

Examinations Office Service Level Agreement for 2023-2024

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1. Scope and purpose of the statement

This document outlines those services provided by the Examinations Office, for the information of colleagues across the University. Where additional bespoke services are agreed, these can be found in a separate addendum.

The Examinations Office provides a range of standard services to or on behalf of the main user groups set out in section 3 below. On-request services may be accommodated where workload permits.

The Examinations Office works in partnership with the Support Centres, Henley Business School (HBS) Programme Administration and the International Study and Language Institute (ISLI) Programme Admin teams, and as such some of the activities cited below are carried out by these teams but are included here for completeness.

The organisation and delivery of examinations, students' progression and classification results, provision of resit opportunities and support of external examining are highly complex and high stakes processes involving collaboration across many staff in different parts of the University. To ensure that all parties are able to undertake their roles and responsibilities, it is **essential** to adhere to the annual timeline of dates and deadlines associated with assessment, examinations, marks and results. Delays at any stage of the timeline may have an adverse effect on other teams and compromise their ability to deliver.

2. The Examinations Office

The Examinations Office is led by the Head of Examinations and Graduation and includes:

- The Examinations Managers, the Senior Examinations Officers, the Examinations Officers and the Administrators.
- These roles are split between the Operations, Special Arrangements and Systems teams.

The services listed below will be delivered by the Examinations Office teams, working collaboratively with Schools, other Student Services teams and other specialist teams to underpin teaching, learning and development objectives as outlined in the [Student Services Mission and Vision].

3. Activities delivered by the Examinations Office

The following activities are delivered by Examinations Office staff, either on their own or in conjunction with other services. The initial point of contact (role) for each activity is indicated.

3.1 Publication of annual dates

The Examinations Office will publish the annual dates document for staff each year. This will include the dates of University Awarding Boards, University Progression Boards, etc. This document will be circulated to all staff on the distribution list, which is expected to include School Exams Officers, staff in Support Centres, HBS Programme Administration and ISLI Programme Administration, with these recipients expected to circulate the dates documents within their service, function, school or department as appropriate. In addition, the annual dates document forms a section of the online Assessment Handbook and will be uploaded to this page.

The Examinations Office will publish key dates for students on the Examinations Office webpages. This will include dates for the main assessment periods, publication of examinations timetable and results, Exceptional Circumstances request deadlines, deadlines for clearing tuition fee debt ahead of Graduation and deadlines for accepting or declining reassessment, etc.

Main point of contact:	Head of Examinations and Graduation
Dependencies and mutual responsibilities:	<ul style="list-style-type: none"> • Recipients of the annual dates document are expected to circulate these within their service, function, school or department as appropriate. • Recipients of the annual dates document are expected to make note of the events and deadlines that affect their workload and adjust planning accordingly. • Recipients of the annual dates document are expected to let the Exams Office know as soon as possible of any unavoidable issues with the timescales.

3.2 Module roll-forward

The Examinations Office will roll module information stored on the SITS:Vision database forward for use each new academic year, unless informed that the module will no longer run.

Main point of contact:	Exams Manager (Systems)
Dependencies and mutual responsibilities:	<ul style="list-style-type: none"> • Where school or department staff are aware that a module is being withdrawn and will no longer be run it is expected that they will inform the Examinations Office of this.

3.3 Assessment information

The Examinations Office will send out form 3as by email by the date specified in the dates document to Schools and Departments for information on the centrally scheduled assessment on their modules. When the form 3as are returned the Examinations Office will update information on the SITS:Vision database in line with the information provided by Schools and Departments. In addition to the form 3as for completion, the Examinations Office will send out instructions for completing these.

The form 3as contain important information on how examinations are to be delivered with regard timings, whether they are online or in-person, allowed or excluded materials (e.g. calculators, permitted texts, etc.) and set up (e.g. examinations requiring a double desk).

Main point of contact:	Exams Manager (Systems)
Dependencies and mutual responsibilities:	<ul style="list-style-type: none"> • Support Centres, HBS Programme Administration, ISLI Programme Administration and school or department School Exams Officers allocate responsibility for the task of completing the form 3as in different ways. Staff who have been allocated responsibility are expected to complete the form 3a process accurately by the deadline to ensure that assessment information for their modules is correct. • Where the Examinations Office has further queries regarding the information contained on the form 3as it is expected that these will be answered swiftly.

