

# Online examinations

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## General

**All final exams at UTS College will be offered online.**

Following government advice to avoid large indoor gatherings, traditional face-to-face exams in the exam centre will not be possible. To allow you to complete your studies this semester, UTS College has decided to offer online exams. Online quizzes and tests using a webcam and screen-sharing technology have been trialed and will be used this semester. Based on extensive research, testing and feedback, we are confident that moving exams online is the best option for your final assessment.

**The final exam timetable was due to be released in Week 8 on UTS College website under the current student tab, but it was delayed adapting it to the current situation.**

The online exam period will take place between 1 June (Monday) and 5 June (Friday). You will receive your exam timetable via [email](#) no later than Friday of Week 8. We have also made slight adjustments to the start time of the exams to better accommodate different time zones. Please note that all times displayed are in Sydney time, Australia, which is AEST (Australian Eastern Standard Time) UTC/GMT +10 hours. Carefully check your corresponding local time using a [time zone conversion tool](#). Being late for your online exam because of time zone differences is not a valid reason for extra time to be provided.

**It is strongly encouraged that you read the FAQs below to familiarise yourself with the online exam and prepare your exams with the following actions.**

	What happens?	What you should do?
<b>Week 8</b>	<b>Final exam timetable is released</b>	<ul style="list-style-type: none"> <li>• Check your online exam timetable</li> <li>• Check local time zone</li> <li>• Check and prepare technology requirements for the online exams</li> <li>• Read the Frequently Asked Questions (FAQ) to familiarise yourself with the online exam</li> </ul>
<b>Week 10</b>	<b>Information about final exams for each subject is made available on Canvas</b>	<ul style="list-style-type: none"> <li>• Attend a Study Success Workshop</li> <li>• Check subject-specific information for your final exams on Canvas, including topic coverage, authorised materials or special instructions.</li> </ul>
<b>Week 11</b>	<b>Practice exam and final technology checks are performed</b>	<ul style="list-style-type: none"> <li>• Do the practice online exams using LockDown Browser and your webcam.</li> <li>• Ensure you meet the technology requirements for online exams.</li> </ul>
<b>Final Exam Period</b>	<b>Exams take place</b>	<ul style="list-style-type: none"> <li>• Attend the exams according to your schedule.</li> <li>• Attend at least 30 minutes before exam starts.</li> <li>• Make sure you have your student ID card or other valid forms of photo identification.</li> <li>• Complete the pre-exam checks using RingCentral on your phone before each exam.</li> </ul>

The practice exam gives you a chance to become comfortable with the technology and how to access your exam. It will also help you to check for any technical issues you may have, giving you an opportunity to resolve them prior to the exam period. Doing the practice exam can help to make the entire process on exam day much easier for you.

## Technology

The following is required to undertake your online exam:

- A laptop or desktop computer
- A webcam
- Speakers (usually built into your computer- headphones are not allowed)
- Microphone (often this is built into the webcam)
- A reliable internet connection (stable and moderately fast)
- LockDown Browser software
- A mobile phone with the RingCentral app installed.

If you are having financial issues you can contact the welfare Team, with each request the team will contact the student to ascertain if they are indeed suffering any financial hardship that prevents them from accessing/purchasing a suitable laptop for their studies or if they cannot afford to pay for their own internet

Please note that any other devices are not permitted during the exams. Some public and workplace computers do not allow you to install software or have firewalls which may prevent you from accessing your exam online. It is your responsibility to check in advance that your exam setup is in good working order.

## Exam Space

### Room Requirements

- Rooms should be well-lit, with no other people present (including children) and no interruptions. It is a good idea to let your friends and family know that you are sitting your exam and require a private, quiet space for the duration. Put a sign on your door asking people to come back later and turn your voicemail on.
- You will not be able to leave the view of the webcam. You should attend to any pets, arrange for children to be cared for away from your exam space, have a snack, a drink of water and a toilet break before you start your exam.

### Permitted Resources

- Except for authorised materials, your workspace should be free of papers, books and sticky notes. Walls should also be clear of any documents or materials which may be relevant to the exam.

### Electronic Devices

- Ensure smart watches or other devices are turned off and put away for the duration of the exam.
- You are not permitted to wear headphones, sunglasses or hats.

