damage to research-related property of another including apparatus, materials, writings, data, hardware or software or any other substances or devices used in or produced by the conduct of research.
18. **Special or Extenuating Circumstances (SorEC):** Medical or significant personal circumstances, including close bereavement [death of parents, siblings, spouse or your own children]. N.B. A sick leave does NOT warranty missing an examination: the doctor must specifically state that the student is unable to write the examination. Otherwise the student can write at their place of confinement as shown under 9.0.

19. **Academic Year:** Period of two semesters of learning, instruction and assessment
20. **Academic Probation:** Academic probation means that a student's grades and/or GPA are not high enough to continue with studies, if their grades or GPA doesn't improve
21. **Academic warning:** Notification that a student is given when their cumulative GPA is less than 2.5
22. **Aegrotat award:** Where a student is allowed to receive a qualification although they have not taken part of or all the assessment, due to medical grounds or other extenuating circumstances
23. **Assessment:** Systematic collection of evidence about students' performance in respect of defined criteria to achieve specified learning outcomes and the making of decisions concerning the progress of students based on that evidence.
24. **Assessment Result:** A mark or statement of competence on a student's performance with regard to specified learning outcomes
25. **Assessor/Examiner:** A person registered and accredited in accordance with established criteria, assigned to collect evidence of students' work to measure and make judgement about achievement or non-achievement of specified learning outcomes
26. **Continuous Assessment (CA):** Ongoing assessment process that measures a student's performance
27. **Core courses:** Compulsory courses that are to be taken and passed by all students registered for a particular programme
28. **Co-requisite Course:** A course that must be taken concurrently with another course before credit can be given
29. **Co-supervisor:** A second supervisor of a student undertaking

research. The Co-supervisor may come from within BOU or be external to the University

30. **Course:** A basic component of a programme, which is a building block of teaching and learning activities, with content designed to achieve specified learning outcomes. Each Course will be subjected to formative and/or summative assessment within the semester(s) during which it is offered. Teaching practice, practicum, internship, industrial or any other training attachment will constitute a course
31. **Course Based Programme:** A registered programme of study based on coursework
32. **Course Based Graduate Programme:** A graduate programme that requires successful completion of compulsory taught courses that constitute a significant part of the requirements for graduation with or without a dissertation or project
33. **Course Credit:** A unit that gives weight to the value, level or time requirements of a course
34. **Course/Programme/Centre Code:** An identification for a course/ Programme/Centre
35. **Coursework:** Work assigned to and done by a student during a course of study
36. **Credit Bearing Short Courses:** Short courses which are awarded credits that may count towards a full qualification
37. **Credit hours:** Notional hours of learning, including contact hours, time spent on assessed work, private study, revision and where applicable, sitting examinations
38. **Deferred/Postponed Assessment:** An assessment that takes place at a time other than the main scheduled assessment
39. **Dissertation/Thesis:** A written research report for summative assessment purposes that communicates the research

undertaken, its context and outcomes, proving that the candidate is knowledgeable with the topic under investigation and the method of research in full compliance with the prescribed requirements.

40. **Elective courses:** Credit bearing courses selected by students in addition to core courses
41. **Field of Study/Discipline:** A defined domain of knowledge, skills and competencies
42. **Main Supervisor:** A relevantly qualified academic who serves as the primary mentor to a student undertaking research and takes overall responsibility for the supervision of the student and for assistance in the provision of research resources
43. **Moderator:** A person who is registered and accredited in accordance with established criteria, assigned to ascertain whether or not the assessment of outcomes is fair, valid, reliable and consistent
44. **Optional courses:** Non-credit bearing courses that can be taken for academic enrichment purposes, as provided for in the programme regulations
45. **Pre-requisite course:** A course that must be successfully completed in order for a student to progress to another course since the subsequent course depends on the content of the first
46. **Programme:** A collection of courses, being core, optional and/or electives, in a given area of study, lasting over a specified period and leading to an award of the University. Each student will, therefore, follow a programme of study which will be composed of a number of courses
47. **Programme duration:** The period which a student is allowed to take to complete a programme in accordance with the programme regulations

48. **Research based graduate programme:** A graduate programme that requires successful completion of a research dissertation/ thesis as the sole academic requirement for graduation
49. **Research based programme:** A registered programme of study based on independent research
50. **Semester course:** A course that is to be completed within one semester
51. **Transcript:** A formal verifiable and comprehensive record of a student's academic performance

2.0. LIST OF ABBREVIATIONS USED IN THIS HANDBOOK

1. AC – Assessment Coordinator, refers to the Assessment Manager
2. BEC - Botswana Examinations Council
3. BGCSE – Botswana General Certificate in Secondary Education
4. BOCODOL – Botswana College of Distance and Open Learning
5. CA – Continuous Assessment
6. CSC – Community Study Centre
7. AO – Assessment Officer
8. EO – Examinations Officer, refers to any officer responsible for handling examination issues in the central office.
9. G&CC - Guidance and Counselling Coordinator
10. GAP - General Assessment Procedure
11. GAR – General Academic Regulations
12. JCE – Junior Certificate Examinations
13. LCC - Learning Centre Coordinator
14. LTC – Learner-Tutor Coordinator
15. RC - Regional Campus
16. SorEC - Special or Extenuating Circumstances
17. TMA – Tutor Marked Assignment
18. SRC – Student Representative Council
19. BOU – Botswana Open University
20. AMSLPP - Assessment and Moderation of Student Learning Policy and Procedures
21. AP - Academic Probation
22. APPQAC - Academic Policies, Programmes and Quality Assurance Committee
23. AW - Academic Warning
24. BGS - Board of Graduate Studies
25. BQA - Botswana Qualifications Authority
26. FD - Fail and Discontinue
27. FE - Fail and Exclude
28. GPA - Grade Point Average
29. ITS - Integrated Tertiary System

30. LMS - Learner Management System
31. NCQF - National Credit and Qualifications Framework
32. ODL - Open and Distance Learning
33. P - Proceed (Academic Good Standing)
34. RPL - Recognition of Prior Learning
35. ETP - Education and Training Provider

3.0. INTRODUCTION

This Handbook is intended to define the relationship between Botswana Open University [BOU], herein after referred to as the University, and you as its student, wherever you may be located in under all its 5 Regional Campuses.

Whilst the Handbook does not constitute a legal document, your enrolment as a student onto a programme of study at Botswana Open University implies a contractual agreement or arrangement whereby you are entitled to receive appropriate tuition and other support to assist you in completing the programme of study or course you have enrolled in. The University is entitled to expect certain levels of involvement and compliance from you. Thus you have both rights and responsibilities as a student and so does the University as the provider.

The Handbook is based on the accepted fundamental principles that guide and direct the methods and processes of assessment in higher education in Botswana and elsewhere. The purposes of assessment are to help staff, tutors and students monitor and improve learning, to provide a measure of student achievement and to help assure academic quality and standards. Assessment is at the heart of the students' experience; it shapes the curriculum and helps define what is important for them. Assessment is thus an integral part of all learning and teaching activities. This Students' Assessment Handbook is extracted from the University Assessment Policy and General Academic Regulations (GAR) which are the vehicle by which enhancement of assessment will be achieved. Other University Policies will also be quoted accordingly in the relevant sections of the Handbook.

Assessment at Botswana Open University is based on three (3) principles, and these are;

1. Validity [i.e. assessment methods will assess what is intended to be assessed and be fit for purpose.

2. Reliability [i.e. assessment processes and procedures will be accurate, consistent and trustworthy and their broad outcomes will have the full confidence of all parties]
3. Explicit [i.e. assessment methods, processes and procedures will be accessible, clearly explained to and understood by all stakeholders (including prospective and current students, funding agents, academic and related staff, professional bodies and employers)].

The Students' Assessment Handbook provides guidance and direction based upon these principles in all areas of operation and must be quoted if there is need to resolve any point of clarification.

The Handbook covers the assessment of all students studying at BOU, including those who may be preparing to sit for examinations administered by other Examining Boards. It relates to all forms of assessment including re-assessment.

4.0. GENERAL PROVISIONS

The Botswana Qualifications Authority (BQA) has developed Quality Standards which provide a definitive reference point for all involved in the delivery of education which leads to the award of qualifications. BQA gives clear guidelines on what Education and Training Providers (ETPs) are required to do and what the general public can expect of ETPs. These expectations express key principles that have been identified as important for the assurance of quality and academic standards. These are reflected within the Botswana Open University General Academic Regulations.

In addition to and guided by these General Academic Regulations, there shall be School, Departmental and programme specific regulations, which must be approved by Senate.

General Academic Regulations (GARs) shall take precedence over

School, Departmental and programme regulations, unless Senate has otherwise provided.

- i. School regulations shall take precedence over Departmental and programme regulations, unless Senate has otherwise provided.
- ii. Every student in the University is bound by the General Academic Regulations listed here and any additional requirements approved by Senate.
- iii. Senate reserves the right to alter, amend, replace or cancel any of the General Academic Regulations and shall be the final authority for their interpretation.
- iv. Senate has the power to exempt any student from any of the General Academic Regulations.
- v. There shall be the Academic Policies, Programmes and Quality Assurance Committee (APPQAC) of the Senate, with the authority to consider issues relating to academic quality, policy, standards and regulations, to make recommendations to Senate.
- vi. The General Academic Regulations shall be reviewed by the Academic Policies, Programmes and Quality Assurance Committee.
- vii. All recommended changes to the regulations are subject to approval by Senate.
- viii. In case of dispute about the interpretation of all academic regulations, the decision of Senate is final.

(a) **Legal Framework**

These General Academic Regulations are subject to:

- i. The Botswana Open University Act, 2017 [Cap 57: 03];
- ii. The Botswana Open University Statutes;
- iii. The Botswana National Credit and Qualifications Framework and relevant BQA Standards;

- iv. Amendments and special considerations as approved by Senate.

(b) **Application of the General Academic Regulations**

- i. The General Academic Regulations apply to all courses and programmes of the University, as approved or ratified by Senate.
- ii. The University requires that all courses be delivered in accordance with the curriculum and programme-specific regulations approved by Senate.

(c) **Botswana Qualifications Framework Qualifications of the University**

Sub-Systems				
Level	General Education	Technical & Vocational	Higher Education	Minimum Credits
10		PhD	PhD, EdD	360
9		Masters	Masters	240
8		Bachelor's Degree (Hons)	Bachelor's Degree (Hons)	120
		Post-Graduate Diploma	Post-Graduate Diploma	
		Post-Graduate Certificate	Post-Graduate Certificate	60
7		Bachelor's Degree.	Bachelor's Degree	360
6		Diploma	Diploma	240
5	Certificate V	Certificate V		120
4	Certificate IV	Certificate IV		60
3	Certificate III	Certificate III		40
2	Certificate II	Certificate II		40
1	Certificate I	Certificate I		40

Source: BQA, 2016 - BQA Statutory Instrument No. 133 of 2016

- i. The University makes available, programmes of study which lead to qualifications at levels of achievement as described in the table above and the list below;
 - 1-5 Certificate
 - 6 Diploma
 - 7 Bachelor's Degree
 - 8 Post Graduate Certificate
 - 8 Bachelor's Degree with Honours
 - 8 Post Graduate Diploma
 - 9 Master's Degree
 - 9 MPhil
 - 10 Doctoral Degree
- ii. Honorary degrees from time to time may be conferred upon any person who is not an employee of the University and who has rendered distinguished service in the advancement of any branch of learning or who has otherwise rendered herself/himself worthy of such degree.
- iii. The University will confer honorary Fellowships of the University upon persons of distinction whom it deems to have made a significant contribution to the work of the University.

(d) **Collaboration with Awarding Bodies and other Institutions**

- i. The University will act jointly with professional associations and other awarding bodies to make available programmes leading to recognised qualifications of such associations and bodies.

- ii. The University may permit other institutions to offer courses leading to a qualification of the University. Such courses will be validated and approved by the University in accordance with the Statutes.
- iii. The University will work in partnership with other institutions to ensure that its procedures for course and programme validation and review are followed.
- iv. The University's regulations and processes for course based programmes provide for joint awards within prevailing legislative and advisory frameworks of current and potential partner institutions.

(e) **Validation of the University's Programmes**

- i. The Senate is responsible for ensuring the academic standards of the University and for programme approval. It is the final arbiter in all academic matters. The APPQAC is empowered to act on behalf of Senate in matters relating to programme validation, approval, review, or monitoring of the same, and Senate may delegate some of its decision making powers to that body.
- ii. The overall aim of course and programme validation and review is to ensure high quality educational and academic experience for students. Its most important function is to assess the quality and standards of the University's academic programmes. It also promotes curriculum evaluation.
- iii. The University's validation, review and approval processes will ensure that:
 - Programmes and courses meet the University's required standards for its awards and those of any relevant external agencies.
 - The human and physical resources are available and the environment within which the course or

programme is offered are of a standard appropriate to support it.

- The standards and quality of teaching in each subject area are maintained and where possible, enhanced.
- There shall be continuous stakeholder involvement in the programme evaluation process. The University's APPQAC will further ensure identification of the following:
 - The quality of courses in operation as demonstrated by the performance of students and the reports of the external examiners
 - The extent to which staff have developed themselves, the manner in which they deliver their subject and engage in relevant research, consultancy and professional activity
 - The outcomes of the process of critical appraisal in which staff have engaged
 - The rationale for any changes that have been made since the last validation or review and any plans for further changes
 - Such other performance indicators as may be determined by Senate

(f) **Monitoring of Programmes**

- i. All programmes leading to a qualification of the University will be subject to a continuous monitoring process, to ensure academic soundness of courses between formal reviews.
- ii. All programmes shall be subject to formal review every five years.

