



Student Guide to Exams: 2021/22 Semester 2 assessment period **Monday 16 May to Wednesday 1 June 2022**

6 May 2022

*It is strongly recommended that you download a copy of this guide to use if you go offline.
Check the [Exams and Assessments webpage](#) to ensure you have the most up-to-date version.*

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Version 1.3

Introduction

This guide sets out what to expect during the Semester 2 2021/22 assessment period. Please also read any guidance provided by your department.

The [Exams and assessments](#) hub will be updated regularly with information relating to your exams. [University Rule 2 - Conduct of Examinations](#), sets out the University's rules governing summative exam procedures.

This semester, most exams will be scheduled to be sat remotely using [Inspera](#). A small number of [in-person, invigilated exams](#) will be held on campus. Most in-person exams will be paper based, some may be sat using Inspera. This will be clearly indicated on the [exam schedule](#).

Exam schedule

The Semester 2 assessment period runs from Monday 16 May 2022 to Wednesday 1 June 2022. Exams will start between 9am and 5pm British Summer Time (BST), Monday to Friday. If you are taking your exam outside of the UK you will need to sit the exam according to UK time, as specified on the schedule. You are expected to plan your time accordingly.

The [Semester 2 exams schedule](#) will tell you when, and how your exams will be sat. It will show if your exam is in-person (either written or using Inspera) or remote (using Inspera). For Inspera exams, it indicates the duration of the exam, the expected work time (how long you should spend attempting the exam) and any submission time allowance.

Checking you are registered for your exams

Exams on Inspera: Details of your exams will begin to appear on [Inspera](#) from the start of May. If your exam isn't visible on Inspera 72 hours before your exam is scheduled, please contact your Programme Administrator.

In-person exams: By the start of May, [SAMIS](#) will provide you with details of the exam venue and your seat number for each of your in-person exams. If you are expecting to sit an in-person exam and details are not shown in SAMIS by this point, please contact your Programme Administrator.

Programme Administrator contacts:

- [Faculty of Engineering & Design](#)
- [Faculty of Humanities & Social Sciences](#)
- School of Management – undergraduates should email bsc@management.bath.ac.uk and MSc students should consult the [team contacts web page](#).
- [Faculty of Science](#)

Types of exams

Your exam will either be 'open' or 'closed' book. Your department will tell you before the exam which it is:

- **Open book exams** are designed so that you may consult external sources such as textbooks and your own notes during the exam time. All Inspira exams are open book.
- **Closed book exams** are as they sound – you are not allowed to access any other sources of information during your scheduled exam time, unless you have been told this specifically in advance, or the materials (such as a textbook) are provided by the University. Most in-person exams are closed book.

The Semester 2 exams will be one of three types: **Fixed-time**, **Flexible-start**, **Open-24 hours**.

Most exams in Semester 2 will be Fixed-time, open book exams run on Inspira. The [exam schedule](#) will confirm what type of exam you are sitting for each unit.

- **Fixed-time exams** are short-duration exams, scheduled to be taken in a specific time slot. The date, start time and end time will be found on the exam schedule. All in-person exams will be fixed time as well as many exams in Inspira.
- **Flexible-start exams** are online, short-duration Inspira exams that you can start at a time of your choosing within the 24-hour window specified on the exam schedule. Your exam will end after the specified exam duration has passed or at the end of the 24-hour window if sooner. The exam duration includes the expected work time for the exam and any submission time allowance.
- **Open-24 hour exams** are online using Inspira, and open for 24 hours. You will only be expected to work on the exam for the duration indicated on the schedule (e.g., two hours). The exam will close at the end of the 24-hour period, after which you will not be able to submit an attempt.

You may have a combination of these different exam types. Please bear in mind you may also have two exams scheduled in the same 24-hour period. The exams are designed with this in mind, and it will be possible to sit both exams. You will need to manage your time accordingly to allow for a break in-between each exam.