## Identification

- A valid ID, that clearly shows your photo and full name, is required to undertake the exam.
- UTS College student ID card, national identity card, license or passport are acceptable forms of ID.

## Preparation for online final exams

### 1a) What is needed for online final exams?

To take your final exam online you will need:

- your UTS College student card (or if you have not received one, other official forms of photo identification such as your passport or national identify card clearly showing your photo and full name)
- a laptop or desktop computer
- a webcam
- speakers (usually built in to your computer, **headphones are not allowed**)
- microphone (often this is built into the webcam)
- a reliable internet connection
- a fully-charged mobile phone
- a suitable private space where you won't be interrupted

Two pieces of software:

- [LockDown Browser](#) installed on your laptop or computer
- [RingCentral app](#) installed on your mobile phone

Please note that mobile devices other than your mobile phone are not permitted during the exams. You will need to use a laptop or desktop computer for the exam. Some public and workplace computers do not allow you to install software or have firewalls which may prevent you from accessing your exam online. It is your responsibility to check in advance that your exam setup is in good working order.

### 1b) What are the webcam and LockDown Browser used for?

All online exams will take place in **Canvas**. You are required to use the **LockDown Browser** to take these exams. The **LockDown Browser** prevents you from printing, going to another URL, or accessing other applications during an assessment. Your webcam will take a video recording of you during the exam. For more information about **LockDown Browser**, you can watch an introduction video [here](#) or read the [Student Guide](#).

### 1c) What are the system requirements for LockDown Browser?

Operating Systems

- Windows: 10, 8, 7
- Mac: MacOS 10.15 to 10.12, OS X 10.11, OSX 10.10

Memory

- Windows: 75 MB permanent space on the hard drive
- Mac: 120 MB permanent space on the hard drive

CPU

- CPU usage should not exceed 80%. You can see your current CPU usage by going to your computer system's task manager. If the percentage is high, you should try to lower this by closing applications you are not using.

- Restarting your computer up to 30 minutes prior to your exam may also help to improve performance.

#### 1d) Can the exams be done without a webcam?

No. You will need to buy or borrow a webcam to sit your exam online.

A webcam with 1280×720 resolution and a built-in microphone is recommended.

If your computer or laptop has a built-in webcam you can use this. You cannot use the camera built in to your mobile phone.

#### 1e) How can you tell if your internet speed is fast enough?

You will need an internet connection which supports at least:

- Minimum download speed of 0.768 Mbps (recommended 1.5 Mbps)
- Minimum upload speed of 0.384 Mbps (recommended 1 Mbps)

Internet bandwidth can be checked using an online speed test such as the one found [here](#).

Here are some tips to improve your internet connection:

- Sit closer to your router
- Connect to your router using an ethernet cable instead of Wi-Fi
- Limit the internet use of other people in your house while you are sitting the exam. Avoid streaming video such as Netflix or YouTube or downloading large files while you are sitting the exam, which can have a negative effect on your exam experience.
- Be aware that if you have an internet plan where your speed slows once you consume your monthly quota, this may cause problems for you. You should speak to your internet service provider if you think this may be an issue for you.

#### 1f) Why is a microphone required to sit the exams?

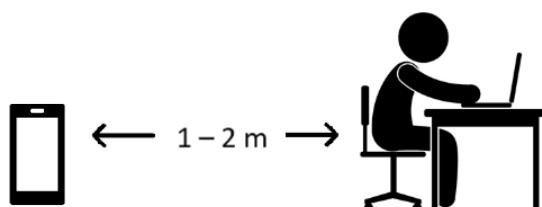
During the exam, the microphone is an important aspect of ensuring the integrity of the exam and to prevent or detect attempts at cheating. Please be reminded that you are NOT allowed to wear headphones during the exam.

#### 1g) Why is the RingCentral app required on a mobile phone to sit the exams?

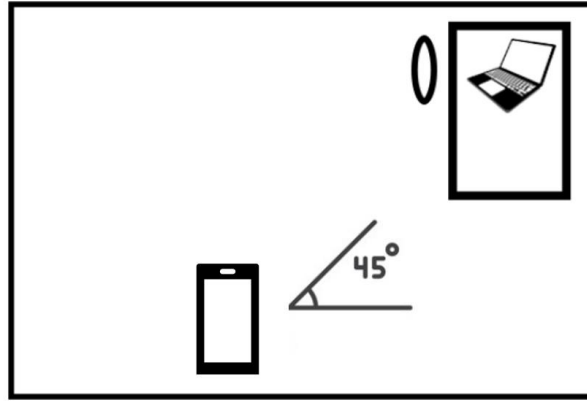
You will attend the Photo ID authentication session using RingCentral on your mobile phone.