(g) Maintenance of University Academic Standards

- i. The University is dedicated to providing the means whereby its students can attain the highest levels of achievement of which they are capable. To this end it undertakes to provide adequate and appropriate facilities to ensure the continuing quality of its courses.
- ii. The University undertakes to ensure a learning environment commensurate with the quality of teaching and learning in its courses, in accordance with the Teaching and Learning Policy.
- iii. The University subscribes to the principle that the quality of the staff, their qualifications and experiences and the calibre of leadership at all levels are of paramount importance, as guided by the Statutes.
- iv. The University expects its staff to demonstrate a commitment to personal, academic and professional development, and to engage in a variety of scholarly and professional activities appropriate to their subject specialism, with a view to maintaining and updating their expertise.
- v. In respect of the validation of a programme, the University shall ensure that both the teaching and support staff are adequate in number and appropriately qualified for the objectives of the programme.
- vi. The University shall formally agree policies for staff development and research and actively promote staff development and research to support teaching and learning at all levels.
- vii. The University shall provide the physical resources needed to sustain its programmes.
- viii. Responsibility for the maintenance of academic standards in the University lies with Senate.

5.0. GENERAL PROGRAMME REGULATIONS

1. BOU offers programmes by coursework and/or by research.
2. The University may permit other institutions to offer programmes leading to a BOU award. Such programmes will be validated and approved by Senate.
3. Each School shall make programme regulations for its degrees, diplomas and certificates.
4. BOU programmes shall follow a course coding system that identifies the School, course name, qualification level (based on the NCQF), year and semester. The first letter in all the course codes shall reflect the School offering the course. The following shall be the School identifiers:

School of Business and Management Studies	-	B
School of Education	-	E
School of Social Sciences	-	S
School of Science and Technology	-	T

- The first three characters of a course code shall consist of the School identifier and two letters representing the course name (letters representing the course name may go up to 3).
- Three numbers shall follow the first three letters such that the
 - first number represents the NCQF level of the qualification of the programme
 - second number represents the year
 - third number represents the semester (1 or 2, zero (0) identifies a year-long course/project/research)

Example: Economics 1 offered under the School of Business and Management Studies to diploma students in year 1, semester 1 shall be coded as **BEC611** (B – for the school, EC from the course name, 6 – diploma is level 6 on the NCQF, 1 – for year 1 and the last 1 for semester 1).

5. Approved programmes of study leading to a qualification must:
- i. have educational aims appropriate to the academic field or fields; and
 - ii. have learning outcomes, the demonstrated achievement of which determines the conferment of each associated award including interim exit awards.
 - iii. conform to the minimum and maximum periods within which study and its associated assessments including re-assessments must be completed, except:
 - Foundation years, when taken, shall extend the maximum period of prescribed study by a period of one year; and
 - Where the Senate or body authorised to act for it, may waive this regulation should it be warranted by an individual student's case. In waiving the regulation, there will be strong regard paid to the integrity of the University's awards.
 - iv. have English as the language of instruction, except where a course or programme is designed and validated for purposes of:
 - Learning an additional language
 - Instruction in a language other than English
 - v. must contain programme regulations - subordinate to these General Academic Regulations - which state:
 - any specific requirements for admission to the programme further to those provided in these General Academic Regulations;
 - requirements for the successful completion of the programme of study;
 - the subdivision of the programme into levels where appropriate

- vi. The programme regulations may indicate specific courses which must be passed at each stage along with other regulations for progression or for successfully completing the programme.
- vii. Programme regulations may include restrictions on the sequence in which courses can be studied by designating:
 1. a course as a pre-requisite for a subsequent course; or
 - two courses required to be studied in parallel as core-requisites; or
 2. prohibited course combinations
- viii. Research undertaken shall adhere to guidelines as set out by the Research and Ethics Policy.

6. Compliance with Programme Requirements

- i. A student is personally responsible for ensuring that they are registered in accordance with the rules of the qualification.
- ii. The University reserves the right to cancel any erroneous registration and may revoke any qualification erroneously conferred upon a student.
- iii. If the programme regulations are amended, students who commenced their studies under the previous regulations and had not interrupted their studies have a choice to complete their studies under the previous regulations.
- iv. If the new regulations are beneficial to the student, they may choose to complete under the new regulations
- v. A student who had a break in studies forfeits the right to complete under the previous regulations, except with the approval of the relevant Dean.

7. Programme Regulations

(a) Certificate Programme Structure (NCQF Level 1-5 Certificate Programmes)

- The duration for Certificates shall be a minimum of two semesters and a maximum of four semesters as specified in the applicable School regulations.
- The curricula for Certificate programmes shall be specified in the applicable School programme regulations.

(b) Diploma Programme Structure (NCQF Level 6 Diploma Programmes)

- The duration of study for Diploma shall be a minimum of four semesters and a maximum of eight semesters as specified in the applicable School regulations.
- The curricula for Diploma programmes shall be specified in the applicable School regulations.

(c) Academic Advancement in Diploma Programmes (NCQF Level 6 Diploma Programmes)

- The criteria for progression of students from year to year shall be prescribed by the School programme specific regulations.
- The overall performance in Diploma programmes shall be averaged results in all relevant semesters of study.
- The general results of the Diploma shall be subject to relevant School regulations.

(d) Bachelor's Degree Programme Structure (NCQF Level 7 Bachelor's Degree Programmes)

- The duration of study for Bachelor's Degree shall be a minimum of eight semesters and a maximum of twelve semesters as specified in the applicable School regulations.
- The curricula for Bachelor's Degree programmes shall be specified in the applicable School regulations.

(e) Advanced Placement Credit for Bachelor's Degree Programmes

- BOU supports applicants to seek advanced placement credit so that successful students may be accelerated in their chosen programmes at appropriate levels.
- Credits shall be accepted and courses exempted subject to School approval according to the kind and nature of an applicant's qualification:
- Possession of a NCQF Level 6 diploma from a recognised tertiary institution shall qualify an applicant for advanced placement for a bachelor's degree.
- The student may be required to take core course pre-requisites that may not have been taken in the diploma programme.

(f) Postgraduate Certificates (NCQF Level 8)

- Postgraduate Certificates shall be the equivalent of a minimum of two semesters and maximum of four semesters

(g) Postgraduate Diplomas and Bachelor's Degree Honours (NCQF Level 8)

- Provision is made for Postgraduate Diploma and Bachelor's Degree Honours for students who wish to obtain more specialised and career oriented training.
- The Postgraduate Diploma and Bachelor's Degree Honours have duration of a minimum two semesters and maximum of four semesters.

(h) General Regulations for NCQF Level 9 and 10 - Graduate Programmes

i. Master's Degree Programmes

- Masters degrees shall be research based, resulting in a dissertation, or course based, involving a minimum of one academic year of coursework and a dissertation/project in partial fulfilment of the requirement of the qualification.
- The programme may be with or without written examinations.
- The Master's degree shall have duration of a minimum of four semesters and a maximum of eight semesters.

ii. Doctoral Degrees

- A programme of study and examination for a Doctoral Degree shall satisfy the following requirements:

- There shall be evidence of originality shown by the discovery of new facts and the exercise of independent critical power;
- The programme shall include a substantial research component, appropriate to the discipline concerned, on which the final examination contributing to the award of the degree shall be based;
- The programme of study shall normally extend over a minimum period of six semesters and a maximum of twelve semesters;
- The results of the research shall be presented in the form of a thesis, which makes a distinct contribution to knowledge in the field.

8. Duration of Study, Course Load and Credit Factors

a. Duration of Study

BOU is organised on a semester system.

- i. Each semester comprises fifteen (15) weeks; thirteen (13) weeks of study and two (2) weeks of examinations.
- ii. The duration of a programme shall be as specified in the School programme specific regulations.

b. Course Load

- i. Unless specified otherwise, a student may register for a course load of a minimum of fifteen (15) and a maximum of sixty(60) credits in a semester, depending on their performance in the previous semester.

- ii. A student must register for and pass the courses as prescribed by the programme specific regulations

c. Credit Factors

- i. All programmes of study and courses leading to an award will bear credit; however, courses may have different credit weightings in accordance with their content and duration.
- ii. Credit, expressed as credit points, will be assigned consistently with the following principles:
- iii. Credit is allocated to a learning activity when stated learning outcomes are achieved.
- iv. The allocation of credit is independent of the grade assigned to the quality of performance provided the learning outcomes are achieved.
- v. Credit can be assigned only on the evidence of assessed learning.
- vi. The number of credit points assigned is related to the volume of assessed study required to achieve the specified learning outcomes.

d. Sequencing of Courses

- i. A student shall only be permitted to carry over a maximum of two courses from a preceding level into a subsequent year of study.
- ii. A student must have a continuous assessment (CA) mark of at least 40% in a course to be allowed to continue with any course for which the first one is a co-requisite.

e. Change of Study Programme

- i. A student wishing to change a study programme or course within the same School may only be allowed until the last day for such changes as indicated in the calendar. In respect of each change:
- ii. The Office of the Dean of the relevant School must be notified on the prescribed form within the prescribed period.
- iii. The written endorsement of the Departmental Board and the approval of the School Dean must be obtained.
- iv. The status of a student is tied to the qualification level to which they are admitted.

f. Attachment and Field Work

- i. Students enrolled in programmes with a practical experience component will be required to undergo attachment in an organization that will provide them with the required assessment standard or to undertake supervised field work.
- ii. The University will facilitate placement for students for attachment/field work.
- iii. Assessment of the Attachment/Field work component shall be as provided by regulations governing the programme.

6.0. ASSESSMENT REGULATIONS**6.1. PURPOSE OF ASSESSMENT**

While assessment is about making academic judgements that cannot be questioned or overturned, the general purpose of assessment at BOU is to:

1. Enable students to demonstrate whether they have achieved the intended learning outcomes of the course for which they are registered;
2. Provide students with formal and informal feedback on their learning, thereby helping them to keep track of their performance and to improve it where this is necessary;
3. Provide the necessary evidence to be used to determine whether students are eligible to proceed to the next stage of their award, to qualify for an award, and/or have demonstrated competence to practice;
4. Conform to national standards.

6.2. GENERAL ASSESSMENT REGULATIONS

- i. Senate retains overriding authority for assessment and delegates responsibility for processes to Boards as designated structures of the University stipulated in the Statutes. The APPQAC shall provide oversight of assessment processes and procedures.
- ii. Assessment will be in two parts being Continuous Assessment and Final Examinations. For non-examination courses, assessment will be guided by programme regulations.
- iii. Course assessment procedures shall be published covering type, time, weighting, submission processes for thesis/dissertation, conditions of progression and procedures for assessment in collaboration with other professional bodies of statutory standing (recognised/ accredited by Regulatory Boards).
- iv. Changes in course assessment regulations which were communicated to students at the beginning of their study shall follow the BOU procedure for passing regulations.

- v. BOU will not condone academic dishonesty. Procedures for dealing with academic dishonesty shall be guided by the Academic Integrity Policy.

6.3. METHODS OF ASSESSMENT

Students will be assessed through tutor-marked assignments [TMAs], Class- Tests and final [Sessional] examinations. In some Courses a Coursework or Practical-Based Examination may be used.

The average of the TMAs and or Coursework or Practical-Based Examination will be referred to as the Continuous Assessment [CA] and its contribution to the Final Mark will be as described on the programme specific regulations.

Where a Class-Test contributes to the final average, it will be included as part of the CA where it will contribute 20% to the CA.

The ratio of CA to Examination will be reviewed from time to time and may be altered without notice in situations where there is evidence that the candidate may have obtained unfair advantage.

- a) Continuous Assessment (CA)
 - i. Academic performance of all students enrolled for various courses will be assessed on a continuous basis. The weighting of different components of the Continuous Assessment mark shall be as specified by the School regulations
 - ii. Continuous Assessment marks will be announced on the date as annually determined by the Calendar. A minimum of two (2) marks per semester is required for each course to calculate the Continuous Assessment mark

- iii. The Continuous Assessment component of each course may include one or more of the following: written assignments, written tests, practicals, projects, research exercises, essays, open book tests, independent study, dissertations/theses, oral tests, online forums plus other forms of continuous assessment as shall be determined by the programme regulations and approved by Senate.
- iv. Other non-written forms of assessment must be achieved within the notional hours set aside for assessment.
- v. A student is required to fulfil all requirements prescribed for Continuous Assessment.
- vi. A student should obtain a minimum CA grade of 50% in order to be eligible to sit for an examination.
- vii. Each school shall avail Continuous Assessment marks for all students through the Integrated Tertiary System (ITS) by the date indicated in the University Calendar.

b) Final Assessment

i. Examinations

1. Examinations shall constitute the summative assessment for all examinable courses and shall be written according to the schedule outlined in the Academic Calendar.
2. Every Head of Department shall ensure the setting and moderation of examination papers for each semester. There must be Moderators' report for each of the examination papers.

3. BOU shall have internal and external moderation for its examinations, in order to sustain academic quality assurance as guided by the Assessment and Moderation of Student Learning Policy and Procedures (AMSLPP).
4. The Office of the Academic Registry shall publish in the Academic Calendar deadlines for final submission of moderated examination question papers.
5. Where the assessment of a course includes final examinations, the following regulations shall apply:
 - a. All final examinations shall be held during the scheduled examination period at the end of the semester in which the course was taught.
 - b. Duration of an examination for a course shall be guided by programme specific regulations
 - c. A student must take final examinations at the scheduled times. Failure to do so without valid reasons will result in a candidate being awarded a zero mark in that particular examination.
6. Alternative examination arrangements may be made for students with long or short term medical conditions, specific learning difficulties or disabilities, subject to the

overall requirement that academic standards must be maintained.

