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## 6. Examinations and Grades

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Assignments and examinations are the basic means of evaluating your knowledge and understanding of course content. Your final grade for a course is normally determined by a weighted average of the marks for all assignments and examinations completed in the course. You should review the Course Syllabus of each course you're registered in for specifics.

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*Updated July 14 2020 by laurab*

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## Examinations and Grades

### 6.1 Examinations

**Due to Covid-19, Athabasca University exam locations are closed and only ONLINE exams are being issued. Students must confirm that an invigilation centre is open before booking an exam. Please refer to the [Covid Q&A page](#) for any updates and current steps for booking an online exam.**

Many courses at AU make use of examinations as one way to evaluate a student's knowledge and understanding of course content. The final grade for a course is normally determined by a weighted average of the marks for all assignments and examinations completed in the course. Review the Course Syllabus for each course you're registered in to see if your course requires examinations and refer to the following sections for exam-related questions.

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## Examinations and Grades

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### 6.1.1 Preparation

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Good study habits, time management, reading to understand and remember, frequent reviews, and relating your studies to your everyday life all go a long way toward preparing you for examinations.

Anxiety can prevent you from doing well in examinations. Many of our students have benefited from coping strategies offered by Athabasca University's Counselling Services. Athabasca University also produces a brochure "Mastering Exam Anxiety," and provides online resources.

Before you request your examination, discuss your preparedness with your tutor or learning facilitator. If you are having difficulties preparing for your examination,

**Supplemental Exams**

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please review Athabasca University's  
Counselling Services Mastering Exam  
Anxiety website or [email an AU counsellor](#).

**Challenge for Credit Examinations**

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## Examinations and Grades

### 6.1.2 Requesting an Examination

**Due to Covid-19, Athabasca University exam locations are closed and only ONLINE exams are being issued. Students must confirm that an invigilation centre is open before booking an exam. Please refer to the [Covid Q&A page](#) for any updates and current steps for booking an online exam.**

When you are ready to write your examination, you must complete and submit an Examination Request Form. You do not require permission to write an examination; however, we recommend that you discuss your preparedness with your tutor or learning facilitator. You will first need to contact the examination centre or your invigilator and select a date and time to write, and to discuss possible fees. You must submit your Examination Request Form well in advance of your requested write date.

[Exam Request Deadlines](#)

<b>Supplemental Exams</b>	When you are ready to request an examination, complete and submit the online Examination Request Form (also available through myAU).
<b>Challenge for Credit Examinations</b>	<a href="#">Online – Examination Request Form</a>
<b>Grouped Study Examinations</b>	If you are not able to complete and submit the online form, a PDF version is also available.
<b>Marks and Grades</b>	<a href="#">PDF – Examination Request Form</a>
Undergraduate Fees and Refunds	Before you submit the form, it is important that you continue to review the following sections.
Faculty	<b>6.1.2.1 Oral Exams</b>
Student Code of Conduct and Right to Appeals Regulations	If you are registered in a course that has an oral exam, be advised that the exam may be conducted by phone, video conferencing, email, or other methods, and should be arranged between you and your tutor. The evaluation section of the course syllabus will indicate whether the course has an oral quiz or examination, or not.
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Search Undergraduate Calendar	<b>6.1.2.2 Students with Disabilities</b>
	If you are a student with a disability or you are registered for services through Accessibility Services, and you require accommodations for your examinations, please use the Accessibility Services Examination Request Form.
	<a href="#">Accessibility Services Examination Request Form</a>
	If you are a student with a disability who requires exceptional examination accommodations, you must request your examination at least 30 days before your

write date to allow additional time for AU staff to prepare the examination. In rare circumstances these time limits may be extended for specific examinations.

[Accessibility Services website](#)

### 6.1.2.3 Where do I write?

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Students can write at an examination centre located in the University's Athabasca, Edmonton, or Calgary, Alberta, offices. In addition, a Canada-wide Examination Invigilation Network has been established and is comprised of many post-secondary institutions that are AU approved invigilation sites. An invigilator is a person who supervises students while they are writing an exam.

Students who do not have access to an examination centre, may propose an invigilator. Athabasca University students living outside Canada write their examinations at an approved post-secondary institution or Canadian Embassy.

