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1. PURPOSE

The purpose of this policy is to detail the assessment structure for students completing formative and final summative assessments on any one of the ICB modules.

2. STUDY PROGRAMMES

The ICB offers the following three programmes of study:

PROGRAMME	QUALIFICATIONS
Financial Accounting Programme	<ul style="list-style-type: none"> National Certificate: Bookkeeping, NQF Level 3 Further Education and Training Certificate: Bookkeeping, NQF Level 4 National Diploma: Technical Financial Accounting, NQF Level 5 National Diploma: Financial Accounting, NQF Level 6
Business Management Programme	<ul style="list-style-type: none"> National Certificate: Small Business Financial Management NQF Level 4 Higher Certificate: Office Administration NQF Level 5 National Diploma: Financial Accounting NQL Level 6
Office Administration Programme	<ul style="list-style-type: none"> Certificate: Office Administration, NQF Level 5 Higher Certificate: Office Administration, NQF Level 5 Diploma: Office Administration, NQF Level 6

3. THE ASSESSMENT STRUCTURE

When students register to study an ICB course, they also need to register to be examined for it. The purpose of the assessments is to determine a student's competency within a particular subject. The ICB applies the methodology of continuous assessment and has a specifically designed Portfolio-of-evidence (PoE) that the student throughout the learning phase completes.

3.1 Portfolios-of-Evidence (PoE)

The ICB uses PoE's to conduct assignments and tests, and in some cases, the online final exams. The student will be required to complete assignments and tests as part of the PoE during a course. All PoE tasks must be completed prior to the final exam. An ICB registered assessor examines all the PoE work, who uses it to student competence in a particular subject. Guidelines for completing the digital PoE are provided.

All PoE's are digital, with immediate access given on the conclusion of registration. Each PoE is personalised according to the modules that a student is registered for and is accessed on the digital platform called MACCI.

The work completed during the course counts for 30% of the overall mark for the module. The final exam counts for 70% of the total; a subminimum mark of 50% is required in order to pass the exam. An overall result of 60% or higher is required in order to pass the module. Final examinations are written on specific dates as determined by the ICB

The PoE will contain the elements below, which contribute towards the final result:

Formative Assignment 1	<ul style="list-style-type: none"> Online assignment To be completed on MACCI and is auto marked. 	30% (no minimum to pass)
Formative Assignment 2	<ul style="list-style-type: none"> Online assignment To be completed on MACCI and is auto marked. 	
Formative Assignment 3	<ul style="list-style-type: none"> Paper-based assignment Assignment to be downloaded from MACCI and a completed handwritten assignment must be scanned and uploaded as a single .PDF document. 	
ICB Test 1	<ul style="list-style-type: none"> Digital Test completed prior to the final exam. The test is auto marked. 	
ICB Test 2	<ul style="list-style-type: none"> Digital Test completed prior to the final exam. The test is auto marked. 	
Final Exam	<ul style="list-style-type: none"> Paper-based final exam at an official exam venue or approved college OR Online assessment – to be completed online in a secure location 	70% (50% minimum to pass)
TOTAL:		100% (60% minimum to pass)

3.2 Assessments

3.2.1 Each ICB programme is designed to have specific outcomes. These outcomes are measurable competencies that the student will be able to do and understand due to their studies. Explanations of these will be included in the PoE. These documents can also be found on the ICB website.

3.2.2 Each outcome requires a certain amount of time for the student to achieve it. Credits represent these hours. As defined by the South African Qualifications Authority (SAQA), one credit equals ten notional hours. Notional learning hours are considered to be the time taken by the average student to achieve the specified learning outcomes.

The number of credits required per qualification as general examples from SAQA are:

- National Certificate: 120 credits
- Further Education and Training Certificate: 120 credits
- Diploma: 240 credits

3.2.3 Registered assessors must mark all subjects. The ICB manages this and makes sure that qualified, FASSET-registered assessors set, mark and moderate students' work. This ensures consistency and high standards.

3.2.4 Every year, the ICB updates the course content on all modules. This guarantees that module content is up to date and relevant – and that students learn about the latest trends and practices in legislation, tax and the industry. Updated subjects are examined from April every year. Should

a student need to retake an exam, it is important to take note of any changes in the module content

3.2.5 Business Literacy is one assessment subject.

- Students will enter one Business Literacy exam but receive three results letters, one for each NQF level.
- The three sections are:
 - Section A made up of questions at NQF 3
 - Section B comprises questions at NQF 4
 - Section C consisting of questions at NQF 5

3.3 Exam Venues

Final exams are held at approved exam centres. Exam venues are arranged/approved by the ICB. Before a student attends an exam, they need to ensure that they read and understood this policy. The ICB provides question papers to the person responsible for conducting the exam. The ICB may not accept exams written at incorrect venues. Students may only write their exams at an allocated exam venue. The exam venue will also be indicated on the student's exam entry confirmation. Exam venue capacity is limited, and it is the onus of the student to register timeously for an exam to ensure accommodation at an exam venue closest to them.

3.4 Registering for Exams

3.4.1 When students start studying an ICB programme for the first time, they must register online and pay the annual registration fee. Registration is via the ICB Student Portal (see www.icb.org.za). The ICB does not accept paper-based registration forms.

3.4.2 Students need to register for assessments on the student portal. The student is registered for assessments in the subjects they have chosen – in registering for assessments, the student has signed up for the tests, assignments and exams. Should a student want to change a registered exam date, they will have one opportunity to postpone the exam to the subsequent exam sitting/date. There is a cost involved in exam postponement. The cost is referred to in the current version of the ICB's Fees Guide.

3.4.3 Exams take place on fixed dates during the year. Students must apply for exams before the closing date for each exam. Deadlines for exam registration are published on the student portal and ICB website. If a student does not register for an exam before the closing date, the registration will be carried forward to the next exam date.

3.4.4 Distance and self-study students must submit exam entries via the student portal. Face-to-face study students will register for exams via the accredited provider with whom they are enrolled.

3.4.5 Incomplete forms or payments will void an exam application.

3.4.6 Once registered for an examination, the student will be registered on MACCI and receive a password for MACCI.

3.4.7 Only first-time MACCI users will receive a login email, and anyone who has used the platform

before must use their current login details.

- 3.4.8 It is the student's responsibility to ensure that they have access to the digital PoE and that it's the correct one for the programme.

3.5 Assignments

- 3.5.1 The three assignments that make up the PoE's formative mark have been designed to prepare students for the tests and the final exam.
- 3.5.2 These assignments are to be completed under uncontrolled conditions. Assignments one and two are auto marked, and students will receive their results on submitting the completed assignment. Assignment three is manual marked.
- 3.5.3 Students will be required to complete assignments one and two online. The third assignment will be downloaded from the digital PoE, completed offline and then uploaded to the digital PoE as a single PDF document. Should a student not submit the assignments (online) before the final exam, the assignments will not be counted towards the final mark and may result in the student being declared 'Not yet competent' (failing the subject). Students will receive a mark of 0% for unsubmitted assignments.

3.6 Tests

- 3.6.1 Students are required to complete two multiple-choice tests on MACCI, which will be automatically marked, and results made available immediately to the student.
- 3.6.2 Tests are not scheduled at a particular time but are taken when the student is ready. However, the tests must be completed prior to the final exam; no exceptions will be made.
- 3.6.3 The digital tests will be timed to prepare students for the final exam, which is timed and to ensure the continued academic integrity of the ICB programmes. This will apply to all students, whether classroom-based or distance/correspondence / private students.