3.4 Scheduling of centrally organised examinations

The Examinations Office will schedule in-person and online examinations, as identified in the return of completed form 3as from schools and departments (see Assessment information section). These examinations will be scheduled during the summer term examination period (normally held over

eight consecutive weeks between April and June) and the resit assessment period (normally held over two consecutive weeks between August and September). In addition, the Examinations Office schedules examinations for students who entered the International Foundation Programme in January during an assessment period (normally held over one week in July).

These examinations will normally be scheduled to be held in buildings located on the Whiteknights and London Road campuses, for in-person examinations, and online. The Examinations Office will book rooms in these campuses sufficient to accommodate the expected number of examination sittings taking place.

School Exams Officers will be provided with advance sight of a draft timetable to provide feedback. Students are not to be provided with advance sight of any draft timetable.

The exams timetable will normally be published at least two weeks in advance of the first date of the assessment period.

Main point of contact:	Exams Manager (Systems)
Dependencies:	Rooms being available in buildings located on the Whiteknights and London Road campuses.
Dependencies and mutual responsibilities:	<ul style="list-style-type: none"> • Staff allocated the responsibility are expected to accurately complete the form 3as sent to them with information on examinations to be centrally organised, and whether these will be in-person or online. • School Exams Officers within schools and departments, Support Centres, HBS Programme Administration and ISLI Programme Administration are expected to provide any feedback on the draft examination timetable within the timeframe specified. • The Examinations Office will normally request rooms from the Timetabling & Room Booking Team as early as possible to receive priority for room bookings. • The Timetabling & Room Booking Team will prioritise requests received from the Examinations Office for the use of rooms during the semester 1, semester 2 and resit assessment period. • Where the Examinations Office becomes aware that rooms can be returned to the Timetabling & Room Booking Team, for example if the expected room requirement transpires to be greater than the required rooms, the Examinations Office will contact the Timetabling & Room Booking Team as soon as possible to cancel the booking. • Where the Examinations Office becomes aware that the initial room booking is not sufficient to accommodate the required space for examinations it is expected that the Examinations Office will contact the Timetabling & Room Booking Team as soon as possible to book further rooms and will adjust future room booking requirements accordingly.

3.5 Examination papers

The Examinations Office will notify schools and departments of the examinations that they are expecting to take place in each assessment period.

The Examinations Office will run a session for staff in the Support Centres, HBS Programme Administration and ISLI Programme Administration on paper formatting. The Examinations Office will also provide supporting documentation for this process.

The Examinations Office will receive papers from the Support Centres, HBS Programme Administration and ISLI Programme Administration for each examination period by the dates nominated within the dates document.

The Examinations Office will arrange printing of papers for in-person examinations. Once printed, these papers will be sorted by the Examinations Office and delivered to the relevant venues. The Examinations Office will add cover sheets to papers for online examinations before returning these to the Support Centre by the date nominated within the dates document.

Main point of contact:	Exams Manager (Operations)
Dependencies and mutual responsibilities:	<ul style="list-style-type: none"> • School Exams Officers are expected to delegate to relevant academic staff the task of producing examination papers suitable for the examining the assessable learning outcomes of the module. • School Exams Officers are expected to organise internal scrutiny of their papers and to allow their External Examiners with the opportunity to provide feedback on the papers. • Support Centres, HBS Programme Administration and ISLI Programme Administration are responsible for monitoring and tracking of papers submitted to them and highlighting and following up with Schools where papers are missing. • Support Centres, HBS Programme Administration and ISLI Programme Administration are responsible for the formatting of examination papers according to the guidance. • Where in-person examination papers are not returned by the relevant deadline the school or department may have to bear a cost for the printing and sorting of their papers, and accepts the risks necessitated by not affording the Examinations Office sufficient time to conduct their normal checks on in-person papers. • Where online examination papers are not returned by the relevant deadline the school or department accepts the risk necessitated by not affording the Examinations Office sufficient time to conduct their normal checks on online papers. • The Examinations Office will contact Creative & Print Services in good time to arrange printing of in-person examination papers. • The Examinations Office will contact Portering Services in good time to arrange delivery of sorted examination papers to venues for in-person examinations. • the Support Centres, HBS Programme Administration and ISLI Programme Administration are expected to engage with the training and attend this if able. • the Support Centres, HBS Programme Administration and ISLI Programme Administration are expected to engage with the documentation provided by the Examinations Office to check the papers provided by the schools and departments they support.