Students writing an online exam may also be able to write through ProctorU which enables students to write an online exam in locations other than those stated above.

All invigilators must be approved by Athabasca University in order to supervise an AU exam.

[Examination Centres](#)

[Invigilators](#)

[Virtual Invigilator](#)

### 6.1.2.4 When do I write?

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Students are expected to write their exam within their course contract period. Exam requests that are received within our published exam request deadlines, with a write date that is within a student's contract period, will not be assessed any additional fees.

AU has implemented process to accommodate late exam requests. A late exam request is an exam which is requested outside of the published deadlines.

Students cannot write their exam prior to the course contract start date.

All examination requests, with the exception of supplemental examinations, must be received by AU on or before the course contract end date.

After you submit your Examination Request Form, AU aims to have your exam arrive at the examination centre or your invigilator, approximately one week before your requested write date. AU cannot guarantee that your examination will arrive before your requested write date. Timelines are dependent on your geographic location.

### Examination Request Form

#### 6.1.2.5 Exam Request Deadlines

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If you are requesting to write an exam at an AU location (i.e. AU Athabasca, AU Edmonton, or AU Calgary), you must request your exam 10 days before your requested write date. (Available dates/times at month end are in high demand so more notice may be necessary to ensure your preferred date/time.)

If you are requesting an exam within Canada or the United States at an established AU Approved Invigilation Centre you must request your exam 20 calendar days prior to your requested write date.

If you are outside of Canada and the United States and requesting an exam to be invigilated at an established AU Approved Invigilation Centre, your request must be received 30 calendar days prior to your requested write date.

If you are requesting to write an exam at an invigilator not yet established as an AU Approved Invigilator, your request must be received 60 calendar days prior to your requested write date.

## EXAM REQUEST AND COMPLETION DEADLINES (WITH AN AU APPROVED INVIGILATOR)

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<b>Exam Type</b>	<b>Exam Request Deadline</b>	<b>Exam Completion Deadline</b>
Request for an exam for invigilation at an AU location	10 calendar days prior to the exam write date	Prior to or on the course contract end date
Request of an exam for invigilation inside Canada and the US	20 calendar days prior to the exam write date	Prior to or on the course contract end date

Request of an exam for invigilation outside Canada and the US	30 calendar days prior to the exam write date	Prior to or on the course contract end date
Late request for an exam	Prior to or on the course contract end date	Not later than 30 days after the course contract end date
Supplemental Exam	Within 90 calendar days of the initial write date	Within 30 calendar days of making the supplemental exam request

## NEW INVIGILATOR REQUEST DEADLINE (INVIGILATORS NOT ALREADY APPROVED)

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60 calendar days prior to the anticipated exam write date.

### Examination Centres

### Invigilators

#### 6.1.2.6 Late Exam Requests

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A request that is received outside of the published deadlines will be processed provided the student makes the request by his or her contract end date (with the exception of supplemental exams) and

provided the exam is written not later than 30 days after the course contract end date. This is considered to be a late exam request and a non-refundable fee is assessed for this service. This is not an extension; tutor support will not continue and all other coursework must be submitted prior to your course contract end date. Please allow time for your request to be processed—on-time delivery of the late exam cannot be guaranteed.

See the [Exam Request and Completion Deadlines](#) table above for the general guidelines surrounding the assessment of a [late exam fee](#).

### 6.1.2.7 Examination Security

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For exam security reasons, AU reserves the right to delay the shipment of examinations that have a write date scheduled well into the future. Whenever possible, examinations are shipped to an approved invigilator or an approved invigilation centre so that the exams arrive approximately one week before the requested write date.

### 6.1.2.8 Holiday Closures and Examinations

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Examinations are not shipped during the last week in December when the University is closed.

Examination requests that are received prior to the University closure for courses with a course contract end date of December 31 are allowed additional time to write their examinations without being charged the [Late Exam Fee](#). Exams requested prior to the University closure for courses with a contract end date of

December 31 must be completed no later than January 15 of the following year. This provision is not extended to grouped study courses.

The Exam Request Deadlines must still be met (i.e. if you are requesting an exam in Canada or the U.S. you must still request 20 days before the write date) or the Late Exam Fee will be assessed.