3.7 Timetable

- 3.7.1 At the end of each module is the final exam. The ICB publishes timetables for these in the annual prospectus and on the ICB website. The ICB reserves the right to cancel, amend or re-schedule exams due to operational requirements or at its discretion.
- 3.7.2 A single timetable is published for each academic year, containing dates for classroom-based, distance and independent students studying any of the three ICB programmes. The timetable includes dates for both online and paper-based exams.
- 3.7.3 Students are expected to complete their PoE by exam day (or any other deadlines given), and the student will be given zero for any missing sections of their PoE.

3.8 Final Exams at a physical exam venue

- 3.8.1 The student will need to sign the ICB attendance register when entering the exam venue on the exam day. Once the student has completed the exam, they give the question paper and the answer book to the invigilator. The invigilator will sign that they have received it, alongside the student's signature. Should a student complete a final online assessment, the login status will confirm attendance.
- 3.8.2 The Invigilator will then arrange to send all exam scripts to the ICB offices in Cape Town on the first working day after the final exams. The ICB's Exam Administrator records all incoming exam material on the database and then forwards these to the registered assessors for marking.
- 3.8.3 The ICB is not responsible for any late scripts. If the scripts are not received on time, they may not be marked, and the student may be recorded as not having written the exam.
- 3.8.4 If there is a contradiction between the documents received by the ICB and the attendance register, the ICB will investigate and has the right to reject any submission and record a student as being absent for the exam.
- 3.8.5 Students and college staff may not retain or distribute copies of the exam question papers. Students must hand over the ICB exam question paper to the invigilator upon completion of their exam.
- 3.8.6 The PoE consists of the ID verification, system checks, assignments, tests and admin sections that must be completed **by the due date as per the timetable**.
- 3.8.7 Failure to **complete the PoE in full AND by the due date** will result in the learner's exam entry being **disqualified**. Disqualification means that the learner will **NOT be allowed to write the final exam**. The learner will thus forfeit that exam entry entirely.

3.9 Final Exams written online

- 3.9.1 Students will only be permitted into the online exam room if all sections of the Digital PoE have been submitted by the due dates. This includes all the pre-exam system checks etc.
- 3.9.2 The submission of the exam script will be instantaneous and will be done digitally via the internet once the student presses "submit".
- 3.9.3 The entire PoE including the ID verification, system checks, assignments, tests, admin sections and preparation quiz must be completed and submitted by the **PoE due date that is published on the ICB timetable**.
- 3.9.4 Failure to **complete the PoE in full AND by the due date** will result in the learner's exam entry being **disqualified**. Disqualification means that the learner will **NOT be allowed to write the final exam**. The learner will thus forfeit that exam entry entirely.

3.9.5 Students and college staff may not produce, retain or distribute copies of the exam questions. Students thus may not take images, screenshots, print or save copies (i.e. pdf) of the online exam.

3.9.6 Students may only take a screenshot of a particular question if they are querying a possible error with the question and have been requested to send a screenshot of the problematic question by the ICB live chat team during an ongoing exam.

3.10 Online Submission Window and Deadlines

3.10.1 The ICB will provide the deadline date for all submissions of tests and assignments. Students are expected to adhere strictly to these.

3.10.2 If there are extenuating circumstances, then a late submission may be reviewed at the discretion of the ICB. These are reviewed on an individual basis based on the evidence submitted with the request by the student.

3.10.3 Circumstances that will be considered for changing an assessment due date are:

- Administrative error in entering an incorrect date by the ICB
- Technical and/or connectivity errors when submitting assessments by the ICB

3.11 Quality of Work Submitted

3.11.1 Students are responsible for the quality of work submitted.

3.11.2 It is the student's responsibility to check and resolve any corruption in transit; coursework submission receipts are provided for this purpose. Online assessment extends this responsibility to the student, checking the submission quality after it has been submitted. Any work submitted has been corrupted in transit, including any resubmissions, to the extent that the final submission cannot be assessed. The work will be given a mark of zero.

3.11.3 Students must always double-check their work before submitting. Once the student has submitted their work and the submission portal has closed, the ICB will not re-open the portal or allow email submissions where a student or college has uploaded an incorrect document i.e. an incorrect assignment

3.12 Student Failure to Submit as per Instructions

In instances of a student submitting an electronic file for assessment that fails to comply with the published instructions, and the work cannot be assessed as a result (e.g., the file type cannot be opened and read), then this work will be given a mark of zero. This recognises that a submission has been made by the deadline but cannot be assessed.

3.13 Extenuating Circumstances

3.13.1 The only grounds for consideration of student extenuating circumstances regarding the online submission process is evidence of the ICB system failure. Online connection speed or other

time-based over subscription delay will not be considered a system failure and therefore are not grounds for extenuating circumstances.

3.13.2 Submission of Extenuating Circumstances will only be accepted using the approved ICB process.

4. MARKING AND RESULTS

- 4.1 All ICB registered examiners are provided with marking memorandums, marking strategies, rubrics and descriptions of competencies. These help them examine all learner assignments and exam scripts accurately and fairly across the board. When the assessor has finished marking a student's work, they will decide whether the student is 'Competent' (passed) or 'Not yet competent' (has not passed).
- 4.2 The ICB releases results on fixed dates during the year, and student results will be released on the next 'results release date' after the final exam. Release dates are published in the prospectus and on the ICB website. Results are released if fees are up-to-date and provided that the ICB has received all the completed PoE's on time.
- 4.3 If a student is doing classroom-based study, the ICB sends the results to the college who will release them. (The college will get the results if they have followed all the ICB's policies and procedures properly and if their account with the ICB is not in arrears.) Distance learning or private students will have their results sent directly to them. In addition, distance and private students can also get their results from the student portal.
- 4.4 Students will receive an individually addressed letter showing their exam results. If a student is enrolled at an accredited tuition provider, the provider will give this letter to the student. Distance learning and independent/private students will have these letters posted to them. ICB Programme Certificates will be available between 6 and 8 weeks after the published result release date. Students who have not received their programme certificates eight weeks after the result release date need to contact the ICB.
- 4.5 As per SAQA regulations, student PoE's will be retained for a set period of time in case results need to be verified by SAQA. As per regulation, PoE's are held by the ICB for a period of 5 years and are not returned to the student or provider.
- 4.6 Providers or students may not use past question papers for practice purposes as these remain the property of the ICB.

5. MODERATION OF ASSESSMENTS

The ICB has strict quality assurance practices to ensure that the exam process aligns with best practices. All results are carefully checked before they are released, and a minimum of 10% of all PoE's are sent for moderation. This means that external moderators check that they have been marked fairly and

consistently.