Make sure that your mobile phone has been fully charged and the volume is turned up so that you can hear your exam supervisor.

Leave the RingCentral app on throughout the duration so that your invigilator can monitor your movement live during the exam. Follow the steps below to position your phone camera for the live exam:



- Find a spot which is 1 to 2 metres away from your desk.
- Position your phone facing toward your desk at a 45-degree angle as shown in the diagram below.



3. Review the angle on screen to achieve a similar perspective as in the photo below.



Please make sure your work space can be seen clearly in the view of the phone camera during your exam. Leaving the view of the webcam and phone camera will be reported to the exam supervisor as an incident for investigation under possible Academic Misconduct procedures. Please note that you cannot ask questions via RingCentral, and your exam supervisor will not answer them in any way during the exam.

### 1h) How can you make sure your technology is ready for online exams?

Before you sit your exam online, you need to check that your internet connection and computer can support an online exam. In subjects where you do not have experience with online tests or quizzes, or using LockDown Browser and webcam, a practice exam has been created to help check your setup. This practice exam is a chance for you to test and see how your exam will work and to make sure you have everything in place. The practice exam will be available in Week 11.

### 1i) What is a 'suitable private space'?

You will need to provide 'exam conditions' in the space you choose to sit your exam in. This means conditions very similar to what you would expect in a formal exam location:

- You need to be in a well-lit room, with no other people present and no interruptions

- We suggest that you let your roommates, friends and family know that you are sitting your exam and how long the exam will take so that they are less likely to interrupt you. Put a sign on your door asking people to come back later
- Your smart watch or other devices, except your mobile phone, should be turned off or put away
- You are NOT permitted to wear headphones
- You will not be able to leave the view of the webcam. You should have a snack, a drink of water and a toilet break **before you start your exam**
- Your workspace should only have authorised materials, which have been approved by your subject coordinator. Your workspace should be free of papers, books and sticky notes and your walls should be clear of any documents or materials which may be relevant to the exam.

## 2) What is the dress code for online exams?

Please remember that your photo ID authentication session is being supervised by a real person and a video of you will be taken during your exam, so you should dress appropriately.

You are not permitted to wear hats, beanies or sunglasses.

If you have darker prescription or Irlen glasses, these may be mistaken for sunglasses. Please contact the UTS College Exams team by email at [exams@insearch.edu.au](mailto:exams@insearch.edu.au) or on (02) 9218 4946, so that we are aware of this, prior to your exam.

## 3a) How is academic integrity maintained in online exams?

While studying at UTS College, you are expected to maintain high standards of academic honesty and integrity. You will be penalised if you seek to gain an unfair advantage by copying another student's work, or in any way misleading a lecturer or tutor about your knowledge, ability or the amount of original work you have done or assist other students to do so. [UTS College Academic Integrity Policy](#) is applicable to all assessment tasks, either performed and submitted in class or in an online environment.

Similar to a paper-based exam, there are a number of integrity measures in place, including:

- Photo ID authentication by an exam supervisor before the exam begins
- Showing the surroundings and immediate workspace via the webcam to the supervisor. You will need to be able to move the webcam around to show the supervisor your surroundings. If the webcam is built-in to the screen, you will also need a mirror, or use selfie mode on a phone camera to show the supervisor that the edges of the screen are clear of any notes.
- The LockDown Browser, together with the video recorded by the your webcam prevents access to unauthorised materials or communication with others. The webcam will capture your face and audio for the duration of the exam. This recording will be stored with information about the exam session such as log in and finishing times.
- The exam supervisor will also invigilate the online exam using RingCentral on the your mobile phone throughout the duration. The camera will capture your face, your hands, and your working space during the exam.
- Leaving the view of the webcam during the exam (including bathroom breaks) or reading the questions aloud is not permitted.
- You are not permitted to wear hats, beanies or sunglasses.
- When any unusual behaviour or issues are detected, an incident report with details will be escalated to the UTS College Exams and Progressions Coordinator. This will then be investigated under the [UTS College Assessment Policy](#). Academic and non-academic misconducts may apply.