This additional time does not apply to other course work such as assignments and quizzes, which must be completed on or before the December 31 course contract end date.

Any examination requests received after the university closure, but prior to the course contract end date of December 31 will be processed as a Late Examination Request.

#### 6.1.2.9 Right to Request a Rewrite

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Athabasca University reserves the right to require that a student re-write an exam. This does not limit the University's right to proceed with charges of Student Academic Misconduct or Non-Academic Misconduct.

#### 6.1.2.10 Examination Appeals

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All examination appeals must be made using the Office of the Registrar Online Appeals Form. The Appeals Officer designated by the Registrar has the final authority on all appeals. All decisions on appeals will be communicated in writing to the Appellant.

If the Appeals Officer has received an appeal in error, it will be redirected accordingly.

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### 6.1.3 Examination Centres

**Due to Covid-19, Athabasca University exam locations are closed and only ONLINE exams are being issued. Students must confirm that an invigilation centre is open before booking an exam. Please refer to the [Covid Q&A page](#) for any updates and current steps for booking an online exam.**

Students can write their examinations at Athabasca University buildings in Athabasca, Edmonton, or Calgary, Alberta. In addition, a Canada-wide Examination Invigilation Network has been established that is composed of many post-secondary institutions that are AU-approved invigilation centres.

[Writing at Athabasca University](#)

If you wish to write your examination at a location other than AU or any of the listings in the Examination Invigilation Network, you must write at an accredited post-secondary institution such as a community college or a technical institute.

<b>Supplemental Exams</b>	If a college or technical institute is not accessible, you may write your examination at an educational institution such as a high school or library, provided it is approved by Examination Services Unit, Office of the Registrar.
<b>Challenge for Credit Examinations</b>	
<b>Grouped Study Examinations</b>	<a href="#"><u>Canada-Wide Examination Invigilation Network</u></a> <a href="#"><u>Centres Outside Canada</u></a>
<b>Marks and Grades</b>	If none of these options is available, review <a href="#"><u>Invigilators: Pre-Approved</u></a> .
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### 6.1.3.1 Arrive on Time!

Arrive promptly for your examination. Latecomers can be extremely disruptive to other students writing examinations. If you arrive more than 15 minutes late for a scheduled examination, and you have not notified your exam invigilator in advance, you should try to rebook your examination within 10 business days. Depending on where you write, you may be charged a non-refundable exam rebooking fee (payable at Athabasca, Edmonton, and Calgary, Alberta).

After the 10 business-day hold period, the unwritten examination is returned to AU. If and when you request the exam again, the non-refundable multiple examination fee will be charged.

Whenever possible, AU will accommodate moderately late arrivals; however, you will risk being interrupted if others leave the room before you are finished writing your examination. Allowing additional time may not always be possible.

If you think you might be late, please inform the institution where you are writing. Staff will advise you whether or

not there is time to write your examination. If you still choose to write with less than the recommended time allowed, this will be noted on your examination in the case of a future appeal.

### **Student Identification**

Students must present a valid form of photo identification to an invigilator prior to being allowed to write an exam. The identification must be government issued (passport, driver's licence, etc.) or an Athabasca University-issued photo ID card.

[Multiple examination fee](#)

[Unwritten/Multiple Examinations](#)

### **6.1.3.2 Centres Within Canada**

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Students who live within a 100 km radius of an AU-approved invigilation centre, write their examinations at that centre. Students who live more than 100 km from an exam invigilation centre, may request to write their exams closer to home provided they arrange for an invigilator who meets specific guidelines and is approved by AU.

[Examination Invigilation Network](#)

[Invigilators](#)

### **6.1.3.3 Centres Outside Canada**

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AU students who live outside of Canada must write their examination at an AU-approved post-secondary institution or Canadian Embassy, or use an invigilator who meets specific guidelines.

[Invigilator guidelines](#)

### **6.1.3.4 Grouped Study Students**

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Grouped study students write their examination at the same place, date, and time selected by the course professor unless approval for an exception has been obtained in advance by the AU course coordinator.

### 6.1.3.5 Online Examinations

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An increasing number of AU examinations are completed and submitted online. The course syllabus and your course materials will indicate whether the examination(s) for the course are online. Students have two options for how to write online exams: through ProctorU or at an invigilation centre that is able to invigilate online exams.