7. Requests for alternative examination arrangements on the grounds of specific learning difficulties shall be made to the Office of the Academic Registry.
8. Requests for alternative examination arrangements on the grounds of either short or long term medical conditions must be made to the Office of the Academic Registry with the support of a doctor.
9. Requests for alternative examination venues on the grounds of either short or long term extenuating circumstances.

ii. Other Forms of Final Assessment

Other forms of final assessment shall be determined at School and/or Departmental level. For non-examination courses the programme specific regulations will apply.

iii. Special and Supplementary Assessment

1. Special assessments will be considered on an individual basis for students who miss scheduled final assessment deadlines due to exceptional and extenuating circumstances as explained in the Student Assessment Handbook.

2. There will be supplementary examinations as guided by the Student Assessment Handbook.
3. Grades that qualify a student to supplement range from 40% - 49%.
4. The highest overall grade obtainable after sitting for a supplementary examination is 50%.

6.4. COURSE GRADES AND REPORTING

Overall weighting of final assessment shall be as specified in the Assessment and Moderation of Student Learning Policy and Procedures.

Overall performance in a course shall be assessed on a percentage scale, a letter grade, and a grade point as follows:

Letter grade	Percentage scale	Points	Represents:
A+	90 – 100	5.0	Outstanding
A	85 – 89	4.9	Excellent
A-	80 – 84	4.7	Excellent
B+	75 – 79	4.5	Very good
B	70 – 74	4.0	Very good
B-	65 – 69	3.5	Good
C+	60 – 64	3.0	Good
C	55 – 59	2.5	Satisfactory
C-	50 – 54	2.0	Satisfactory
D+	45 – 49	1.5	Poor - Fail
D	40 – 44	1.0	Poor - Fail

D-	35 – 39	0.5	Poor - Fail
E	0 – 34	0.0	Very Poor – Fail
I		0.0	Incomplete
W		0.0	Withdrawn
S		0.0	Satisfactory
U		0.0	Unsatisfactory

1. Grades of “A” through “E” are permanent grades and may not be changed except in case of error. After an instructor has certified a grade to the Office of the Academic Registry, he/she may change it before the end of the next regular grading period. The change must be made in writing or online and have the written approval of the Head of Department.
2. Passing a course means obtaining a mark of at least 50 percent (50%).

3. Incomplete Grades

- a. An “I”, previously “X” may be awarded when some assigned work comprising continuous assessment, has not been completed for valid reasons.
- b. The ‘I’ letter grade has no grade point.
- c. The ‘I’ grade must be converted to an appropriate mark within the following two semesters, after which the incomplete work will be awarded a zero mark.

4. Cumulative Grade Point Average (GPA)

Course Grading is based on the Cumulative GPA, which will be calculated as follows:

- a. Identify the credits for the course;
- b. Identify the (%) course mark with a corresponding letter

- grade and the grade point using the table in Section 4.0 c)
- c. Determine the weighted score by multiplying the credits and the grade point for each course
 - d. Obtain the total weighted score by adding the weighted scores for all the courses
 - e. Then the cumulative GPA is given from the total weighted score divided by the total number of credits. The cumulative GPA shall then be computed to two decimal points on a scale of 5 points.
 - f. Where there have been exemptions for credits, grade points from other institutions are transferable to BOU, as guided by the Prior Learning Policy. Therefore, the cumulative GPA shall be computed on the basis of the work done at both BOU and those other institutions from which the credit exemptions were made.

5. Report on Students' Academic Standing

- a. At the end of each semester, a student's academic standing shall be reported using the following symbols:
 - P Proceed (Academic Good Standing)
 - AP Proceed (Academic Probation)
 - AW Proceed (Academic Warning)
 - OW Withdrawn (Official Withdrawal with permission)
- b. At the end of the programme duration period, a student's academic standing shall be reported using the following symbols:
 - P Pass
 - FE Fail and Exclude

6. Progression from Semester to Semester

a. Proceed

- i. A student's result recommendation of proceed means that they remain in academic good standing.
- ii. To achieve a proceed recommendation, a student must pass at least half the attempted semester credits and attain a cumulative GPA of at least 2.5.
- iii. A student who is proceeding on academic good standing but has failed a core course, or a pre-requisite must retake the course. Such a student shall carry a semester credit load not exceeding eighteen (18) credits.

b. Publication of Results and Record

- i. Results will only be released for publication after they have gone through the process of ratification and they have been signed by the Senate Chairperson and Head of Department to which the specific Course belongs.
- ii. The results and grade classifications will be reported as per the Programme Regulations.
- iii. Students must know their student ID number (and PIN) in order to view their results.
- iv. Results will be published on all University notice boards and website or student accounts; phone in requests are not allowed. No officer is allowed to tell a student their results by phone, and the University will not take responsibility for any misinformation resulting from such.

c. Student's Academic Record

- i. Each candidate is free to ask the AO to show him/her his/her CA marks.
- ii. Marks are confidential and candidates can only view their own marks. However once the final examination has been written no marks will be shown to the candidates until the results have been released. However, examination marks are never disclosed.
- iii. No fee shall be charged for the disclosure of marks.

d. Transcripts

- i. The purpose of a transcript is to provide a formal, verifiable and comprehensive record of a student's learning. It is designed to meet the needs of those who require such information, including employers, sponsors and admissions at other higher education institutions.
- ii. All transcripts shall reflect the student's academic record.
- iii. The Examinations Office shall issue transcripts to all students on completion of a qualification. The transcript is issued on the approved form - paper which has the University logo (and the partner institution for joint offering) and signed by the Examinations Officer.
- iv. For programmes leading to the awards of other awarding bodies, transcripts will also be provided in the same form as for programmes of BOU unless

- the terms of agreement with the awarding body provide otherwise.
- v. Students will collect transcripts from the Regional AO and confirm as necessary. It is the responsibility of the student to collect their transcripts on time and rectify any errors.
 - vi. It is the responsibility of the completing student especially, to ensure that their names are correctly spelt before printing of the transcripts. Any requests for corrections thereafter shall be treated as a replacement and charged as (vii) below.
 - vii. No fee will be charged for the issuing of a transcript. However, a fee approved by the University, will be charged for a replacement or requests made outside the period when these are normally printed.
 - viii. Transcripts will be printed for every completing student at the end of August every year after finalization of all assessment results for the year ending.
 - ix. No transcripts will be issued outside the period described at (viii) above however, students are encouraged to print their own Academic Record from the student management system (ITS) and have it stamped by the AO to use as provisional transcript.

e. Certificates

- i. All students who have completed their programmes of study successfully shall be issued with a certificate which is an award of their qualification by the University.
- ii. The certificate shall carry the University seal (and that of the partner institution in the case of a joint offering and signed by the Executive Officers of both institutions.
- iii. Certificates shall be issued during the award or graduation ceremony organized by the University annually.
- iv. Students may graduate in person or in absentia in which case they would collect their certificates from their Regional Campus.
- v. Printing of certificates takes place after transcripts have been printed. The process follows a foul-proof procedure that ensures that no errors occur on the certificates. Students are expressly encouraged to take heed of calls to correct their names before certificates are printed.
- vi. Certificates will be issued only once, and there will be no re-printing thereafter. Students who lose their certificates will only be issued with a certifying document after providing a sworn statement. The certifying document will be printed for a fee as determined by the University.

- vii. The certificate and transcripts are security documents that must not be left lying around as they may tempt those who need but do not have the qualifications. **AVOID ALL CHANCES OF YOUR DOCUMENTS BEING FORGED.**

f. Retaking Courses

- i. A student shall not retake a course already passed with a minimum grade of fifty percent (50%).
- ii. Subject to regulations g, and h below, on academic warning/probation, fail and exclude, a student may retake a failed course up to two (2) times.
- iii. A student who has failed a core course, prerequisite, or a core general education course must retake the course.
- iv. A student who has failed an option, elective, or a non-core general education course may retake the course or take a substitute course.
- v. When a student retakes a course, the series of retakes with their grades shall appear on the student's official academic record and count in the cumulative GPA. However, in satisfying the minimum number of credits required for graduation, the credits shall count only once where a passing grade is recorded.

g. Academic Warning and Academic Probation

- i. To proceed on Academic Warning (AW) or Academic Probation (AP), a student must pass at least half the attempted semester credits and attain a cumulative GPA of at least 1.21.
- ii. The status of academic warning shall apply to a student whose cumulative GPA is less than 2.5 but higher than the academic probation level as indicated in regulation g (i).
- iii. A student on academic warning status must retake any failed core or pre-requisite course(s) when next offered. Such a student shall carry a semester credit load not exceeding fifteen (15) credits
- iv. The status of academic probation shall apply to a student in accordance with cumulative GPA performance levels as indicated in regulation 4.6.3.1.
- v. A student on academic probation status must retake any failed core or pre-requisite course(s) when next offered. Such a student shall carry a semester credit load not exceeding sixteen (16) credits.

h. Fail and Exclude (FE)

- i. A student who has been unsuccessful in completing the programme within the given allowable maximum period, shall be categorised as fail and exclude.

- ii. A student placed on fail and exclude status may apply for readmission to another programme of the University.

7.0. ASSESSMENT & EXAMINATION PROCEDURES

7.1. REGISTRATION FOR EXAMINATIONS

- i. Enrolment in a Course or Programme of study does not imply automatic registration for an examination in the Course or Programme, unless specifically stated otherwise.
- ii. The Examinations Office will normally announce the Examinations Registration Period for all Courses, including those examined externally.
- iii. It is the student's responsibility to ensure that they register on time on their own and at their own expense with the external examining bodies. The AO must be notified of such registration in order to assist in organizing Examination Coaching Clinics
- iv. A student who has submitted two-thirds of his/her assignments [with average of at least 50%] in the Course for which s/he wants to sit exams will be advised by the Regional Assessment Officer through a letter to register for examinations.
- v. Candidates trained by the University to sit for external examinations must still satisfy this Continuous Assessment [CA] requirement and assignments submission.
- vi. In addition to iv) above the student may be required as per Course Guidelines, to have submitted all assignments before they could be eligible for registration.

- vii. The assignments considered in iv) and vi) above must be CURRENT i.e. not older than 1 academic year; assignments submitted 2years ago are not to be counted as coursework.
- viii. Students who are upgrading can only be allowed to register and upgrade only those Courses in which they had previously been examined and obtained a simple Pass [BGCSE – F or better, JC, D or better].
- ix. Outright Fail [BGCSE – G or U, JC – E] must be treated as beginners and must satisfy iv) above
- x. There may be separate examination fees set by the University or other Examining Board which change from time to time. The Examinations Office will communicate this to all registering candidates.
- xi. The registration process is not complete until the candidate has been given a Centre and candidate number which may or may not be the same as the Student Number.
- xii. The Centre and candidate number will normally be printed out on an examination admission letter or ticket [also called a Statement of Entry]. This is issued to all eligible candidates and specifies the name of the Course, date, time and venue of the Examination. This letter must be presented to the Invigilator with the proper identification at the Examination Venue.
- xiii. Examination Lists will be posted at each Examination Centre 3 weeks before the start of an Examination Period.
- xiv. Examination Lists are used to make Mark Sheets and any candidate not in the list will not be graded unless circumstances for his/her exclusion have been proved to be extenuating or erroneous.

- xv. If an eligible candidate does not appear in the Examination list, she/he must immediately inform the Regional Assessment Officer who should be able to confirm whether it was an omission. Any omissions must be addressed as soon as possible before the start of the Examination Period.
- xvi. No candidate will be allowed to change examination venue without prior written arrangement with their Assessment Officer. Transfers may be charged a fee as determined by the University from time to time.
- xvii. Candidates must always show their exam admission ticket/Statement of Entry at the Examination Venue. Students who pitch up at examination centres they do not belong will NOT be allowed in.
- xviii. There shall be NO refund for absenteeism from examination unless there is adequate proof or a SorEC that existed at the time of the examination. Only when SorEC exist can there be a refund, and that will apply only for the examination fee excluding the administration fee.

7.2. EXAMINATIONS SCHEDULING

University examinations shall be scheduled to be administered during the week, weekends and or holidays. As open and distance learning institution the University does not have facilities of its own and may depend on using shared facilities at times when those are not in use especially during weekends.

- a) The criteria for scheduling Examinations shall be applied uniformly to all candidates and all Regional Campuses and Examination Centres. Examinations at BOU will be held seven days a week. Special arrangements cannot be made to accommodate a student's personal preferences.

- b) The University reserves the right to schedule all examinations and reschedule as it sees fit. Only nationally pronounced declarations can alter the Examination Timetable, and when such happens the affected papers will be re-scheduled accordingly.
- c) It is the duty of the student to obtain study leave from their employer, the University can only provide the Examination Timetable.
- d) Candidates will be expected to sit for written examinations of not more than 6 hours per day.
- e) Examination Timetable will be published on the University website 3 weeks before the start of the Examinations Period. Any timetable clashes must be reported immediately to the Regional AO within 7 days of receiving the timetable. Students should study the Examination Timetable carefully to ensure that they know the time, date and location of the examinations. Misreading the Examination Timetable will not be accepted as a valid reason for absence from an examination.
- f) Violation of the Enrolment Policy knowingly or otherwise and therefore leading to double registration on the timetable does not constitute a clash.
- g) The duration of an examination in an Examination Period shall be the same in all Examination Venues. Duration of the examination is as shown on the timetable, if an examination paper has recorded a different duration the one on the timetable shall be used.
- h) Deferred examinations will be scheduled with the rest of the examinations in the next available examination period.