## 3b) How is your privacy information stored, who has access and how is it used?



LockDown Browser is dedicated to keeping test-taker data secure. Test-taker information is collected over a secure connection and stored for internal use only.

A photo of you is captured and stored each time you sit an online exam. You will be recorded during your exam session. In case of suspected breaches of exam conditions, the recorded footage of your exam session will be escalated to the UTS College Exams and Progressions Coordinator for investigation. The footage may be viewed by designated UTS College staff in suspected breaches of exam conditions.

All information and images captured will be used only for the purpose of administering and managing your exams and are only accessible by a limited number of authorised staff. For more details, please read the [UTS College Privacy Policy](#).

If you do not consent to this personal information being collected for this purpose, please contact the UTS College Exams by email [exams@insearch.edu.au](mailto:exams@insearch.edu.au) before the exams. Please be aware that by not consenting, you will not be able to sit the exams and your results shall be withheld.

#### 4a) Are there any subject-specific aspects of the exams?

Make sure you read the information on Canvas, as it will be specific to your subject's online exam, including the topic coverage, authorised materials or special instructions.

#### 4b) Will my teachers still mark my exam?

Yes, your exam will still be marked by your UTS College Subject Coordinators and/or Tutors and your results will be provided in the same way and at the same time as sitting a paper-based exam.

#### 5) What if reasonable adjustments are required?

If you are on the Education Access and Inclusion Register and have an Access and Inclusion Plan in place which includes exam adjustments, these will be applied to your online exam as well. If you wish to discuss what this will look like for remote study, feel free to contact the Study Success Advisors.

#### 6) Can the exams be taken in-person in the exam centre?

Following government advice to avoid large indoor gatherings, NO in-person exams for the Semester will be offered. All exams will be provided as online exams.

#### 7) Who can you contact if you have additional questions?

For technical issues, including your webcam and audio setup, LockDown Browser installation or more general IT assistance, please contact ICT Service Desk by email at [servicedesk@insearch.edu.au](mailto:servicedesk@insearch.edu.au) or call them on (02) 9218 7000.

For all other enquiries, please contact the UTS College Exams by email [exams@insearch.edu.au](mailto:exams@insearch.edu.au) or on (02) 9218 4946.

## On the Exam Day:

### 1) What will happen on the exam day?

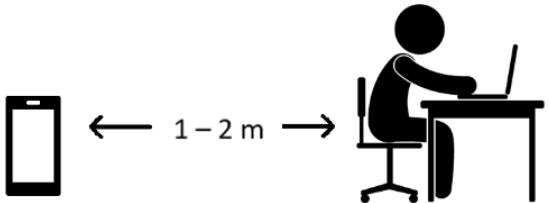
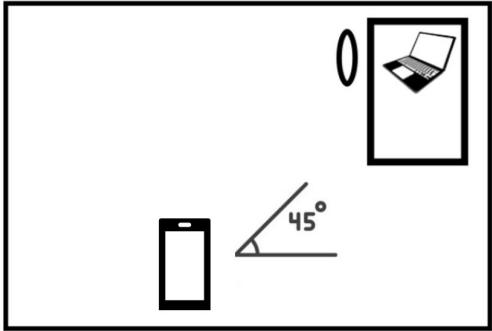
There are 4 basic steps on exam day:

1. Getting your workspace and materials ready



2. 30 minutes before your exam start time, attending the Photo ID check session via RingCentral
3. Taking the exam on Canvas
4. Submitting your work.