ProctorU: This exam-writing option is available to students with a computer in a suitable location, with (high-speed) internet access and a webcam.

Invigilation centre: When writing an online examination, it is your responsibility to ensure a computer with an Internet connection and an accepted web browser is available for your use at the Invigilation Centre. Students are not permitted to bring or use personal laptops for online exams.

Refer to your student manual for training resources, computer requirements and other information related to writing your online exam. Please direct your questions about online examinations to the Examination Services Unit or the AU Information Centre.

All other examination regulations apply to online examinations. You must complete and submit the Examination Request Form

to Examination Services using the methods described in the [Requesting an Examination](#) section.

### 6.1.3.6 Examination Attempt and Time Allotments

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Once a student has viewed an examination—unless the wrong examination has been sent to the invigilator—the examination will be considered to have been written or attempted to have been written and assigned a grade.

At the beginning of the invigilation of the exam, a student must verify that the correct exam (midterm or final) for their course has been provided. Once a student has viewed an exam, unless the wrong exam has been sent to the AU-approved invigilator, it will be considered an attempt at the exam and the exam will be considered written.

If a student discovers they have been sent or are writing the wrong exam, they must immediately bring the discrepancy to the invigilator's attention. The exam invigilator must contact AU's Examination Services Unit at 780-675-6579 and ensure that the student remains at the invigilation site for further instruction. In the event that the Examination Services Unit is closed, the invigilator must contact the unit the next business day. Further instructions will be provided to the invigilator and the student.

Students must complete their examinations within the time specified on the official invigilation and examination instructions. An exam will be considered void if the student has exceeded the allowed time that has been specified for the exam.

### 6.1.3.7 Significant Exam Disruption

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Significant exam disruptions may occur which are beyond the control of the student, invigilator, or AU. These may include, but are not limited to, a utility service disruption or an evacuation of an invigilation centre.

In the event of a significant exam disruption, the invigilator must immediately contact the Examination Services Unit at 780-675-6579 and ensure that the student remains at the invigilation site, or other safe location for further instruction.

If the Examination Services Unit is closed, the invigilator must contact the unit on the following business day. Further instruction will be provided to the invigilator and the student at that time.

### 6.1.3.8 Lost Exams

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If a student writes an online or paper-based exam under appropriate supervision and the written exam is returned directly to AU from or through an AU-approved invigilator, but the exam or part of an exam is lost, the student may be required to be re-tested in order to adequately evaluate the student's knowledge of the subject matter. See the [Undergraduate Lost Exam Policy](#) for more information.

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### 6.1.4 Invigilators: Pre-Approved

**Due to Covid-19, Athabasca University exam locations are closed and only ONLINE exams are being issued. Students must confirm that an invigilation centre is open before booking an exam. Please refer to the [Covid Q&A page](#) for any updates and current steps for booking an online exam.**

Students are required to write an exam with an established Athabasca University-approved invigilator if they live within 100 km of an already-approved invigilator. Students who live more than 100 km away from an examination centre may write their exams closer to home provided they arrange for an invigilator.

An invigilator is a person authorized by AU to oversee the writing of an examination by an AU student. There may be an AU-approved invigilator in your area already.

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Use the link below to determine whether there is an AU-approved invigilator in your area. If not, email [Examination Services Unit](#), Office of the Registrar, review the [Exam Request Deadlines](#), and Invigilation guidelines (See below).

[Examination Invigilation Network](#)

### 6.1.4.1 Invigilator: Requires AU Approval

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AU has the right to refuse a requested invigilator and request that the student submit an alternative invigilator, or request that the student write the examination at an AU-approved invigilator. AU has the right to discontinue the use of an AU-approved invigilator at any time.

### 6.1.4.2 Invigilator Guidelines

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If an AU-approved invigilator is not available in your area, you may propose an individual (with the [Invigilator Request Form](#)), who meets the guidelines below. The request time is longer than for an exam request with an existing invigilator. Please review [Exam Request Deadlines](#).

Before an invigilator may be approved, the University must be able to verify the accuracy of the information presented by the student and proposed invigilator.

