

# RULES OF PROCEDURE FOR (COURSE) EXAMS AT MAASTRICHT UNIVERSITY

## 2024-2025

*This document addresses the rules of procedures for exams at the central assessment facilities used by the UM and outside UM facilities in case of online exams. The document comprises two parts. Part 1 focuses on general provisions and part 2 on provisions for onsite exams at central facilities.*

*These Rules of Procedure were adopted by the chairs of the UM Boards of Examiners on June 20th, 2024, and takes effect on September 1<sup>st</sup>, 2024, and replace any other existing Rules of Procedure for (course) exams that were published earlier.*

## PART 1 GENERAL PROVISIONS

### Article 1 Applicability

These Rules of Procedure apply to all written exams administered on site at a central assessment facility of the UM. In exceptional circumstances, additional or modified regulations may apply.

### Article 2 Definitions

- a. Board of Examiners: the Board of Examiners of a faculty or school;
- b. Exam Coordinator: the person responsible for scheduling and organising a written exam on behalf of the management;
- c. Head (or other) Invigilator: the person who monitors compliance with the Rules of Procedure at the exam location
- d. Examiner: the teacher assigned by the Board of Examiners to administer the exam and determine the results;
- e. Exam System: The exams are conducted in TestVision or Canvas;
- f. Instruction(s): the instructions provided on the rules and course of events during the exam, as communicated on the student portal and/or the cover sheet.

### Article 3 Proof of identity

1

Only students who are officially enrolled at UM at the time of the exam are permitted to participate in the exam. Students must provide proof of their identity during onsite exams and exams with online proctoring, by a clearly legible UM Card with an undamaged, recent passport photo bearing a clear resemblance to the holder and which complies with the Digital Passport Photo Guidelines for the UM Card (see Annex 1).

In cases where students cannot provide a UM Card, students can identify themselves by an original, legal ID in the form of a valid:

- passport
- state-issued driving license or identity card ONLY for students from EU/EEA countries
- Dutch residence permit or if approved, EU residence permit.

At the start of the exam, the UM Card or legal ID must be placed on the student's table and be clearly visible.

Copies of IDs (in any format) will not be accepted as proof of identity..

2

Students who cannot provide a proof of identity during the exam in the prescribed manner will not be permitted to participate in or continue to participate in the exam, and will be required to leave the exam room at the Head (or other) Invigilator's instruction.

#### **Article 4 Participation in the exam**

1

Students will be permitted to participate in the exam only if they are entitled to do so under the specific faculty regulations.

2

No student will be admitted into the room where the exam is being administered after the exam has officially begun. Students arriving late will not be entitled to participate in the exam, regardless of the reason for their late arrival.

3

The Rules and Guidelines of the relevant Board of Examiners are applicable.

#### **Article 5 Instructions**

Students must follow the instructions of the Exam Coordinator and/or the Head (or other) Invigilator and/or the instructions on the Exam System.

#### **Article 6 Changes**

There may be errata and additions in this document. In the case of, additions will be published timely.

#### **Article 7 Drinks & refreshments**

1

During exams with a duration of less than 3 hours (up to 179 min):

Drinks: no restrictions provided that the fluid is in a bottle or cup with a lid that can be closed.

Food: food is not allowed.

2

Refreshments allowed during exam of at least 3 hours (180 -240 min)

Drinks: no restrictions provided that the fluid is in a bottle or cup with a lid that can be closed.

Food: no meals, only small refreshments/ snacks, which do not cause noise while opening/ eating. The use of cutlery is forbidden.

3

In case of a medical necessity to deviate from the above restriction on refreshments during exams, the student in question must request this facility through disability services and seek permission from the Board of Examiners.

## **PART 2 ON SITE COURSE EXAMS AT CENTRAL ASSESSMENT FACILITIES**

### **Article 8 Arrangement of the room**

1

The exam room will open at least 15 minutes before the exam begins. From the time the exam room is opened, students may enter and must take a seat in accordance with the seating plan posted at the room entrance.

2

A seat will be available for each student who has registered for the exam in conformity with the registration procedure.

For digital onsite exams, the University may provide the students with a computer for the duration of the exam. These computers and additional hardware are the property of the University, and must remain in the exam room. Use of these facilities is subject to the University IT and fair use policies.

### **Article 9 Personal belongings and other materials**

1

Before the exam starts, coats, bags and other personal belongings must be placed underneath the table. Bags must be closed.

On the table only items that are needed for the exam itself are permitted as specified in the exam instructions. No other personal belongings are allowed on the table.

Head coverings are not permitted, except head coverings for religious reasons. If head covering is needed for a medical reason, students must seek permission from the Board of Examiners beforehand.