## 2) What does each step involve?

<b>Step 1</b>	<b>Getting your workspace and materials ready</b> Ensure that you have all the allowed materials that you will require (e.g. ID card, mirror, calculator, and allowed notes or texts, drink of water or medication required) in your workspace before you start. The exam supervisor will check these.
<b>Step 2</b>	<b>Attending the Photo ID check session via RingCentral <i>30 minutes before the exam.</i></b> <ul style="list-style-type: none"> <li>• Attend the session via RingCentral on your mobile phone.</li> <li>• The Exam Supervisor will examine your photo ID. Please present your UTS College student photo ID card. If you do not have your student card with you, a driver's license or passport are acceptable forms of ID.</li> <li>• The supervisor will then ask you to show them your surroundings and immediate workspace. You will need to be able to move your camera around to show them this. If your camera is built in to your laptop screen, you will also need a mirror, or you can use selfie mode on your phone's camera to show them that the edges of your screen are clear of any notes.</li> <li>• Leave the RingCentral app on throughout the duration of your exam so that your invigilator can monitor your movement during the exam. Follow the steps below to position your phone camera for the exam:</li> </ul> <div style="text-align: center; margin: 10px 0;">  </div> <ol style="list-style-type: none"> <li>2. Find a spot which is 1 to 2 metres away from your desk.</li> <li>3. Position your phone facing toward your desk at a 45-degree angle as shown in the diagram below.</li> </ol> <div style="text-align: center; margin: 10px 0;">  </div> <ol style="list-style-type: none"> <li>4. Review the angle on screen to achieve a similar perspective as in the photo below.</li> </ol>



- Please make sure your workspace can be seen clearly in the view of the webcam during your exam. Leaving the view of the webcam will be reported to the exam supervisor as an incident for investigation under possible Academic Misconduct procedures.  
Please note that you cannot ask questions via RingCentral, and your exam supervisor will not answer them in any way during the exam.

**Step 3**
**Taking the exam on Canvas**

1. Close all programs on your laptop or desktop computer. Locate the “LockDown Browser” shortcut on the desktop and double-click it. For Mac users, launch “LockDown Browser” from the Applications folder.
2. If prompted, either close a blocked program (e.g. screen capture, instant messaging) by choosing Yes. Or, close LockDown Browser and close the blocked program before restarting.
3. Log in to Canvas using your UTS email address and password.
4. Navigate to the Final Exam within your course and select ‘**Take a Quiz**’.
5. The startup sequence for the webcam will now begin. You will first need to review and agree to the Terms of Use.
6. A webcam check will run to confirm that your webcam and microphone are working properly.
7. You will need to present your student card *again* as part of this process.
8. If you encounter a problem, select the ‘**It’s not working**’ link for troubleshooting tips.
9. You will need to remain at the computer for the duration of the exam.  
Note: once a quiz has been started with the LockDown Browser, you cannot exit until the ‘**Submit Quiz**’ button is clicked.)

Again, please note that you cannot ask questions via RingCentral, and your exam supervisor will not answer them in any way during the exam.

**Step 4**
**Submitting your work**

- Click the '**Submit Quiz**' button. You may submit your exam at any time during your exam duration. After that, you will be logged out of the LockDown Browser.
- In some exams, you may then be required to submit your workings. This is usually for questions where you need to draw diagrams, show mathematical workings or write chemical formulae.
  - You are strongly advised to use [Adobe Scan](#) to capture your documents, including your authorised notes, and upload them to the designated folder for submission.
  - Save your document with a file name that consists of the subject code and student number, for example **EMTH001\_32411111**.
  - This action needs to be done within the 15-minute submission window after the exam finishes. For example, you can submit your work up until 12:45 pm if your exam finishes at 12:30 pm.
  - Failure to submit the documents on time may result in a non-submission and you will be deemed as absent from the exam.
- You will only get ONE opportunity to submit your answer and upload your submission.

**3) What does the online exam environment look like?**

- Navigation

**Maths Readiness Test Part 1 (16 questions)**

Started: 29 Apr at 12:58

**Quiz instructions**

□

**Question 2**

The graph of the equation  $y = ax^b$  passes through the point (2, 8).  
The value of  $b$  is

$\frac{1}{3}$   
  $\frac{1}{4}$   
 4  
 3

Pay attention to the marks allocated to each question 2.5 pts

◀ Previous

Click the 'Previous' button to move to the previous question

Click the 'Next' button to move to the next question

Next ▶

No new data to save. Last checked at 1:004 Submit quiz

**Questions**

- ✓ Question 1
- ⊙ Question 2
- ⊙ Question 3
- ⊙ Question 4
- ⊙ Question 5
- ⊙ Question 6
- ⊙ Question 7
- ⊙ Question 8

You can also use the navigation panel to skip to questions. Simply click on the question number you wish to go to.