- i) Special examinations (including supplementary examinations, re-sit examinations or resubmissions) if available will be scheduled to be written ten (10) working days after the release of the results of the examinations which were missed.

7.3. EXAMINATIONS SAT IN DISTANT VENUES OTHER THAN SPECIFIED EXAMINATION VENUES

- a) The University will consider requests from candidates to sit Examinations in places other than specified Examination Venues. Candidates sitting examinations at the first attempt will only in very exceptional circumstances be permitted to sit Examinations in places other than specified Examination Venues.
- b) A request to sit Examinations in places other than specified Examination Venues shall be submitted in writing by the candidate to the Chief Invigilator [Regional AO] concerned for consideration. The candidate shall detail in his/her application the reason for submitting the request and in all cases supporting documentary evidence shall be supplied by the candidate.
- c) Acceptable reasons for requesting to sit examinations outside one's own Centre are of Special or Extenuating Circumstance (SorEC) in nature and are where the student has no control over. Exigencies of their work or duty calls are normally acceptable. Going on leave and deciding to go and write exams closer to home IS NOT a special case and will not be acceptable.
- d) The Regional AO shall forward requests to sit Examinations in places other than specified Examination Venues to the AO of the hosting Regional Campus, with a recommendation whether the request should be allowed or disallowed. The final decision shall

rest with the AO of the hosting Centre who must check if the Centre is well resourced to cater for guest candidates.

- e) If the hosting Centre is outside the country, it must submit evidence to show that it is a registered educational institution and complete and stamp an Invigilation Request Form.
- f) The hosting Centre informs the Examinations Office of the number of guests which it shall host for the examination so that packaging will take these numbers into consideration when packaging.
- g) The deadlines for receipt of applications by the Examinations Office for sitting Examinations in places other than specified Examination Venues are two (2) weeks (14 days) prior to the commencement of the Examination Period. For international Centres this deadline is set at one (1) month to allow all arrangements to be completed.
- h) The examination taken in other venues other than the specified Examination venue must be written at the same time as the examination being written at the specified venues. The Examinations Office shall not approve the application where:
 - i. the Examination cannot be written concurrently with the other specified Examination Venues,
 - ii. the safety of the examination cannot be assured,
 - iii. a qualified invigilator is not appointed.
- i) The host AO shall inform the candidate and his/her Centre in writing of his/her decision and pass a copy of the communication to the Examinations Office.

- j) The candidate will bear the costs of paying for the venue and the invigilator. In exceptional circumstances the Examinations Office may advise the candidate to submit a claim for the expenses through the Office of the Guidance and Counseling Coordinator.

7.4. ASSIGNMENT SUBMISSION

- a) At the beginning of the year after enrolment the students are given study materials with self-test exercises and assignments and submission schedule or Delivery Schedule.
- b) Unless stated otherwise a tutorial will normally come before assignment submission of a particular Module of the Course. This allows the student to be familiar with the concepts so that it would be easy to work on the assignment afterwards.
- c) Assignments or Coursework must be submitted according to the submission Schedule.
- d) Assignments must be either in own hand-writing or typed and submitted as hard copy using the official cover-page. Students must keep a copy of their submitted assignments for record.
- e) Assignments must ONLY be submitted to the Centre at which the student is registered. Any other submissions elsewhere must be by arrangement and the student must show why they are unable to submit to their registered Centre.
- f) Students can also send in their assignments through registered mail or by courier. However, using this method is no excuse for submitting late; the time the assignment will take to reach the Centre must be considered
- g) Students who submit their work through the portal must not send through the email and should send to the right tutor. Familiarization with the Moodle platform is a must.

- h) Any student who is unable to submit an assignment or Coursework that is due must communicate this to the Regional AO in writing. Reasonable grounds for failure to submit assignments/ Coursework on time must be stated, and the student must duly complete and submit a Special or Extenuating Circumstances [SorEC] Form before the due date.
- i) In all cases the script must be marked, even if it is submitted late. The student will be reminded by the AO that a penalty will be imposed according to these regulations.
- j) The tutor must mark the scripts normally. It is the AO who imposes the penalties and award the scores as in n) below.
- k) All queries on continuous assessment is handled locally and must be resolved before the start of the examinations period.
- l) There will be no appeals on CA marks as tutors are on the ground to offer any explanations of differences with their students. Tutors teach through the assignments and give comments where the students have gone wrong.
- m) It is NOT the duty of any University official to remind students to submit their assignments or Coursework. The Submission Schedule must be strictly followed as the University will not make any exceptions or extensions.
- n) Penalties imposed on late submissions will be as follows;
 - i. 5 working days or less after submission date – award up to 50% maximum if no SorEC exist, award the actual score if substantial facts exist in the SorEC form.
 - ii. Notwithstanding i., 0% will be awarded to any assignment that is submitted when other students' scripts had already been returned,

- iii. 10 working days after submission date – award a zero, if no SorEC exists, award up to 50% maximum if substantial facts exist in the SorEC form.
- iv. More than 10 working days after submission date – if SorEC still exists the student may be asked to attempt and submit a different assignment or calculate the final result without CA.

7.5. RESEARCH PROJECTS

In programmes or courses where submission of a researched piece of work or practical report must be submitted this must be done in the format as prescribed in the regulations. The following guidelines must be followed;

- a) Students must ensure that they follow the instructions of their assigned supervisor
- b) Students are not allowed to bypass their supervisors, and their work will not be accepted if it has not been signed by the supervisor assigned to them
- c) A student who still has not completed their project will NOT be allowed to graduate until they do so.
- d) All projects must be typed and presented in the format prescribed in the programme or course regulations.
- e) All students must print and sign an undertaking to show that the project is their own piece of work and no plagiarism has occurred.
- f) A scan for plagiarism must be performed and the score recorded. If it is above the minimum percentage allowed, the Report must be sent back to the student to redo.

- g) A failed Research Project can be repeated in the subsequent year for improvement. The repeat will follow the route of all retakes and the necessary fees paid, however since redoing a project involves as much effort as someone starting it full tuition fee is paid.
- h) Any theory marks related to a research project may be banked ONLY for 1 academic year after which the student may have to redo even the theory part.

8.0. SPECIAL CANDIDATES

The University will permit adjustments to the methods of assessment and arrangements for the conduct of Examinations, Practical-Based Examinations, Class Tests and/or Coursework Assessments for candidates with disabilities or other support needs to enable them to have the same opportunity to demonstrate the achievement of specific learning outcomes, without compromising academic standards or affecting prescribed standards of Professional Bodies.

- a) The arrangements to be made by the University for candidates requiring Specific Provision in Examinations, Practical-Based Examinations, Class Tests and/or Coursework Assessments are fully consonant with the requirements arising from the Special Educational Unit regulations from the Ministry of Education and Skills Development.
- b) Where an applicant or candidate has completed a declaration of disability, the Assessment of need shall include consideration of any adjustments required for Examinations, Practical-Based Examinations, Class Tests and/or Coursework Assessments as part of that process.

- c) Applications for Specific Provision should be made on the form made available to all candidates and should be supported by documentary evidence, such as a report by a Medical Practitioner, a needs assessment recognized for purposes of the counselors Report.
- d) Applications for Specific Provision in Examinations and/or Class Tests should be submitted to the regional Assessment Officer (AO). The AOs are permitted to disregard requests for Specific Provision which are not supported by appropriate documentary evidence.
- e) Where an application is made for an alternative form of Assessment, this will be referred to the Department for consideration. In such cases, any arrangements for adjustments to the method of assessment shall be subject to demonstrating the achievement of specific learning outcomes and shall not compromise academic standards or affect prescribed standards of Professional Bodies.
- f) Applications for Specific Provision can be made at any time but it may not be possible to process applications in time for an Examination, Practical-Based Examination or Class Test that has already been scheduled. To ensure that the necessary adjustments can be made for Examinations, Class Tests, Practical-Based Examination or Coursework Assessment that will be taken within the first 12 weeks of a Programme of Study, where a candidate's circumstances are known to be prolonged or permanent and identified prior to the start of the Academic Year, the candidate should submit a written application to the AO and the Department, as appropriate, by the end of Week Two of the start date of the Programme of Study.

- g) Included in the list of special candidates may be those that are in confinement for medical or legal reasons. They may be allowed to write in their place of confinement. However, the Chief Invigilator must be satisfied that the environment is conducive to conduct an examination and the candidate is fit to do so [in the case of a pregnant woman or a new mother, a doctor's opinion must be sought first].

8.1. SPECIAL OR EXTENUATING CIRCUMSTANCES

- a) A candidate shall report in writing any Special or Extenuating Circumstances [SorEC] which may have an effect on his/her performance in the following; Examination, Practical-Based Examination, Tutor Marked Assignment [TMA] or Coursework Assessment to the Assessment Officer as soon as the circumstances arise, and, where possible, before the Examination, Practical-Based Examination is due to be taken or the element of TMA or Coursework Assessment is due to be submitted.
- b) The report, which must be in the prescribed form, shall be supported by documentary evidence.
- c) If a candidate is unable to submit TMA or Coursework Assessment by the due date, and Special or Extenuating Circumstances have been reported as above, the AO shall either;
- i. approve an extension to a submission date which shall be set such that the Coursework Assessment may be marked prior to the meeting of the Examining Board; or
 - ii. not approve an extension to a submission date on the grounds that:

- iii. there is insufficient time to permit the Coursework Assessment to be marked; or
 - iv. the Special or Extenuating Circumstances as reported are not sufficient to warrant an extension.
- d) The Regional Assessment Officer shall inform the candidate in writing of his/her decision and report his/her actions to the Examinations Office.
- e) No retrospective report of Special or Extenuating Circumstances will be considered after the publication of results or submission of the TMA or Coursework Assessment.
- f) If any Special or Extenuating Circumstances arise in an Examination Venue, the circumstances shall be reported by the candidate to the invigilator. The Chief Invigilator [Assessment Officer] shall take a decision and report, in writing such circumstances and the action taken to the Examinations Office. The circumstance here is recorded on an Incident Form.
- g) The Examinations Office will present all cases of SorEC, absence from an Examination, Practical-Based Examination or non-submission of TMA or Coursework Assessment and incidents to the Examining Board which will decide whether the AO's decisions could stand or not. The Board may then;
 - i. permit the candidate to sit the Supplementary Examination/ special examinations or Practical-Based Examination, or submit the TMA or Coursework Assessment, as a first attempt at the next occasion on which the Examination or Practical-Based Examination, or TMA or Coursework Assessment is scheduled to take place; or
 - ii. permit the candidate to progress without further Examination/Assessment, or where appropriate,

recommend that the candidate be awarded the qualification without further Examination/Assessment [aegrotat].

- iii. exclude the pending assessment from being used in the calculation of the final average
- h) If the Examining Board is not satisfied that there are reasonable SorEC it shall award a mark of zero for the Examination, Practical-Based Examination, TCA or Coursework Assessment.
- i) If a student has not submitted TMA or Coursework Assessment by a due date and no Special or Extenuating Circumstances have been reported, he/she shall be penalized according to the penalty imposed on such.

9.0. GENERAL CONFERMENT REGULATIONS

The authority to award qualifications rests solely with Senate. No certificates, records, transcripts or similar documentation may be issued in the name of the University, unless prior authorisation has been given by, or on behalf of, the Senate. No person is entitled to describe themselves as holding a qualification granted by the BOU unless the qualification has been awarded either in person or in absentia at Convocation in accordance with a general resolution of Senate.

- a) A student shall only be awarded a qualification after completing a minimum number of credits in a given programme as shown under 4.0 (c), or has completed successfully all the prescribed courses in the programme of study.
- b) For a student to be awarded a qualification, at least two thirds of their total credits must come from core and optional courses as prescribed in the programme specific regulations, and the total number of credits from elective courses shall not exceed one third of the total credits for the programme.

- c) Where a student fails at a higher level or stage of a programme of study, they may be conferred with an exit qualification if so provided by the programme specific regulations.
- d) An exit qualification should only be conferred if the student has demonstrated the achievement of the specified learning outcomes for that qualification. An exit qualification would generally be a qualification already under offer in the university and has been duly accredited by the Botswana Qualifications Authority.
- e) Where there have been exemptions, Prior Learning Policy regulations on credit transfer shall apply.

9.1. CONDITIONS OF CONFERMENT

An award of BOU or an award under delegated authority may be conferred when the following conditions are met.

- a) The candidate is a registered student of BOU or was registered at the time of assessment for an award.
- b) The candidate has paid all fees due.
- c) Confirmation is provided by the Dean of the relevant School that the candidate has completed an approved programme of study leading to a qualification.
- d) Confirmation is provided by the Dean of the relevant School that the candidate is fit to practise.
- e) An award has been recommended by the appropriate board of examiners in accordance with the programme specific regulations and the result of the award has been approved by Senate.
- f) The recommendation of the award has been signed by the chair of the relevant board of examiners.
- g) In respect of awards conferred under delegated authority, such other requirements as may be specified by the awarding body have been met.