6. EXAM INVIGILATION

- 6.1 There are three types of Invigilators
 - a. appointed by the ICB (at external exam centres) or
 - b. by a college (if it is an accredited assessment centre).
 - c. Or via proctoring (online exams)
- 6.2 Invigilators are there to ensure that the exams are run correctly and according to ICB standards. Their decisions on any matters at the exam are final.
- 6.3 Invigilators must not have a teaching / facilitating or similar role/relationship with the students sitting the exam. Invigilators must be independent and cannot be the students' tutor(s)
- 6.4 The invigilator in charge must let the ICB know about any exam irregularities or misconduct. While expelling a student from an exam is always a last resort, the invigilator has the power to stop the exam of anyone who misbehaves.
- 6.5 The ICB will perform certain "electronic invigilation" (proctoring) activities and inspections before, during and after the online exams to validate the authenticity of the assessments.
- 6.6 If an invigilator suspects a student of cheating or copying in an exam, they will mark where they think this occurred on the student's answer paper. They will also write a detailed report about the suspected offence and add this to the student's answer script(s). If the invigilator is satisfied that the student has stopped copying/cheating, they may permit the student to continue with the exam. The Academic Board will review the invigilator's report and decide whether or not to assess the exam.
- 6.7 In the event of any examination irregularity or grievance relating to an assessment involving an online assessment, the Academic and Compliance Manager must be informed on the day of the exam to ensure appropriate procedures are followed (as is the case with other examinations).

7 EXAM INSTRUCTIONS & CONDUCT

- 7.1 Exams will be conducted as per the published exam timetable for the academic year at designated venues or online.
- 7.2 Students must ensure that all PoE sections are fully completed prior to the day of the final exam.
- 7.3 Should the ICB suspect a student has been involved in any misconduct during an exam, the case will be referred to the Academic Board for investigation. The ICB can also withhold a student's results until the investigation is completed and an outcome determined.
- 7.4 Here are the Guidelines and Rules for Exam Conduct:

Guidelines and Rules for Exam Conduct:		
	Physical Exam Venue	Online Exam
Arrival & start of the exam	<ul style="list-style-type: none"> Students are required to arrive a minimum of 15 minutes prior to the start of the exam. 	<ul style="list-style-type: none"> Students must log in to the assessment platform 30 minutes before the exam start time on the exam day. Students must have completed all their online exam pre-checks and submitted their PoE. Once these are complete and the exam start time arrives, the student will have 3-hours and 30-minutes to complete the online assessment. A timer will commence, and the student can't pause the timer.
Proof of Identity	<ul style="list-style-type: none"> The ICB invigilator will ask students to provide proof of identity. 	<ul style="list-style-type: none"> Students will be required to present a photo identity document during the online exam
Late Arrival/ Starting Issues	<ul style="list-style-type: none"> Students who arrive at the Exam Centre up to 30 minutes after starting a paper may be permitted to write – but must give a reason for their lateness. Late arrival, the student candidate number, and arrival time will be reported to the Academic Board. Students who arrive late for an exam will not be given extra time. However, the Academic Board will consider a student's performance and the reason for lateness when reviewing results. Should a student be unable to provide a good reason for being late, or the ICB and/or its representatives suspect that a student has tried to get an advantage over other students, the Academic Board has the right to assign a zero result the exam. Should a student arrive over 30 minutes after starting a paper, they will not be allowed to write the exam. If extreme lateness has been caused by exceptional reasons outside of the student's control, they can appeal to the invigilator in charge, who can decide whether to admit the student or not. 	<ul style="list-style-type: none"> Students have half an hour to log into the exam after the start time of the exam. Thirty minutes after the start of the exam, all access is locked, meaning that a student cannot enter the exam more than thirty minutes after the scheduled start time. In the event of system failure before the start of an examination, which renders it impossible for a student to launch the assessment, the student or a representative from the provider must contact the ICB, who will attempt to resolve the problem.

Online Exam Technical Issues	n/a	<ul style="list-style-type: none"> • Students must ensure that they have met the prescribed technical requirements. • If the connection drops during the assessment, the student must reconnect as quickly as possible as the assessment needs to be completed within the initially allocated timeframe. No extension in time will be granted. • The ICB must be contacted through the prescribed method to log any issue during the exam. • If a student's exam is compromised to circumstances beyond their control, a postponement application must be lodged in the prescribed format within 48 hours of the exam.
Books & Materials	<ul style="list-style-type: none"> • Students may not take any book, manual, paper or manuscript into the exam, except those approved by the ICB and listed in the Examiner's Instructions for that exam. The invigilator will collect any unauthorised material, who may keep it if the ICB needs to see it. 	<ul style="list-style-type: none"> • Students may not have any book, manual, paper or manuscript in the exam room, except those approved by the ICB.
Calculator	<ul style="list-style-type: none"> • Students are permitted to use either a basic or scientific pocket calculator (not financial) in the exam as long as: <ul style="list-style-type: none"> ○ The use of the calculator does not disturb other students ○ The calculator does not need a mains power supply The calculator is not used to display information or run programmes that were stored on it before the exam 	<ul style="list-style-type: none"> • Students may use basic or scientific pocket calculators (not financial) in the exam as long as the calculators are not used to display information or run programmes that were stored on them before the exam.
Blank Paper / Workings	<ul style="list-style-type: none"> • Students need to include calculations and workings in their written answers. • Students may use a separate piece of paper for rough calculations if needed, making it clear which question the workings are for, and attach any such workings to the answer book. 	<ul style="list-style-type: none"> • Students may use a note sheet to do their rough calculations as long as <ul style="list-style-type: none"> ○ The note sheet is a single blank sheet, not an entire notebook ○ The note sheet has no pre-existing notes/ rough work on it • Students must take note that both eye and hand movement will be monitored to detect students flipping through pages or constantly looking down will be flagged

Writing Pen	<ul style="list-style-type: none"> Any written answers must be in black pen. However, a student may use pencils for flow charts, diagrams and graphs. 	<ul style="list-style-type: none"> All answers are typed online.
Sharing of items	<ul style="list-style-type: none"> Students may not pass any information, book, paper or other material to any other person during the exam. 	<ul style="list-style-type: none"> Students may not pass any information, book, paper or other material to any other person during the exam.
Leaving the Room (with Permission)	<ul style="list-style-type: none"> If a student needs to leave the room temporarily, they must be accompanied by an invigilator (if there are two or more students in the exam room, i.e. students completing their online exams at their training provider venue) or by a member of college staff (summoned by the invigilator if there is only one present for the exam) to ensure that the candidate does not communicate with anyone else. 	<ul style="list-style-type: none"> If a student needs to leave the room for a bathroom break and are writing their online exam alone, away from campus, they must keep such breaks to an absolute minimum as both the duration and frequency of such breaks will be monitored by the camera. (DO NOT close your exam tab or shut down your PC when going on a bathroom break) If a student is writing online at a campus, the physical exam venue rules apply.
Leaving the room after the start exam	<ul style="list-style-type: none"> Should a student wish to leave and does not intend to return, they must hand their question paper and answers to the invigilator in charge. 	<ul style="list-style-type: none"> No permission is required
Leaving the Room (without Permission)	<ul style="list-style-type: none"> If a student leaves an exam hall without permission after the exam has started, the student will not be allowed to return. Nobody may leave during the first 30 minutes, except under exceptional circumstances and only with permission from the invigilator. 	<ul style="list-style-type: none"> No permission is required.
Communication	<ul style="list-style-type: none"> Students may not communicate with any other person during the exam, except for the exam invigilator 	<ul style="list-style-type: none"> Students may not communicate with other people during the exam, except for the exam invigilator or the ICB support team.
Other Prohibited actions	<ul style="list-style-type: none"> Use a cellular telephone or tablet during the exam use earphones or headphones 	<ul style="list-style-type: none"> Students may not <ul style="list-style-type: none"> tab out of / away from the exam screen close, cover or disconnect the camera at any point during the exam use a second screen copy and paste from outside the exam use a cellular telephone or tablet during the exam (except to contact ICB) use a landline telephone during the exam (except to contact ICB) wear headgear (hats, caps) wear earphones or headphones

