



## **PDIIE 009: ONLINE INVIGILATED ASSESSMENTS: CRITERIA, MINIMUM STANDARDS AND PROCEDURES V2<sup>1</sup>**

**All relevant IIE policies and procedures apply. This document stands in addition to these when students complete invigilated assessments online.**

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## Table of Contents

<b>Principle 1: Online Invigilated Assessments Must Be Clearly Defined .....</b>	<b>3</b>
<b>Principle 2: There are Device, Data and Software Requirements for Online Assessment.....</b>	<b>4</b>
<b>Principle 3: There are Appropriate Online Assessment Behaviours .....</b>	<b>6</b>
<b>Principle 4: Intellectual Integrity Must Be Upheld in All Assessments Completed Online .....</b>	<b>8</b>
<b>Principle 5: All Assessments Conducted Online Must Conform to South African Regulations Concerning the Management of Data .....</b>	<b>10</b>

<b>Principle 1: Online Invigilated Assessments Must Be Clearly Defined</b>	
<b>1. Online assessments are tests and examinations that are proctored and not written on campus.</b>	
<b>Online Assessment Minimum Standards</b>	<b>Online Assessment Procedures</b>
1.1 Online invigilated assessments refer to specific assessment types	1.1.1 An online invigilated assessment is either a test or an examination. 1.1.2 Unlike traditional exams held in physical locations, online proctored assessments allow individuals to take their tests/exams from the comfort of their own homes or other remote locations using a computer.
1.2 Online assessments are invigilated, or proctored	1.2.1 Remote proctoring is done using specialised software that monitors and records the assessment taker's activities to ensure the integrity of the assessment process. 1.2.2 This may include video and audio surveillance, screen sharing, and other security measures to prevent unauthorised behaviour during the assessment that may lead to infringements of the assessment rules.

## Principle 2: There are Device, Data and Software Requirements for Online Assessment

### Online Assessment Criteria:

2. Students are expected to conform to all device, data and software requirements to complete invigilated assessments online.

Online Assessment Minimum Standards	Online Assessment Procedures
2.1 There are minimum requirements for <b>devices</b> that can be used when completing an online assessment	<ul style="list-style-type: none"><li>2.1.1 Students are required to complete all relevant assessments online, using the assessment platform.</li><li>2.1.2 No handwritten, photographic or other forms of uploads will be accepted unless explicitly stated on the cover page of an assessment.</li><li>2.1.3 A laptop or desktop is required.</li><li>2.1.4 No mobile devices or tablets are permitted.</li><li>2.1.5 Only one screen may be used when completing online assessments.</li><li>2.1.6 The minimum required operating systems are 64-bit Windows 10 and 11/ macOS 11 and higher; iOS (latest); Chrome OS (latest).</li><li>2.1.7 Microsoft Office 365 is available as a free download for all IIE students and must be installed on the device before commencing the online assessment.</li><li>2.1.8 The required CPU is an i3 Processor (minimum).</li><li>2.1.9 The required browsers are Chrome/ Microsoft Edge/ Apple Safari/ Mozilla Firefox.</li><li>2.1.10 The required hardware is a webcam, audio recording ability and video recording ability.</li><li>2.1.11 The required RAM is 4GB.</li><li>2.1.12 The required hard disk space is 4GB.</li></ul>
2.2 There are minimum requirements for <b>data</b> that are required when completing online assessments	<ul style="list-style-type: none"><li>2.2.1 An internet connection is required for logging into the app and upon completion of the assessment. 0.15Mbps speed is required for the upload of assessments.</li><li>2.2.2 A minimum internet connection (Wi-Fi and cable) with 0.15Mbps upload speed is required.</li><li>2.2.3 Each online assessment session will require a minimum usage of 5 MB of data.</li><li>2.2.4 An uninterrupted power supply (UPS) is highly recommended.</li><li>2.2.5 It is recommended that students remain online for the duration of the assessment.</li><li>2.2.6 Students are required to plan ahead for any load-shedding.</li></ul>

<p>2.3 There are minimum requirements for <b>software</b> applications for completing online assessments</p>	<p>2.3.1 Students are required to download all required software in the stipulated timeframes prescribed by the institution, and by at least two weeks before the online assessment.</p> <p>2.3.2 Students must follow all the relevant “How to guides” when all the software is downloaded. It is advised that students keep the software on their devices if they intend to complete online assessments in the future, as the software will need to be in place.</p> <p>2.3.3 The proctoring application (Invigilator App - desktop version only) must be downloaded from the Microsoft (if the device is Windows) or Apple (if the device is Mac) store. There is no cost.</p> <p>2.3.4 Students must register as a “student” using ONLY their institutional email account.</p> <p>2.3.5 Students must complete the calibration process.</p> <p>2.3.6 Students are responsible for ensuring that they have downloaded the latest versions of all software required.</p>
<p>2.4 There are consequences for not meeting the device, data, and software minimum requirements.</p>	<p>2.4.1 Students cannot complete online assessments if they do not meet the device, data, and software minimum requirements.</p> <p>2.4.2 Should a student not meet the required device, data and software requirements, then the student is responsible for completing the assessment at an Examination Centre for summative assessments.</p> <p>2.4.3 The Examination Centre must be confirmed at least 8 weeks before the examination.</p>