3.6 Past Papers Archive

The Examinations Office will annually upload examination papers to the Past Paper Archive for students to use as a revision aid.

The Examinations Office will contact School Exams Officers to request a list of examination papers that should not be uploaded to the Past Paper Archive. Multiple choice question papers will not be uploaded to the Past Paper Archive.

Main point of contact:	Exams Manager (Operations)
Dependencies and mutual responsibilities:	<ul style="list-style-type: none">School Exams Officers are expected to inform the Examinations Office of any examination papers that should not be uploaded to the Past Paper Archive.

3.7 Progression rules

The Examinations Office will update and distribute a progression rules document that outlines the threshold progression rules as published within the Assessment Handbook and programme-specific progression rules as published in the relevant programme specification. This will be distributed by the date specified within the annual dates document.

Main point of contact:	Exams Manager (Systems)
Dependencies and mutual responsibilities:	<ul style="list-style-type: none">School Exams Officers are expected to check the progression rules document for their programmes and notify the Examinations Office if they believe there to be any errors. The Examinations Office will then conduct further checks, update the progression rules document, and redistribute as necessary.

3.8 External Examiners

Nominations of External Examiners received from schools and departments by the date specified within the annual dates document will be included in papers prepared by the Examinations Office and submitted to the University Board for Teaching and Student Experience (UBTLSE) for approval.

The Examinations Office is responsible for entering External Examiners' information onto the SITS:Vision database and, acting on advice received from schools and departments, will assign External Examiners to the appropriate fee band.

The Examinations Office will issue contracts to External Examiners who have been approved by UBTLSE within following publication of the minutes of the Board of Studies.

The Examinations Office will invite External Examiners to attend a training session organised by the Centre for Quality Support and Development.

The Examinations Office will solicit and receive External Examiners reports, and on receipt of these will forward these to the Centre for Quality Support and Development. The Examinations Office will process and submit claims forms for the payment of External Examiners who have completed their report to the Payroll team within Human Resources.

Where the Examinations Office receives requests for External Examiners to be appointed for an exceptional fifth year with supporting rationale for the exceptional request, the Examinations Office will prepare papers to be submitted to UBTLSE for the appointment to be approved.

Main point of contact:	Exams Manager (Operations)
Dependencies and mutual responsibilities:	<ul style="list-style-type: none">Schools and departments are responsible for identifying potential External Examiners suitable for their programmes

	<p>and contacting those identified to ask whether they are willing to act as External Examiners. These nominations should be approved at the Board of Studies and Student Experience and then submitted to the University Board for Teaching, Learning and Student Experience (UBTLSE) for confirmation.</p> <ul style="list-style-type: none"> • Support Centres are expected to notify the Examinations Office of the scheduled date of Boards of Studies of Student Experience once these are set. • Schools and departments are expected to send details of nominated External Examiners to the Examinations Office by the date specified within the annual dates document. • School and departments are expected to provide requested information to help identify the correct fee band for their External Examiners. • The Secretary of UBTLSE will confirm to the Examinations Office which External Examiners have been approved. • The Centre for Quality Support and Development will organise an annual training session for External Examiners and notify the Examinations Office of the date of this. • Once External Examiners have been approved by UBTLSE it is expected that Support Centres will perform necessary actions to ensure that External Examiners have access suitable to allow them to conduct their role.
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3.9 Anonymous marking numbers

The Examinations Office will provide students with an anonymous marking number each year following the publication of the examination timetable, to allow their examinations to be marked and results considered without their identity being known to the marker or to internal and external examiners, in accordance with the stipulations relating to anonymity within [Section: 10 Marking](#) of the Assessment Handbook. The Examinations Office will circulate to School Exams Officers, Support Centres, HBS Programme Administration and ISLI Programme Administration a decoding list linking students' names to their candidate numbers.

Main point of contact:	Exams Manager (Systems)
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3.10 Agreeing of marks

Where the Examinations Office has been notified by the Support Centre, HBS Programme Administration or ISLI Programme Administration that marks on a module are ready, marks will be 'pulled through' enabling them to be used for the calculation of students' classification or progression results.