Camera Positioning	<ul style="list-style-type: none"> n/a 	<ul style="list-style-type: none"> The camera must be positioned in front of the learner in order to show the learner's face The camera must show the learner's head and shoulders in full
Exam Room	<ul style="list-style-type: none"> The room must be well lit The room must be sufficiently ventilated 	<ul style="list-style-type: none"> Unless writing at an ICB accredited college, the test-taker must be alone in the room The room must be quiet The room must be well lit
Exam Papers	<ul style="list-style-type: none"> At the exam, students will be given a question paper and answer book(s). Students must listen carefully to the invigilator's instructions and ensure they answer the questions in the correct answer book(s). The question-and-answer book(s) must be handed to the Invigilator at the end of the exam. 	<ul style="list-style-type: none"> All pre-exam sections and declarations need to be fully completed to unlock access to the actual exam. If these are not completed, the exam will not unlock. Students will be asked to review and sign certain declarations and perform certain security activities on exam day.
Exam Papers	<ul style="list-style-type: none"> All question-and-answer books are the property of the ICB and will not be returned to students. Students may not take the question paper or any other materials away from the exam venue. 	<ul style="list-style-type: none"> The recording of questions asked and/or sharing of these with anyone, either during or after the exam, is seen as cheating and may result in disqualification from the programme.
Exam Completion	<ul style="list-style-type: none"> When the invigilator says the exam is over, students must stop writing immediately and put down their pens/pencils. Anyone who continues to write will be reported for misconduct. Students will be granted a few minutes to put their answer books together. The student's responsibility is to ensure that all question papers and answer books are given to the Invigilator. At the end of an exam, students must stay in their seats until the invigilator says they may go. 	<ul style="list-style-type: none"> The online exam will close at the end of the exam session, and your work will automatically be submitted.

At Exam End	<ul style="list-style-type: none"> • The invigilator will collect the examination papers and answer scripts in alphabetical order. • When all have been collected, students may leave. • Should a student not want to submit an answer book, they must write 'No answer submitted' on the front of the answer book and hand it in. 	<ul style="list-style-type: none"> • Students must complete the assessment within the allotted time, and after the completion of the allotted time, students are required to finalise and submit the assessment for marking. • The exam will automatically close three-and-a-half hours after the scheduled start time.
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8 ICB STUDENT DISCIPLINARY PROCEDURES

- 8.1 An ICB student is bound by the Institute's rules and disciplinary procedures. These rules also cover misconduct at exams and providing untrue information when registering or applying for exemptions.
- 8.2 The way the ICB's disciplinary procedures work is set out in the Institute's by-laws. The parts that are relevant to students are summarised below.
- 8.3 Once the Disciplinary Committee has found a complaint to be valid, it will then decide what action to take. This action depends on what and how severe the matter is and any other relevant facts. Actions may include giving the student a warning, reprimanding them or expelling them from the ICB. This may be done publicly or privately, as the ICB sees fit.
- 8.4 If the Disciplinary Committee feels that none of the above is appropriate, it can order that no further action needs to be taken on the complaint.
- 8.5 The ICB has the right to withhold any student's exam results until a disciplinary case has been concluded. If the student is declared unfit to continue as a registered student, exam results will not be released.
- 8.6 The Disciplinary Committee's decisions will be sent to the student's email address on record.
- 8.7 The Disciplinary or Appeals Committees may ask the student to pay up to R 5,000 as a fine or cover ICB costs. Any payments must be made within 21 days of the date of notification unless the student appeals this. If this happens, no costs are paid until the appeal is concluded. No appeal may be made about costs alone.
- 8.8 The Disciplinary or Appeals Committees can decide whether or not to publish the name of a student.

9 VOLUNTARY POSTPONEMENTS

Once a student has registered for a final exam, they cannot cancel the entry. However, the student

may postpone the exam date to the next exam sitting as a voluntary Postponement with payment of the prescribed fee. This may be done under the following circumstances:

- 9.1 The ICB must receive the postponement form and payment by the dates stipulated on the timetable.
- 9.2 If approved, the ICB will automatically assign the student's exam to the next exam date on the exam timetable.
- 9.3 A student may only postpone the final exam **ONCE** to the next exam date.
- 9.4 After using the one postponement option, the student will be required to enter for a new PoE, and a full fee will be paid.
- 9.5 Postponement is only granted once for medical or voluntary postponement. For example, once a student has requested a medical postponement, they cannot request a voluntary postponement for the same exam and visa a versa.

10 GRIEVANCES AND REVIEWS OF MARKS

The ICB marks over 40,000 Portfolios of Evidence and final exams every year. It has stringent procedures and quality control processes to ensure each paper is marked fairly and on its merit. Papers are benchmarked against the class and then against all learners who have written the same exam. Student results include a breakdown of the PoE marks and overall scores in the final exam. However, if a student still wishes to apply for a re-mark, the process below is to be followed:

- 10.1 Within **one month** of the results being released, a student may apply to have their exam reviewed via a re-mark
- 10.2 The re-mark is the only way to query an outcome with the ICB
- 10.3 To apply, a student must submit the ICB's Application for Re-mark of Assessment form to support@icb.org.za
- 10.4 Pay the "Exam re-mark & examiner's report" fee
- 10.5 Await the outcome, which can take up to 28 days
- 10.6 Please note that applications received after one month will **not** be considered. Unless the re-mark application is accepted, the ICB will not discuss the matter further
- 10.7 If the Application for Re-mark is received on time, an examiner and moderator will review the entire PoE and send the student a detailed Re-mark Report. This will assist the student by indicating how they performed in each section. The moderator's decision is final, and following it, the matter is closed (the ICB will not have any further discussions with the student, the provider, facilitators, etc.)

11 EXAM RESULTS APPEALS

- 11.1 A student is entitled to appeal the results of an examination or assessment
- 11.2 An appeal of an Assessment result will only be considered on the following grounds:

11.2.1 If there is evidence of substantive irregularity in the conduct of an examination, or

11.2.2 If the student, on stated grounds, considers that the mark assigned in an examination is erroneous (students' contention that they ought to have done better cannot ground a claim under this head), or

11.2.3 If there were circumstances of which the Examination Board was not aware when its decision was taken.

11.3 Before submitting an appeal, please review the following important information:

11.3.1 Appealing an examination result is a serious matter and should not be undertaken lightly.

11.3.2 Students should note that an appeal of an examination result does not involve a reassessment of the examination paper(s) or other submitted material.

11.3.3 Pending the outcome of an appeal, which may not necessarily be upheld, students should avail themselves of any opportunity to represent for examination, on the understanding that the resitting of an examination will not prejudice an appeal in any way.

11.4 The appeal must be submitted to the Academic Board within two weeks of receiving the final results.

11.5 Upon submitting an appeal, a fee is payable, which is refunded to the student if the appeal is upheld. Please consult the current fees' list.

12 DISABLED STUDENTS

The purpose of this clause is to provide an equitable opportunity for assessment for students with special needs or disabilities. The clause safeguards students with disabilities from discrimination of any kind and provides reasonable accommodation and/or modification to be reasonably assessed.