2

Materials such as communication devices, mobile phones, head-phones, electronic earplugs, step-counting or any other health measurement devices, and other information carriers must be switched off and stored in students' bags or on the floor (upside down). Use of these materials is not permitted during the exam, unless the Board of Examiners has determined otherwise. Students are not permitted to take these unauthorised materials out of their bags until after they finished the exam and left the exam room.

3

Students are not permitted to wear watches during the exam, nor have a watch anywhere else on them. Watches must be placed in students' bags or on the floor (upside down) before the exam starts and are not to be taken out until after they leave the exam room.

4

The only type of earplug that is permitted for the purpose of noise reduction, is the non-electronic soft foam kind. Students must present these earplugs to the invigilator for inspection before use and upon request. With the use of these foam earplugs the student accepts to bear the risk of missing announcements and the consequences that might have.

#### **Article 10 Leaving the exam room/seat**

1

Students are not permitted to leave the exam room until 30 minutes after the official start of the exam.

2

Students are not permitted to leave the exam room nor their seat without the Head (or other) Invigilator's permission.

#### **Article 11 Disruptive behaviour**

1

Students are not permitted to engage in any behaviour that is disruptive to the other students or to the Invigilators or other persons present in the exam room. The Head (or other) Invigilator determines whether behaviour is disruptive and will speak to the student in question.

2

If a student creates a serious disruption, the Head (or other) Invigilator may exclude that student from further participation in the exam.

#### **Article 11a Emergencies during the exam**

In the event of an emergency, students must follow the instructions of the Invigilators, emergency services (such as the fire brigade) and/or company emergency response workers at the exam venue.

#### **Article 12 Procedure to hand in exams**

1

Students are permitted to hand in their exams to their Invigilator no earlier than 30 minutes after the exam starts. Students hand in their exam papers in one of two different ways, depending on when they finish:

- Before the end of the exam:
  - By, after permission by the invigilator, taking the exam papers to the invigilator and handing over their completed work:
  - By closing the exam in the exam system.
- At the end of the exam:
  - Students are not allowed to amend their answers, or write anything on exam papers once the exam has ended (see art. 16-g);
  - Students remain seated until either the head invigilator or another invigilator has collected their completed work/answer form/exam papers from their desk.

The faculty management may determine that the exam questions must also be handed in.

For digital onsite exams, the students must follow the procedure specified by the exam instructions or the exam software.

2

After students hand in their exams, they must leave the room as quickly and as quietly as possible. Students who have handed in their exams and left the room will not be permitted to re-enter the room. The Board of Examiners may determine that students must provide proof of identity in conformity with the provisions of Article 3 when handing in their exams, before they can leave the room.

3

Exam papers must be handed in no later than the official end of the exam or as instructed by the Head (or other) Invigilator.

4

Since students are not allowed to amend their answers once the exam has ended, they must fill in their name and/or student ID number before the end of the exam. See also Article 3 on Proof of identity.

### **Article 13 Toilet visits**

1

No toilet visits are permitted during the first and last 30 minutes of the exam.

2

Students are permitted a maximum of one toilet visit during exams that have a duration between one and no more than two hours (61-120 min).

Students are permitted a maximum of two toilet visits during exams that have a duration between two and three and no more than three hours (121-180 min).

Students are permitted a maximum of three toilet visits during exams that have a duration between three and no more than four hours (181-240 min).

3

If due to a medical necessity a student may have to make more than the maximum number of toilet visits permitted during the exam, the student must inform the Head (or other) Invigilator before the exam and present in principle a document from the Board of Examiners.

4

Students wishing to leave the exam room temporarily to go to the toilet must request permission from the Head (or other) Invigilator by raising a hand. If permission is granted, the student will receive a toilet pass in exchange for their ID, which will be returned in exchange for the toilet pass upon their return to the exam room.

5

No more than two students (per block) shall be allowed to go to the toilet area at the same time.

6

Before gaining access to the toilet/ toilet area and after returning from the toilet, students will be asked to present the contents of their pockets or the like to verify they are not in possession of any unauthorised materials as referred to in Article 9.2, having due regard for students' privacy. If students refuses to present the full contents of their pockets or the like, an Irregularity Report Form will be drawn up. Article 9.2 shall apply by analogy. In case a student does not wait for permission or visits the toilet without permission an irregularity form will also be completed.

7

Detection devices may be placed in toilet areas to monitor (electronically) that students do not use communication devices and/or other electronic equipment while the exam is under way. The individual restrooms are not surveyed visually.