## Principle 3: There are Appropriate Online Assessment Behaviours

### Online Assessment Criteria:

#### 3. Students must conform to all online assessment rules

Online Assessment Minimum Standards	Online Assessment Procedures
3.1. Completing an online assessment requires student preparation	<ul style="list-style-type: none"> <li>3.1.1. Students may not write an online assessment if they are not registered for the relevant module.</li> <li>3.1.2. Students will only be given the time allotted to the assessment to complete the assessment.</li> <li>3.1.3. Students must ensure that the module and assessment completed are the same as the ones they are registered for.</li> <li>3.1.4. Students must ensure that their device is fully charged before the commencement of an assessment and that the device is plugged in during the assessment.</li> <li>3.1.5. The volume setting on the device must be at the maximum during the completion of the assessment.</li> <li>3.1.6. The device camera must be working.</li> <li>3.1.7. Students must be seated before their computers at least 10 minutes before the commencement of the assessment.</li> <li>3.1.8. Students must complete the ID verification process if prompted to do so.</li> <li>3.1.9. Students must complete the assessment on the correct platform.</li> </ul>
3.2. Online assessments have venue requirements	<ul style="list-style-type: none"> <li>3.2.1. Students are required to use a venue that is quiet and well-lit.</li> <li>3.2.2. Any radios and televisions in the room must be switched off.</li> <li>3.2.3. Students are required to be alone in the venue.</li> <li>3.2.4. Students are permitted to have a laptop/ desktop in the venue.</li> <li>3.2.5. Students are permitted to have device chargers in the venue.</li> <li>3.2.6. Students must have at least one form of identification in the venue (student card, ID document, driver's licence, passport).</li> <li>3.2.7. Students are not permitted to have any other electronic device (including mobile phones and smartwatches, tablets) in the venue.</li> <li>3.2.8. Students are not permitted to have any module material in any form in the venue for closed-book assessments.</li> <li>3.2.9. For open-book assessments, students are permitted to have only the module material allowed for that specific assessment.</li> </ul>

<b>Online Assessment Minimum Standards</b>	<b>Online Assessment Procedures</b>
3.3. Students must behave in an intellectually honest way during online assessments.	<ul style="list-style-type: none"><li>3.3.1. Students must use the online invigilation platform. Any student who does not utilise the correct platform will be considered to not have completed the assessment or transgressed the assessment rules.</li><li>3.3.2. Students must complete their own online assessments.</li><li>3.3.3. Students cannot complete online assessments for other students.</li><li>3.3.4. Students must adhere to all instructions as per the front cover of the assessment paper for each assessment.</li><li>3.3.5. Students must have all required applications running for the duration of the assessment. Any student who closes any required application will be considered to have cheated.</li><li>3.3.6. Students must remain seated in front of their devices for the duration of the online assessment.</li><li>3.3.7. Students are not permitted to talk or read the questions out loud during an online assessment.</li><li>3.3.8. Students are not permitted to listen to any form of audio material during an online assessment.</li><li>3.3.9. Students are not permitted to wear headphones/earbuds during an online assessment.</li><li>3.3.10. Students are not permitted to collaborate in any manner or form with anyone during an online assessment.</li><li>3.3.11. Students are not permitted to complete online assessments within 10 metres of one another.</li><li>3.3.12. Students are not permitted to use more than one screen during an online assessment.</li><li>3.3.13. Students are not permitted to navigate away from the assessment platform and/or proctoring solution and/or lockdown browser.</li><li>3.3.14. Bathroom breaks are not permitted.</li><li>3.3.15. Students are not permitted to circumvent the invigilation system in any way, including logging directly into the assessment platform.</li><li>3.3.16. Students are not permitted to close any required applications during the assessment.</li></ul>

