
Undergraduate Lost Exam Policy

Policy Sponsor:	Office of the Registrar
Policy Contact:	Coordinator, Enrolment, Records and Examination Services
Policy Number:	072
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Approval Group:	General Faculties Council
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Procedure:	Undergraduate Lost Exam Procedure (072a)

Purpose

If a student writes an online or paper-based exam under appropriate supervision and the written exam is returned directly to Athabasca University (AU) from or through an AU-approved invigilator, but the exam or a part of the exam is lost, the student may be required to be re-tested in order to adequately evaluate the student's knowledge of the subject matter.

Definitions

Approved Invigilator	An individual who is authorized by an AU representative in the Examination Services Unit to supervise an undergraduate course exam.
Approved Invigilation Centre	An establishment that has been authorized by an AU representative in the Examination Services Unit to supervise an undergraduate course exam. AU Edmonton, AU Calgary, and AU Athabasca offices offering invigilation services will be considered Approved Invigilation Centre's.



Lost Exam

A written exam is deemed lost when:

- a) it was sent to AU by an Approved Invigilator, Approved Invigilation Centre or exam marker, but was not received by AU within a reasonable period of time for the selected mode of shipment.
- b) it was sent by AU to the marker, but was not received by the marker within a reasonable period of time for the selected mode of shipment.
- c) it has been received by AU but has not been marked and cannot be located for marking.

A lost exam could involve the entire exam or parts of a written exam, an oral exam, or an academic assignment.

Lost Exam Reimbursement

When a written exam is deemed lost by AU, and the student is re-tested, the student may be issued a refund to compensate for additional costs they may incur. The reimbursement amount of the refund will not exceed the Lost Exam Reimbursement amount.

Reasonable Period of Time

For the purpose of this policy a reasonable period of time for an exam to be shipped in Canada will be 21 days. For more information, see Appendix A in the Undergraduate Lost Exam Procedure.

Re-test

If an exam, or portion of an exam has been lost, it may be required that a student be re-tested in order to evaluate the student's knowledge of the subject matter. The re-test may be the same or alternate version of the written exam, the oral exam or the academic assignment.

Policy Statements

When either the Academic Coordinator or the Coordinator, Enrolment, Records and Examination Services deems an exam, or a portion of an exam, lost:

1. If the examination mark has been recorded and the examination has been lost after marking, the student will have the option of allowing the mark to stand or being re-tested.
 - a. If the student elects to have the mark for the lost exam stand, this mark will then be used in the calculation of the student's course composite grade. In doing this, the student waives his/her right to appeal the assignment of the mark for the lost examination.
 - b. If the student decides to be re-tested after the mark has been recorded, or if the examination is lost before marking, the student will be required to be re-tested by means



determined by the Academic Coordinator responsible for the course after consultation with the student. The choice of writing the same version or another version of the exam originally written by the student will be made by the Academic Coordinator and communicated to the student and the Coordinator, Enrolment, Records and Examination Services.

2. Students should normally be given a minimum of 5 (five) days preparation time for a re-test or in the case of an academic assignment, a reasonable time limit that is determined by the Academic Coordinator.
3. Whether the student is re-tested with the same or different version of the exam, this re-test will not be considered a supplemental exam.
4. There are no fees assessed to the student by AU in the event that an exam is deemed to have been lost and that the loss is not the result of an action taken by the student. All associated AU fees for the re-test will be waived. AU will also reimburse the student for the associated invigilation fees, mileage (cannot exceed the rate posted in the AU Travel and Expense Claim Policy), courier fees, rebooking fees, childcare fees and/or any other reasonable charges they may incur for the re-test. This amount is considered the Lost Exam Reimbursement amount and is found in the AU Calendar.
5. Any “lost” exam will be marked if it is found. If a re-test has occurred and then the original is found, the student’s course composite grade shall be based on the higher of the two exam marks. If monies have been paid to the student under the Lost Exam Reimbursement amount for the re-test, AU will not request that the refund be returned, unless it is determined that the student has been negligent in the delayed return of the examination.

Applicable Legislation and Regulations

n/a

Related References, Policies, Procedures and Forms

[Undergraduate Lost Exam Procedures \(072a\)](#)

[Undergraduate Examination Request and Completion Policy \(137\)](#)

[Undergraduate Examination Request and Completion Procedures \(137a\)](#)

[Undergraduate Examination Request and Completion Policy – Grouped Study \(112\)](#)

[Undergraduate Examination Request and Completion Procedures – Grouped Study \(112a\)](#)

[Travel and Expense Claim Policy](#)

History

Deans Meeting, June 1988 (approved)

Amended Date/Motion No.

AU General Faculties Council, April 25, 2012, Motion # 06-6 (amended)



Athabasca University Academic Council, January 23, 2008, Motion No. 207-5 (amended)
R. Alex Reed, Associate Registrar, November 29, 1989 (amended)