

Exam and Grading Policy

1. Exam Policy

- a. The duration of all exams is one hour. No time extensions will be given for an exam for any reason, including tardiness. All exams must be completed within the official time allotted.
- b. Cell phones must be turned off during exams.
- c. It is strictly forbidden to use materials such as laptops, tablets, notebooks, books, or notes during an exam unless the Instructor for the exam assigned such materials.
- d. Students may ask questions during exams. Answers will be limited to questions that pertain to the interpretation of the exam. The exam conductor cannot and will not answer any questions that have a direct bearing upon the grading of the exam.
- e. Students are forbidden to talk at any time during an exam.
- f. Students are not allowed to leave the classroom during an exam. They may do so only after the exam has been submitted.
- g. If a student is found cheating on an exam, or assisting others with cheating, they will automatically receive a mark of zero for that exam and may be subject to disciplinary action. If it is the first occurrence, the *Rewrite Policy* will take effect and the maximum possible mark the student can achieve will be 60 percent. The student will meet with the Manager, Training Department for an interview before they are allowed to return to class. If it is the second occurrence, the student will be expelled from the institution. It will be entered in the student file that they were caught cheating. Appeals can be filed via email within one business day. Appeals will be sent to the Manager, Training Department and the Instructor.
- h. A student who is absent for an exam without sufficient reason will receive a mark of zero.
- i. If a student misses an exam without prior written authorization, upon adequate proof of valid reason (e.g., doctor's note), the Instructor may provide a supplemental exam. The supplemental exam must be taken outside of regularly scheduled class hours, and the maximum mark that the student can achieve is 60 percent. Only one date will be arranged and failure to attend the scheduled supplemental exam will result in a mark of zero.
- j. If a student misses or fails a final exam, they may take a supplemental exam within two weeks of the original exam date. The maximum mark the student can achieve for the exam is 60 percent. If a student fails the supplemental exam, they will be required to retake the course. Supplemental exams may be taken in no more than two courses. A student who fails more than two courses will automatically fail the program.
- k. If a student does not hand in an exam or fails to put their name on the exam, they may receive a mark of zero.
- l. A student who asks to leave the exam room due to illness must hand in all exam papers. They will be monitored while away from the room and will not be allowed back in without authorization.
- m. Students must complete exams at the time and place scheduled. If a student becomes ill, they must submit a doctor's note to NetSoft within two days of returning to class. Work and/or personal commitments are not acceptable reasons for missing an exam. Under extreme personal situations (i.e., family death or crisis), the student must state and submit their case in writing to NetSoft for special consideration. Permission to retake an exam may be granted but is not guaranteed.
- n. Students must leave the room quietly upon completion of the exam.
- o. Should NetSoft cancel an exam for any reason, the exam will be rescheduled.
- p. All exams will be marked, and results will be delivered two weeks after an exam has taken place. Students will be notified of their results via email. The hard copy will be kept for NetSoft's records and may be shared with the Ministry of Colleges and Universities. If a student wishes to review their exam or report any discrepancies, they must schedule an appointment to review their exam by contacting the Training Department at training@netsoftcollege.com.
- q. All failed exams are automatically reviewed. NetSoft attempts to identify failing students early in the program. Failing students are required to meet with their Instructor(s) and any appropriate administrator to determine the reasons for the failing mark and develop a remedial plan. Student progress is closely

monitored during the remedial period. Students who unsuccessfully demonstrate competency following the remedial period will be advised to withdraw from the program.

2. Procedure for Deferred Exams

Sometimes, students are not able to take a scheduled examination due to some reasonable circumstances. For such students, the option of taking a deferred exam is provided. To be eligible for a deferred examination, students must do the following:

- a. If the examination was missed for a medical reason, the student must provide a doctor's note.
- b. Documentation of the hospital must be provided, if appropriate.
- c. Documentation of a court case must be provided, if appropriate.
- d. For other extenuating circumstances, the student should provide acceptable documentation to the Manager, Training Department. The student will be eligible for deferred examinations at the discretion of the Manager, Training Department.

Students take deferred exams on the date of their return. If a student does not take the examination on the date of their return, they will be awarded a zero for that exam. Students cannot apply more than three times during a program session for a deferred exam. Any further deferred examinations will be scheduled at the discretion of the Manager, Training Department.

3. Grading Policy

NetSoft College of Technology's *Grading Policy* ensures that:

- a. All instructors utilize standardized and consistent grading procedures.
- b. Instructors and students adhere to appropriate academic standards.
- c. Evaluations are performed fairly and in an objective manner.
- d. Evaluations are routinely performed.
- e. Students receive their marks within two weeks of completion of an exam.

4. Course Evaluation Method

The following weighting system will be used to calculate marks:

| Evaluation Method | Passing Mark | Weight |
|---------------------|--------------|--------|
| Exams | 60% | 60% |
| Scenarios | 60% | 20% |
| HomeFUN assignments | 60% | 10% |
| Professionalism | 60% | 10% |

Mark to complete each program course successfully: 60 percent

5. Grading System

The following grading system will be used to assign grades:

| Percentage | Grade | Grade Description |
|--------------------------|---------------|--|
| 95–100 90–94 80–89 | A+ A A- | Excellent: Exceptional achievement exceeding course expectations. |
| 77–79 73–76 70–72 | B+ B B- | Good: Grasped the subject material; above-average achievement. |
| 67–69 63–66 60–62 | C+ C C- | Satisfactory: Understood the subject matter basics; adequate achievement. |
| 0–59 | F | Fail: Displayed significant weakness in comprehending the subject matter; low achievement; did not meet course requirements; unsatisfactory performance. |
| - | WF | Withdraw failure — assigned by Training Department: Student did not meet the published course withdrawal deadlines. |

6. Appeals Regarding Assigned Grades

- If a student disagrees with an assignment's grade, NetSoft encourages the student to discuss the matter with the Instructor who assigned the grade. If no agreement can be reached, or if the student is hesitant to approach the Instructor, the student must write to the Manager, Training Department to request an appeal. If a student is appealing a mark, there is a chance that they might end up with a lower mark than that originally awarded. To have an exam, quiz, or test remarked, a \$50 fee will be charged.
- NetSoft will review appeals pertaining to grade assignments on a case-by-case basis.
- Students must adhere to NetSoft's appeals process and file appeals individually.
- Formal documentation should cite facts and justify why the student believes the assigned grade is inappropriate. The student should also submit original documents, including course papers or exams, that may have been used in the grade calculation.
- The Instructor must submit detailed records of everything included in the calculation of the student's final grades. Course plans, a syllabus, and specific assignment instructions may also be requested.
- If the course in question utilized a course management system or similar tool, NetSoft will archive the student's electronic documents or related material for a minimum of one year following the submission of the final course grade. NetSoft may utilize information pertaining to the student's case from the course management system.
- All appeals must be submitted within 30 days after the grade has been assigned.