The ICB will allow reasonable accommodations to qualified students with a diagnosed and documented disability who have identified themselves to the Provider or ICB as individuals with a disability so that such qualified students will be capable of completing the assessment. Reasonable accommodations shall be provided on an individualised and flexible basis and shall serve to alleviate an impairment created by a functional limitation.

Furthermore, it is the policy of the ICB to require qualified students with disabilities to meet the same academic standards as non-disabled students.

12.1 General

- The term "disabled student" is used throughout this section of the Assessment Policy to describe students who may have a wide range of physical, sensory and cognitive impairments and/or other additional needs
- The ICB programmes are modular by nature and are examined in various ways. Some of these forms of examinations or assignments may pose particular problems for disabled students
- The ICB recognises that in accepting a disabled student onto a programme of study, some

adjustments may need to be made concerning examinations and other assignments to accommodate the particular support need of the individual

- Such adjustments must not compromise the academic credibility of the assessment nor put the disabled student at a disadvantage compared with abled students by preventing the student from adequately demonstrating their achievement of learning outcomes. Similarly, any adjustments that are put in place must not give the disabled student an unfair advantage over their peers
- Students requesting alternative exams arrangements should first discuss their individual needs with their providers, who will then submit a request to the ICB together with any additional motivational documentation. Documentary evidence (medical or psychological) of the student's disability must be produced. This evidence should be no more than 12-months old at the time of the student making their initial application for alternative exam arrangements
- Students should apply for alternative exam procedures at least six weeks before the date of the exam. Late applications may not be accommodated due to the logistical complexities in making the necessary arrangements at short notice
- The ICB will advise the Provider concerned as well as the student of the outcome of the application as well as what alternative exam arrangements can/should be made to accommodate the student's needs
- Where an allocation of extra time for examinations has been detailed, this will normally be 15 minutes per hour (or 25%) unless a different amount is deemed necessary based on independent evidence in individual circumstances
- In cases where an allocation of extra time for examinations is the only requirement, the necessary arrangements will be made with the examination venue or provider in accordance with the assessment guidelines
- In other cases, the student's assessment accredited provider will make the necessary arrangements taking guidance from the ICB as appropriate. The provider will make arrangements for the invigilation of the examinations involving the learner and supply the names of the invigilators to the ICB's Quality Assurance Manager. A disabled student's aid may not act as an invigilator
- It is the responsibility of the invigilators to ensure that the ICB examinations involving disabled students are conducted in accordance with agreed alternative arrangements, including the allocation of extra time and that, as far as possible in other respects, the usual rules for the conduct of examinations is observed
- Any variations in the above procedures should be approved in advance by the ICB
- If a student feels that their individual needs have not been satisfactorily accommodated in the examination process, they are advised to submit a second request for examination arrangements to be considered. The decision of this appeal will be final, and no further requests will be considered
- Where students have received academic support due to disability (including in the examination process), this will not be indicated on the academic transcript or qualification certificate
- The student is responsible for arranging any additional support required in terms of this clause relating to venue hire, invigilators and scribes. In addition, any cost related to the implementation of this clause will be carried by the student
- If a student has a disability and does not disclose this to the ICB or the accredited provider before the assessment, the student cannot request special arrangements post-assessment in so far as marking and conduct of the examinations is concerned.

12.2 Special Examination Sitting Arrangements

- Where additional time is indicated in the student's Educational Psychology report, 25% additional time is the standard allocation. Exceptionally, more time, in addition to the 25%, may be recommended and arranged for individuals on review of supporting evidence.
- Students requiring extra time should ordinarily sit their examinations in a separate room to the main body of students.
- Where more than 25 % additional time is recommended for a student, the assessment accredited provider must make arrangements for a separate examination room.
- Students who have 25 % additional time will sit their examinations in the central extra-time venue.
- Where a student qualifies for additional time for an examination, such additional time is also to be allocated for class tests. Where a student completes the class test using online facilities at an accredited provider, it is the provider's responsibility to ensure that the allocation takes place.
- Where the recommendation is that a student is permitted to use a scribe or a reader, the standard allocation of extra time will apply.
- Students identified as having a specific learning difficulty should be permitted to use coloured overlays in examinations where this is a recommendation in their assessment of support needs.

12.3 Assignment Content and Completion

- Subheadings and bullet points are permissible for all learners, and this fact should be brought to the students' attention. Where the ability to structure an essay or a report is part of the assignment and the use of bullet points would be acceptable, then this should be detailed in the information given to students when the work is set.
- Students who the ICB has identified as having a specific learning difficulty should have the option of using a sticker or some other way of identifying themselves on the examination papers. It is accepted that such learners would have to waive their right to anonymity.
- For learners who have a specific learning difficulty, spelling and grammar that does not negatively impact the clarity of the writing should not be penalised. However, the ICB will deduct a 5% maximum from any students' result for poor spelling and grammar that negatively affects the clarity of the writing. Students with dyslexia should have the work marked out of 95 % (i.e. 100 minus the 5 %) and then their mark scaled up to produce a mark out 100%.
- Where students have a scribe in the examination, allowances for poor spelling and grammar do not apply. Spelling and grammar that affects the clarity of the writing should be treated in the same way for all students.

12.4 Coursework

- All students should meet specified deadlines. However, exceptionally, the accredited provider may allow an extension to a deadline. This should be done in conjunction with the ICB and approved by the Head of the Provider concerned.
- Early identification of students experiencing difficulties that may be dyslexia-related is desirable, and providers should endeavour to refer learners to the ICB at the earliest opportunity. All students should be aware of the demands of work required in subsequent years of the programme (such as a dissertation or final year project). Any student who has difficulty with their studies' written/organisational element has ample time to seek support.

12.5 Specific Learning Difficulties

It is not possible to detail all the arrangements required by all students and with every disability. This clause focuses on the most common disabilities encountered. However, all students who have a disability are given due consideration to having their examination needs accommodated. Each student is considered on an individual basis.

12.5.1 Visually Impaired Students

Not all students who have loss of sight require the same adjustments to the examination process. Not all students are braille users, and some may prefer to have the material presented in large print. Students are permitted to present or request material in large print. These students may undergo formal examination:

- In a separate room
- Using an amanuensis (scribe) or reader
- With the addition of extra time

12.5.2 Hard of hearing Students

For students with hearing loss, written and spoken language can cause significant problems due to delays in acquiring language in early childhood. This can manifest in a limited vocabulary, poor grammar and syntax, and generally inadequate language comprehension. Care must be taken to ensure that learners are not penalised in the examination process by using overly complicated language. Some adaptation of the "carrier" or non-technical language may be required. Students are permitted to:

- have the examination paper rewritten to modify the carrier language (a suitably qualified person must undertake this, i.e. teacher of a hard of hearing student)
- have questions communicated in sign language
- have questions communicated by oral rephrasing
- have questions communicated by lip speaking
- sit the examination in a separate room
- have extra time

12.5.3 Students with physical disabilities

Students with physical disabilities may have difficulties accessing examination venues or using traditional (pen/paper) methods of sitting the examination. Where the completion of the online exam does not overcome these challenges, a student is permitted to:

- Use a reader or amanuensis
- To sit the exam in a separate room
- To have extra time

12.5.4 Students with Dyslexia

Students with dyslexia may experience difficulties in auditory and/or visual processing of information, or they may have weaknesses in memory skills and difficulties in organising information. They may also

experience difficulties affecting handwriting (which may be slow or illegible) and difficulties in spelling, reading and sequencing information. These difficulties may result in them having significant difficulties in expressing themselves in writing exam papers. Where completing the online exam does not overcome these challenges, exam papers are written in Arial 12 pt. font with 1.5 line spacing and a ragged right-hand margin. Students with dyslexia are permitted to:

- use electronic spellcheckers or dictionaries
- use coloured overlays
- use an amanuensis or reader
- mark the answers to multiple-choice questions on the question paper rather than the answer sheet
- have extra time

12.6 Students with disabilities not listed

Students with disabilities will be offered flexibility in the examination process. Many of the alternative examination procedures already detailed are beneficial to students with other disabilities. Each application for alternative examination procedures will be considered individually to ensure that the student is not disadvantaged in the examination process. For many students, the effects of stress will be a key factor to consider, whilst for others, the effects of medication may need to be taken into account. The allocation of extra time or using a separate venue to undergo the assessment will be key to resolving the examination needs of students with a wide range of disabilities. For certain individuals, rest breaks during formal examinations will be beneficial and considered if required by the student.