9.2. RETRACTION OF BOU CREDITS OR QUALIFICATIONS AFTER CONFERMENT

The University has the right to revoke or retract credits, degrees and other awards of the University in accordance with its own procedures after conferment. This shall occur on rare occasions when it becomes apparent that the following has happened;

- a) It is established that the relevant authorised body within the University made its decision based on misleading or incorrect evidence; or
- b) In the case of an honorary award subsequent information or events cast doubt on the appropriateness of the conferment of the award; or,
- c) It is established that academic dishonesty took place.

9.3. CONFERMENT UNDER SPECIAL CIRCUMSTANCES

a) Aegrotat Awards

If a student in the final semester of a programme is prevented by illness, from undertaking some of the requirements for assessment (continuous assessment or final examinations), Senate may, upon written report of the Department(s) concerned, and upon any other evidence as it shall deem satisfactory, approve and assign an Aegrotat award.

- i. The student's illness or incapacity must have been reported to the Office of the Academic Registry within two weeks of the date on which the test(s) or examination(s) should have been written.
- ii. Aegrotat awards will not be awarded with a classification.

b) Posthumous Awards

The Senate may award a degree posthumously after a person has fulfilled the conditions prescribed for conferment.

- i. The award may be accepted on the student's behalf by a parent, spouse or other appropriate individual.
- ii. The award certificate will not refer to its having been conferred posthumously.

c) Prizes and Honorary Awards

The University may award prizes and honorary awards as approved by Senate from time to time.

9.4. THE GRADUATION PROCESS

At graduation completing students from all levels of study; certificate, diploma to degree and masters will be conferred their academic qualifications. After all the hard work and sleepless nights during their period of study the graduation is intended to signify the value of education as well as celebrate the academic achievement. Graduation is a solemn process that must be followed religiously to instil the institution's values and traditions in its graduates.

- a) Completing students may graduate in person or in absentia. Due to the geographical dispersion of the students it is not a requirement that they must attend graduation in person.
- b) However because of the necessity of knowing exact figures of the number of graduands who will be attending graduation it is important for the graduand to complete the Reply Coupon to show whether s/he will attend the ceremony in person or not. This is very important for planning purposes for catering and deciding on the venue
- c) The deadline for submitting Reply Coupons is the last day of September every year. The Reply Coupon ascertains that the names of the graduand have been verified as correct and also whether they would be attending the ceremony in person or not.
- d) A student who has not fulfilled all their financial obligations in fees and or other charges may not be barred from graduating

but their certificates may be withheld until they have cleared the debts.

- e) All students with complete academic records will be compiled by their School and submitted to the Academic Registry for inclusion in the Graduation List. The List will then be shared with all Regional Campuses for verification.
- f) A graduation invitation letter and the Graduation Information Booklet will be issued to all completing students when they collect their transcripts in August every year.
- g) The completing students are required to check and correct their names on the Graduation List before it is finalised for the graduation programme and printing of certificates.
- h) It is the duty of the student to ensure that the information on the academic transcript is correct and report all errors on time – before the set deadline. Completing students who have not been included on the Graduation List must report immediately to their Schools through the Regional Coordinators.
 - i) Any exclusion from the Graduation not reported before the last day of September may not be included on the Graduation List. Any students who make such a submission after the deadline will be charged a late registration fee as determined by the University from time to time.
 - j) A completing student who has not been included in the Graduation List may not be allowed to submit their names for graduation on the second week of October or when the names have already been submitted for printing of certificates. In such a case the student would be included in the list for the next graduation.
 - k) Any certificates found to have spelling errors on the names as a result of the student not correcting it at the right time will be charged on the student, otherwise the certificate would be re-printed if it was the University's fault.
 - l) Certificates are issued only once and would not be

replaced if lost. A certifying document will however be printed after the student has provided a sworn statement – police affidavit.

- m) Graduands who could not attend the ceremony may collect their certificates from their Regional Campuses after the Graduation Day.

10. ACADEMIC APPEAL REGULATIONS

An appeal relates to the outcome of assessment and is against a decision of a Board of Examiners, such as a grade, a classification or the termination of a programme of study. The only body vested with the power of decision on Examination results is Senate. Senate also has the power to decide upon the action to be taken in respect of failed candidates.

Under certain circumstances, candidates may have grounds for appeal against an academic decision in relation to the following matters:

- a) The grading of a particular module, unit of work or course of study, including failure
- b) The award of a class of certificate/diploma or level of an award outcome
- c) The termination of a course of study or decision about progression
- d) The only grounds for appeal are as follows:
 - i. Irregularity in the recording or aggregation or collation or weighting of marks/grades, that the procedure for such has been incorrectly followed
 - ii. Irregularity in the application of assessment regulations
 - iii. Irregularity in the conduct of the assessment/examination which has had a demonstrated direct and detrimental effect on the student's performance
 - iv. When a student is in disagreement with a charge of

academic misconduct or its sentence thereof. This appeal is normally routed through the Student Disciplinary Committee.

- e) Appeals will not be accepted against the academic and/or professional judgements of examiners.
- f) Appeals must be submitted by the candidate to the Regional AO, on the Examination Results Query Form, within 10 days of release of results. Exceptionally, appeals may be considered up to three months after the issue of results. The appeal must state the grounds on which the appeal is made and supply all the relevant evidence.
- g) It is the student's responsibility to check and confirm their results after every examination.
- h) Errors not queried during the appeals period cannot be raised after closing of the appeals period.
- i) Queries not raised during the period of appeals for the examinations on which the errors occurred cannot be raised during the next period of appeals.
- j) The AO on receipt of an appeal shall seek verification from the Examinations Office. Verification, as appropriate to the grounds for appeal, shall establish whether:
 - i. the mark(s) and/or result as published is free from arithmetical or other error of fact; and/or,
 - ii. any defects or irregularities in the conduct of the Examinations and/or other Assessments or in the written instructions and/or advice relating thereto were, in fact, reported to the Examining Board; and/or,
 - iii. any SorEC pertaining to the candidate were reported to the Examining Board.

- k) the Examinations Officer will ask the Chair of the Examining Board to re-convene the Examining Board to review the case in light of the information presented in the appeal. The Chair of the Examining Board may take executive action on behalf of the Examining Board. Results from queries will normally wait to be published with results of the Special and Supplementary examinations.
- l) The Examinations Officer is required to disallow an appeal where it has been established, on the basis of the factual information provided through verification:
 - i. that the mark(s) and/or result as published is free from arithmetical or other error of fact; or
 - ii. that any Special or Extenuating Circumstances reported by the student have already been considered by the Examining Board(s) when the candidate's result was determined.
- m) Appeals will normally be dealt with in two (2) months of receipt of the appeal.
- n) Outcomes of the appeals will be published as results at the end of the appeals period, and students may not receive responses individually. Only appeals leading to a remarking or re-evaluation will be responded to individually.
- o) Victimization or harassment of students who lodge academic appeals is prohibited.

11. **ACADEMIC INTEGRITY**

This part of the Policy deals with academic honesty and the way that you as a Botswana Open University student are expected to behave in relation to ANY assessment that you undertake. This may be quite

different from the way you have conducted yourself at school or in other settings.

There are very strict regulations to make sure that the work that you submit for assessment is a result of your own efforts. If you submit work that is not your own, or has been produced with the help of others when you claim it to be your own, that will be considered to be an academic misconduct and is viewed very seriously.

At BOU these issues of academic integrity shall be guided by the Academic Integrity Policy as described below;

11.1. ACADEMIC INTEGRITY POLICY

This Policy describes academic integrity and the procedures for handling academic dishonesty at BOU. The Academic Integrity Policy shall apply to any and all student learning experiences in which academic credit is awarded, such as courses, internships, practical work, theses, presentations, etc.

a) Rationale

Honesty and integrity are key preconditions for the exercise of academic freedom in institutions of higher learning. In turn, the high value the academic community places on academic freedom requires a commitment to correspondingly high standards of honesty and professional integrity and conduct in all academic work, including research, coursework, assessment, etc. For that reason, BOU demands that all written or any other work which students submit must be (a) the product of their own efforts and (b) consistent with professional standards of this policy. Through this policy BOU is expressing high intolerance of any form of academic dishonesty, including cheating, plagiarism, forgery, fabrication and other forms of dishonest or unethical behaviour.

b) Policy Objectives

- i. To demonstrate the BOU's disapproval of academic dishonesty;
- ii. To guarantee a fair procedure for resolving complaints of academic dishonesty;
- iii. To serve as a resource for all University staff and students on matters of academic integrity and dishonesty;
- iv. To promote honest academic conduct among students and staff;
- v. To provide a framework for monitoring, adjudicating and assigning administrative sanctions to students and staff who have violated the academic Integrity requirements

c) Definition of Academic Integrity

In this policy academic integrity is conceived as the extent to which academic work is undertaken honestly and ethically, and involves:

- i. taking full credit for one's work and giving full credit to others who might have helped or whose work was incorporated into the work that is being submitted;
- ii. representing one's work honestly and accurately;
- iii. cooperating with other students in academic exercises only where specifically permitted;
- iv. reporting to the authorities' information regarding academic dishonesty

d) **Definition of Academic Dishonesty**

A list of behaviours that constitutes academic dishonesty is presented below and definitions and explanations provided thereof are only illustrative, but not exhaustive, of various ways in which academic dishonesty can be committed. Academic dishonesty includes, but is not limited to, cheating, plagiarism, fabrication, multiple submission, complicity and misconduct in research and creative work.

i) **Cheating**

Cheating involves the use or attempted use of materials (including information, notes, study aids, etc.) or other assistance in any academic exercise without authorization by the course coordinator and includes the following;

- Copying or attempting to copy from an assignment, test or examination of another student;
- use or attempted use of unauthorized materials, information, notes, study aids or other devices (including electronic gadgets) for a test, examination or academic exercise;
- engage or attempt to engage the help of another individual or entity in misrepresenting a student's academic performance;
- altering or attempting to alter or interfering with the grading process;
- unauthorized transmission of information to another person for a test, examination or academic exercise;
- sitting or attempting to sit a test, examination or academic exercise as a surrogate;

- unauthorised submission of work previously graded in another course;
- any other act that a student may commit on his, her or another's behalf which may defraud or misrepresent, including aiding or abetting any act of cheating;

ii) Fabrication

Fabrication involves the use of falsified, invented, or counterfeited information or citation in an academic exercise, including tests, assignments, examinations, etc. A student may not use fabricated or falsified information in any academic exercise, including using "invented" data or reproduce a quotation from a secondary source and indicate that the quotation was obtained from the original source. Failure to acknowledge the actual source of information cited in any academic programme constitutes a violation of academic integrity;

- i. using "invented" information or data in research or practical work is a violation of academic integrity;
- ii. providing or attempting to provide University officials with fabricated, forged, or misleading information on official records, or other records related to academic work of a student is an infringement of academic integrity.

iii) Obstruction

Obstruction is an act or behaviour that limits or denies others access to educational resources and

materials by deliberately impeding progress in their work. Examples of acts of obstruction that violate academic integrity include giving other students false or misleading information; stealing, changing, or destroying another student's work; defacement, mutilation, and concealment of library materials; altering computer files that belong to another person. Therefore;

- It is a breach of academic integrity to deny others access to educational resources;
- It is a violation of academic integrity to deliberately impede the progress of another student or scholar;

iv) Plagiarism

Plagiarism is intentionally or carelessly representing in an academic exercise the work of another person or source as one's own without giving appropriate acknowledgment and/or submitting it to fulfil academic requirements of the University. What is presented below is indicative, but not exhaustive, of what might constitute and how to deal with plagiarism;

- it is a violation of academic integrity to represent all or in part another's ideas or product, including verbatim, paraphrasing, charts, figures, illustrations, mathematical or scientific solutions, or research work, without citing the source in the text and in reference lists;
- using materials stored electronically or other medium, whether verbatim, paraphrased, abridged, constitutes plagiarism and is a violation of academic integrity if the sources are not appropriately acknowledged;

- material used to enhance the author's general understanding of the subject must be acknowledged by parenthetical citation in the text and bibliography;
- the seriousness and also subtlety of plagiarism requires students to consult their tutors when unsure of whether they are in violation of academic integrity;

v) **Complicity**

Complicity involves cases where a student deliberately or negligently allows his/her work to be used by another, assists or attempts to assist another in an act that violates academic honesty. The following list, though not exhaustive, represents examples of acts that violate academic honesty in the University;

- during any test or examination and assignment where collaboration is not permitted, students are not allowed to allow other students to copy from their work;
- in connection with any enquiry instituted by the University, students or staff may not provide false information that violates academic honesty;
- a student or staff member who deliberately or negligently provides another with information, material, or assistance that may be used in violation of academic honesty is guilty of academic dishonesty, even though the person has not personally benefitted from the act.
- supplying or attempting to supply, without prior authorisation, a **student** with test

or examination questions or material to be tested or examined later constitutes a violation of academic honest

e) Evidence of Violations of Academic Honesty

Many reported infractions of academic honesty often involve allegations that are not contested by the offender because they are based on clear evidence. Evidence for suspecting infraction of academic honesty may include, but not limited to, the following;

- i. Admission by the offender that an act of dishonesty was committed;
- ii. catching an offender in the act of committing an infraction;
- iii. testimony of others regarding commission of an infraction of academic honesty;
- iv. documentation of the source of material a student represented or attempted to represent without proper acknowledgement;
- v. marked similarity in the work done by different students;
- vi. a suspiciously marked difference in the writing style of a student;

f) Consequences for Violating Academic Integrity Policy

Any violation of the Academic Integrity Policy is a serious offence that calls for censure by the University, with penalties ranging from reprimand to expulsion. The consequences of violating academic honesty are both academic and administrative.