If you have a Disability Access Plan additional time may be arranged for you. Please read the section [Alternative arrangements for exams \(Disability Access Plans\)](#).

Exams on Inspira (remote exams)

Overview

Most exams will be held online using [Inspira](#), the University's online exam platform. If your exam is to be sat using Inspira, this will be stated on the [exam schedule](#).

Further information and guidance on what to expect, and how to prepare for and attempt an exam on Inspira please read the guide to [Inspira – the essentials](#).

Inspira exams are open-book, and the set exam time will allow you to access or download the exam paper, consult any reference material, check your responses, and prepare and upload your script.

Your exam may include a submission time allowance to be used to check your work, collate your answers, and upload your files. The submission time allowance will be indicated on the schedule. As you will not be able to submit an exam attempt after the end time of the exam, we strongly advise that you use the expected work time as a guide, so that you allow yourself sufficient time to submit your work.

The actual time available to you to attempt an Inspira exams can sometimes be longer than a traditional in-person, paper-based exam. However, Inspira exams are designed to be completed within a short time, such as two hours. The [exam schedule](#) shows how much time you are expected to spend working on the exam. Inspira exams are designed to allow for the possibility of distractions or minor problems, such as a poor internet connection.

You will normally attempt an Inspira exam in a location of your choosing (i.e., not in an exam room on campus). This location should be:

- Private, without any other person present unless required for reasons set out in a Disability Access Plan.
- Free from distraction, disturbance, and disruption.

You should still revise for an Inspira exam. See [Preparing for your exams for further advice](#).

Types of exam questions on Inspira

The following question types may be used during the Semester 2 exams. Your department will confirm the format that applies to your exam.

Automatically marked within Inspira:

- Multiple choice - Choose one answer from several alternatives.
- Multiple response - Choose more than one answer from several alternatives
- Text entry - The question is answered by typing a word or a short sentence.
- Numeric entry - The question is answered by typing a numeric value.
- Inline choice - The question is answered by selecting a value from a drop-down list.
- True/False - This question is answered by selecting either true or false.
- Matching/Pairing - The question is answered by matching values in rows and columns.

- Composite - Where several questions types can be combined. Available question types are: *Multiple Choice, Multiple Response, True/false, Text Entry, Numeric Entry, Math Entry, Inline Choice* and *Math Working*.

Manually marked:

- Essay - Longer texts with the opportunity to use formatting such as tables, LaTeX, special symbols, and mathematical symbols.
- Text area- Question that is intended for shorter text answers without formatting options.
- Upload assignment - The question is answered by uploading a file. For example, you hand-write an answer on paper, take a photo of it and upload the final answer as a PDF file in the question.
- Programming - The question is answered by typing a snippet of code.
- Math working - The question is answered by typing one or several lines with numbers and mathematical expressions.

Not marked:

- Document - The question is used to provide candidates with information.
- Form - Question that allows the candidates to fill in additional information during an exam.

Attempting exams on Inspera

Before the exam

- **Familiarise yourself with [Inspera and the essentials](#)**, including demos of using Inspera and how to upload your responses.
- **Prepare for your exams.** Read the guidance on [preparing for your exams](#) and the information available on the [exams and assessments](#) hub.
- **Access your exam instructions (72 hours before).** At least 72 hours before the start of the exam, you will be able to [access on Inspera](#) the exam instruction sheet, the date and time of your exam, and any additional guidance. The exam instruction sheet will state the expected work time for the paper and any submission time allocated for submitting your answers. Your department will provide you with any further information specific to your exams. You will only be able to access Inspera exam papers [for units on which you are registered in SAMIS](#). If you do not think you are registered on the right units, contact your [Programme Administrator](#) as soon as possible.
- **Check your browser works with Inspera.** Inspera can be used with a regular web browser. Please make sure you can [access Inspera](#) in advance of each scheduled

exam. The two most recent, stable versions of the following web browsers are always supported:

- Microsoft Edge
- Mozilla Firefox
- Google Chrome
- Apple Safari (for macOS X)

Other browser versions and vendors that follow modern web standards could also be used. You must confirm that they work before your exam.