13 ASSESSMENT MITIGATING CIRCUMSTANCES

This clause is intended to provide students of ICB assessments with a formal means for applying for mitigating circumstances to be taken into account in relation to their performance in an assessment.

This clause and the related procedures apply to all students of the ICB assessments. Where there is a discrepancy between this policy and other policies and procedures for the consideration of mitigating circumstances relating to assessments, this clause takes precedence.

The Academic Board of the ICB has overall responsibility for this clause and the related procedure(s). The ICB Executive undertakes the operation and administration of it.

The Head of Academics and Compliance (or nominee) is authorised to consider and make a judgement(s) in any cases of doubt or where clarification is needed concerning this clause and the related procedure(s).

The ICB aims to:

- Treat all students fairly in consideration of their mitigating circumstances.
- Fulfil its commitment to delivering a seamless student service.
- Deal with any requests in a timely manner.

The ICB recognises that it can be difficult to disclose sensitive, personal information to other parties. As such, please note that all information and documentation provided in support of an application will be treated sensitively and will remain confidential.

13.1 Definition of Mitigating Circumstances

The ICB considers a mitigating circumstance to be a recognisably unexpected serious or major event beyond the student's control which has a significant and materially adverse effect on their performance in an ICB assessment.

Ongoing conditions and other disabilities that affect students do not fall into this definition. The ICB offers access arrangements for mitigating the effect on individuals of such ongoing conditions. Where allowance has been made for a continuing condition, a further allowance should not be made through the consideration of mitigating circumstances except as described below.

Some students affected by 'ongoing' conditions may encounter specific difficulties related to their condition that impact materially upon their performance in an assessment. Such circumstances may be legitimately considered as meeting the definition of mitigating circumstances above. For example, a student who suffers from MS, rheumatoid arthritis, or Crohn's disease, may or may not need constant 'reasonable adjustments' in assessments. Still, if they have a worsening of the condition around the time of an assessment, they may also need to be considered under this mitigating circumstances clause. In such situations, the Academic Board considering an application for mitigating circumstances will need to receive information concerning any 'reasonable adjustments' that are in place. The important principle is that no student should receive a double compensation through an ongoing 'reasonable adjustment' and an allowance through mitigating circumstances.

13.2 Persons Responsible for Consideration of an application for Mitigating Circumstances?

The Academic Board ("the Board") considers all eligible applications. The Board is convened every assessment session and comprises of:

- Academic Director
- Head of Academics and Compliance
- Chief Assessor
- Two members of the ICB Management Committee

13.3 Criteria for Submitting a Mitigating Circumstances Application

Any Mitigating Circumstances application submitted should demonstrate that it meets all of the following criteria:

- *Beyond the control of the student:* the student must demonstrate that they could not have done anything to prevent the circumstance arising, that it was unforeseen and unpreventable
- *Effect on assessment:* the application must demonstrate a significant and material impact on the student's performance during the assessment. It must make clear the duration of the circumstances and have appropriate documentary evidence to support the application
- *Have timely relevance:* typically, the circumstance must have occurred on the day the assessment was sat or the week leading up to it. Where the event falls before this time, the student should be able to demonstrate that the impact it had can be linked to the assessment being applied for

Where a student submits repeat applications for the same medical condition, the board may use its discretion to continue to accept the request or reject it and instead require the student to apply for Disability Arrangements if appropriate. In these situations, the normal course of action for the Board is to accept the current application but advise the student that further requests for the same condition are unlikely to be accepted.

13.4 Eligibility for Mitigating Circumstances

The Board will only consider eligible applications for mitigating circumstances on the following grounds:

- The application for mitigating circumstances must be in English, and only evidence written in English can be considered. The student's responsibility is to obtain and submit a verified translation if the original evidence is in another language while adhering to the deadlines below.
- The application for mitigating circumstances should contain as much relevant supporting material/documentation as possible, considering the criteria outlined above. Students should be aware that only factors deemed to have a serious and material adverse effect on performance (as outlined above) will result in changes to marks. The Board has limited options when they receive an application. This is because the Board's responsibility is to review what they see; they cannot accurately or fairly award marks for a level of performance that they do not see.
- Students who are more than five percent away from the pass mark and have applied for mitigating circumstances will not be considered by the Board at all, as the initial result is too removed from the pass mark to be mitigated. However, the student has an opportunity to apply for a remark of their assessments.
- Only students who have applied for mitigating circumstances and are within five percent of the pass mark will be eligible to go to the Board for consideration. A referral to the Board does not guarantee that an adjustment will be made. The Board reviews each case individually and considers the severity, duration and timing of the circumstances and whether allocating extra marks would allow the student to reach the pass assessment. If this is the case, then the student will be awarded a mark equal to the pass mark.
- Generally, students who have achieved the pass mark or above for the exam will automatically be awarded the initial exam mark regardless of any mitigating circumstances. For example, if a student achieves a mark of 65% and the pass mark is 60%, then no further consideration will be given to the student's mark. This is based on the fact that the student has already achieved a pass.

13.5 Submitting an application

Applications for mitigating circumstances must be submitted via the **online postponement form on the ICB website** or as otherwise directed, **no later than 48 hours after the exam**. No emailed postponements will be processed.

Students must provide documentary evidence (if applicable) with their submission. This needs to be submitted along with the written application. However, a decision cannot be made unless the evidence is received, and if the evidence is not received in time, the application may be rejected, and the student informed by email.

Students should include as much detail as possible in their application to explain how their assessment performance was affected. The Board will only consider the information and supporting evidence that students provide and will not generally ask for further evidence.

It is assumed that students have determined that they are well enough to take the exam at the scheduled time. Applications will not be accepted where the student has sat the exam against medical advice.

13.6 Guidance on Evidence Required to Support Mitigating Circumstances

The following table provides examples of the kinds of circumstances that would normally be considered acceptable mitigating circumstances, with information on what evidence would be required in each case. This list of required evidence is provided as a guide and is not exhaustive; each application will be assessed on its own merits, considering the specific circumstances and the evidence presented in each case.

The ICB recognises that it can be difficult to disclose sensitive, personal information to other parties. Please note that all documentation provided in support of an application will be treated sensitively and remain confidential. Please note that any form of photographic evidence or medical documentation providing detailed information such as haemoglobin levels or medications taken are not required unless requested.