i. Academic Sanctions

Violations of academic honesty as a result of acts of dishonesty, such as cheating, plagiarism, complicity, fabrication, etc. may result in a student not meeting all or some part of the academic requirements of a course or programme. The academic consequences of infractions of the academic honesty policy may include, but are not limited to the following;

- issuance of a written reprimand;
- a student repeating an academic exercise or submitting additional pieces of work;
- reducing the mark awarded to the piece of work in question up to zero;
- lowering a student's final mark in the course up to a failure;

iii. Administrative Sanctions

Serious and repeated violations of academic honesty, including but not limited to stealing, selling, and buying an examination, test or academic work, forging a grade, or falsifying academic transcript, etc. the University may, in addition to academic sanctions, impose administrative penalties, including the following;

- suspension;
- expulsion;
- award withdrawal;

g) Procedures for Handling Incidents of Academic Dishonesty

The serious nature of the consequences of violating the Academic Integrity Policy requires that careful consideration be given to the evidence of the alleged dishonesty. An instructor who is satisfied by the evidence that it is likely than not that an infraction of the academic honesty policy has occurred is required to do the following;

- i. Communicate with and invite the student to meeting as soon as possible following the discovery of an infraction;
- ii. present the student with supporting evidence and inform him/her of the consequences of infraction of academic honesty policy;
 - consider the seriousness of the misconduct;
 - impose one or more of the sanctions in f) i following a student's admission of misconduct;
 - impose one or more of the sanctions in f) ii if the evidence show that it likely than not that an infraction occurred;
 - refer the matter to the Student Disciplinary Committee;
 - complete a duly signed Student Academic Integrity Record Form
 - staff is required to report to heads of department and departmental boards any violations of the Academic Integrity Policy and sanctions imposed as a result of such violations
 - Heads of department and departmental boards will consider the seriousness of the

misconduct and make recommendations to the University to impose one or more of the administrative penalties

h) Obligations in Implementation of Academic Integrity Policy

The University expects all those who cherish and depend upon the integrity of the University, its courses, programmes, and its academic awards to exercise responsible citizenship by upholding, at all times, high ethical standards of honesty and fairness and promoting the University's Academic Integrity Policy.

i. Obligations of Students under Academic Integrity Policy

Students are required to observe high standards of honesty, integrity and scholarship. The role and obligations of students under the Academic Integrity Policy include but not limited to the following; i. demonstrate high standards of honesty and integrity in all interactions, including class interface, assignments, tests, examinations, practical work and other academic work;

- familiarize themselves with the Academic Integrity Policy and the Examinations Administration Regulations and Procedures since ignorance of these requirements cannot be used as a form of defence;
- abide by the requirements of the Academic Integrity Policy at all times;
- refuse to aid or abet any acts of academic dishonesty;

- acquaint themselves with the consequences of violating the Academic Integrity Policy and related regulations and procedures;
- preserve academic integrity by informing appropriate University officials of violations of the Academic Integrity Policy and related regulations and procedures;
- consult their tutors and other academic staff when *in doubt of any aspects of academic integrity;
- inform appropriate staff of incidents of academic misconduct;

j) Obligations of University Staff under Academic Integrity Policy

Since academic staff plays a key role in promoting and upholding academic honesty and integrity and in enforcing the Academic Integrity Policy when violations occur, it is their responsibility to be conversant with the policy and procedures for handling cases of academic dishonesty. The role and obligation of academic staff include, but not limited to the following:

- i. Inform students of the Academic Integrity Policy and the ethical standards required in courses and the permissible procedures in class work and/or examinations;
- ii. enforce at all times the Academic Integrity Policy and Examinations Administration Regulations and Procedures;
- iii. promptly deal with all infringements of the Academic Integrity Policy and suspected cases of academic dishonesty;

- iv. protecting the anonymity of students who report incidents of academic dishonesty in accordance with University regulations and other requirements;

k) Maintenance of Academic Dishonesty Records

Copies of all students' academic dishonesty records shall be maintained by the Academic Registry office and may be released to any academic staff or University officials who may be investigating a student for violation of academic honesty.

12. COMPLAINTS PROCEDURE

BOU strives to achieve high quality in all its interactions with its students. Inevitably, there will be times when students fail to receive that high quality of service and rightly wish to complain. We believe that students should be able to make their concerns known to us without fear of reprisal. We believe that arrangements for handling complaints, in line with the spirit of "Botho" should reflect the principles of natural justice; should be transparent and as open as confidentiality permits and include in unresolved cases an element of external, independent scrutiny.

The Tertiary-Managers and Regional Directors handle all academic and non-academic related complaints which may impact on performance at Regional Level.

In evaluating the nature of complaints and their outcomes, care will be taken to ensure that recurrent issues, patterns of complaints and issues with institutional implications are referred to the appropriate place in the institution in order to inform and improve practice. The Director of Public Relations & Marketing takes the responsibility on behalf of the University Vice Chancellor of ensuring that all complaints are resolved amicably.

12.1. DEFINITION

A complaint is defined as an oral or written expression of dissatisfaction about a material aspect of a student's experience in pursuing a course of study as a student of BOU, irrespective of location of study and irrespective of registration status. Complaints cover academic [relating to examination and assessment performance and outcomes] and non-academic matters. Note however that academic complaints – here referred to as Academic Appeals follow a clearly defined path and must be submitted during the set timelines.

12.2. TYPES OF COMPLAINTS

a) **Anonymous Complaints**

No action will be taken in respect of complaints made anonymously.

b) **Third Party Complaints**

No investigation of a complaint made on behalf of a student will be undertaken without that student's written agreement to the concerns raised and written consent for an investigation to be carried out. This includes complaints made by the parent or the spouse of the student concerned.

c) **Complaints to the Examinations Officer**

Any complaints received by the Examinations Officer will be redirected to the specific AO who will acknowledge it and ensure that it enters the procedure at the appropriate point. If no attempt has been made by the complainant to resolve the matter using the informal procedure, the complainant will be advised to take up the issues raised with the Study Centre or department concerned.

d) **Group complaints**

Where a complaint is brought by a group of students, one person should be prepared to identify him/ herself

as spokesperson and correspondent for the purposes of the formal procedure and each member of the group must be able to demonstrate that he/she has been personally affected by the matter which is the subject of the complaint. In addition all complainants must agree in writing to the spokesperson acting on their behalf. In most cases this will be a member of the Student Representative Council (SRC).

e) Frivolous, Vexatious or Malicious complaints

If a complaint is found to be frivolous, vexatious or malicious otherwise unreasonable or not made in good faith, a student bringing such a complaint may be subject to the institution's student disciplinary procedure. A vexatious or malicious complaint is defined as a complaint which is patently unsustainable, having been put forward so as to abuse the process of the Complaints Procedure or, for example, to attempt to defame the name or character of another person.

12.3. AIMS

To deal with all complaints in a fair and consistent manner

12.4. REASONS FOR THE PROCEDURE

To provide and continue to provide a first class level of customer service

12.5. OBJECTIVES

- To describe the formal procedure for dealing fairly and consistently with customer complaints;
- To inform customers of the route by which they can express a complaint;

- To inform staff of the complaints procedure so that they know what to do if a customer complaint arises.

12.6. PROCEDURE

The Complaints Procedure is ultimately the responsibility of the Senate, devolved to the Examinations Office in respect of academic related complaints, and the Public Relations & Marketing in respect of non-academic complaints. The Examination Results Query Form must be used in respect of academic appeals, and Customer Feedback/ Complaints Form must be used for general complaints.

Step 1 First of all the customer should **try to resolve the matter directly** with the member of the University who is responsible or who is involved in the problem at local level.

Note: Students who are dissatisfied with the outcomes of internal assessments should refer to the Assessment Policy, not the Complaints Procedure.

Step 2 If Step 1 did not resolve the problem, the student/customer should make a **complaint in writing to the** Director of Public Relations and Marketing (a Customer Complaints Form is available). If a department receives a formal complaint from a customer, the complaint should be date-stamped before passing immediately to the Director of Public Relations and Marketing. The Director of Public Relations and Marketing will log the complaint and acknowledge its receipt within 3 working days of receiving the complaint.

- The Director of Public Relations and Marketing will pass the complaint, with a tracking sheet clearly identifying the timescales, to the relevant investigating Head of Department who will conduct a full investigation, i.e. Head of Department of the concerned department.

- An independent Director/Manager or any officer assigned the case may be asked to conduct the investigation if necessary.
- The investigating Director/Manager will, within 10 working days of receiving the complaint, provide the Director of Public Relations and Marketing with the results of the investigation and a signed letter of reply for the customer detailing the outcome and actions arising from the investigation.
- The Director of Public Relations and Marketing will send the signed letter of reply from the investigating HOD, to the customer - normally within 15 working days of receipt of the complaint.
- The investigating HOD will inform the Director of Public Relations and Marketing if s/he will not be able to meet the above timescale and the Director of Public Relations and Marketing will send a holding reply to the customer.
- The Director of Public Relations and Marketing will advise the Divisional Head of any investigations not concluded within the expected timescale.

Step 3 If the customer is dissatisfied with the response received, the customer may **appeal to the Vice Chancellor of the University** within 15 working days of the date of the response letter. The appeal should be made in writing, stating the reasons and routed through the Public Relations & Marketing Director. The customer will be notified in writing of the result of the appeal after all evidence has been reviewed. This will normally be within 10 working days of receipt of the appeal.

If the customer is still unhappy: In the unlikely event that the matter is still not resolved to the customer's satisfaction, the customer is advised to seek guidance from the Director of Public Relations and Marketing regarding any further appeal outside of the University.

The Director of Public Relations and Marketing will monitor the progress of the complaint at all times.

The Director of Public Relations and Marketing will provide an analysis of the number and nature of the complaints and their outcome to Senior Management.

12.7. WHO SHOULD KNOW ABOUT THIS PROCEDURE

All customers - students

All staff

12.8. RESPONSIBILITY

The Director of Public Relations and Marketing is responsible for ensuring that all customer complaints are dealt with promptly, fairly and consistently and in accordance with this procedure. The investigating HOD is responsible for conducting a full investigation and providing a written response to the Director of Public Relations and Marketing.

12.9. RECORD KEEPING & MONITORING

Records will be kept in relation to the nature of the complaint; the process and outcome of the complaint; the time taken to deal with it. All papers relating to the formal stages of the procedure will be managed by the Public Relations & Marketing Office and retained in that office.

Monitoring will ensure that appropriate support mechanisms are in place for students; that staff operating the procedure are adequately developed and supported; that staff and students understand the procedure and that the procedure meets its aims. It is important that students can make bona fide complaints without fear of any reprisal.

In evaluating the nature of complaints and their outcomes, care will be taken to ensure that recurrent issues, patterns of complaints and issues with institutional implications are referred to the appropriate place in the institution in order to inform and improve practice.

13. STUDENTS' DISCIPLINARY PROCEDURE

These are procedures to be carried out following a charge of misconduct on a student of the University. Misconduct occurs when one or more of the University regulations or rules of order has been violated, except assessment/examination regulations which follow a different process. However, a student charged with an academic offence is NOT excused from being called for a disciplinary hearing if need be, and that may lead to more severe penalties.

These procedures seek to ensure that student disciplinary matters are dealt with fairly and promptly at the appropriate level by those with clear authority from the University. All fully registered and former students of the University are governed by these disciplinary procedures. Former students may only be affected by these procedures in as far as if investigations prove that the misconduct was committed while they were students at the University and that the misconduct relates to their award. The Office of Dean of Student Services handles all cases of misconduct and appoints the Chairperson of the Students' Disciplinary Committee (DC) to resolve issues put before it. All appeals must be made to Senate which may institute a sub-committee to resolve cases referred to it.

Good student discipline ensures a conducive environment for learning, uninhibited minds and academic freedom. All students and staff must feel free to carry out their academic duties without interference, fear or favour. A breach of discipline includes, but is not limited to, failure to observe all University rules and regulations including local regulations for the governance of all sections of the University. A list, which is not exhaustive, is given below to guide on what may be classified as misconduct which may result in application of these procedures;

- a) disruption of, or improper interference with, the academic, administrative, sporting, social or other activities of the University, including offensive behaviour, whether on University premises or elsewhere.
- b) obstruction of, or improper interference with, the functions, duties or activities of any student, member of staff or other employee of the University or any authorised visitor to the University;
- c) behaviour which brings the University into disrepute;
- d) intentional or reckless damage to, or defacement of University property or the property of members of the University and community;
- e) misuse or unauthorised use of University premises, facilities or items of property;
- f) failure to disclose name and other relevant details to an officer or employee of the University in circumstances when it is reasonable to require that such information be given;
- g) failure to treat others (students, staff, neighbours and other people in the community) fairly with respect. (This applies to all communication methods including personal contact, e-mail, written communication and social community websites.);
- h) acts of dishonesty, including theft, fraud, deceit, or deception in relation to the University, its staff or students;
- i) action likely to cause injury, impair safety or raise false alarm on University premises, e.g. acts involving damage to or discharge without just cause of, or other misuse of or interference with, a Fire Extinguisher or other Fire Safety Equipment; (*such acts endanger the University community and are likely to result in severe sanctions.*)
- j) harassment of any student, member of staff, or any authorised visitor to the University, whether sexual, racial or bullying, including defamation of character or slander.
- k) violent, indecent, disorderly, threatening or offensive behaviour or language whilst on or off University premises whether directed towards a member of staff, another student, professional service

- staff (eg Police, ambulance, fire crew) or a member of the public;
- l) conduct which constitutes a criminal offence where that conduct:
 - a. takes place on University premises, or
 - b. affects or concerns other members of the University community, or
 - c. damages the good name of the University or
 - d. itself constitutes misconduct within the terms of these procedures.
 - m) For the avoidance of doubt, the University may proceed under Student Disciplinary Procedures notwithstanding the instigation of any criminal proceedings.
 - n) obstruction of, or improper or fraudulent interference with, attendance monitoring of any student by the University;
 - o) Permitting another student to copy, verbatim or in substance, formative or summative assessed coursework (this includes providing an opportunity for another student to copy work, even if it was not the explicit intention that the work should be copied). Being party to any act, otherwise than for a bona fide academic reason, allowing the sharing of any such assessed work on a website or in any other medium; the fact that work has already been assessed when it is so copied or shared shall not negate the offence. *The Academic Integrity Policy should normally be followed if the student subject to the offence has not received a confirmed mark for the work in question by the Board of Examiners at the point of investigation;*
 - p) Any other act or behaviour which may be reasonably interpreted as misconduct notwithstanding the lack of equivalent examples above.