- **Plan a suitable location for attempting each remote exam.** This location:
 - must have a reliable internet connection and a charging point for your device, as required.
 - should be private, without any other person present unless required for reasons set out in a Disability Access Plan.
 - should be free from distraction, disturbance, and disruption, and the potential for assessment offences such as collusion or communicating with any other individual or organisation, unless explicitly agreed as part of a Disability Access Plan or Exam Instruction Sheet.
 - If you are unable to find a suitable location to attempt your exam, you must tell your Director of Studies in advance.
- **Let your family or housemates know in advance that you are due to sit an exam at a particular time or revising.** They should avoid distracting you and may also be able to limit their broadband usage while you are working.
- **Check your device is working, that you have a working power adaptor, your internet connection is stable, and deal with any pending updates** (either delay them until after the exam or let them run).

During the exam

- **When the exam opens.** Access your full paper in [Inspira](#) and attempt your exam.
- **Work alone.** During this time, you must not contact or seek assistance from any person(s) or organisation, including contacting other students or family to discuss the exam unless your exam paper or Disability Access Plan (DAP) explicitly states this is allowed. For further information please read the guidance on [Academic Integrity](#).
- **Save your work regularly.** If you are working directly in Inspira, it will automatically save your work every few seconds. If you are working in another programme such as Word or Excel, you must save your work regularly.

Once finished, you will submit your work as instructed on your exam instruction sheet. See [how to submit your Inspira exam](#). You are advised to allow sufficient time for any minor technical issues that might arise when submitting your work.

You must upload your exam attempt by the submission deadline.

You have been given enough time to complete and submit your work, and should make every effort to submit your assessment by the deadline indicated on Inspera. The [exam schedule](#) indicates the length of time you are expected to spend on your exam, and the length of submission time allowance allocated (where applicable). The submission time allowance for each exam indicates how much time it will take to submit or upload your script. We advise you to try to complete the assignment in the expected work time and try to upload it well in advance of the submission deadline.

How to submit your Inspera exam

You should finish working on your exam in the time specified on the exam schedule, and only use the submission time to submit your work. You must submit your exam attempt by the deadline set in British Summer Time (BST).

Full instructions on submitting your Inspera exam are available in the [Inspera video guides](#), including guidance on accessing a demo test and checking your requirements before your exams.

Inspira saves your work as you go, and it will automatically submit anything saved in Inspira at the submission deadline. If you are uploading your answers as an attachment, please allow yourself enough time for the upload. Your exam script must be legible.

Issues submitting your Inspera exam

If something goes wrong during the exam, try to stay calm. In most situations the submission time allowance will give you sufficient time to resolve any difficulties. You can access updated guidance on [how to create and prepare your documents](#) for submission and also access support through the [Exam Helpline](#).

If you think you may be unable to submit your Inspera exam on time, and are close to the end of the submission window time you must contact the [Exam Helpline](#) before the deadline. Whilst technical support is available, you must allow enough time to be talked through steps that might remedy the situation such as trying a different browser, clearing cache, or trying a different device if available.

If you do not submit your exam by the submission deadline, non-submission penalties will apply.

If you were unable to submit your exam on time due to a technical issue, you may be able to request that your late submission be accepted and marked (without penalty) by following the University's [late submission request process](#). Alternatively you may also be able to [submit an IMC claim](#).

If you are unsure you should seek advice from the [Exams Helpline](#) in the first instance.

In-person exams

Overview

In-person exams will take place on campus and will be invigilated. In-person exams have a set start and end time, announced by an Invigilator. These exams are usually paper based which means you will write your answers by hand in a paper answer book. In-person, paper-based exams will be closed or open-book.