✓ - answered question  
? - missed question or question still to be answered

- Exam Timer

Maths Readiness Test Part 1 (16 questions)

Started: 29 Apr at 12:58

Quiz instructions

**Question 2** 2.5 pts

The graph of the equation  $y = x^3$  passes through the point (2, 8).  
The value of  $y$  is

$\frac{1}{3}$

$\frac{1}{4}$

4

3

[Previous](#) [Next](#)

No new data to save. Last checked at 13:04 [Submit quiz](#)

Questions

- Question 1
- Question 2
- Question 3
- Question 4
- Question 5
- Question 6
- Question 7
- Question 8
- Question 9

Time running: [Hide](#)  
Attempt due: 29 Apr at 13:20  
16 minutes, 52 seconds

You can find the exam due date and time here. Please keep an eye on the countdown clock here.

You will also be reminded 30 minutes prior, 5 minutes prior, 1 minute prior, and 10 seconds prior the end of the exam.

- **Submission**

Maths Readiness Test Part 1 (16 questions)

Started: 29 Apr at 12:58

Quiz instructions

**Question 2** 2.5 pts

The graph of the equation  $y = x^3$  passes through the point (2, 8).  
The value of  $y$  is

$\frac{1}{3}$

$\frac{1}{4}$

4

3

[Previous](#) [Next](#)

No new data to save. Last checked at 13:04 [Submit quiz](#)

Questions

- Question 1
- Question 2
- Question 3
- Question 4
- Question 5
- Question 6
- Question 7
- Question 8
- Question 9

Time running: [Hide](#)  
Attempt due: 29 Apr at 13:20  
16 minutes, 52 seconds

Click 'Submit quiz' when finish the whole exam.

#### 4) What are the online exam rules?

**IMPORTANT INFORMATION REGARDING THE ONLINE EXAMINATION RULES**

- **IF YOU DO NOT ATTEND THE ID CHECK SESSION, YOU WILL RECEIVE ZERO MARKS IN YOUR EXAM.**
- You must NOT try to get any help in this examination or give help to any other student.
- You must NOT bring any unauthorised information or materials into this examination.
- Mobile phones can only be used as a secondary webcam.
- You must NOT have any writing on your body or write notes on your body during the exam.
- Any items present in the 'examination room' must be available for inspection during the examination.
- Programmable calculators are not permitted, and your calculator must not have a cover, nor have anything written on it or any notes enclosed in it.
- The answers must be saved or submitted immediately after you have finished within the examination time.
- You cannot leave the view of the webcam (including bathroom breaks).
- Reading the questions aloud will not be permitted.
- You are not permitted to wear hats, beanies or sunglasses during the online exam.
- You cannot wear a headset or headphones at all time during the exam.
- Any student who breaks the examination rules, is found cheating, behaves in a disorderly

**5a) Will your work be saved during the exam?**

Your work is automatically saved each time when you move to a new page, and when you submit your exam.

**5b) What happens if you do not have enough time?**

All your work that you have done will be saved and your exam will be automatically submitted once your exam time is up.

**6) What happens if you are late for the exam or miss your exam session?**

If you are late by up to 15 minutes for the exam, you will still have the full amount of time to take the exam. Please note that you will still need to have your photo ID authenticated by the exam supervisor.

If you are later than 15 minutes, but no later than 45 minutes for the exam, you can still take the exam, but you will not have the full amount of time to take the exam. Please note that you will still need to have your photo ID authenticated by the exam supervisor and to obtain the access code to enter the Exam module.

If you are more than 90 minutes late for the exam, or miss it completely, you will not be allowed to take the exam. Similar to missing a paper-based exam, no marks will be awarded. If you have evidence of reasonable grounds for not being able to attend your exam, you may be eligible to apply for a Special Exam.

See the assessment policy and procedure [here](#) for more information.

**7) What if something goes wrong with my internet connection during the exam?**

If you lose your internet connection, please contact the UTS College Exams by email [exams@insearch.edu.au](mailto:exams@insearch.edu.au) or on 9218 4946. Remember to identify yourself with your student number.

## After the Exam:

### What if something goes wrong during the exam that you want to report?

Contact UTS College Exams by email [exams@insearch.edu.au](mailto:exams@insearch.edu.au) or on 9218 4946. Detail the event with supporting evidence. Remember to identify yourself with your student number.

### Invitation to take a Special Exam

UTS College Exams will contact you if you are eligible to take a Special Exam.