# ONLINE EXAMS FAQS 2.2021

1.  **Will examinations continue to be online?**

Yes, the plans are to continue offering online examinations as a permanent change and we do not anticipate that we will set hand-written examinations to be written face-to-face in physical venues again.

2.  **What software platform will we be using to write the exams?**

You will be using the most popular open source learning and exam management system around. It is called **Moodle**. It is used by many universities and academic institutions. You may even be familiar with it.

3.  **Can I still take a paper-based examination if I prefer it that way?**

No, unfortunately, this option will no longer be offered.

4.  **Logins**

    - The CGISA system and the Moodle system are separate and are not interlinked. You cannot use CGISA log in details to access the Moodle system and you also cannot use the Moodle log-in details to access CGISA system. They are **two different systems**.

    - The **CGISA** system is the system used for payment, registration, financial details and academic records. This system *CANNOT* be used for assignments or exam writing purposes.

    - The **Moodle** system has been established for assignments and online exam purposes. You will need to log into the system to familiarise yourself with the system **before** the exams so that you do not struggle on the day of the exams. To log onto the Moodle system, please use the link: https://lms-chartgov.co.za/. You will have to change your password when you log in for the first time. Please do not copy and paste your username and/or password as it will give you an error – this will need to be typed in.

    - However, if you used the Moodle system to write your exams in October 2020, you can use your existing login and password details.

5.  **Will I be given a log on time or will I be able to do the exam at a time convenient for myself?**

Everyone will have to start and end at the same time, as per the published timetable. You will not be able to log on earlier than the start time. The exam will be opened at the start time.

6.  **How much time will be allowed per exam?**

Exam times for each paper are 3hrs 30 minutes (including the 15 minute reading time normally allowed). The system will be automatically set up like this – you will be able to log on as follows:

    - for the morning sessions at 08h45 and will automatically be logged out at 12h15 and

    - for the afternoon sessions at 13h15 and will automatically be logged out at 16h45.

      Your answers will be saved every few minutes and there will be a clock on your screen that will show how much time you have left. You may submit at any time during the 3hrs and 30 minutes allowed, but once you do a final submission, you will not be able to go back and review or revise your answers. You are encouraged to use all the time available.

The system has been set up to only log you out after the 3 hours and 30 minutes so, if you are idle for any length of time during the exam session, your exam paper will remain open until the cut-off time.

7. **Question paper and answering**

You will access the question paper online and will answer all questions online. The exam must be written on the Moodle system and can only be submitted via Moodle. The format of the paper will be similar to previous years. However, it will appear in an online format. The question will appear and there will be a space to type in your answer.

For the accounting and financial papers, tables will be provided in Moodle. You will need to complete the tables.

8. **Will I have a chance to practise using Moodle before the exam?**

Yes. We will give you access to the site well in advance and there will be a demo exam for you to answer at your leisure. **Please note: <u>You will not be allowed to write your exam unless you have logged in during the pre-exam period and attempted a paper</u>**. This will go a long way to preventing problems on the actual day of the exam.

**Note**: The Demo exams will only be available until **Sunday 16 May 2021.**

9. **How will the exams be structured?**

The Moodle system does not cater for sub-parts of a question. For example, if a question is a three-part question say 1.1, 1.2 and 1.3, Moodle will number these as Questions 1, 2 and 3. An instruction will be inserted at the head of each question to alert you to the fact that you need to answer all the sub-parts of a question. Practise beforehand to become familiar with this, and to ensure that you do not get confused during the exam session.

Do not press the "submit all and finish" button on the last page of the paper **EXCEPT IF YOU ARE ABSOLUTELY CERTAIN THAT YOU HAVE FINISHED**, as this will log you out of the paper and you will not be able to log back in, e.g., if you want to make changes. You are allowed one attempt only.

The system will automatically save your answers and will submit them when the time runs out even if you have not clicked the submit button.