It is anticipated that the bulk of marks will be agreed in the lead up to the relevant mark entry deadlines, but where marks are settled in advance of the mark entry deadlines these can be agreed earlier, allowing the Examinations Office to better plan workloads.

Main point of contact:	Exams Manager (Systems)
Dependencies and mutual responsibilities:	<ul style="list-style-type: none"> • Where marks for a module are settled (normally, where marking and moderation has been done for all students' assessments on a module), it is expected that the Support Centre, HBS Programme Administration or ISLI Programme

	<p>Administration will contact the Examinations Office to notify them that these marks can be agreed.</p> <ul style="list-style-type: none"> • Where it is known that marks will not be ready to be agreed by the deadline, it is expected that the Support Centres, HBS Programme Administration or ISLI Programme Administration will contact the Examinations Office to alert them as soon as possible. • Where the Examinations Office provides memoranda for mark entry, it is expected that School Exams Officers and staff in Support Centres, HBS Programme Administration or ISLI Programme Administration will engage with these.
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3.11 In person examination invigilation

The Examinations Office will recruit and train Senior Invigilators to manage each venue used in the examination period. The Senior Invigilators will be responsible for the delegation to General Invigilators of tasks within examination venues during the assessment periods.

The Examinations Office will recruit and train General Invigilators to invigilate centrally organised examinations held in person at the Whiteknights and London Road campuses during the assessment periods.

The Examinations Office will recruit and train Special Arrangements Invigilators to invigilate and provide other specialist roles (e.g., scribing, prompting, etc.) for centrally organised examinations held in person at the Whiteknights and London Road campuses during the assessment periods.

The Examinations Office will ensure that centrally organised examinations held in person are sufficiently invigilated to ensure that examinations take place in an environment that is academically rigorous and provides students with access to necessary support.

Main point of contact:	Exams Manager (Operations)
Dependencies and mutual responsibilities:	<ul style="list-style-type: none"> • The Examinations Office will coordinate with Human Resources to recruit and employ Senior Invigilators. • The Examinations Office will coordinate with Campus Jobs to recruit and employ General Invigilators and Special Arrangements Invigilators. • The Examinations Office is not able to provide invigilation for assessments outside centrally organised examinations held in person at the Whiteknights and London Road campuses during the assessment periods. Where schools and departments have additional assessments that require invigilation it is expected that they will recruit, train and employ these themselves.

3.12 Delivery of in-person examinations

The Examinations Office is responsible for the delivery of centrally organised examinations held in person at the Whiteknights and London Road campuses during the assessment periods.

The Examinations Office will ensure that examinations are held in an environment that is conducive to the conduct of an examination.

The Examinations Office will coordinate between students and schools and departments to resolve queries that students have regarding the papers they are sitting.

Main point of contact:	Exams Manager (Operations)
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Dependencies and mutual responsibilities:	<ul style="list-style-type: none"> • The Examinations Office will coordinate with Porter Services to ensure that rooms booked for in-person examinations are set up suitably for these. • The Examinations Office will coordinate with Estates & Facilities and other stakeholders (e.g., Campus Commerce, the on-campus nursery, etc.) to ensure that examinations are held in an environment that is conducive to the conduct of an examination. • The Examinations Office will contact schools and departments to collate a list of members of staff nominated to respond to queries regarding their papers. These staff members will be available during the examination session to respond to queries. • The Examinations Office will coordinate with Postal Services to ensure that examination scripts are collected from venues and delivered to nominated recipients within the Support Centres, HBS Programme Administration and ISLI Programme Administration.
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3.13 Delivery of online examinations

Delivery of online examinations is managed by the Support Centres, HBS Programme Administration and ISLI Programme Administration. The Examinations Office will support the delivery of online examinations by directing students to the designated helpline for online examination queries.

3.14 Special arrangements

As per the Assessment Handbook, special arrangements may be made for students who have specific learning difficulties, who are ill at the time of their examinations, who have a disability, or who, for good reason, are unable to sit an examination at the specified time.

The Examinations Office will review and approve special arrangements for students as recommended by the Disability Advisory Service.

Where special arrangements recommended by the Disability Advisory Service are impractical or has the potential to disadvantage other students, the Examinations Office will consult with the Disability Advisory Service to explore potential solutions that accommodate a student's requirements in a way that is practical and maintains equitability.

