



# Contingency Arrangements; ExamSoft Examinations

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<b>Policy owner:</b>	<b>Head of Academic Services</b>
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## Principle of Responsibility

Students are responsible for ensuring they are technically prepared and equipped to undertake their examinations. These contingency arrangements exist solely to maintain examination integrity in the event of operational disruption and do not imply any entitlement to alternative arrangements or concessions.

## Version History

*[The first entry should include details of the committee approving the policy and related dates. Subsequent reviews, approvals, or updates should be included in the proceeding rows with dates – delete from completed procedure]*

<b>Version</b>	<b>Approved</b>	<b>Revisions made</b>	<b>Date</b>
1	12 May 2025		20.10.2025

## Contingency Arrangements – ExamSoft Examinations

### 1. Device Requirements and Student Responsibilities

Students are required to ensure their personal laptop meets the minimum system requirements for running Examplify and that all software is installed, updated, and tested prior to the examination period.

It is the student's responsibility to ensure their device is fully operational on the day of the exam. Failure to do so will not be grounds for deferral, concession, or re-sit without penalty.

- Students who need assistance checking device compatibility should contact the **IT Helpdesk** at: [helpdesk@buckingham.ac.uk](mailto:helpdesk@buckingham.ac.uk)
- If a student anticipates any issues accessing Examplify or meeting system requirements, they must notify their **School of Study** no later than **three weeks prior to the start of the examination period**.

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### 2. Inappropriate or Incompatible Devices on the Day of the Exam

Students must arrive with a fully functional, compatible device. However, in exceptional circumstances, and only where operationally feasible, Registry may provide a limited number of loan laptops at examination venues. Availability is not guaranteed.

Students who arrive without a compatible device and cannot be accommodated with a loan laptop **may forfeit the opportunity to sit the examination**.

- Registry will carry a limited stock of loan laptops at examination venues.
- Where available, a loan laptop will be issued **on a first-come, first-served basis**.
- The student will be relocated to a separate room and supported by IT staff to install Examplify and download the examination.
- Depending on time constraints, the student may not be able to rejoin their peers and may be required to complete the examination in the separate room.

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### 3. Device Failure During an Exam

If a student's device fails during the exam:

- They will be moved to a separate room.
- If available, a loan laptop will be provided by Registry.
- IT staff will assist with entering a resume code and reloading the exam.
- Due to disruption, the student may be required to complete the exam away from the main exam room to avoid disturbing others.

**Students are reminded that ensuring device reliability and battery health is their responsibility; device failure does not normally constitute a valid ground for appeal or mitigation.**

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#### 4. No Laptops Available for Loan

In the event that no loan laptops are available:

- A paper-based version of the examination may be issued only where operationally possible. This is a contingency measure and should not be relied upon as a routine alternative.
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#### 5. Lack of Available Rooms or Invigilation

##### a. Student Responsibility – Incompatible or Missing Device

Students are responsible for arriving at the exam venue with a fully functioning and compatible device. If a student fails to bring a compatible device or fails to notify their School in advance, and a loan laptop is not available, they may forfeit the opportunity to sit the exam. **Such cases will not normally be eligible for uncapped resits**, unless mitigating circumstances are formally approved.

##### b. Institutional Responsibility – Insufficient Room or Invigilation Capacity

If suitable room space or invigilation cannot be arranged due to constraints on the University's side, the student will not be penalised. The Deputy Head of Academic Services (Operations) or the Head of Academic Services will liaise with the relevant Faculty Registrar or Dean to identify alternative arrangements. If no suitable solution can be arranged in time, the student will be offered a resit at the next available opportunity, which will be uncapped as the fault lies with the University and not the student.

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#### 6. Software Failure, Power Outage, or Other Non-Student-Related Disruptions

In the event of a disruption such as software failure, power outage, or internet loss:

- Students must remain seated under examination conditions while Registry and IT investigate the issue.
- The examination will be paused and restarted once the issue is resolved, where possible.
- If the disruption is caused by a temporary internet outage, and Exemplify remains operational, students should continue their examination offline.
- Where the internet outage prevents access to Exemplify, students will be issued with a hard copy of the examination paper and may continue to type their answers in Microsoft Word.

##### Submission procedures in the event of an outage:

- If internet access is restored before the end of the examination, students must email their completed answer file to the relevant Faculty email address (provided by the Chief Invigilator) before leaving the examination venue.



- Where internet access is not restored by the end of the examination, students must save their completed answer file to a clean USB drive provided by the Invigilator.
- All files must be saved using the following naming convention:  
[Student ID]/[Exam Name]/[Date].

If the issue cannot be resolved within a reasonable timeframe, or in the case of widespread failure:

- The examination may be rescheduled within the existing examination diet, or
- A paper-based version of the examination may be administered.

Where the total duration of time in the examination venue exceeds four hours due to a disruption, Registry may apply pro-rata marking or other appropriate academic adjustments to ensure fairness and minimise student fatigue. In all such cases, affected students will be informed of the approach taken and provided with appropriate academic support where necessary.