13.7 Circumstances that may not meet the Definition of Mitigating Circumstances

The following are examples of the kind of circumstances that are not likely to be considered acceptable. This list is not exhaustive.

- 13.8.1 Holiday/Family Events. All holidays and vacations should take place at a time that will not impact the student's availability to study or undertake, prepare for an assessment(s).
- 13.8.2 Misreading the examination timetable. The student's responsibility is to ensure that they accurately understand the location, time, and duration of all formal assessments.
- 13.8.3 Paid employment or voluntary work. It is the student's responsibility to manage other commitments to not adversely interfere with their studies.
- 13.8.4 IT, power outages that are not part of national load-shedding and/or computer failure. The student's responsibility is to ensure that all electronically stored, generated and/or submitted work is sufficiently backed up and the correct piece of work is submitted.
- 13.8.5 Foreseeable/preventable circumstances. Where the circumstances are within the student's control, they are expected to take appropriate measures to mitigate this.
- 13.8.6 Scheduling of assessments/deadlines. Deadlines or exams being close together.
- 13.8.7 Lack of understanding of the exam paper, exam time pressure or failure to understand the recommended software
- 13.8.8 The student should answer the question to the best of their ability, ensure they are managing their time appropriately and have practiced using the software before the exam.

13.8 Outcome of Mitigating Circumstances Application

Students who make a mitigating circumstances application will be informed of the outcome of the application. Should the Board have sought further information from the applicant or the relevant examining team, and a delay is expected, then the applicant will be informed accordingly and another due date for the release of their assessment results given.

Where the Board believes that the mitigating circumstances affect a larger cohort, usually an exam paper error, then it will agree on the fairest way to deal with the error to minimise the effect on all of those students. This could involve referral to the Assessors and Moderators who could potentially discount a particular question or amend the marking scheme.

The decision of the Board is final and, subject to the right of appeal, no further correspondence will be

entered into. Students cannot contest the outcome of the Board on the grounds of academic judgement. If a student wishes to pursue the matter further, they may consider submitting an appeal via the appeals process

13.9 Table Summary of Mitigating Postponements

To follow on next page.....

SECTION 13 – TABLE SUMMARY of MITIGATING POSTPONEMENTS

	No	Type	Description of grounds	Criteria & Proof required	Special terms and outcomes
Medical	NCP01	Medical Postponement	<ul style="list-style-type: none"> A student cannot sit the final exam for personal medical reasons, i.e. their illness or injury. Minor illnesses such as colds, sore throats, headaches, digestive problems etc., would not normally be acceptable. Must be relating to the student themselves – not a family member 	<ul style="list-style-type: none"> Doctor's certificate (relating to the date of the final exam) Medical circumstances that do not relate directly to the assessment date in question or cannot be attributed to affecting the assessment will not be considered – i.e. <ul style="list-style-type: none"> A statutory sick pay certificate Minor illnesses that could be treated with over the counter remedies (e.g. colds, coughs, sore throats etc.) 	<ul style="list-style-type: none"> The application must be received 48 hours after the exam date
Medical	NCP02	Mitigating - Pregnancy	<ul style="list-style-type: none"> Pregnancy-related illness 	<ul style="list-style-type: none"> The requirements for illness, hospitalisation etc., should be followed if there is a specific incident during pregnancy. 	n/a
Medical	NCP03	Mitigating - Serious Illness or Medical Condition	<ul style="list-style-type: none"> Long-standing Medical Condition A confirmed Disability Hospitalisation 	<ul style="list-style-type: none"> Confirmation of the illness, the impact the illness has had on the affected assessment(s) and the dates concerned. There should be a confirmed diagnosis by a registered doctor specifying the nature of the illness. If currently undergoing assessment and no diagnosis has been reached, then documentation by a registered doctor specifying symptoms will be considered. 	
Online Exam	NCP10	Unsuccessful Online Exam - Exam Room Access Denied	<ul style="list-style-type: none"> A student is unable to access the online exam room as they have not fully completed all the required steps in their PoE by the due date published on the ICB timetable to be fully prepared for the online exam 	<ul style="list-style-type: none"> Student must demonstrate that there were extreme circumstances beyond their control that prevented them from completing their PoE and pre-checks. Failure to complete the PoE or have the required resources, does not qualify. 	
Online Exam	NCP11	Unsuccessful Online exam - Load shedding or Power Failure	<ul style="list-style-type: none"> If a student experiences scheduled load shedding or an unexpected power failure during the exam and cannot enter the exam. 	<ul style="list-style-type: none"> Load shedding schedule indicating that load shedding occurred during the exam. Independent confirmation of power failure indicating power outage during the exam. 	<ul style="list-style-type: none"> If approved, students will automatically be postponed to the next available exam.

SECTION 13 – TABLE SUMMARY of MITIGATING POSTPONEMENTS

			<ul style="list-style-type: none"> Students must have contacted the ICB immediately after power is restored to request assistance and additional time if applicable. Students will be granted additional time during the exam session at the ICB's discretion to complete the exam where possible. If this were deemed sufficient to complete the exam – any postponement request would be declined. 	<ul style="list-style-type: none"> Ticket/chat logged with the ICB during the exam period immediately after power was restored to request assistance. The Academic Board will review only issues outside of the student's control. 	<ul style="list-style-type: none"> If the student declined and did not start the exam, the student will be marked as absent and will be required to enter for a new exam and pay the fee for first-time entry again. If the student declined and did start yet is unable to complete the full exam - the incomplete attempt will be sent for marking.
Online Exam	NCP12	Unsuccessful Online exam - Poor Line Connectivity	<ul style="list-style-type: none"> The student is unable to start or complete the exam due to poor network connectivity. If the student was using a "fixed line" connection for the exam, contacted the ICB for assistance and provided proof of connection and network speed during the exam. 	<ul style="list-style-type: none"> Proof of attempt during the exam (i.e. Ticket/chat logged with the ICB during the exam session) Proof of connection type and speed test received during the exam Student accurately completed the pre-exam technical checks with the same resources Proof that student was using a fixed-line connection (i.e. not Wi-Fi or hotspot or data etc.) 	<ul style="list-style-type: none"> If approved, students will automatically be postponed to the next available exam. If declined, students who could not complete the full exam will have their incomplete attempt sent for marking.
Online Exam	NCP13	Unsuccessful Online exam - unexpected internet interruption	<ul style="list-style-type: none"> Unexpected internet interruption - If a student experiences an internet failure through their internet service provider during the exam and cannot complete the exam. Students will be granted additional time during the exam session at the ICB's discretion to complete the exam where possible. If this were deemed sufficient to complete the exam – any postponement request would be declined. 	<ul style="list-style-type: none"> Independent confirmation from the internet service provider indicating that their service was down during the exam. Ticket/chat logged with the ICB during the exam period immediately after connectivity is restored if during the exam. Proof that student was using a fixed-line connection (i.e. not Wi-Fi or hotspot or data etc.) 	<ul style="list-style-type: none"> If approved, students will automatically be postponed to the next available exam. If the student declined and did not start the exam, the student will be marked as absent and will be required to enter for a new exam and pay the fee for first-time entry again If the student declined and did start yet is unable to complete the full exam - the incomplete attempt will be sent for marking.