The Examinations Office will ensure these recommendations are input into the SITS:Vision database and send students confirmation of their approved special arrangements.

Where the Examinations Office has approved a recommendation that students should not be penalised for poor spelling, grammar or sentence structure, the Examinations Office will create and send to the student a personalised electronic label to be attached to all coursework submitted online, and will supply yellow stickers for use in in-person examinations.

For centrally organised examinations, the Examinations Office will attempt to ensure that students are in receipt of their recommended special arrangements.

It may not be possible for students to receive their recommended special arrangements if the recommendation is not made to the Examinations Office by the dates specified in the annual dates document.

Where it is not possible for a student to receive their special arrangements for a centrally organised examination, the Examinations Office will coordinate with the Disability Advisory Service, academic staff, the Support Centres, HBS Programme Administration, ISLI Programme Administration, or other stakeholders, as appropriate, for alternative arrangements, exceptional circumstances or other actions deemed reasonable as mitigation, if any.

Main point of contact:	Exams Manager (Special Arrangements)
Dependencies and mutual responsibilities:	<ul style="list-style-type: none"> The Examinations Office will coordinate with the Disability Advisory Service to ensure that arrangements made for a student are practical and maintain equitability.

3.15 Embargo of results

The Examinations Office will agree with relevant teams the dates during which students' results are to be subject to an embargo and communicate these dates to relevant colleagues.

Main point of contact:	Exams Manager (Systems)
Dependencies and mutual responsibilities:	<ul style="list-style-type: none"> The Examinations Office will coordinate with the SIS team to ensure that students' results are not available for them to view during the period in which these are subject to an embargo. The Examinations Office will notify the Student Helpdesk, the Support Centres, HBS Programme Administration, ISLI Programme administration, staff within schools and departments and other relevant services of the agreed embargo dates. It is expected that recipients will circulate within their own teams as relevant. It is expected that staff will take note of the embargo period and abide by this, not providing students with results, unless agreed with the Examinations Office.

3.16 Mark changes

The Examinations Office will agree with the Support Centres, Henley Business School Programme Administration and ISLI (International Study and Language Institute) Programme Administration a system for the sharing of mark changes following the deadline for marks to be entered.

Where mark changes are shared with the Examinations Office following the calculation of classification or progression results, the Examinations Office will recalculate the classification or progression results for students affected by the change.

3.17 Classification of finalist students

3.17.1 Classification of finalist undergraduate students

Following the mark entry deadline for undergraduate finalists, as specified in the annual dates document, the Examinations Office will calculate undergraduate finalist students' classifications following the end of the main examination period and the entry of marks. The Examinations Office will check the classifications for anything anomalous or indicative of an error in the calculation of the classification and will resolve these or alert the schools and departments of these as appropriate.

Following the mark entry deadline for undergraduate finalists following the reassessment period, as specified in the annual dates document, the Examinations Office will calculate the classification of any finalist students who have completed reassessment on one further occasion.

Main point of contact:	Exams Manager (Systems)
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Dependencies and mutual responsibilities:	<ul style="list-style-type: none"> Where marks are not received by the mark entry deadline it may be the case that undergraduate students' classifications are not available for the scheduled Programme Examiners' Meeting, or that these will not have been checked by the Examinations Office prior to being made available. It is expected that School Exams Officers will be aware of and account for this in their Programme Examiners' Meetings.
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3.17.2 Classification of postgraduate finalist students

The Examinations Office is not currently responsible for calculating the classification of postgraduate finalist students.

Main point of contact:	Exams Manager (Systems)
Dependencies and mutual responsibilities:	<ul style="list-style-type: none"> School Exams Officers are expected to calculate the classifications for postgraduate finalist students.

3.17.3 Programme Examiners' Meetings

Once results have been calculated and checked once, the Examinations Office will make reports available to schools, departments and Support Centres for these results to be considered and agreed at Programme Examiners' Meetings. Reports will normally be made available the week before the Programme Examiners' Meeting window as specified in the annual dates document.

The Examinations Office will update the information contained on SITS:Vision in line with amendments made to the results lists, signed by External Examiners, that are returned to the Examinations Office immediately following Programme Examiners' Meetings.

