
Undergraduate Exam Request and Completion Procedures (137a)

Guiding Policy

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

Effective Date

September 1, 2009

Note: Students are advised to read these procedures thoroughly prior to making an exam request. Information on how to make an exam request is contained in Section 12.0 of these procedures.

Definitions

Refer to the [Undergraduate Exam Request and Completion Policy](#) for the definitions applicable to these procedures.

Procedures

1.0 Exam Request and Completion Deadlines

All exams must be requested and completed within the specified deadlines below.

Exam Type	Exam Request Deadline	Exam Completion Deadline
Request of an exam for invigilation inside of Canada and the United States.	20 calendar days prior to the exam write date.	Prior to or on the course contract end date.
Request of an exam for invigilation outside of Canada and the United States.	30 calendar days prior to the exam write date.	Prior to or on the course contract end date.
Late request for an exam.	Prior to or on the course contract end date.	Not later than 30 days after the course contract end date.



Exam Type	Exam Request Deadline	Exam Completion Deadline
Supplemental Exam	Within 90 calendar days of the initial write date.	Within 30 calendar days of making the supplemental exam request.

Students must take Postal delivery timelines into consideration when making a request for exam. Refer to Section 3.0 of these procedures for more information on exam shipment and delivery.

1.1 University Holiday Closure

Students with a Contract End Date of December 31 will be allowed additional time to write their exams due to the annual University closure in the last week of December. All exams for a course with a Contract End Date of December 31 must be completed no later than January 15 of the following year. This provision is not extended to group study course offerings. Student must complete an exam in accordance with the above exam completion deadlines.

Late exam requests during this period will be accepted up to and including December 31. Students must complete a late exam in accordance with the above exam completion deadlines.

2.0 Exam Invigilation

2.1 Exam Invigilation

Students are required to write an exam with an established AU approved invigilator or at an approved invigilation centre if they live within 100 km of that invigilator or invigilation centre. Please refer to the [Exam Invigilation Network](#) for a list of established AU approved invigilators and invigilation centres.

It is the responsibility of the student to find a suitable invigilator for use in writing their course exams. Students who are experiencing difficulties locating an exam invigilator or an exam invigilation centre may contact the [Examination Services Unit](#) for assistance.

2.2 Request for Invigilator Approval

Students who are putting forward a request for an individual or an organization that is not an established AU approved invigilator should do so at least 60 days prior to their anticipated exam write date. This will ensure that the invigilator information is available to Examination Services Unit personnel when an exam request is made. Students who do not follow this procedure may experience delays in the processing of their exam request.



2.2.1 Invigilation Environment

An AU approved invigilator or invigilation centre must be able to provide an environment that meets the following conditions:

- A safe and quiet exam writing environment that is free from distraction and disruption.
- A secure method of holding an exam prior to a student's scheduled exam write date and time.
- A secure method of holding an exam prior to its return to AU.
- The ability to ensure that an exam is invigilated in accordance with Athabasca University's Invigilation Standards and in accordance with the Exam Invigilation Procedures of the exam.
- The ability to ensure that a student does not have access to the exam outside of the scheduled write date and time.
- The ability to ensure that the student writes the exam within the allotted time to do so.
- If invigilating an online exam, the ability to provide a desktop or laptop computer that is compatible with the technology that is required to host the online exam and is located in an environment that is suitable to the writing of an exam.

2.2.2 Invigilator Criteria

An invigilator must be fluent in written and verbal English and fall into one of the following categories:

- A professor or instructor at a recognized post-secondary institution;
- A full time administrative or professional employee of a recognized public or private post-secondary institution;
- A full time administrative or professional staff member of a public library or a library in a public school;
- A full time administrative or faculty staff member of a public or private elementary or secondary school;
- A full time HR professional who works in a dedicated human resources department;
- A ranking officer in the Armed Forces
- An official at an Embassy or Consulate office.