10. **What if I answer more than the required number of questions?**

Before you start, you should read the instructions very carefully regarding the number of questions to answer. However, if you answer more than the required number, the questions with the highest number of marks allocated will be used to calculate your final mark.

11. **What will I need?**

You will need a laptop or desktop computer, an internet connection and wifi or data. To enable proctoring (online invigilation), your computer will also need to have a camera. You can purchase a camera for R200–R400.

12. **Uploading your photo**

It is essential that you follow the rules below:

- Dress appropriately. You should not look like you are in pyjamas or have just come out of the shower.

- Check that you have uploaded your profile picture which must be a "true" picture, not a photoshopped one.

- Check that your photograph is not sideways on on your profile (see example).

| Yes | No |
|---|---|
|  |  |

- Preferably have a light in front of you, rather than above your head, behind you or from the side, as the lights create shadows that make it difficult to see your face clearly.

| Yes | No |
|---|---|
|  |  |

- You must face the camera – do not turn your face sideways on to the camera.

| Yes | No |
|---|---|
|  |  |

The uploading of a profile picture on Moodle **is a prerequisite** for completing the examinations. Registration with a tuition provider is a completely separate issue and is not linked to the CGISA examination processes. If you do not follow the rules as presented here, you will be prevented from writing any examination and **will be** deregistered for the current examination sitting. You can then reregister for the next examination and will be required to pay the applicable fees.

13. **What is camera etiquette?**

- Ensure that your camera is ON. The following is not acceptable and will result in your paper **not being marked**. **BEFORE** the exams, test that your camera is working.



- Do not cover your camera while you are writing the exam. The following is NOT acceptable and **will** result in your paper **not being marked**.



- You must face the camera – do not turn your face sideways on to the camera while writing.

| Yes | No |
| --- | --- |
|  |  |

14. **Can I do the examination online if I don't have any of the right equipment?**

No, you must make sure you have the specified equipment in order to write the examination in this way. We do not require you to own all the equipment but you do need to arrange to have use of it at the time of the exam.

15. **If I do not have a computer, am I going to be able to do this on my phone?**

This is not possible or permissible. You must be able to work from a laptop or a desk-top computer.

16. **What if I do not have access to a computer and internet connection?**

You must make an arrangement to get access.

17. **Will I be able to write the exam on a tablet?**

The site is compatible with a tablet; however, as the exam is made up of essay-style questions requiring long text responses it is not advisable to complete your exam on a tablet. If you have an external keyboard for your tablet, then it  may be feasible. However, it is always better to use a computer to write the exam.

**18. How will we be able to answer calculation questions in the finance examinations?**

The platform we will use for the online examinations is adaptable and has features which are designed especially for answering the calculation elements of questions. If you are taking a finance examination, you will be able to access a past paper and experiment with writing your answers when you do your trial session.

For Finance for Decision-Making, the formulae you may need are available in the prescribed textbook. You will also receive an email with all the formulae that are used in Finance, not just the specific formulae that are required in the examination. It is the student's responsibility to ensure that you have access to the formulae on the day of the exam. The formulae will not be provided on the Moodle system as in the previous examination.

**19. Will I be allowed to use a calculator in the finance examinations?**

Yes, you will be allowed to use your own calculator. A financial calculator may be used.

**20. Plagiarism**

Plagiarism (copying verbatim from another source) is regarded as cheating in an examination and is an unethical practice.

You will be asked to make a declaration before you start writing that you will not commit plagiarism and that your answers will be your own work. You MUST therefore answer questions in your own words in order to demonstrate that you have understood the question.