13.1. PROCEDURE

- a) The University shall have the right to investigate any allegation of misconduct against a student, and may take disciplinary action where it decides, on the balance of probabilities, that an act of misconduct has been committed.
- b) Any investigation into an alleged act of misconduct, whether carried out under the Regional structures or Office of the Dean, Student Services, shall normally include in its early stages an interview of the student(s) concerned by the relevant authorised officer (relevant officer here means the HOD or Manager where the misconduct occurred or was first recorded).
- c) Failure to attend a disciplinary interview or provide a statement / response to alleged misconduct when requested to do so by the relevant person of authority, may result in the disablement of the student's ID card by Student Services thereby barring him/her from all academic activities. The student shall be notified in writing that they must engage within 7 days or they shall be excluded from their programme of study until they do engage.
- d) For cases where a student withdraws from the University whilst a disciplinary investigation is ongoing, the disciplinary case shall be concluded in the student's absence if necessary, by Student Services or the Students' Disciplinary Committee.
- e) The Students' Disciplinary Committee comprises of members of academic or administrative staff appointed by the Dean of Student Services who are qualified by reason of their experience on student welfare matters, and two students nominated by the Students' Union. The student charged with misconduct may invite his or her friend (also called a supporter) to the hearing. This supporter is NOT the

student's legal representative and should not be involved in the case as a witness. The supporter's presence at the hearing is entirely for moral support.

- f) Not all cases of misconduct are referred to the Students' Disciplinary Committee as some may be resolved at the local level. All Heads of Departments and Managers are empowered to resolve cases of misconduct reported in their Sections but must record and report each case to the Office of the Dean of Student Services who may if the case has not been concluded pass it on to the Students' Disciplinary Committee for further investigation and resolution.
- g) All cases must be recorded on the appropriate Forms before being committed to the Disciplinary Committee. The record is maintained in the student's personal file for reference.
- h) The investigation which follows after the committal of the case to the Disciplinary Committee must record all witnesses to the case, gather evidence and weigh the gravity of the misconduct and decide on its action. The DC can then seat to conduct the hearing. If the case has not been referred already, the DC may instruct the Regional Director to constitute a Committee to resolve the case at local level.

13.2. SCHEDULE OF PENALTIES

If it is determined at the hearing that the offence is not proven, no further action shall be taken against the student but if it is determined that misconduct has been committed, one or more of the following sanctions may be imposed:

- i. A warning, orally and in writing, advising the student about their future conduct. A formal warning represents a serious statement by the University on the gravity of the misconduct and shall be held on record for the duration

of the student's studies. A warning may be disclosed in reference requests; this is at the discretion of the referee. Where a student has previously received a warning, or where the Committee deems fit, the student may receive a final warning.

- ii. A formal caution, in writing – this means that the misconduct is considered to be minor but such that the student is cautioned as to future conduct. The student should be informed that no further action will be taken but that the fact of the caution may be taken into account should there be a further act of misconduct.
- iii. A compensation payment for the direct cost of reparations to property.
- iv. A fine (e.g. for parking in areas designated as “No Parking” zones; or late return of library books).
- v. Suspended exclusion from the University. This means that exclusion has been determined in principle to be an appropriate sanction but that the sanction be suspended. Should the student be found to have committed further misconduct the student shall normally be excluded or expelled from the University.
- vi. Exclusion from the University or such part as may be specified for a determined period of time.
- vii. Expulsion from the University with immediate effect. A student so expelled shall not be eligible for an exit award and thus, relevant Boards of Examiners may not consider an award unless instructed to do so by the Student Disciplinary Committee.

A student expelled or excluded as a result of disciplinary proceedings shall have no right to a refund of fees.

14. CONDUCT OF CANDIDATES IN EXAMINATIONS

14.1. GENERAL

The following rules apply to all candidates of the University whilst taking examinations. They have been established to make sure that all students are treated fairly and equally during examinations. The rules also try to ensure that candidates take examinations in a quiet and pleasant environment. (Where candidates are taking the examinations of an external examining board e.g. BEC, they may be required to meet those other regulations and requirements). These rules will be issued to each candidate and posted outside each examination room.

14.2. ELIGIBILITY

- a. Only candidates enrolled in the Course are eligible to write the Examinations.
- b. Candidates must have submitted all their assignments or satisfied all their Coursework or CA requirements.
- c. All candidates must bring with them the letter of invitation to the Examination or the Statement of Entry.

14.3. ADMISSIONS TO AND DEPARTURE FROM THE EXAMINATION ROOM

- a. Candidates should arrive at the Examination Room in good time. (30 minutes prior to the start of the examination).
- b. Candidates may only be admitted to the Examination Room with the permission of the Invigilator.

- c. Candidates must display their student ID card and Omang card [or Passport for non-citizens] on their desk to enable the invigilator to compile a register of attendance. Candidates who are unable to produce their Omang card will be asked to produce an alternative form of identification, preferably with a photograph attached, but the student card is a must.
- d. Candidates may be admitted to the Examination room (at the discretion of the Invigilator) up to half an hour after the commencement of the Examination.
- e. Candidates who come late must make themselves known to the Invigilator, but will not be allowed extra time to complete the examination.
- f. No candidate may permanently leave the Examination Room until half the time duration of the examination has elapsed.
- g. Candidates wishing to leave the Examination Room temporarily must ask the permission of the Invigilator. Candidates will not be readmitted to the Examination Room unless s/he has been accompanied by an Invigilator (or a nominee of the Invigilator) during his/her absence from the Examination Room.
- h. Except in an emergency, candidates will not be allowed to leave the Examination Room at all during the last 30 minutes of an Examination.

14.4. ITEMS BROUGHT INTO THE EXAMINATION ROOM

- a. Candidates must not bring anything into the Examination Room except those items approved by the Invigilator for the conduct of the Examination.

- b. Bags, coats, briefcases, books, mascots, canned drinks etc. must be left at the place indicated by the Invigilator. Security of these items cannot be guaranteed and candidates are advised against bringing any valuable items to the examination room. Money and credit cards should be kept on their person.
- c. Mobile phones and other unauthorized items are not allowed into the examinations room.
- d. If calculators are permitted for the examination they must be cordless and noiseless. It is the candidate's responsibility to ensure that batteries are fully charged.
- e. No machines having alphabetic keys or the ability to store alphabetic characters will be permitted. Programmable calculators will not be allowed in the Examination Room.

14.5. CONDUCT OF CANDIDATES IN THE EXAMINATION ROOM

- a. All candidates will remain silent whilst in the Examination Room.
- b. Candidates wishing to attract the attention of the Invigilator should silently raise their hand.
- c. Smoking is not allowed in the Examination Room.
- d. No eating or chewing gum in the examinations room
- e. Candidates will not commence writing until instructed to do so by the Invigilator.
- f. Candidates must cease writing when instructed to do so by the Invigilator.
- g. Candidates may not receive assistance from another candidate; neither must a candidate give assistance to another.

- h. Candidates must remain seated at the end of an examination until all papers have been collected by the Invigilator and the Invigilator has given permission for them to leave.

14.6. EXAMINATION PAPERWORK

- a. Candidates must write their candidate number on all pieces of paper used and on any Answer Book provided.
- b. Candidates must only use the paper provided in the Examination Room.
- c. Candidates must not remove any papers from the Examination Room.
- d. It is a serious offence to be found in possession of an examination answer book used or not.

14.7. CHEATING

Any Candidate who is suspected of cheating (by communicating with other candidates), copying work, bringing unauthorised materials into the examination room or any other means, will be informed so by the Invigilator and be subject to procedures for Academic Integrity Policy.

14.8. FAILURE TO TURN UP FOR THE EXAMINATIONS

- a. A candidate who had registered for an examination and fails to turn up for the examination must inform the Chief Invigilator in writing within five (5) working days stating the circumstances that led to him/her missing the examination.
- b. A SorEC form must be completed and submitted to the Chief Invigilator with the letter and any supporting

documentary evidence, if the circumstances fall within the examinations period, and the Chief Invigilator would pass these to the Examinations Office.

- c. A candidate who did not attend an examination without SorEC will be given a grade X (Incomplete) straight away and will not be invited to supplement, or take special examinations, and any examination fees paid will be forfeited.
- d. Examination fees can only be refunded if there is proof that the candidate was indeed incapacitated during the period of the examination. Only the subject fees will be refunded, but the registration fee will not be refunded in this case.

14.9. SPECIAL CONSIDERATION

If a student is unable to write an examination as scheduled on the timetable during the University Examination Period due to special or extenuating circumstances (SorEC), they may apply to write at some other time through special consideration. A Special Examination is set to cater for such students including those who may fall ill during the examination and fail to complete it. The examination may also be deferred to the next available session in which the papers missed will be offered. Students who are eligible for special consideration are those who may come across situations beyond their control (SorEC) such as listed below;

- acute illness
- loss or bereavement involving immediate family members (spouse, father, mother, sibling or child, father or mother-in-law).
- hardship or trauma.
- emergency services

- participation in national duty where it is clearly in the students every day line of work

N.B. students must know that it is an offence to give false information to an officer employed by the government. Therefore, fraudulent claims of loss, illness, bereavement or of being on duty will lead to grave consequences. All students must make their employers aware that they are students and will need their support in terms of being allowed to go on study leave.

Therefore, deployment for duty can only count as SorEC if and only if it is an emergency (a matter of life & death) and has been proven as such. Trips or assignments for armed forces and the police do not constitute SorEC unless if it can be proven that they were an emergency.

Special consideration for Special Examinations is not automatically granted and students should not submit cases that they know they have control over. The Coordinator will normally accept and pass on to the Examinations Office cases that in their opinion stand a chance of being granted. All students seeking special consideration will be interviewed by the Counsellor before submitting their requests.

a. How to apply for special consideration

i. Before the exam (early applications)

The student must let the University know as soon as the SorEC presents itself. Other alternatives like changing the Examination Venue/Centre or applying to write in other places than the gazetted examination venues must be explored before settling on choosing to miss the examination. The student must apply no later than five (5) University working days after the date of the examination that they missed by submitting the supporting documentation with the relevant form. However no retrospective applications will be accepted. The student

must also write a letter which must be attached to these documents.

ii. During the exam

- If a student is unable to complete his/her exam due to illness or other eligible cause s/he must apply for special consideration using the Incident Form
- The incident must have occurred while more than 30minutes remain to the end of the examination duration. The Invigilator must be informed immediately and the time must be recorded on the form.
- On leaving the examination room the candidate must be transported to the nearest health facility where a medical check-up will be made and a report made accordingly.
- The candidate must submit a copy of the medical report/certificate to the Chief Invigilator within 2 days and make a request for special consideration. The report must indicate whether the student is able to continue with any papers that may still be outstanding.

b. Supporting documentation

The student will need to provide one or more of the following documents to support their application for special consideration. These must be attached to their letter and completed form;

- medical certificate, letter from a medical professional (Medical/professional certificates must state you were unfit to sit your exam or complete work for assessment **on** or **before** the relevant date)
- letter from a social worker or psychologist
- death notice or certificate and evidence of relationship
- police report

- letter + notification of an emergency from supervisor/ employer (police, defence or emergency services only).

15. COMMUNICATION OF INFORMATION TO STUDENTS

Reliable lines of communication are an essential ingredient of good information flow. The University, specifically the Examinations Office will communicate with students through their Regional Campuses or home address, by letter, e-mail, telephone or mobile phone as appropriate. This will be the address or number that they officially notified to the University at enrolment or as amended in written communication with the Examinations or Students' Registration Office.

The University will provide information about;

- Student's course, including aims, learning outcomes, teaching methods, structure, assessment methods, regulations and support mechanisms
- Student's timetable or Delivery Schedule
- Academic resources, including administration, Student Support Services, IT Services, Library or Learning Resources, facilities
- Procedures, in relation to mitigating circumstances, the use of unfair means, non-compliance with academic obligations, appeals and complaints.
- Student's progression status and eligibility for award.

The student will ensure that s/he complies promptly with requests for information and inform the University of any relevant changes to their situation, including:

- Address and telephone numbers
- Any significant illness, disability or changes in personal circumstance that may prevent them from sitting the examinations.
- Change of abode of a permanent nature which may result in them submitting assignments in a centre different from the one they registered in.