2.2.3 Invigilator Relationship to Student

An invigilator can not be any of the following:

- Friend.
- Neighbor.
- Co-worker.
- An individual with a supervisory relationship to the student.
- Family member or relative.
- Another AU student, unless approved by an authorized representative of AU as designated by the AU Registrar.
- A student from another school unless the individual is a paid employee of an AU approved invigilation centre or has been approved by an authorized representative of AU as designated by the AU Registrar.
- An individual who resides at the same address as the student.

The request for invigilator review and approval may be submitted by completing the appropriate section on the Examination Request Form or by submitting a request for approval in writing through any of the following methods:

- a. By fax to 1-780-675-6174
- b. By email to invigilator_review@athabascau.ca
- c. By mail to:

Athabasca University
Office of the Registrar
Examination Services Unit
1 University Drive
Athabasca, AB T9S 3A3
Canada

2.2.5 Student Identification to Invigilator

Students must present a valid form of photo identification to an invigilator prior to being allowed to write an exam. This identification must be government issued (passport, drivers license, etc.) or an Athabasca University issued photo ID card.



3.0 Exam Shipment and Delivery

3.1 Exam Shipment - Standard

All exams are shipped by letter mail to the AU approved invigilator or invigilation centre. Students must take postal delivery times into consideration when making their exam request. Note that delivery standards may vary for rural, remote, and international communities. Students who are writing an exam in rural, remote and international areas should add additional time to their request. AU cannot guarantee a desired delivery date.

3.2 Exam Shipment - Courier

Students may request that their exam be shipped to their AU approved invigilator or invigilation centre via courier at their own expense. Students can request courier shipment at the time they make their exam request.

AU courier fees vary between locations and may be subject to change at any time. Note that AU Athabasca is not located in a major courier hub and **overnight delivery is not available**. AU courier fees are non-refundable and AU cannot guarantee a desired delivery date.

3.3 Exam Delivery – Online Exam

The AU approved invigilator or invigilation centre will be provided with instructions, a secure password, and a hyperlink to access an online exam in advance of a student's scheduled exam write date. Only the invigilator may log in to access the exam. Secure passwords must never be given to a student.

4.0 Exam Attempt

At the beginning of the invigilation of the exam, a student must verify that the correct exam (midterm or final) for their course has been provided. Once a student has viewed an exam, unless the wrong exam has been sent to the AU approved invigilator or approved invigilation centre, it will be considered to have been an attempt at the exam and the exam will be considered written.

If a student discovers he/she has been sent or are writing the wrong exam he/she should bring the discrepancy to the immediate attention of the exam invigilator. The exam invigilator must immediately contact the Examination Services Unit at 780-675-6579 and ensure that the student remains at the invigilation site for further instruction.



In the event that the Examination Services Unit is closed, the exam invigilator must contact the unit on the following business day. Further instructions will be provided to the invigilator and the student at that time.

5.0 Exam Time Allotment

Students will be allowed only the time that has been specified on the official invigilation and examination instructions to complete their exam. An exam will be considered void if the student has exceeded the allowed time that has been specified for the exam.

6.0 Exam Return to AU

6.1 Attempted or Completed Exams

An attempted and/or completed exam must be returned to AU in the return envelope provided and only by the AU approved invigilator or invigilation centre. For attempted or completed exams the exam must be mailed to the University by the invigilator on the same or next business day.

Students may provide an invigilator with a prepaid courier envelope for the return of the exam. Invigilators must ensure that the exam is returned to the specified address on the return envelope provided by AU and ensure that the attempted or completed exam is never in the student's possession outside of the allotted write period.

A void exam will be considered attempted but will not be graded. The Associate Registrar of Operations will evaluate each case on its own merit and provide the student with instructions on how to proceed.

6.2 Unwritten Exams

Invigilators may hold an exam up to 10 business days from a student's originally scheduled exam write date for re-booking. Invigilators are under no obligation to accept an exam re-booking request from a student. Unwritten exams must be returned to AU after this time frame has expired.

Students must use the Multiple Exam Request process to request an alternate exam after an unwritten exam has been returned to AU provided they are making their request within the specified deadlines of Section 1 of these procedures.

7.0 Lost Exams

See the [Undergraduate Lost Exam Policy](#) (072) for specific regulations that pertain to lost exams.



