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.**

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<th><strong>eExams</strong></th>
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| **Instructions** | If you are completing an **eExam** you will not be able to communicate with your unit coordinator/lecturer during the assessment.  
For ANY 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. |
| **Contact information** | You can access exam help and support or call the Service Desk on:  
- +61 3 9903 2777 (Australia)  
- +60 3 5514 6200 (Malaysia) |

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<th><strong>Special consideration</strong></th>
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| **What do you do if there is significant IT failure?** | In the event of significant IT failure, you will need to apply for special consideration. To enable you to apply for special consideration you **MUST** have contacted the service desk or help and support staff via email so that they have a record of your technological issues.  
**What do you do if you are ill during the assessment?** | The usual [special consideration requirements](#) apply if you don't attempt the final assessment due to exceptional circumstances beyond your control. If you fall ill during an assessment and are unable to continue, **you must obtain a medical certificate that is dated the day of the assessment and that provides evidence that you were unfit to continue.** You must then apply for special consideration within two working days of the assessment. |
# Department-based assessment

## Instructions

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). **Your lecturer will not be able to answer ANY content related questions.** 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.

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.
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.
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.

For technological difficulties that cannot be solved by the coordinator please contact eSolutions using the contact information provided below.

## Contact information

[Esolutions](#) can be contacted Monday to Friday: 8am – 10pm (AEST) via the student support numbers below:

- +61 3 9903 2777 (Melbourne)
- +60 3 5514 6200 (Malaysia)

Use option 9 to get eAssessment priority.

## Special consideration

**What do you do if there is significant IT failure?**

If there is significant IT failure or if you are unable to submit the assessment due to technological difficulty issues you will need to:

**Step 1:** 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.

**Step 2:** **AND** call/lodge a ticket with [eSolutions](#) notifying them of the technological issue. Esolutions is available Monday to Friday: 8am – 10pm (AEST) via the student support number +61 3 9903 2777 (option 9) (Melbourne) +60 3 5514 6200 (Malaysia) to get eAssessment priority.

Both of these timestamped records will be used as evidence in any application for special consideration.

**What do you do if you are ill during the assessment?**

The usual special consideration requirements apply if you don’t attempt the final assessment due to exceptional circumstances beyond your control. If you fall ill *during an assessment* and are unable to continue, **you must obtain a medical certificate that is dated the day of the assessment and that provides evidence that you were unfit to continue.** You must then apply for special consideration within two working days of the assessment.