

# End of Semester Assessments

## Student communication

### Communicating with your lecturer/unit coordinator during your assessment

You may need to contact your lecturer/unit coordinator DURING your end of semester assessment to ask a question related to a technological difficulty. The table below outlines the different modes of communication, who to contact and the process for special consideration. **Please note that your unit coordinator/lecturer will not be able to answer content related questions.**

eExams	
<b>Instructions</b>	<p>If you are completing an <b>eExam</b> you will not be able to communicate with your unit coordinator/lecturer during the assessment.</p> <p>For <b>ANY</b> technological issues during the assessment please use the contact information listed below. The issue will either be resolved on the spot or escalated to technical and exam support staff.</p>
<b>Contact information</b>	<p>You can access exam <a href="#">help and support</a> or call the Service Desk on:</p> <ul style="list-style-type: none"> <li>- <b>+61 3 9903 2777</b> (Australia)</li> <li>- <b>+60 3 5514 6200</b> (Malaysia)</li> </ul>
<b>Special consideration</b>	<p><b>What do you do if there is significant IT failure?</b> In the event of significant IT failure, you will need to apply for special consideration. To enable you to apply for special consideration you <b>MUST</b> have contacted the service desk or help and support staff via email so that they have a record of your technological issues.</p> <p><b>What do you do if you are ill during the assessment?</b> The usual <a href="#">special consideration requirements</a> apply if you don't attempt the final assessment due to exceptional circumstances beyond your control. If you fall ill <i>during an</i> assessment and are unable to continue, <b>you must obtain a medical certificate that is dated the day of the assessment and that provides evidence that you were unfit to continue.</b> You must then apply for special consideration within two working days of the assessment.</p>

Department-based assessment	
<b>Instructions</b>	<p>If you experience technological difficulties or are unwell during the end of semester assessment you will be able to communicate with your lecturer/unit coordinator using one of the modes below (depending on the unit). <b>Your lecturer will not be able to answer ANY content related questions.</b> In some cases, the communication will only be used to log the technological difficulty you have experienced. In this instance, please do not expect a reply to your communication.</p> <ol style="list-style-type: none"> <li>1. Zoom chat or voice only - This should be used with the camera OFF and only be used to ask questions related to technological difficulties regarding your assessment.</li> <li>2. Moodle chat or Moodle Forum Posts - Your lecturer will not be able to answer ANY content related questions and will only be able to assist with some Moodle-related issues such as access to files or links.</li> <li>3. Direct email - Please email your unit coordinator/lecturer providing a brief summary of your technological issues during the assessment task. Where this relates to an upload issue to a dropbox please make sure you include an attachment with your answers.</li> </ol> <p>For technological difficulties that cannot be solved by the coordinator please contact eSolutions using the contact information provided below.</p>
<b>Contact information</b>	<p><a href="#">Esolutions</a> can be contacted Monday to Friday: 8am – 10pm (AEST) via the student support numbers below:</p> <ul style="list-style-type: none"> <li>- <b>+61 3 9903 2777</b> (Melbourne)</li> <li>- <b>+60 3 5514 6200</b> (Malaysia)</li> </ul> <p>Use option 9 to get eAssessment priority.</p>
<b>Special consideration</b>	<p><b>What do you do if there is significant IT failure?</b> If there is significant IT failure or if you are unable to submit the assessment due to technological difficulty issues you will need to:</p> <p><b>Step 1:</b> Alert your Unit Coordinator by email and notify them of the nature of the issue. Where this relates to an upload issue to a dropbox please make sure you include an attachment with your answers.</p> <p><b>Step 2: AND</b> call/lodge a ticket with <a href="#">eSolutions</a> notifying them of the technological issue. Esolutions is available Monday to Friday: 8am – 10pm (AEST) via the student support number <b>+61 3 9903 2777</b> (option 9) (Melbourne) <b>+60 3 5514 6200</b> (Malaysia) to get eAssessment priority.</p> <p>Both of these timestamped records will be used as evidence in any application for <a href="#">special consideration</a>.</p> <p><b>What do you do if you are ill during the assessment?</b> The usual <a href="#">special consideration requirements</a> apply if you don't attempt the final assessment due to exceptional circumstances beyond your control. If you fall ill <i>during an assessment</i> and are unable to continue, <b>you must obtain a medical certificate that is dated the day of the assessment and that provides evidence that you were unfit to continue.</b> You must then apply for special consideration within two working days of the assessment.</p>