Your department will tell you in advance whether you are allowed to use any additional materials (beyond basic stationary) to complete your exam.

The re-assessment of any Semester 2 in-person exam will be an in-person exam scheduled during the supplementary assessment period in the summer.

Finding out the location of your exam, and your seat number

In advance of your exam, you will need to access [SAMIS](#) for details of your exam venue and seat number. This will be available to view from the start of May. If this information is not listed on your personal exam schedule in SAMIS by the start of May, please [contact your Programme Administrator](#).

It is likely that in-person exams will be scheduled to take place in the Founders Hall or the Chancellors' Building. Further information on in-person exams, instruction videos, and tips can be found on the [exams and assessments](#) hub.

Before the exam

Please read the guidance on [preparing for your exams](#) and watch the video on taking an in-person exam, available on the [exams and assessments](#) hub.

If any of your exams require the use of a University Calculator, the official model in 2021/22 is the Casio FX-85ES. Further details are available on the [University calculator](#), including how to access a loan machine in advance of the exam.

On the day – what to bring

- Your library card.
- Stationery (such as pens and pencils) – any pencil case or bag must be transparent.
- A note of your seat number – you will find this on [SAMIS](#) at least two weeks before the exam.
- Water to drink (optional) – in a clear, transparent bottle with the label removed. Other refreshments including all forms of alcohol, hot or canned drinks and food are not permitted.

You may wish to wear several layers of clothing, so that you can easily adapt to the temperature in the venue.

If you wish to use a watch, it must be analogue.

As in other study spaces, you are advised to follow the University's latest advice on how to [be safe on campus and in Bath](#), including guidance on face-coverings and hand hygiene.

On arrival at the exam room

You must arrive at least 10 minutes before the exam starts and wait outside the exam room. You will be called into the room by the Chief Invigilator 5 minutes before the exam is due to start.

You will be allowed to enter the exam room up to 30 minutes after the start time but will not be given extra time to complete the exam if you arrive late.

Once you enter the exam room, you may not communicate with anyone except the Invigilators or your support worker (if you have one as part of your DAP).

When you enter the exam room, you must place any bags, coats, turned-off mobile phones or any other communication device such as a smart watch at the front of the room. You may not take these to your desk.

Each desk will have the seat number printed on the desk label. Make your way directly to your desk and get settled. Your desk will have:

- A desk label showing your seat number, candidate number, the exam code and title.
- The exam paper, with an Exam Instruction Sheet.
- Exam answer books to write your answers (if you are not using Inspira).
- Any other materials provided by your department such as a calculator, extra paper, or the University formula book.

Once at your desk you must:

- **Place your library card with the photo facing up on the corner of your desk.** It must remain on the desk in full view for the duration of the exam.
- **Sign and detach the attendance slip on your desk label.** Leave this visible, and it will be collected by an Invigilator after the first 30 minutes of the exam.
- **On each answer book: write the exam code, the title of the paper that you are taking and your candidate number.** This information should be written as it appears on your desk label, and add your signature in the side panel of each book. You will remove the protective strip as indicated and fold the cover to conceal your name and signature and secure the flap.

Before the exam starts, you may read the Exam Instruction Sheet. **However, you must not read the questions or start writing until the Chief Invigilator announces the start of the exam.**

During the exam

The Chief Invigilator will announce the start of the exam and remind you when you have five minutes left. During the exam:

- You will be expected to work in a way that does not disrupt any other student.
- If you need to leave the room, or have a question relating to your materials, raise your hand and wait to speak to an Invigilator.
- You will not be allowed to leave the room within the first 30 minutes or the last 15 minutes of the exam. If you leave the room unaccompanied by an Invigilator, you may not return.
- If you need an English dictionary, please raise your hand to ask the Invigilator for a copy.
- If you think you have spotted an error, please note this on your paper and answer the paper to the best of your ability as it is written. The question will not be corrected in the exam room, but it will be noted by the unit convenor and the Board of Examiners when it considers the results for that unit.