Please note that all scripts will automatically be submitted to Turnitin (a plagiarism checker) before the examiner sees them, and a plagiarism report will be generated. This report will show the extent of any plagiarism that has been committed. This means that anything you copy from a website, textbook or article will be flagged, and marks will be deducted according to the severity of the problem. The table below reflects how this will be applied.

| PLAGIARISM TURNITIN | MARKS TO BE DEDUCTED |
|---|---|
| Less than 24% | 0% |
| 25 − 29% | 7% |
| 30 − 39% | 14% |
| 40 − 49% | 21% |
| 50 − 59% | 28% |
| 60 − 69% | 35% |
| 70 − 79% | 42% |
| 80 − 100% | **Will not be marked** |

**21. What is going to happen to students who don't have fast typing skills?**

We have made this announcement as early as we could so that students can familiarise themselves with the online system and make the necessary arrangements. Most students will be

required to type at work and all students will be familiar with typing on cell phones. We do recommend that students use this time to make sure that their typing speed is up to completing answers in the time-frame and to improve it if not. However, we have given all students an extra 15 minutes to write the paper.

**22. Will CGISA be providing me with data?**

No, you will have to provide your own data for each 3-hour 30 minute exam as we are not able to assist you. Exams cannot be written using a cell phone. You must use a laptop or desktop computer and must have access to wi-fi. You should write from home, from work, or from a friend or relative who has wi-fi.

**23. Who can we contact/email our questions to?**

We have set up a helpdesk. The helpdesk is available before the exams as well as during each examination sitting. The helpdesk will assist you with technical queries on how to use the system. You are encouraged to practise until you are thoroughly familiar with the Moodle platform. Contact [moodle@chartgov.co.za](mailto:moodle@chartgov.co.za).

**24. How can I get assistance during the exam?**

You can use the same helpline and email address used for support during the practice sessions.

**25. Which browser should I use?**

We advise that you use **Chrome** or **Firefox**. Try to avoid using **Edge**.

**26. What if I experience internet connectivity interruptions/ issues during the exams?**

It is recommended that you use an **ethernet cable** connected to your router, rather than an online or remote connection. This is more reliable, especially when other people may be using the wifi. These are easily available from your local tech-shop or on Take-a-lot.



If you have these technical issues on the day of the exam, you need to advise the help-desk as soon as possible. These messages will be monitored throughout the examination. Candidates must have their student numbers readily available so that the necessary arrangements can be made which will only be permissible for that candidate. The paper must, however, be completed on the day indicated on the timetable.

**27. If I have forgotten my password, how do I get a new one?**

26.1 Students who wrote exams last year

If you wrote the online examinations last year, your password remains the same. Please **do NOT email** [moodle@chartgov.co.za](mailto:moodle@chartgov.co.za) in this regard. Please click on the "forgotten my password" link and you will be able to create a new password.

26.2 Students who are writing for the first time in May 2021.

New students have been sent their passwords via email, but if you have already logged in and forgotten your password, please **do NOT email** [moodle@chartgov.co.za](mailto:moodle@chartgov.co.za). Please click on the "forgotten my password" link and you will be able to create a new password.

**28. What happens if I have load shedding on the exam date?**

There are many ways to address this. Be prepared and plan ahead. Here is some advice.

(a) Try to make an arrangement to write in an office where there is a generator that will "keep the lights on" so to speak. Be proactive and speak to your employers ahead of time to make the necessary arrangements. OR

(b) Check your load shedding schedule and if it is during the time of the exam, then make arrangements to sit the exam in another suburb or area that will not have load shedding during the exam time. OR

(c) Ensure you have a laptop with a battery that will last for the duration of load shedding and have mobile data available through your phone. Make sure that your phone is fully charged. Ensure you know how to connect your computer to your phone's hotspot feature. Make sure you have airtime to buy data. Know how to buy data. Have a spare sim card from another network with airtime and/or data as well. OR

(d) A UPS is an ideal solution to load shedding. A UPS is a battery that charges while the power is going. As soon as there is a power cut, it immediately switches to battery and the power supply remains uninterrupted. These little gadgets are relatively cheap to buy and can be real life-savers if load shedding catches you unawares. A 1000 volt-amps UPS should work for about three or four hours. It will power a laptop, a light and your wifi router. Cost-effective power banks are available from a range of suppliers. **OR**