SECTION 13 – TABLE SUMMARY of MITIGATING POSTPONEMENTS

Other	NCP20	Mitigating – Victim of crime	<ul style="list-style-type: none"> If the student has been involved in a crime incident, that has affected their ability to write the final exam. 	<ul style="list-style-type: none"> Police report (including a crime reference number). If the incident has resulted in the student seeking medical attention, then the requirements for illness should be followed. 	n/a
Other	NCP21	Mitigating - Transport Accident	<ul style="list-style-type: none"> If the student has been involved in a transport incident, either as a passenger or driver. The student's responsibility is to arrive at the assessment on time, irrespective of the form of transport used or relied upon. This criteria applies to specific accidents only and not any other transport delays 	<ul style="list-style-type: none"> Evidence must be provided detailing the time and place that the incident occurred, including: A police report (including a crime reference number) Insurance reference number/record of the event. 	n/a
Other	NCP22	Mitigating - Legal commitment	<ul style="list-style-type: none"> Legal proceedings requiring attendance at court as a witness 	<ul style="list-style-type: none"> Documentary evidence from the court or a lawyer/advocate including the dates of the legal proceedings and the requirement for the student to attend. 	
Other	NCP25	Mitigating – Personal Circumstances - Death or serious illness of immediate family	<ul style="list-style-type: none"> Where a student's immediate family member has a serious illness, independent confirmation of both the illness and how the illness affected the student's assessment(s) should be provided. Other relationships may be considered subject to there being sufficient evidence of the closeness and impact. 	<ul style="list-style-type: none"> A medical report from a qualified medical practitioner or a copy of a death certificate, coroner's report, a letter from a medical professional. Accompanied if necessary by formal documentation confirming relationship with deceased. A letter from a doctor or employer verifying the impact would be considered as independent confirmation. Whilst a death certificate is a sensitive and often difficult document to obtain, it is required to prevent fraudulent claims. 	

SECTION 13 – TABLE SUMMARY of MITIGATING POSTPONEMENTS

Other	NCP26	Mitigating - Personal circumstances	<ul style="list-style-type: none"> Severe adverse personal/family difficulties <ul style="list-style-type: none"> This can include a whole range of issues, such as separation from spouse/partner, conflict with others, caring duties that couldn't be done by anyone else, etc. Examination stress is a common experience and not normally considered a personal mitigating circumstance as some level of sleep disturbance or feeling nauseous can be usual 	<ul style="list-style-type: none"> Confirmation of the circumstances and/or independent confirmation (where appropriate) of the effect on the student sitting the assessment(s) and the dates concerned. A letter from a doctor, employer, or counsellor verifying the impact would be considered independent confirmation. 	n/a
Other	NCP30	Mitigating - Exam Centre Related	<ul style="list-style-type: none"> If the student experienced disruption that caused a significant impact on the student's exam performance, such as: <ul style="list-style-type: none"> Significant noise. Disruption during the examination. Significant environmental impact, e.g. heating/lighting Power outage 	<ul style="list-style-type: none"> This must be reported to the invigilator before leaving the exam centre, and evidence of reporting must be included in your application. The invigilator will have an appropriate form. 	n/a

14 SUPPLEMENTARY EXAMS (RE-WRITES)

Students must achieve a minimum of 60% to pass the subject with a sub-minimum of 50% in the final exam.

Any student who has failed a subject will be required to re-enter the subject and complete a new PoE; this includes resitting the tests, submitting the assignments and writing the summative assessment.

The full exam fee is applicable.

15 CURRICULUM UPDATES

On 1 April every year, the ICB updates its Assignments, Tests, Exams and PoE's. This is to keep the qualifications in line with legal, industry and tax changes.

With these updates, it is the date of the exam that is most pertinent. For example, should a student register at any time for an exam that takes place on or after 1 April 2021, they will be examined on the 2021 curriculum. However, should the student register for an exam scheduled on or before 31 March 2021, they will be examined on the 2020 curriculum.

The table below illustrates this:

Scenario	Date of PoE	Date of Textbook	Date of Exam	Curriculum Year Examined In PoE	Curriculum Year Examined in Final Exam
A	2020	2020	Feb / Mar 2021	2020	2020
B	2020	2020	Apr-Dec 2021	2020	2021
C	2021	2021	Apr-Dec 2021	2021	2021

Scenario A: If a student has a 2020 PoE and a 2020 textbook and is writing their final exam in February / March 2021, the PoE is examined independently as a 2020 PoE, and the final exam is based on the 2020 curriculum.

Scenario B: If a student has a 2020 PoE and a 2020 textbook and is writing the final exam in or after April 2021, the PoE will be examined independently as a 2020 PoE. But be aware of the curriculum changes for the final exam as this is based on the 2021 material.

Students need to refer to the 2020 ICB Curriculum Statements to ensure that they know what is covered.

Scenario C: If a student has a 2021 PoE and 2021 textbook and is writing the final exam after 1 April 2021, everything is consistent with the 2021 Curriculum Statements.

16 RECOGNITION OF PRIOR LEARNING (RPL)

The purpose of this clause is to allow for recognition of past experience of students not previously registered with the ICB. A student who has previously studied similar courses or has relevant work experience may apply for exemptions (recognition of prior learning) from the ICB against relevant modules and programmes. If the application is approved, the student will be granted credits for subjects within an ICB qualification or credit for a whole ICB qualification.

To apply for RPL, the student needs to:

- Read and sign the Guideline for Recognition of Prior Learning (refer to www.icb.org.za).
- Fill in the Student Details form (tick the "Apply for Recognition of Prior Learning" block on the digital PoE).
- Pay the RPL administration fee to the ICB.
- Submit the application for RPL using the online PoE.
- Once the ICB's Exemptions Review Board has reviewed your application, they will write to the student with their decision. Expect this to take 4-6 weeks from receipt of all the required documents and proof of payment.
- Feedback will be given per learning area (subject) and could be:
 - Full Exemption granted
 - Exemption not granted
 - Conditional Exemption granted

Full details regarding the feedback of an RPL are supplied in the Guideline for Recognition of Prior Learning.

RTAP and RPL students are still required to upload assignments to MACCI. Failure to upload the assignment will result in the student receiving "0" for this section of the formative assessment mark.

NOTE: No hard copy submissions will be accepted for RTAP and RPL students – These must be submitted online.

17 FEES AND PAYMENTS

All students registering with the ICB must pay the Annual Student Registration Fee for each year they study with us. All student registrations are done online on the ICB portal.

- 17.1 In addition to the Annual Registration Fee mentioned above, when students register for an exam, they must pay an exam fee for each subject to the ICB.
- 17.2 Where a student is studying full- or part-time at an accredited provider, the provider will pay these fees to the ICB. Distance learning students and independent/private students must pay ICB registration and exam fees directly to the ICB.

- 17.3 Please note that registration and exam fees are non-refundable. Fees may change without notice. Fees include VAT for South Africa and include bank charges for payments sent from outside South Africa.

18 CERTIFICATION

The ICB's qualifications are registered on the National Qualifications Framework (NQF). Thus, when students complete their studies, they are certified by FASSET, the sector's Education and Training Quality Assurer (ETQA).

Student details and results are uploaded to the National Learner Records Database. FASSET has the right to verify ICB exam processes, and if they do so, this can mean a delay in the final certification being confirmed.

19 RELATED POLICIES

- Script Loss Policy
- Results and Certification Policy
- Student Malpractice Policy
- Invigilation and Irregularity Policy