Main point of contact:	Exams Manager (Systems)
Dependencies and mutual responsibilities:	<ul style="list-style-type: none"> School Exams Officers will coordinate with their External Examiners to arrange a date for their Programme Examiners' Meeting that falls within the window for Programme Examiners' Meetings. At Programme Examiners' Meetings the internal and external examiners will consider all finalist classifications. It is expected that students with £50 or greater of tuition fee debt will have their underlying result recorded at Programme Examiners' Meetings, as well as a result of 'No Recommendation'. Following Programme Examiners' Meetings, the Support Centres will immediately return to the Examinations Office signed results lists clearly indicating amendments.

3.17.4 University Awarding Boards

The Examinations Office will prepare and distribute papers, informally referred to as the 'pinks', for University Awarding Boards. These will be made available before the University Awarding Board for School Exams Officers, Support Centres, HBS Programme Administration, ISLI Programme Administration and other stakeholders to check the results for their students.

The Examinations Office will provide a secretary for each University Awarding Board, who will annotate the papers as the official minutes of the University Awarding Board.

Main point of contact:	Head of Exams and Graduation
Dependencies and mutual responsibilities:	<ul style="list-style-type: none"> School Exams Officers are expected to attend the relevant University Awarding Board for their programmes, or to nominate a representative. School Exams Officers' failure to

	attend or nominate a representative will not result in the Board being inquorate, but may result in their students' results not being correctly recorded at the meeting.
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3.17.5 Student debtors

Students who have tuition fee debt with the University (at the date set out in the student-facing dates document) to the extent that there is to be no classification recommended by the University Awarding Board will be recorded as having 'No Recommendation', but their underlying classification, where known, will also be reported and approved at the University Awarding Board.

Should a student clear their debt after the deadline their results will be published as soon as possible following the University Awarding Boards. They will however not be able to participate in the immediately occurring graduation ceremonies.

3.17.6 Changes to marks following University Awarding Boards

Where changes are made to a students' marks following the relevant University Awarding Board, the Examinations Office will seek Chair's action for any resulting change to classification from the relevant Chair of the University Awarding Board or, where time constraints make this necessary, from another Teaching and Learning Dean.

Main point of contact:	Responsible Exams Manager
Dependencies and mutual responsibilities:	<ul style="list-style-type: none"> Where a mark changes does also change a student's classification, it is expected that the School Exams Officer will obtain approval for the new result from the relevant External Examiner.

3.17.7 Publication of results

The Examinations Office is responsible for communicating both provisional and final classification results to students on the date specified within the annual dates document.

Main point of contact:	Exams Manager (Systems)
Dependencies and mutual responsibilities:	<ul style="list-style-type: none"> The Examinations Office will coordinate with the SIS team to ensure that student communications are updated ahead of each results publication. The Examinations Office will coordinate with the SIS team to publish students' results. The Examinations Office will send generic versions of results communications to relevant staff within schools and departments to aid them in discussions they hold within students as a result of these communications. Support Centres, HBS Programme Administration, and ISLI Programme Administration will receive these communications for their information. Where requested, the Examinations Office will provide Support Centres, HBS Programme Administration, ISLI Programme Administration and staff within schools and departments with the specific communications to a particular student.

3.17.8 Lesser awards

The Examinations Office will process lesser awards for students who are eligible for these and retain no eligibility for a higher award.

3.17.9 Senate approval of classifications

The Examinations Office will produce complete results lists for the approval of the Senate incorporating all results approved at a University Awarding Board or by Chair's action since the date of the last Senate results list was produced.

3.18 Diploma Supplements

The Examinations Office will produce one free Diploma Supplement for each student receiving a graduating award from the University of Reading. Students will receive these with their certificate, or will have them sent separately by the Examinations Office.

Any further Diploma Supplements purchased by students will be printed by the Examinations Office and sent to the student.

3.19 Progression of continuing students

The Examinations Office will calculate continuing students' progression result following the end of the main examination period and the entry of marks. The Examinations Office will check the progression results for anything anomalous or indicative of an error in the calculation of the progression and will resolve these or alert the schools and departments of these as appropriate.

Following the resit period, the Examinations Office will calculate the progression result of any continuing students who have completed reassessment on one further occasion.