(e) As a last resort, send an email query to the help desk ([moodle@chartgov.co.za](mailto:moodle@chartgov.co.za)), so that the time can be extended until such time as the load shedding is over. This can only be done **on an individual basis** and you must advise the Institute as soon as possible of the problem. Proof of load shedding will need to be provided; e.g., a screenprint from a load shedding schedule for your area. An easy one can be obtained from [https://mydorpie.com/Load-Shedding/South-Africa/Eskom-and-Municipal-Schedules](https://mydorpie.com/Load-Shedding/South-Africa/Eskom-and-Municipal-Schedules)

The administrator will review your submission, and will extend your exam time on the Moodle system in line with the schedule supplied.

The exams will not be postponed to another date and must be completed on the date as per the timetable.

If these arrangements cannot be made, your examination will need to be postponed to the next sitting.

29. **How can I avoid exam related emails going into junk box?**

All the emails relating to the exams will come from existing Chartered Governance email addresses or from the new Exam and Learning Management email address - **noreply@lms-chartgov.co.za.**

To avoid these emails going into your junk or spam email folder, please add the address or domain to your permitted or safe or allowed list if that is a feature on your email.

Otherwise, please check your **spam** or **junk** folders. Gmail does not have a permitted or safe list and thus please check your spam folder if you are using Gmail. If you are using **Outlook**, please use the tool shown below.
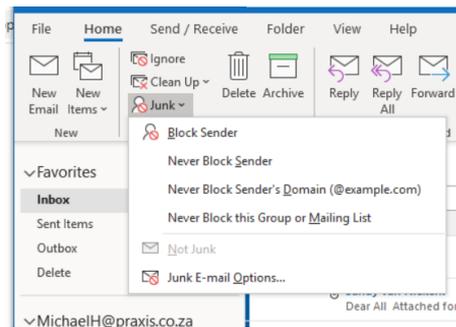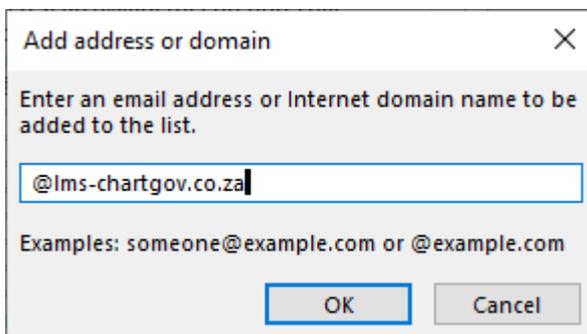
If you have an email from **noreply@lms-chartgov.co.za** then make sure it is selected and then you can select **Never Block Sender's Domain**.

If you do not have an email from **noreply@lms-chartgov.co.za** then select **Junk E-mail Options** and click the **Safe Senders** tab.
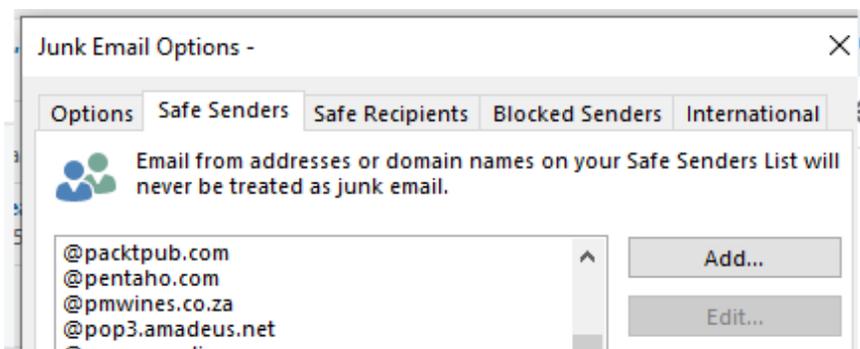