At the end of the exam

- The Chief Invigilator will announce the end of the exam. You must not leave until all scripts are collected by an Invigilation, and you are told you may leave
- If your script has not been collected, or you need to leave early, please bring this to the attention of the Chief Invigilator by raising your hand.
- You may not take any exam stationery (answer books or your workings out) from the venue.

Academic integrity (including plagiarism and cheating)

The University expects all its students to commit to, and maintain, high standards of academic honesty and integrity.

Academic integrity means being honest about where you have sourced materials for your assignments, indicating which ideas are your own and which are from others. It also means only submitting work you have produced yourself, independently within the rules for that assessment.

Academic misconduct is defined by the University as “**the use of unfair means in any examination or assessment procedure**”. This includes (but is not limited to) cheating, collusion, plagiarism, contract cheating, fabrication, or falsification. The University’s Quality Assurance Code of Practice, [QA53 Examination and Assessment Offences](#), sets out the consequences of committing an offence and the penalties that might be applied.

In sitting an invigilated, in-person exam, you are explicitly prohibited from having any unauthorised material or devices on you (including mobile phones and smart watches) or

from communicating with anyone else during the exam. Your library card will also be checked to confirm the identity of the person sitting the exam.

By submitting an Inspira exam, you agree to the [University's academic integrity declaration](#), which explicitly confirms the work was produced by you independently.

If you are in any doubt about what may or may not be considered an academic offence, please refer to the [University's guidance on academic integrity](#).

Alternative arrangements for exams (Disability Access Plans)

Some students are entitled to alternative exam arrangements due to disabilities or long-term health conditions. These are set out in an agreed [Disability Access Plan \(DAP\)](#).

Discussing your support requirements

If you would like to review or discuss your support requirements ahead of the assessment period, please contact the [Disability Service](#) as soon as possible.

If you did not have arrangements in Semester 1 and think you now need them, you must have met with the [Disability Service](#) at least two weeks before the beginning of the Easter break.

The deadline for applying for alternative exam arrangements for Semester 2 has passed. However, you can still contact the Disability Service for an assessment but, we can't guarantee your support requirements will be in place in time for the Semester 2 exams. Your department or the Academic Registry will notify you if they have been able to put last minute arrangements in place.

Additional time and rest breaks

If you're taking a time-limited exam (a ['fixed-time or a 'flexible-start' exam, as described on the exam schedule](#)), additional time may be added to your exam time based on the recommendation in your DAP. You might be given:

- extra time to complete the assessment, or
- extra time to take rest breaks, or
- both extra time to complete the assessment and time for rest breaks

Alternatively, you may be taking [open-24 hour exams](#). In this case, you'll already have more time to attempt your assessment, so additional arrangements like extra time and rest breaks won't be needed.

How your additional time is calculated

Your DAP may recommend additional time per hour to:

- complete the assessment, or
- take rest breaks, or
- complete the assessment and take rest breaks

This additional time will be calculated by taking into account the total exam duration, which includes:

- the standard amount of time for the exam (the 'expected work' outlined on the [exam schedule](#))
- any additional submission time allowance (also detailed on the [exam schedule](#) and the Exam Instruction Sheet on the front of your exam paper).

For example, if you have a two-hour exam with a one-hour submission time allowance, the additional time you need will be calculated based on three hours (two hours + one hour).

Additional time for rest breaks

Any additional time you are given for rest breaks will be calculated using the total exam duration. You won't be given further rest breaks to cover the additional time you have been allocated.

Using your rest breaks

If you've been given additional time to take rest breaks you should only use it to take breaks; you should not work during this time.

To help you manage your disability, you can take your breaks at any stage throughout the exam, but you will need to take responsibility for managing the time you have been given to complete your work. Your disability advisor will be able to advise you on the best practices for doing this.