Main point of contact:	Exams Manager (Systems)
Dependencies and mutual responsibilities:	<ul style="list-style-type: none">Where marks are not received by the mark entry deadline it may be the case that undergraduate students' progression results are not available for the University Progression Board or that these will not have been checked by the Examinations Office prior to being made available. It is expected that School Exams Officers will be aware of and account for this at the University Progression Board.

3.19.1 University Progression Boards

The Examinations Office will prepare and distribute papers, informally referred to as the 'pinks', for University Progression Boards. These will be made available to University Awarding Board members before the University Progression Board for School Exams Officers, Support Centres, HBS Programme Administration, ISLI Programme Administration and other stakeholders to check the results for their students.

The Examinations Office will provide a secretary for each University Progression Board, who will annotate the papers as the official minutes of the University Progression Board.

Main point of contact:	Head of Exams and Graduation
Dependencies and mutual responsibilities:	<ul style="list-style-type: none">School Exams Officers are expected to attend the relevant University Progression Board for their programmes, or to nominate a representative. School Exams Officers' failure to attend or nominate a representative will not result in the Board being inquorate but may result in their students' results not being correctly recorded at the meeting.

3.19.2 Changes to marks following University Progression Boards

Where changes are made to a students' marks following the relevant University Progression Board, the Examinations Office will seek Chair's action for any significant change to progression result from

the relevant Chair of the University Progression Board or, where time constraints make this necessary, from another Teaching and Learning Dean.

Main point of contact:	Responsible Exams Manager
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3.19.3 Publication of results

The Examinations Office is responsible for communicating progression results to students on the date specified within the annual dates document.

Main point of contact:	Exams Manager (Systems)
Dependencies and mutual responsibilities:	<ul style="list-style-type: none"> • The Examinations Office will coordinate with the SIS team to ensure that student communications are updated ahead of each results publication. • The Examinations Office will coordinate with the SIS team to publish students' results. • The Examinations Office will send generic versions of results communications to relevant staff within schools and departments to aid them in discussions they hold within students as a result of these communications. Support Centres, HBS Programme Administration, and ISLI Programme Administration will receive these communications for their information. • Where requested, the Examinations Office will provide Support Centres, HBS Programme Administration, ISLI Programme Administration and staff within schools and departments with the specific communications to a particular student.

3.20 Post-Results Exceptional Circumstances

Where the outcomes of students' Post-Results Exceptional Circumstances applications are shared with the Examinations Office by the deadline specified in the annual dates document, the Examinations Office will update the assessment and classification or progression (as appropriate) records of students in accordance with these and ensure that the students are entered for reassessment in the next available assessment period without increment to their attempt number. Students whose outcomes are shared with the Examinations Office following the deadline may not have their records updated, and may not be able to undertake their further attempt in the next available assessment period, but may have to wait until the following available assessment period.

Main point of contact:	Exams Manager (Systems)
Dependencies and mutual responsibilities:	<ul style="list-style-type: none"> • Where a student's Post-Results Exceptional Circumstances is known it is expected that the Support Centre, HBS Programme Administration or ISLI Programme Administration, as appropriate, will share this with the Examinations Office as soon as possible. • Where a student applies for Post-Results Exceptional Circumstances late, i.e., after the deadline, it is expected that they will be advised that they may not be able to sit their reassessment in the next available reassessment period and may have to wait until the following available assessment period.

3.21 Reassessment

The Examinations Office is responsible for identifying which students are eligible to resit and inviting these students to select the modules in which they will be reassessed.

The Examinations Office will ensure that students' records, where they have chosen their reassessment by the published deadline, correctly reflect their reassessment choices. Students opting out of reassessment after the deadline will not have their record corrected, and therefore will appear on the resit timeline or will be contacted by their schools and departments for completion of reassessments.

The Examinations Office will provide a list of students who are expected to complete reassessment before the next result processing period.

Main point of contact:	Exams Manager (Systems)
Dependencies and mutual responsibilities:	<ul style="list-style-type: none">• School Exams Officers and other academic staff are expected to be available to advise students on the selecting in which modules they will be reassessed.• As students' ability to progress to their next part or receive their intended award are affected by this choice, it is expected that staff nominated to advise students on their resit choices will be aware of their programmes' progression and classification rules.• It is expected that recipients of the resit list will circulate it to any relevant staff not on the recipients' list.• It is expected that staff receiving the resit list will check this to ensure that it corresponds with their expectations.• It is expected that staff receiving the resit list will utilise this to ensure that students have access to the correct reassessment submission points and to information relevant to allow them to complete their reassessment.

