

## ONLINE EXAM FAQS 4

### 1. Why are examinations being moved from physical centres to online?

We already had plans to move part of the assessment process online this year, but the Covid-19 pandemic has led us to fast-track this work. We cannot be confident that we will be able to host examinations in physical centres so we need to plan for exams in a different way.

### 2. Will examinations continue to be online after the October session?

Yes, we are making these arrangements as a permanent change and we do not anticipate that we will set hand-written examinations in physical centres again.

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

No, unfortunately, we are unable to offer this option as we will no longer be booking physical centres and invigilation teams.

### 4. Do I need to re-register?

No, you do not need to re-register. If you registered in May your exam was transferred to October. You can however at any time add additional subjects to your existing registration.

### 5. Logins

- The **CGISA** system is your normal system used for payment, registration, access to assignments, financial details and academic records. This system **CANNOT** be used for exam writing purposes. You cannot use CGISA log in details to access Moodle system and you also can not use Moodle log in details to access CGISA system as they are **two different systems**.
- The **Moodle** system is for online exam purposes and to be used for the October 2020 examinations only. You will need to log into the system to familiarise yourself with it 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.

### 6. What will I need?

You will need a laptop or desktop computer, an internet connection and a Wi-Fi or data.

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

No, you do need to make sure you have everything you need in order to sit 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.

### 8. 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.

### 9. Question paper and answering?

You will receive the question paper online and will answer all questions online. 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.

### 10. 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 consider how the online system will work and make arrangements. Most students will be required to type at work. 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 30 minutes to write the paper.

### 11. How much time will be allowed per exam?

Exam times will be extended by half an hour for each paper and will now allow for 3hrs 45 minute. This includes the normal 15 minutes reading time. 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 12h30 and
- for the afternoon sessions at 13h15 and will automatically be logged out at 17h00.

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 45 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 45 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.

### 12. Will CGISA be providing me with data?

No, you will have to buy your own data for a 3-hour exam. We are not an Institute of Higher Learning and have no arrangements with cell phone companies. 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 relative who has wi-fi.

### 13. Will the exam be administered like the assignment where you receive an email and submit via email?

No, the exam must be written on the online platform and will be submitted on the online platform.

### 14. Who can we contact/email our questions to?

We have set up a helpdesk. The helpdesk will be available three weeks 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@chartsec.co.za](mailto:moodle@chartsec.co.za) We will advise you closer to the time of the hours during which the helpdesk will operate and of the contact information.

### 15. How can I get assistance during the exam?

You can use the same helpline and email address used for support during the trial period.

### 16. How will the exams be structured?

The exams will be structured as they are now. The only change is to the delivery format. This is with the exception of Introduction to Business Law and Advanced Business law where compulsory multiple-choice questions have been introduced.

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 don't 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 corrections. 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.

### 17. What if I experience internet connectivity during the exams?

You need to advise the invigilator as soon as possible by contacting the help-desk. These messages will be monitored throughout the examination. Candidates must have their student numbers readily available so that the necessary postponements can be arranged which will only be permissible for that candidate. The paper must, however, be completed on the day indicated on the timetable.

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

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

### 19. 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 be able to log on earlier than the start time. The exam will be opened at the start time.

### 20. 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 that can last during the load shedding and have mobile data available through your phone. Make sure that your phone is fully charged. Ensure you know how to connect to use 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 also with airtime and/or data. 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 Wi-Fi 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@chartsec.co.za](mailto:moodle@chartsec.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 must be planned in advance. **CGISA will not be able to do this while you are actually writing your exam.** Proof of load shedding will need to be provided. e.g. a screen print 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>

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 May 2021 sitting.

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

You must make an arrangement to get access. You do not need a camera on your laptop or computer.

**22. 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 is useable. It is always better to use a computer to write the exam.

**23. 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.

**Note:** The Demo exams will only be available until **Saturday 24 October**.

**24. Plagiarism**

Plagiarism 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.

**Sliding scale of mark deductions**

<b>Level of plagiarism</b>	<b>Percentage to be deducted</b>
10%	5%
11-20%	10%
21-30%	25%
31-40%	50%
41% +	No marks will be awarded for that question

**25. 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.

**26. 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. Formulae sheets will be sent via email to the Finance for Decision-Making students before the examination.

Formulae will be sent to the Finance for Decision-Making candidates ahead of time and will be typed into the answer blocks on the Moodle system where necessary for you to apply. You do not have to remember any formulae.

## 27. Which browser should I use?

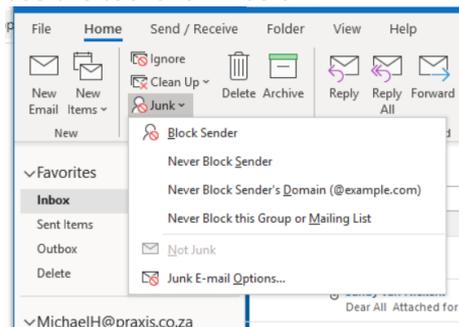
We advise that you use **Chrome** or **Firefox**. Try to avoid using **Edge**.