If you are taking an in-person, paper-based exam you should speak to the Invigilator before your exam starts so you can let them know how you may wish to take your rest breaks.

During your rest break, you may wish to stand or move around. However, please be mindful of other candidates if they are in the room. If you wish to leave the room during your rest break this is permitted but you must let the Invigilator know as they must accompany you. If you leave the room unaccompanied you will not be permitted to return to your desk to complete your exam.

How your additional time will be shown on Inspera

The additional time you are given will be incorporated into your exam time. On Inspera, you should be able to see the extra time included within the start and end time for each of your exams approximately a week before the start of the assessment period.

If additional time does not appear to have been added to the duration of your exams, or if you think that you have not been allocated the correct amount of additional time, please contact your [Programme Administrator](#).

How you will know your additional time has been included for an in-person, paper-based exam

Your additional time will not appear on your SAMIS schedule. You will have been allocated the time as specified on your DAP and you will have been scheduled into a room in the Chancellors' Building.

You do not need to check your additional time is in place prior to the exam.

Your Invigilator will discuss your arrangements with you when you enter the room, and if there are any discrepancies the Invigilator will contact the Academic Registry for advice. If you have any queries about your arrangements during your exam, please let the Invigilator know. The Invigilator will write your end time (including additional time for breaks) on the white board at the front of the venue, so that you are aware how much time has been allocated and can manage your time accordingly.

Assistive software

If you are using any assistive software (e.g., screen reader, text-to-speech etc.) you should familiarise yourself with how it works before the exam period. It is important that you establish your own way of working ahead of the exams so that you are relaxed and confident when they begin. [Assistive Technology](#) can help you identify any specialist equipment you might need (see also [Preparing for your exams](#)).

If you have been allocated a laptop for a paper-based exam you can choose whether to work on the laptop or use the answer booklet, or a mixture of both. If you are using the laptop, please remember to save your work regularly.

Exam support worker

You may have an entitlement to an exam support worker, such as a reader, scribe and/or prompter. If you take up this support, we advise that you have a practice session prior to the exam period to familiarise yourself with the new process. The [Disability Service](#) will be in contact with you about this and can provide further support and advice before and during the exam period. You can contact them if you are unsure about the disability support that might be available to you.

Preparing for your exams

Help and advice on preparing for your exams is [available from the Skills Centre](#).

If you are taking an exam on Inspera, you must ensure you have an Inspera compatible web browser and suitable location in which to attempt your exam. See [Attempting exams on Inspera](#) for further advice.

Your wellbeing during exams

As you prepare for and sit your exams is very important you look after yourself. Please find below some recommendations on simple strategies on how to maintain a healthy balance:

Creating a study routine

Create a clear, dedicated study space that is free from clutter and distractions and have a daily sweep of this to make sure it is conducive to study.

Set a clear plan for the day. Give tasks your full attention, switch off all distractions and have dedicated time to focus on your revision. You could try the 'Pomodoro technique', where you study in short, sharp bursts with breaks in between.

You might find headphones useful to block out noise, and we would also recommend turning off any devices (for example, your phone) which might distract you.

Focus on self-care

Lots of apps and services are available from fitness to mindfulness and meditation. Gentle and regular exercise can also provide natural breaks within your day and allow you to recharge and refocus. It is important to try and not overindulge in sugary foods and to try and maintain stable blood sugar levels to facilitate good levels of concentration.

Try to avoid speculation on current events

The news can be a constant source of distraction, and if viewed too much can unhelpfully raise our anxiety levels. Try to avoid continually refreshing screens for updates as this can make you feel 'on-alert' or 'on-edge'. We also recommend sticking to reputable sites and well-established news corporations.

Undertake positive reflection activities

It is very easy to get drawn into thinking about the bigger with catastrophic thoughts about what is going to happen. We advise bringing things back to the here and now. Think about what you are grateful for, reflect on what has gone well during your day – no matter how small that thing is - and set yourself small achievable tasks, ensuring you do something for yourself just for you each day that you enjoy. This will help centre and promote a more balanced frame of mind, which will contribute towards being more effective and present in the here and now.