3.22 Systems and the University database

The Examinations Office is responsible for meeting with the Student Information Systems team to develop improvements within assessment and results, and for requesting RISIS Prioritisation Group developments, engaging with schools, departments, Support Centres, HBS Programme Administration and ISLI Programme Administration as appropriate.

Main point of contact:	Exams Manager (Systems)
Dependencies and mutual responsibilities:	<ul style="list-style-type: none">• The Exams Office will schedule regular meetings with the Student Information Systems team.• It is expected that the Student Information Systems team will support the Exams Office with enhancements and correcting any identified or experienced faults or errors.

3.23 Academic misconduct

The Examinations Office will support the Senate Standing Committee on Academic Misconduct by conducting the initial investigation of alleged academic misconduct occurring during in person examinations. The information collected at this stage will be sent to the relevant School Director of Teaching and Learning for the school-level interview with the student. The Examinations Office will respond to any questions raised by the Senate Standing Committee on Academic Misconduct to assist them with their investigation.

The Examinations Office is responsible for actioning relevant outcomes from the Senate Standing Committee on Academic Misconduct.

Main point of contact:	Head of Exams and Graduation
Dependencies and mutual responsibilities:	<ul style="list-style-type: none"> The Examinations Office will nominate a member of staff to interview students where academic misconduct has been alleged and will receive reports on alleged academic misconduct from the Senior, General and Special Arrangements Invigilators as relevant. The Senate Standing Committee on Academic Misconduct will consult with the Examinations Office on any variation from standard outcomes and the effect of proposed outcomes.

3.24 Senate Standing Committee on Examination Results

The Examinations Office is responsible for actioning relevant outcomes received from the Senate Standing Committee on Examination Results.

Main point of contact:	Head of Exams and Graduation
Dependencies and mutual responsibilities:	<ul style="list-style-type: none"> The Senate Standing Committee on Examination Results will consult with the Examinations Office on any variation from standard outcomes and the effect of proposed outcomes.

3.25 Senate Standing Committee on Academic Engagement and Fitness to Study

The Examinations Office is responsible for actioning relevant outcomes received from the Senate Standing Committee on Academic Engagement and Fitness to Study.

Main point of contact:	Head of Exams and Graduation
Dependencies and mutual responsibilities:	<ul style="list-style-type: none"> The Senate Standing Committee on Academic Engagement and Fitness to Study will consult with the Examinations Office on any variation from standard outcomes and the effect of proposed outcomes.

3.26 University Standing Committee on Special Cases

The Examinations Office is responsible for actioning relevant outcomes received from the University Standing Committee on Special Cases.

Main point of contact:	Head of Exams and Graduation
Dependencies and mutual responsibilities:	<ul style="list-style-type: none"> The University Standing Committee on Special Cases will consult with the Examinations Office on any variation from standard outcomes and the effect of proposed outcomes.

3.27 University Examinations Officers Community of Practice

The Examinations Office is responsible attending meetings of the University Examinations Officers Community of Practice.

3.28 Policy

The Examinations Office will be available to be consulted on new, or alteration to existing, policies, where these have an impact on the operations of the Examinations Office.

Main point of contact:	Head of Exams and Graduation
Dependencies and mutual responsibilities:	<ul style="list-style-type: none"> It is expected that those drafting new, or altering existing, policies that will have an impact on the operations of the Examinations Office will consult with the Examinations Office.

3.29 Communication

The Examinations Office will communicate with others through email, telephone or Microsoft Teams.

Where possible, the Examinations Office will provide, as appropriate, schools, departments, Support Centres, Henley Business School Programme Administration and ISLI Programme Administration with generic versions of communications as sent to students so that they can understand what has been sent.

The Examinations Office maintains the content on the [Examinations Office website](#) within the University of Reading's webpages.

Main point of contact:	Head of Exams and Graduation
Dependencies and mutual responsibilities:	<ul style="list-style-type: none">The Examinations Office will coordinate with Student Success and Engagement on student communications as requested.

4. Changes to the Service Level Agreement or non-standard activities

Any non-standard activities or arrangements that require the Examinations Office to vary from the standard arrangements set out in this document need to be agreed with the Head of Exams and Graduation.