8.0 Exam Re-booking

8.1 Exam re-booking at AU Calgary, AU Edmonton and AU Athabasca

8.1.1 Students may re-book an exam at AU Calgary, AU Edmonton or AU Athabasca to write the exam not later than the 10 business day hold period after their originally scheduled exam write date. A non-refundable exam re-booking fee will be assessed each time a student re-books an exam.

8.1.2 All re-booked exams must be requested and completed within the completion deadlines specified in Section 1 of these procedures.

8.2 Exam re-booking with an AU approved invigilator or invigilation centre

Students must follow the rules and regulations of the AU approved invigilator or invigilation centre.

9.0 Exam Related Fees

Students are responsible for paying all associated fees that are assessed by Athabasca University, an AU approved invigilator or an AU approved invigilation centre for the services related to an exam. Fees paid to AU are non-refundable.

10.0 Significant Exam Disruption

Significant exam disruptions may occur which are beyond the control of a student, invigilator or AU. These may include, but are not limited to, a utility service disruption or an evacuation of an invigilation centre.

In the event of a significant exam disruption, the AU approved invigilator must immediately contact the Examination Services Unit at 780-675-6579 and ensure that the student remains at the invigilation site, or other safe location for further instruction.

If the Examination Services Unit is closed, the exam invigilator must contact the unit on the following business day. Further instructions will be provided to the invigilator and the student at that time.

11.0 Appeals

11.1 First Level Appeal of Policy

All first level appeals to this policy must be made to the Office of the Registrar's Student Appeals Officer, or designate, by using the Office of the Registrar's [online appeals portal](#).

If the Student Appeals Officer has received an appeal in error, it will be redirected accordingly.



11.2 Second Level Appeal of Policy

All second level appeals must be made to the [Coordinator of Academic Records and Examination Services](#), or designate, in the Office of the Registrar. Second level appeals will not be accepted if a response has not yet been provided to a first level appeal.

If the Coordinator of Academic Records and Examination Services has received an appeal in error, it will be redirected accordingly.

11.3 Third Level Appeal

Third level appeals can be made to the [Associate Registrar of Operations](#), or designate, in the Office of the Registrar. Third level appeals will not be accepted if a response has not yet been provided to a second level appeal. The Associate Registrar of Operations, or designate, has the final decision making authority on all appeals to this policy.

If the Associate Registrar of Operations has received an appeal in error, it will be redirected accordingly.

11.4 Appeal of a Mark or Grade

Students must make an appeal of a mark or grade in accordance with the Student Appeals Policy and the established procedures of the Student Appeals Procedures.

12.0 How to Request an Exam

Students may submit a request to write an exam through any of the following methods:

- a. Online through the Office of the Registrar Online Services ([OROS](#)).
- b. By submitting an Examination Request Form by fax to 1-780-675-6174.
- c. By submitting an Examination Request Form by mail to:

Athabasca University
Office of the Registrar
Examination Services Unit
1 University Drive
Athabasca, AB T9S 3A3
Canada



- d. If you are writing your exam and have approved accommodations through the Access for Students with Disabilities Unit, use their online exam request form.
- e. If you are writing your exam at AU Calgary or AU Edmonton, please use their online Examination Request Forms.

Related References, Policies and Procedures

[Undergraduate Exam Request and Completion Policy](#)
[Undergraduate Lost Exam Policy](#)
[Student Appeals Policy](#)
[Student Academic Appeals Procedures](#)
[Student Academic Misconduct Policy](#)
[Student Academic Misconduct Disciplinary Procedures](#)
[Non-Academic Misconduct Policy](#)

Responsible Position/Department

Office of the Registrar

Keywords

Approved Invigilation Centre, Approved Invigilator, Contract End Date, Contract Start Date, Exam Disruption, Exam Fees, Exam Request, Exam Request Policy, Hold Period, Invigilation Centre, Invigilator, Invigilator Approval, Late Exam Request, Late Exam Request Fee, Lost Exam Refund, Multiple Exam Request, Supplemental Exam, Significant Exam Disruption