Reach out and get support

We are all individuals who need support at different times and in different circumstances. Please think about your support network, family or friends and reach out to them where you feel comfortable. You can also arrange a phone or video call with the [Wellbeing Service](#) for support and guidance. [Be Well – Talk Now](#) is a 24-hour confidential support service offered by Student Services which gives you immediate advice and support 24 hours a day, 7 days a week, 365 days a year.

Further sources of wellbeing support

The [Student Services](#) team are available for support.

The [Exam Stress Podcast](#) has general guidance on understanding exam stress, how to manage it and tips to prepare for the exam period.

[Read Well](#) provides a selection of over 50 books that can support your health and wellbeing, with topics including anxiety, stress and general development.

[Anxiety Aid](#) is a free online course for Bath students struggling to keep worry and anxiety in check.

Exams issues and queries

Before the exam

Contact your Director of Studies, Personal Tutor or Unit Convenor, as appropriate, with any questions about your exams.

Once the exam has started

There are measures in place to support you if you are facing difficulties with your assessment. [Measures to support you in 2021/22 if you are having problems with your study or assessment \(bath.ac.uk\)](#) contains a summary of these measures this year and includes advice on [whether to take your exam if you are unwell](#).

Individual Mitigating Circumstances

If you are unable to attempt your exam, or you submit your examination but you feel your performance was affected you may be able to apply for [Individual Mitigating Circumstances \(IMCs\)](#). The IMC guidance has been updated for Semester 2 to include advice regarding the [war in Ukraine](#).

We have also provided information [about what an IMC is](#), whether a claim would be [appropriate for your circumstances](#), [the reasons and evidence that are normally accepted](#), [how to submit a claim](#) and [what happens if it is accepted](#) (what an IMC can and cannot do).

Submitting an IMC also helps you tell us that you are being affected in your studies and that you may need support from the University. Your Director of Studies, Personal Tutor or Student Experience Officer will normally contact you by email to ensure you are aware of the support available to you based on the information you provide in your IMC claim form.

You may also be contacted by Student Services if, based on what you disclose, the University considers you or another person at risk of serious harm.

Exam helpline

If you are taking an Inspera exam you should not approach your department during the exam window. Instead, please read the advice on the page [Exams and Assessments – get help and advice](#).

If you need to speak to someone urgently, you may also call the Exam Helpline for emergency telephone support on +44 (0)1225 387500. The line will be open from 8am to 6pm British Summer Time (BST) Monday to Friday, throughout the assessment period.

What to do in the event of a University technical failure

If there is a technical failure with a University system that affects your assessment, for instance with Single Sign-On or Inspera, please wait until the relevant system is available again to continue or to submit your assignment. Information on the status of systems is available at: <https://status.bath.ac.uk/>. We will attempt to notify you that the affected system is up and running once the problem is fixed.

If you think you've spotted an error in an exam paper

If you believe you have found an error in the exam questions or instructions, if possible, make a note of the error on your script and attempt the question or task to the best of your ability. There is no need to notify a member of staff as they will not be able to take any action to rectify the error.

The impact of any errors will be taken into consideration when results are reviewed by the Board of Examiners for Units.

Further sources of support

During the assessment period, a wide range of support and guidance across the University continues to be available. This includes:

- [Exams & assessments web page](#)
- [How to use Inspera for Exams and Assessment](#)
- [Inspera how-to videos](#)
- [Wellbeing Service](#)
- [Skills Centre](#)
- [Student Services](#)
- [Your Director of Studies or Personal Tutor](#)
- [Therapeutic Services and Mental Health](#)
- [Disability Service](#)
- [The SU Bath Advice & Support Centre](#)
- [University Library](#)