## **Principle 4: Intellectual Integrity Must Be Upheld in All Assessments Completed Online**

### **Online Assessment Criteria:**

#### **4. Students' Intellectual integrity behaviours in online assessments must conform to all proctoring standards**

<b>Online Assessment Minimum Standards</b>	<b>Online Assessment Procedures</b>
4.1. Different forms of proctoring evidence will be used in disciplinary procedures to determine whether a transgression of assessment rules has occurred.	<p>The following data will be reviewed:</p> <ul style="list-style-type: none"><li>4.1.1. Post-assessment audit logs will be used to confirm that students have logged on to both the invigilation application and the online assessment platform.</li><li>4.1.2. Proctoring evidence showing that the person completing the online assessment is not the correct student.</li><li>4.1.3. Proctoring evidence showing that a student has not remained seated in front of their device for the duration of the online assessment.</li><li>4.1.4. Proctoring evidence showing that the venue in which a student is located is not sufficiently lit to make the image of the student identifiable.</li><li>4.1.5. Proctoring evidence showing that students are wearing headphones/earbuds or if their faces are obscured by, including but not limited to, hoods, blankets, or sunglasses.</li><li>4.1.6. Proctoring evidence showing that a student has any material or equipment not permitted for the specific assessment in the venue in which the student is located.</li><li>4.1.7. Proctoring evidence showing that students have engaged with another individual (in person or otherwise) during an online assessment.</li><li>4.1.8. Proctoring evidence showing that there are other individuals in the room during an online assessment.</li><li>4.1.9. Proctoring evidence showing that a student is talking to another individual during an online assessment.</li><li>4.1.10. Proctoring screen captures showing that a student has navigated off or closed any of the required platforms.</li><li>4.1.11. Proctoring evidence shows that students are located within 10 metres of one another.</li><li>4.1.12. Proctoring evidence showing that the student has attempted to behave in an academically dishonest manner.</li></ul>

4.1. Effective proctoring of online invigilated assessments must be in place	<p>4.1.1. Sites are responsible for the selection and appointment of suitable proctoring managers and assessment monitors.</p> <p>4.1.2. There must be a minimum of one proctoring manager per distance team.</p> <p>4.1.3. There must be a minimum of two assessment monitors per online centre.</p> <p>4.1.4. The suitability of assessment monitors is determined by:</p> <ul style="list-style-type: none"> <li>a) Previous experience in an online academic environment.</li> <li>b) Ability to navigate technological platforms.</li> <li>c) Ethical behaviour.</li> </ul> <p>4.1.5. Assessment monitors must be trained once a semester on the following:</p> <ul style="list-style-type: none"> <li>a) Proctoring and assessment procedures</li> <li>b) Proctoring and assessment rules</li> <li>c) Procedures for detecting irregularities during online invigilated assessments.</li> <li>d) Procedures for managing irregularities during online invigilated assessments.</li> </ul> <p>4.1.6. Assessment monitors must be available at least 30 minutes before an assessment commences</p>
4.2. There are standard procedures in place for determining academic honesty transgressions	<p>4.2.1 The marking of the assessment must commence as a parallel process to the determination of any academic honesty transgressions.</p> <p>4.2.2 An assessment monitor must review all proctoring reports for each assessment and record the outcomes of the review.</p> <p>4.2.3 The proctoring reports and the outcome record must be reviewed by the proctoring manager.</p> <p>4.2.4 The work of the assessment monitor and the proctoring manager is completed within 5 days of the assessment completion.</p> <p>4.2.5 The review process involves reviewing the evidence from the proctoring report, based on the parameters outlined in 3.3 and 4.1</p> <p>4.2.6 If the investigation determines that no infringement of the assessment rules is likely to have occurred, then no further action is required, and the student's mark is released.</p> <p>4.2.7 If the investigation determines that an infringement of the assessment rules is likely to have occurred, then the rules outlined in IIE015 must be followed and any proctoring evidence is referred to the campus or online centre disciplinary committee, and the student's mark is not released.</p>
4.3 Appeals must be handled appropriately	<p>4.3.1 Any online assessment appeal regarding transgressions in academic honesty must be lodged within 5 days of the end of the assessment cycle in which the online assessment was written.</p> <p>4.3.2 The established process for assessment appeals must be followed.</p>

## **Principle 5: All Assessments Conducted Online Must Conform to South African Regulations Concerning the Management of Data**

### **Online Assessment Criteria:**

**5. Only personal information that is required for assessment and invigilation purposes may be collected and stored for a limited time.**

<b>Online Assessment Minimum Standards</b>	<b>Online Assessment Procedures</b>
5.1. Only personal data that is necessary for the completion of the online assessment must be collected	5.1.1. The institution will visually record students during the online assessment. 5.1.2. The institution will take photographic images and video recordings of students during an online assessment. 5.1.3. The institution will audio-record students during the online assessment. 5.1.4. The institution will monitor the screens of students during the online assessment. 5.1.5. The institution will identify the GPS location of students during online assessments.
5.2. Personal data will only be used for disciplinary procedures.	5.2.1. Personal data may only be used as evidence in reviews of proctoring reports and in disciplinary procedures, and for no other purpose.
5.3. Student images and audio recordings must be securely stored	5.3.1 The proctoring evaluation report for each student from each online assessment will be securely stored for 5 years by the proctoring application after each online assessment cycle. 5.3.2 All multimedia recordings of students will be destroyed after two months from the end of each assessment cycle.
5.4. Students must consent to all personal data provisions	5.4.1 Students will provide their consent to have their personal data collected, used and stored at the start of each online assessment.