

Dear All,

The Term 2, 2020 exam period is fast approaching, and the Special Consideration website has been updated with additional information for students on how to prepare for online exams, including a [check list](#) of things to prepare when sitting an online exam.

In addition to this, the instructions around what a student should do if they experience a [technical issue](#) during a exam have been updated. If a student experiences a technical issue before or during an exam, they should follow the following instructions:

- Take screenshots of as many of the following as possible:
 - error messages
 - screen not loading
 - timestamped speed tests
 - power outage maps
 - messages or information from your internet provider regarding the issues experienced

All screenshots must include the date and time the issue occurred.

- If the Course Coordinator or Tutor is present online during the assessment in chat, make contact immediately and advise them of the issue.
- Submit a Special Consideration application immediately at the conclusion of your assessment and upload your screenshots.

The [fit to sit policy](#) still applies to online examinations and if a student sits an exam they are declaring themselves well enough to do so. We understand that at times a student may become sick during an exam, if during an online exam a student feels unwell to the point that they cannot continue with the exam, they should take the following steps:

- Stop working on the exam and take note of the time
- If the Course Coordinator or Tutor is present online during the assessment in chat, make contact immediately and advise them that you are unwell
- Immediately submit a Special Consideration application saying that you felt ill during the exam and were unable to continue
- If you were able to advise your Course Coordinator or Tutor of your illness during the assessment, attach screenshots of this conversation to your Special Consideration application

Kind regards,

Sarah

Sarah Patterson
Case Review Manager
UNSW Student Services & Systems
Library Building
UNSW SYDNEY 2052

E: sarah.patterson@unsw.edu.au

W: unsw.edu.au