## 28. 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**.

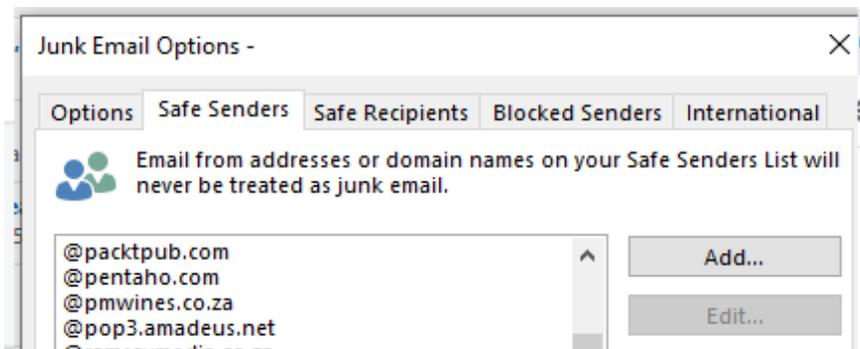
To avoid these emails going into your junk or spam email folder, please add the address or domain to your permitted or safe or allowed list if that is a feature on your email.

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.

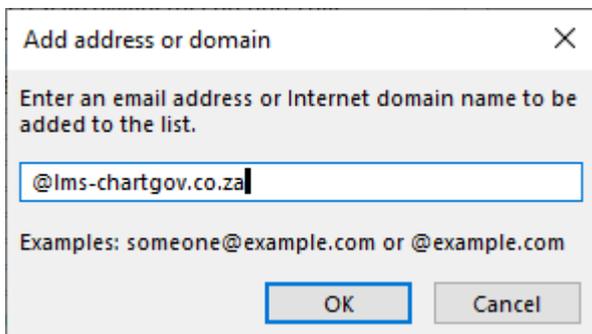


If you have an email from **noreply@lms-chartgov.co.za** then make sure it is selected and then you can select **Never Block Sender's Domain**.

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.

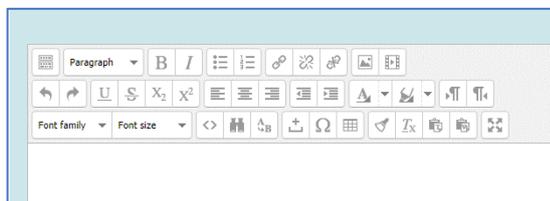
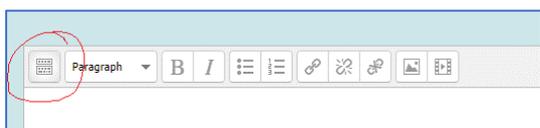


Then click **Add** and type **@lms-chartgov.co.za** or **noreply@lms-chartgov.co.za** then click **OK**

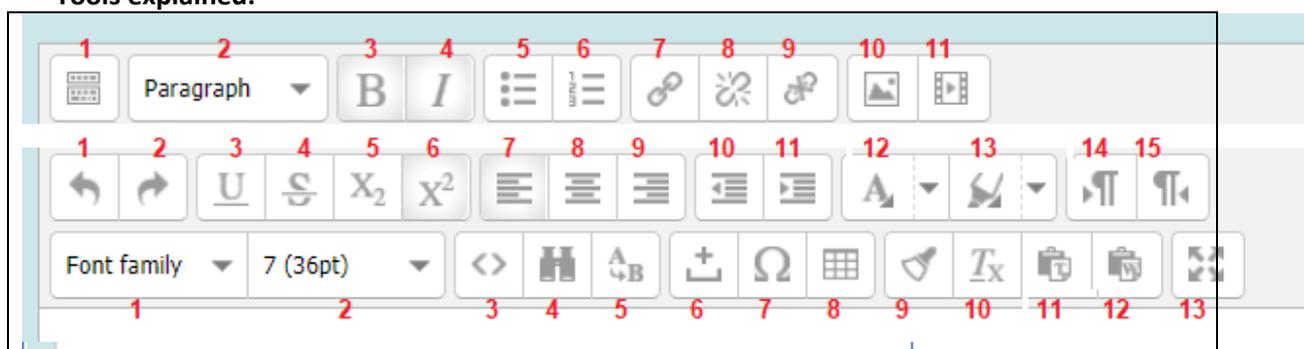


## 29. How does the Moodle editor work?

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 a word processor. 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.



### Tools explained:



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	

## 30. Will I be allowed to use a calculator in the finance examinations?

Yes, you will be allowed to use your own calculator.