- d. Students must NOT transfer themselves but must visit the Regional Coordinator's Office and make an official transfer. Students must only begin to use the services of the new centre only after they had been notified of the confirmation of their transfer.
- e. At all times the line of communication must start at the Regional Campus. The programme coordinator is authorised to keep record of all communications the student makes with the University even if these are complaints.
- f. No persons are allowed to communicate with the University on behalf of the student without explicitly written permission from the student. Where such permission is given in writing the action is limited to collection of items due to the student or completion of SorEC Form.
- g. Ignorance will not be an excuse for not registering or sitting for the examinations.

16. CONCLUSION

At the end of it all, assessment must be seen as an opportunity to gauge your academic abilities against the set standards. These rules and regulations are simply to guide you so that you could have an answer ready for any situation you might find yourself in.

Not all situations may be covered in this Handbook; therefore you must feel free to contact your Regional AO or LTC. Any grievance apart from academic must be taken up with other University structures such as the Counsellor, but your Coordinator must know first. It is hoped you will have an enriching experience studying at BOU; you have made the right choice.

APPENDICES

A. Front cover for Answer Booklet



BOTSWANA OPEN UNIVERSITY (BOU) ANSWER BOOK (12 Pages) **35270**

Candidate details:

Candidate Number:	Centre Code:
Programme:	Course Code:
Date:	Session:
Number of additional Answer Books used:	

Instructions to the candidate;

1. Complete the details required above and **DO NOT** write your names or any personal identifier anywhere in this answer book. All additional answer books should bear the same information. The session should be either morning or afternoon or as indicated on the examination timetable.
2. The additional answer books should be labeled to show how many books have been used and these should be tied together or stapled.
3. Write all your answers in **BLACK/BLUE** ink.
4. Begin the answer to each new question on a new page.
5. **DO NOT** write outside the margins in the Answer Book.
6. At the end of the examination complete the table below to show the questions that you have attempted.
7. This Answer Book discarded or not should not be removed from the examination room; it remains the property of the College. Only invigilators are allowed to remove the answer books.

To be completed by the candidate		Questions answered in chronological order								TOTALS	Signature of Examiner
For official use only	Examiner										
	Internal Moderator										
	External Moderator										

B. Back cover for Answer Booklet

GENERAL WARNING TO THE CANDIDATE

ITEMS BROUGHT INTO THE EXAMINATION ROOM

- a) Candidates must not bring anything into the Examination Room except those items approved by the Invigilator for the conduct of the Examination or test
- b) Bags, Coats, Briefcases, Books, Mascots, Canned drinks etc. must be left at the place indicated by the Invigilator. Security of these items cannot be guaranteed and candidates are advised against bringing any valuable items to the examination room. Money and credit cards should be kept on their person.
- c) Candidates must ensure that if mobile telephones are brought to the examination room they are switched off. Use of cell phones as calculators is prohibited.
- d) If calculators are permitted for the examination they must be cordless and noiseless. It is the candidate's responsibility to ensure that batteries are fully charged.
- e) No machines having alphabetic keys or the ability to store alphabetic characters will be permitted. Programmable calculators will not be allowed.
- f) Each candidate is allowed to receive ONLY one question paper in accordance with the field of study, and must ensure that it is complete or has all the questions as stated on the cover.

CONDUCT OF CANDIDATES IN THE EXAMINATION ROOM

- a) All candidates will remain silent whilst in the Examination Room.
- b) All enquiries must be directed to the invigilator – NO conversation is allowed between candidates.
- c) Candidates wishing to attract the attention of the Invigilator should raise their hand.
- d) Candidates will not commence writing until instructed to do so by the Invigilator.
- e) Candidates will not be allowed to smoke, consume or enjoy any refreshments in the examination room.
- f) A candidate who wishes to leave the Examination Room temporarily to visit the cloakroom may only do so under the escort of the Chief Invigilator or rover.
- g) Candidates may not receive assistance from another candidate; neither must a candidate give assistance to another; anyone found doing so will be guilty of transgressing the University Examination Regulations.
- h) Candidates are not allowed to leave when 15minutes remain to the end of the examination or test.
- i) Candidates must cease writing when instructed to do so by the Invigilator.
- j) Candidates must remain seated at the end of an examination until all papers have been collected by the Invigilator and the Invigilator has given permission for candidates to leave.

C. Examination Attendance Form



EXAMINATION ATTENDANCE FORM

Student's Full Names:

Student Number: Programme Code:

National Identity (O MANG) /Passport No:

Answer Book Serial Number (s):

Course Code: Course Name:

Centre Code: Date: Time:

This is to certify that I was personally present in the examination session on the date specified. It also certifies that I have read the rules and regulations governing the examinations and that I undertake to adhere strictly thereto

Signature of Candidate.....



EXAMINATION ATTENDANCE FORM

Student's Full Names:

Student Number: Programme Code:

National Identity (O MANG) /Passport No:

Answer Book Serial Number (s):

Course Code: Course Name:

Centre Code: Date: Time:

This is to certify that I was personally present in the examination session on the date specified. It also certifies that I have read the rules and regulations governing the examinations and that I undertake to adhere strictly thereto

Signature of Candidate.....

D. Incident Report Form



Form BOC C3

INCIDENT REPORT FORM

Full names of Candidate: Student Number:

Omang No. /Passport Number: Telephone No.:

Address:

Regional Campus: Examination Centre:

Programme of Study: Course Code:

Date: and Time: of incident.

Brief description of incident by the invigilator;

.....

.....

.....

.....

* For a more detailed description of the incident continue on the back of this Form, attach the seating plan.

Description of the incident by the candidate;

.....

.....

.....

.....

I confirms that the information I have given above is true to the best of my knowledge.

Signature: Date:

Name of Invigilator: Signature:

Chief Invigilator's Signature: Date& Stamp:

[Turn over for Continuation Form]

E. Sample of Special Or Extenuating Circumstances (SorEC) Form

	Botswana Open University	Page 1 of 1
		Doc. ACR/FRM/59
	SorEC Form	Revision No: 1
		Effective Date: 25/04/2018

Full names of Student: Student Number:

Omang No. / Passport Number: Cellphone No.:

Address:

Regional Campus:

Qualification Code: Course Code(s):

Academic Year: Semester:

Date submitted: Signature:

Briefly state the nature of the Special or Extenuating Circumstance [SorEC];

.....

*** Note that any supporting evidence must be attached to this Form to prove your case. Do not seek to be considered after the deadline has passed; this Form must be completed ONLY if circumstances show that you will not be able to honour the deadline or undertake the assessment.**

* Action/Comments by Regional Centre official [Assessment Officer/Manager]:

.....

Recommended Not recommended for approval.

* This Form must accompany the batch of assignment or examination for which the candidate was supposed to honour. NOTE that the final decision on approval of SorEC lies with Senate.

Name of Officer:

Signature: Date Stamp:

Compiler:	Registrar's Office	Approving Officer:	Director – Academic Registry
Department	Examinations Office		

F. Examinations Results Query & Appeals Form

	BOU	Page 1 of 1
	Examination Results Query & Appeals Form	Doc. AR/FRM/42
		Revision No: 2
		Effective Date: 12/03/2018

This Form must be completed by the Assessment Officer/Programme Coordinator only. Queries/appeals will only be attended when they are submitted through this Form. All details and necessary evidence (including Answer-book numbers & copy of assignment cover page) must be attached at the back of this Form including the student's own letter.

	Surname	Other Names
a) Candidate's full names:		

b) Qualification Code: Year: Semester:

c) Candidate's Student ID Number (as written on the exam script)									
--	--	--	--	--	--	--	--	--	--

d) Candidate's Student ID Number (as used in the Examination List and confirmed by the Centre)									
--	--	--	--	--	--	--	--	--	--

e) Course(s) on which results are queried/ appealed and original results; an example is given. In the course XY408 the candidate got grade X. • Officer MUST confirm the result (s)	XY408				
	X				

f) Recommended action; please tick (✓)	Just check records	Appeal – resubmitting more evidence	*Appeal – requesting Remarking

All students must formally communicate their query by writing to their Regional Centre and the letter must be attached to this Form for the attention of the **Assessment Manager**. *Appeals for re-marking must be accompanied by a copy of the receipt for payment of remarking fee.

Name of Programme Coordinator/Assessment Officer:

Name of Regional Centre:

Signature:

Date:

Date Stamp:

Compiler:	Academic Registrar	Approving Officer:	The Vice Chancellor
Department		The Registrar's Office	

G. Invigilator's Nomination Form



INVIGILATOR'S NOMINATION FORM

To be completed by the student;

Full names of Candidate: Student Number:

Omang No. /Passport Number: Regional Centre:

Programme Code: Semester: Course(s):

To be completed by the Nominated Invigilator **(The invigilator nominated must be a trained educationist familiar with regulations governing examination administration)**

Invigilator's Full Names:

Name of Institution:

Email Address:

Mailing Address:

Physical Address:

Current Position:

State highest qualification held by Invigilator:

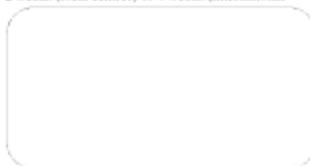
Declaration by Invigilator;

I hereby confirm that the information given above is true. I also confirm that I am not related in any way to the examination candidate(s).

Signed: on this day of, 2018.

Kindly scan and email the completed form to the Botswana Open University Examinations Office - examindex@staff.bou.ac.bw OR kbanda@staff.bou.ac.bw 2 weeks (local centres) or 4 weeks (international centres) before the start of the examinations.

Date Stamp of Institution:



Note: Any charges incurred by this activity shall be the responsibility of the student and the agreement to invigilate must be based on this understanding. Examination material will be sent directly to the invigilator who will return the student's worked scripts to Botswana Open University on the address below.

Physical Address:

Botswana Open University Head Office
Plot No. 39972/1
Corner Western By-pass - Garamothose Street
Block 6
Gaborone
Botswana

Ignite Tomorrow Today

H. Request for Printing of Academic Transcript Form

	BOU	Page 1 of 1
	Request for Printing of Academic Transcript Form	Doc. ARIFRM/42
		Revision No: 2
		Effective Date: 12/03/2018

This Form must be completed from the Assessment Office in the Regional Campus. The officer must verify every information put on the Form by the student. **All names starting with surname must be recorded correctly in the right order.**

	Surname	Other Names
a) Candidate's full names:		

b) Programme of Study: Start Year:

c) Student Number									
-------------------	--	--	--	--	--	--	--	--	--

This Form is to be completed ONLY where individual requests are made outside the times when transcripts are printed for all completing students. A copy of a receipt showing that the student has paid for this service must be attached to the Form OR have it counter-signed by the Regional Accounts Officer.

Name of Programme Coordinator/Assessment Officer:

Name of Regional Campus:

Signature: Date:

Date Stamp:

Accounts Officer: Signature:

Date:

Compiler:	Assessment Manager	Approving Officer:	The Vice-Chancellor
Department		Academic Registry	

I. Corrections on Academic Transcript Form

	BOU	Page 1 of 2
	Corrections on Academic Transcript	Doc: AR/FRM/43
		Revision No: 1
		Effective Date: 12/08/2018

This Form must be completed by the Assessment Officer/Programme Coordinator only. Queries/appeals will only be attended when they are submitted through this Form.

	Surname	Other Names
a) Student's full names:		

b) Student's Number (as written on the transcript – it must be a 9 digit figure)									
--	--	--	--	--	--	--	--	--	--

c) Qualification Code: Intake OR Start Year:

d) Complete the table below to give additional information about the student's course results and date the exam was taken (you may use the page 2 for additional information if the space is not enough).

		Result	Date of last result	Correct Result
Course Code	Name of Course			

The student must formally communicate his or her query to the Regional Campus by writing a letter which must be attached to this form for the attention of the Assessment Manager. Please attach a copy of the student's transcript that should be corrected.

Name of Programme Coordinator/Assessment Officer:

Name of Regional Campus:

Signature: Date:

Date Stamp:

Compiler:	Academic Registrar	Approving Officer:	The Vice Chancellor
Department		The Registrar's Office	

J. Students Clearance Form

 Botswana Open University	Botswana Open University	Page 1 of 1
	Students' Clearance Form	Doc. AR/FRM/60
		Revision No: 1
		Effective Date: 05/09/2018



CAMPUS
(tick v)

Gaborone	Palapye	Francistown	Maun	Kang	HQ
----------	---------	-------------	------	------	----

Student Number

Student's Full Names
Programme
of Study

Reasons for Clearance
(tick v)

Transfer	Completion	Withdrawal
----------	------------	------------

Department	Clearing Officer	Signature	DATE	Any Remarks
Programme Coordinator at the Regional Campus				
Library				
Finance				
Academic Registry				

STUDENT SIGNATURE _____

NB:

1. Original form filed with any copies of payment vouchers if any in the student file.
2. One copy for student (ensure all forms are filled in duplicate using carbon).
3. Coordinator confirms whether student has covered all units required for the programme (where student is being cleared as completed), and that all courses & qualifications have been updated on the system.
4. Library department confirms that student does not owe the institution any book(s) or any library information material.
5. Finance clears all outstanding fee obligations for services offered at the institution. Finance may only clear student if account balance is P0.00 for completing learners.
6. Academic registry through the regional head checks forms for complete clearance and ensures that the completion, withdrawal or transfer criteria have been met.

Compiler:	Director - AR	Approving Officer:	Vice Chancellor
Department	Academic Registry		



Botswana Open
University

Inspire Tomorrow, Today

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