Then click **Add** and type **@lms-chartgov.co.za** or **noreply@lms-chartgov.co.za** then click **OK**



30. **How does the Moodle editor work?**

The editor is very much like a word processor. It uses the same icons as your word processor. You will be typing your answers into answer boxes. You can edit and format your answers very much like MS Word. When the editor ribbon is first shown it has tools for only the basic functions – Bold, Italics, bullets, numbered list, hyperlinks and inserting media. If you click the top left tool it will add two ribbons with more tools.
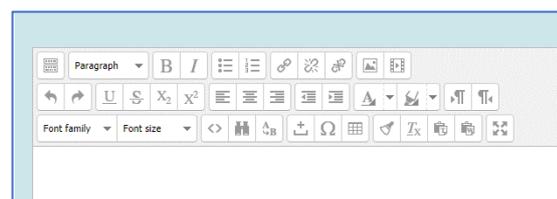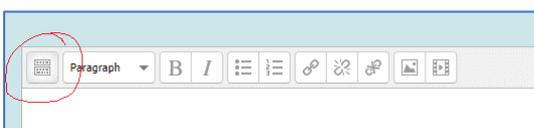
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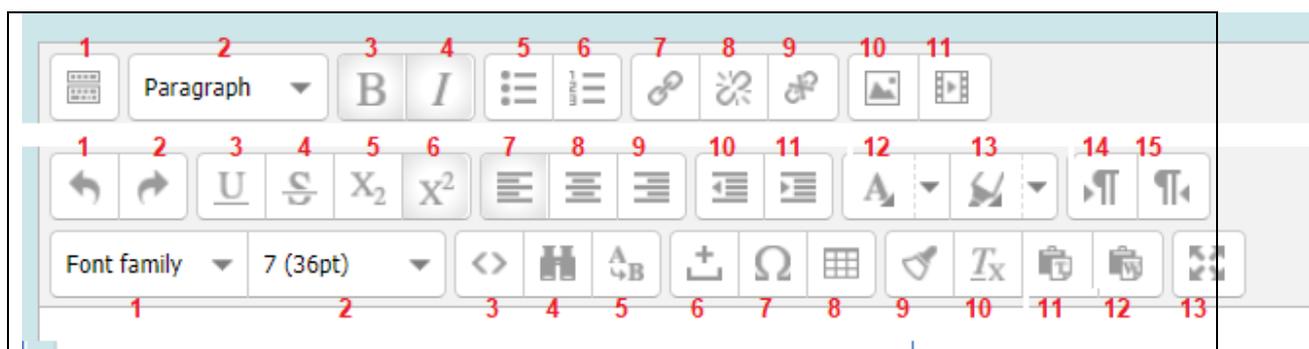


| Ribbon 1: | Ribbon 2: | Ribbon 3: |
|---|---|---|
| 1. Expand toolbars | 1. Undo | 1. Font |
| 2. Formatting | 2. Redo | 2. Font size |
| 3. Bold | 3. Underline | 3. Edit HTML (avoid this) |
| 4. Italic | 4. Strikethrough | 4. Find |
| 5. Bulleted list | 5. Subscript | 5. Find/Replace |
| 6. Numbered list | 6. Superscript | 6. Insert non-breaking space |
| 7. Insert hyperlink (ignore) | 7. Text alignment left | 7. Insert special character |
| 8. Remove hyperlink | 8. Text alignment centre | 8. Insert table |
| 9. Stop auto linking | 9. Text alignment right | 9. Clean-up code (ignore) |
| 10. Insert image (ignore) | 10. Background colour | 10. Paste (disabled) |
| 11. Insert video (ignore) | 11. Text Indents direction | 11. Paste (disabled) |
| | 12. Text colour | 12. Paste (disabled) |
| | 13. Background colour | 13. Toggle full screen |
| | 14. Text direction | |
| | 15. Text direction | |