Technical Failures Policy 2020-21

Introduction

The shorter duration of online exams means that IT and internet failures can have a material impact on a student even if they have carefully managed their time.

This policy is separate

If this policy does not cover a particular situation, the Chair of the Extenuating Circumstances Panel should contact Academic Services to discuss alternative solutions.

Overarching Principles

UCL will build the possibility of technical difficulties into the design of the examination process from the start. We will do this by giving all students extra time in all exams, either by running 24-hour online open-book exams or by adding an additional one-hour Upload Window to time-limited online exams.

Nevertheless, there may be times when technical issues are so severe that a student still cannot submit within the extended window. Within defined parameters, students can apply for a Deferral without Tuition to the next normal occasion using a simple Exam Query Form.

Because UCL has already built extra time into the assessment process, technical failure claims will need to be supported by evidence and are not eligible for self-certification.

Examinations

and end time. In the past these would have taken place in examination rooms; in the current circumstances, examinations are being delivered remotely.

The following arrangements apply to centrally-managed exams on the AssessmentUCL platform; where departments manage their own exams, they should aim to follow the same principles as closely as they can.

Additional time for all students in all exams

In 2021, all centrally-managed exams will be online, open-book assessments:

take place under controlled conditions, but would not usually fall under the regulations in Chapter 4, Section 4: Examinations.

At the time of the assessment, the internal examiners should use their discretion to allow for any