



Frequently Asked Questions

Q: Who do I contact about approving my exam?

A: Approval for invigilated exams using the RPNow secure browser can be requested under the following conditions:

1. If students are required to demonstrate a large volume of foundational knowledge required for future study.
2. For external accreditation requirements.

Approval must be granted by the Dean of Programs. All RPNow invigilated exams will be timetabled by SAS within the official exam period.

Q: When does PCMS and the Course Outline need to be updated?

A: If your course assessments in PCMS include an exam, no changes to PCMS need to occur. You may need to adjust the exam duration in PCMS, remembering that where additional time is currently awarded, it will be incorporated into course documentation (PCMS) and continue to be offered whether the examination is delivered face to face or online. No exam will be longer than 3h in duration inclusive of the additional time. Once PCMS is updated the Course Outline can be published.

The Course Outline needs to be accurate by the first day of teaching (APPM 2.2.1d). Once the Course Outline has been made available to students, the contents must not be changed (APPM 2.1.3). If changes are required, Course Coordinators must discuss the proposed changes with students prior to making the changes and re-publishing the updated Course Outline.

Q: How do I ensure my exam is set up correctly?

A: To set up your exam correctly, refer to the 'RPNow Exam Moodle Setup Guide' for a walk through of all the correct exam settings. You are also welcome to [book a consult with an OED](#) to establish or review your quiz settings.

Q: Can students use a pen and paper during the exam? What material can the students access?

A: When you fill out the Exam Portal: Online Exam Request you need to think carefully about which materials students can access during the exam. This form sets the parameters for RPNow in terms of what will constitute a breach. Exams must be written for the online environment. This means reference materials must be restricted to the online environment where possible. This will reduce the likelihood of a student being flagged for the suspected use of prohibited reference materials during their exam. Examples include:

- Notepad app (instead of pen and paper)
- Excel or Word (Windows) or Numbers or Pages (Mac) documents; PDF documents; PowerPoint files
- Computer default calculator only
- Specific course website: (Course website name and URL)



If you do permit students to use pen and paper, include this direction on the Exam Portal: Online Exam Request.

Q: How do I minimise the risk of exam integrity and technical issues in my invigilated online exam?

A: There are a number of ways, including:

- **Use only the Moodle quiz functionality:** It is strongly recommended to use only the Moodle quiz functionality for your exam to keep the experience as simple as possible for the student.
- **Avoid or minimise the use of additional software applications/programs:** If you feel it is necessary to design your exam in learnonline to require students to use a specialised software application/program, you must test the use of this program using the RPNow secure browser within the *Mandatory Training Quiz* to ensure it can be successfully used before incorporating its use in the exam design. Software applications/programs that are deemed high risk to exam integrity are blacklisted and the RPNow secure browser will prohibit its use. The SAS Exams Team and TIU can provide advice and guidance with this testing. Even if you test your software in RPNow and it passes, requiring students to use additional pieces of software or functions (other than the standard Moodle quiz functionality) increases the risk of user error and technical issues during their exam.
- **Avoid or minimise download and upload requirements:** Requiring students to download and upload documents during the exam increases the risk of user or technical error. Where downloading and uploading documents is deemed necessary, downloaded documents must not include the exam questions, and all quiz/questions/document settings in learnonline must be correct for an RPNow invigilated exam. TIU can provide support with the required settings (e.g. open downloads in a new window).

Q: I am completing my actions to complete on exam day tasks and the insert exam password returns a 'the password entered was incorrect' message. What do I do?

A: The only reason this message will display is if the password in Moodle is different to the password submitted on the Exam Portal: Online Exam Request. Please double check to ensure these match.

Q: What do I do if a student contacts me with a technical issue?

A: Advise the student to contact the IT Helpdesk (08) 8302 5000 asap. If it is only one student who has reported the issue it is likely user error. The student may not have watched the training video on how to use RPNow.

Q: What do I do if the student/s were not able to complete the exam? What is the process on how Students can apply for secondaries?

A: Students who are not able to complete their exam need to contact askcampuscentral@unisa.edu.au for advice. They will then be directed to a form to fill out to apply for a secondary or supplementary exam depending on their situation. For more information, please see [What is a secondary assessment \(deferred and special consideration\)?](#) It is important to note that online exams are scheduled by Student and Academic Services. This means a student cannot simply elect a different time to sit the exam. If they



have a valid reason for not being able to sit the exam, they can apply to Campus Central to sit the secondary exam via the process described above.