#### **Article 14 Compliance with completion instructions**

Instructions for completing exam answer forms, questions or booklets shall be included with the forms, questions or booklets in question. If a student fails to follow these instructions, uses materials other than those permitted (see Article 9.2), makes changes to pre-printed information or notes elsewhere on an answer form, it will not be possible to process the answer form and issue an exam result. Students will be held fully and exclusively responsible for the consequences of failure to comply with the completion instructions. Any suspected mistakes in the instructions must be reported immediately to the Head (or other) Invigilator.

#### **Article 15 Irregularity Report Form**

1

If fraud or an irregularity is suspected, the Head (or other) Invigilator shall submit a report to the Board of Examiners using an Irregularity Report Form.

2

In case of a force majeure situation during onsite exams, incidental measures may be in place. Students that do not comply with these measures will be reported by the Head (or other) Invigilator to the Board of Examiners using an Irregularity Report Form.

3

The irregularity report shall describe in detail the factual situation as witnessed by the Head (or other) Invigilator. The Head (or other) Invigilator may draw up this report in Dutch or English, depending on the language spoken and written by the student. The Head (or other) Invigilator will make sure that the student understands the content of the report. After the student has read and agreed to the content of the Irregularity Report Form, the Head (or other) Invigilator, the Examiner (if present) and the student shall sign the form. The student is not permitted to add their own statement to the form. If the student does not agree to the content of the report, they may state their disagreement in the indicated box on the form.

## **Article 16 Suspected irregularity**

Subsequent to the applicable Education and Examination Regulations and the Rules and Regulations, in any case fraud or an irregularity may be suspected in situations where a student:

- a. exchanges information with another student or other persons in the exam room in any manner whatsoever before, during or after the exam is administered;
- b. exchanges information with another student or other persons in any manner whatsoever before, during or after visiting the toilet during the exam;
- c. has unauthorised materials on the table and/or within reach. Unauthorised materials includes, but not limited to:
  - forms of identification other than a UM Card or legal ID (see also Article 3);
  - wearing a watch during the exam;
  - communication devices and/or other electronic equipment (mobile phones, head phones, smart watches, step-counting devices and the like);
  - other information carriers (calculators, palmtops and the like) other than the authorised materials specified on the front page of the exam;
  - dictionaries, books, texts, and such, other than the authorised materials specified on the front page of the exam;
  - notetaking materials - notes can be made on blank pages in the exam booklet or on the scrap paper provided by the exam administrators, if this is authorised as specified on the front page of the exam;
  - other health-measurement devices.
- d. leaves the room without an Invigilator's permission;
- e. goes to the toilet without an Invigilator's permission;
- f. takes something out of their bag without an Invigilator's permission.
- g. writing anything on the exam papers after the official end of the exam without permission from an invigilator;
- h. has disregarded the instructions of the invigilator or the instructions for the exam (component) such that an unfair advantage might have been obtained;
- i. has posed as someone else or let someone else pose as him/her;
- j. has falsely obtained, or attempted to, access to an exam;

## **Article 17 Confiscation of unauthorised materials**

1

If in the Head (or other) Invigilator's judgment a student has unauthorised materials as referred to in Article 9.2 within reach, the Head (or other) Invigilator may ask to inspect them.

2

The Head (or other) Invigilator shall inform the student of the potential irregularity observed and confiscate the unauthorised materials. In principle, the student may continue to participate in the exam.

3

If the student objects to the confiscation of unauthorised materials, the Head (or other) Invigilator will record this on an Irregularity Report Form and submit it to the Board of Examiners. To the extent that the confiscated materials cannot serve as evidence of irregularity, they shall be returned to the student on a date/at a time to be determined by the Board of Examiners.

4

If a student has written permission from the Board of Examiners to use material referred to in Art 9.2, they must inform the Exam Coordinator or Head (or other) Invigilator at the exam venue before the start of the exam and must be able to present a copy of this document.

#### **Article 18 Damage to or loss of property in the exam room**

Maastricht University hereby expressly excludes any liability for damage to or loss of property given in custody to or confiscated by the Head (or other) Invigilator.

#### **Article 19 Violations**

Any violation of these Rules of Procedure shall be documented on an Irregularity Report Form. Article 16 shall apply by analogy.

#### **Article 20 Consultation**

In cases not provided for in these Rules of Procedure, the Exam Coordinator shall decide the matter in consultation with the Head Invigilator and, if possible, the Examiner or Board of Examiners.



## Annex 1

### Digital Passport Photo Guidelines for the UM Card

- The photo is a recent photo of you and bears a clear resemblance to you.
- The photo shows solely your uncovered face.
- Both eyes are visible and clearly recognisable.
- Your head fills the available space as much as possible.
- The photo is in focus.
- The photo is not rotated.
- The dimensions are at least 85 x 113 pixels (width x height: 30 x 40 mm).
- The photo is in JPEG or JPG file format.
- Both colour and black-and-white photos are permitted.