

CONDUCT OF THE EXAMINATION GUIDELINES FOR STUDENTS DIPLOMA IN BANKING (DIB) PROGRAMME

Examination Confirmation Letter

An Examination Confirmation Letter showing the subjects entered, date, time and place of examination will be sent to candidates three weeks before the examination is due to take place. The Confirmation Letter must be taken to the examination venue together with some form of personal photographic identification, e.g. National Identification Card, Driver's Permit or Passport; failure to produce the identification and Confirmation Letter may result in candidates being refused entry into the examination.

Calculators

Non-programmable calculators may be used in the examination.

Behaviour in the Examination Room

Examinations are supervised by invigilators appointed by the Institute (who may or may not be members of the staff of the Institute). Normal examination rules apply and are advised to candidates at the time of the examination.

You must read and abide by the following regulations:

- You must know and have a record of your candidate number.
- You must write your membership number and not your name on the answer sheet/question booklet. Do not use your name anywhere on the examination documents.
- You will not be allowed into the examination room until instructed to enter.
- You must enter the room in silence and be silent throughout the examination.
- You may not keep with you in the examination room books, papers, food, drinks, mobile telephones or other personal belongings other than:
 - Pens, pencils and erasers;
 - Non-programmable calculators.
- Any other items which have been brought to the examination room must be left in the care of the supervisor/ invigilator.
- During the examination you must remain in your seat until you are advised that you may leave.
- If, for exceptional reasons, you need to attract the attention of the invigilator during the examination, you must raise your hand in silence.
- Examination question papers and exam case books must not be taken out of the examination room at the end of the session.
- Smoking is not allowed.

Temporary Absence

Candidates are not allowed to leave the examination room during the exam. They must terminate and hand in their exam papers before they are allowed to leave the room. Students with medical problems may be excused from the room during the exam, in which case they will be escorted to the bathroom. No compensation for time lost will be given. Students are advised to inform the Institute beforehand if there is a medical problem. Supporting documents must be provided. During this temporary absence, contact must not be made with anyone other than the person accompanying you. No materials must be taken from or into the examination room.

Late arrivals

You will be allowed into the examination room during the first 30 minutes of any paper. After this time, you will not be allowed into the examination. You must not disturb any candidates as you are taken to your seat. You will not be allowed extra time under any circumstances.

Departures

To avoid disturbance, no candidate will be allowed to leave the examination room within 30 minutes of the start or finish of the examination. If you wish to leave before the end of the examination, you should raise your hand in silence and wait for the invigilator to collect your script.

Malpractice/Misconduct

Candidates undertaking the examinations will be subject to the rules and regulations of the Institute. Any complaints against candidates for any form of misconduct will be referred to the Institute's Chief Executive Officer, who may refer the matter to an investigating committee. The incident must be reported on the Institute's Incident Report Form after the examination on that day. Both the invigilator and the candidate involved must complete and sign this Form.

Any candidate found guilty of misconduct may be suspended or debarred from membership or from participating in any Institute activity. Candidates may also have previous examination passes withdrawn.

All work is to be the unaided work of the candidate. Any breach of regulations resulting in a candidate's work not being his/her own is considered to be malpractice by the person[s] involved.

Question Papers

Where the exam is essay based, the usual format is for candidates to be given a choice of questions to be answered in a three hour period but there may be some instances where no choice is given. The Institute reserves the right to vary the format of the examination and there may be compulsory questions or a compulsory section in any paper. Equally, the format of any paper may include different type questions, for example, multiple choice questions, as well as, short answer, long answer and essay type questions.

Where the exam comprises multiple choice questions, an HB pencil (with eraser) should be used.

It is important to complete the details on the answer booklets correctly. Candidates must write their student number on each answer sheet of the booklet. Candidates should not write their names on these sheets.

Marking

Papers will be marked by the Examiner, reviewed by a Moderator and the final grading reviewed by the Examination Review Committee.

In marking essay based exam papers, the Examiners may take into account not only content, but also the general presentation of the paper, such as, handwriting, spelling, clarity of thought. Candidates are well advised to pay particular attention to these points.

End of the examination

To allow time for review of the paper, candidates will be told when 15 minutes remain.

Results

Results will be dispatched to candidates immediately after the marking and review processes are completed – normally by the end of the second month following the examination. Results will not be given over the telephone or by fax.

Re-sits

Candidates who are unsuccessful in an examination will be sent a re-sit form with their results. The closing dates are the same as for examination entries. If you wish to order a re-sit form, please contact the Institute.

Extenuating Circumstances

Any candidate suffering from a permanent disability, e.g. dyslexia, sight impairment etc, at the time of their initial registration for the qualification should notify the Institute to allow appropriate examination arrangements to be made.

If candidates believe that, due to extenuating circumstances, they have been disadvantaged and were unable to show their true ability in the examination, they should write directly to the Chief Executive Officer of the Institute within seven working days after the examination, detailing the circumstances which they would like to be taken into account and including any relevant supporting evidence, e.g. medical documentation.

Requests for consideration of extenuating circumstances sent AFTER the stipulated time will NOT be considered.

All claims of disadvantage will be reviewed by the Institute whose decision will be final. The Institute will not engage in correspondence with students regarding the outcome of its reviews.

Liability of the Institute

In all circumstances the liability of the Institute is limited to a complete refund of the examination fee paid for the examination concerned.

Examination Fees

Fees are stated on the programme brochures and on the website and may also be obtained on enquiry from the Institute. No refund of fees can be made once the entry deadline for each examination has passed. ***Fees cannot be applied to a later examination if the candidate does not sit as originally planned.*** An exception to this regulation can only be made in instances of serious illness and extenuating circumstances and at the sole discretion of the Institute; such a request must be supported by evidence and validated by the Institute. In the latter case, a deferral fee of \$86.25 is payable for the candidate to sit a subsequent examination.

Subscription fees must be paid annually. Members who have not paid their annual subscription fees will not be allowed to sit exams.

Request for a Review

Effective January 2008 requests from candidates for the review of examination results will now fall under two categories:

- i. Request for Review and Counseling Session***
- ii. Appeal for a Re-Mark***

Request for Review and Counseling Session

A request for a Review and Counseling Session is open to all candidates who fail the examination. During the Counseling Session the examiner will conduct a one on one session with the candidate and will:

- ❖ Go through the exam paper and the candidate's answer sheet.
- ❖ Cover areas of weakness in the candidate's answer sheet and how the candidate can improve in those areas.

The fee for the Review and Counseling Session is \$115.00 plus VAT.

Appeal for a Re-Mark

A request for a re-mark can be made by any candidate regardless of his/her grade. In this instance, the Institute will request an independent body to scrutinize the candidate's answer sheet to ensure that his/her mark is a fair and accurate one. If a re-mark is justified and this causes an upward change in the grade, the fee is refunded to the candidate. Where the grade remains unchanged, there is no refund.

A request for a re-mark should be made within two weeks after the exam results are received by the candidate.

The fee for an Appeal for a Re-Mark is \$150.00 plus VAT.

END

Revised July 2008