### **Invigilator Environment**

An AU-approved invigilator must be able to provide an environment that meets the following conditions:

A safe and quiet exam writing environment that is free from distraction and disruption.

A secure method of holding an exam

prior to a student's scheduled exam write date and time.

A secure method of holding an exam prior to its return to AU.

The ability to ensure that an exam is invigilated in accordance with Athabasca University's Invigilation Standards and in accordance with the Exam Invigilation Procedures of the exam.

The ability to ensure that a student does not have access to the exam outside of the scheduled write date and time.

The ability to ensure that the student writes the exam within the allotted time to do so.

If invigilating an online exam, the ability to provide a desktop or laptop computer that is compatible with the technology that is required to host the online exam and is located in an environment that is suitable to the writing of the exam.

### **Invigilation Criteria**

A proposed invigilator must be fluent in written and spoken English and be a permanent employee in one of the following categories:

a professor or instructor at a recognized public or private post-secondary institution;

a full-time administrative or professional staff member of a recognized public or private post-secondary institution;

a full-time administrative or professional staff member of a public library or a library in a public or post-secondary school;

a full-time administrative or faculty

staff member of a public or private elementary or secondary school;  
a full-time HR professional who works in a dedicated human resources department;  
a ranking officer in the Armed Forces;  
an official at an embassy or consulate office.

A proposed invigilator **may not** be a friend, neighbour, co-worker, supervisor, family member, or relative of the student, and may not live at the same address as the student. Exceptions may be considered for students who live in remote communities and who do not have access to one of the individuals from the above categories within a 100 km radius of the student's residence. The Office of the Registrar must be confident that the individual selected will ensure that the examination invigilation guidelines will be followed and that there is no conflict of interest between the approved invigilator and student.

AU students are not permitted to act as invigilators for other AU students without the written permission of an authorized representative of AU as designated by the AU Registrar. Students at other schools are also not permitted to act as an invigilator unless the individual is a paid employee of an AU-approved invigilation centre or has been approved by an authorized representative of AU as designated by the AU Registrar.

If these options are not available to you, email [Examination Services Unit](#), Office of the Registrar. A staff member will help you determine a suitable location and an acceptable invigilator. If you would like to

request an invigilator review, fill out the Invigilator Request Form and email it to [invigilator\\_review@athabascau.ca](mailto:invigilator_review@athabascau.ca)

[Examination Request Form](#)

[Examination Invigilation Network](#)

[Invigilator Request Form](#)

### 6.1.4.3 Invigilator Fees

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Students are responsible for any expenses incurred when writing an examination. Most invigilators request a fee to invigilate examinations. Invigilation centers may also charge a fee if you cancel or reschedule your examination.

AU does not charge a fee to invigilate examinations at any of its three offices located in Athabasca, Edmonton, or Calgary, Alberta.

### 6.1.4.4 Exam Shipment and Delivery

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#### **Online Exam**

The AU-approved invigilator will be provided with instructions, a secure password, and a hyperlink to access an online exam in advance of a student's scheduled exam write date. Only the invigilator may log in to access the exam. Secure passwords must never be given to a student.

#### **Standard Mail**

All exams are shipped by letter mail to the AU-approved invigilator. Students must take postal delivery times into consideration when making their exam request. Note that delivery standards may vary for rural, remote, and international

communities. Students who are writing an exam in rural, remote, and international areas should add additional time to their request. AU cannot guarantee a desired delivery date.

### **Courier Delivery**

Students may request that their exam be shipped to their AU-approved invigilator via courier at their own expense. Students can request courier shipment at the time they make their exam request.

AU courier fees vary between locations and may be subject to change at any time. Note that AU Athabasca is not located in a major courier hub and overnight delivery is not available. AU courier fees are non-refundable and AU cannot guarantee a desired delivery date.

### **6.1.4.5 Exam Return to AU**

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An attempted or completed exam must be returned to AU in the return envelope provided and only by the AU-approved invigilator on the same or next business day.

Students may provide an invigilator with a pre-paid courier envelope for the return of the exam. Invigilators must ensure that the exam is returned to the specified address on the return envelope provided by AU and ensure that the attempted or completed exam is never in the student's possession outside of the allotted write period.

A void exam will be considered attempted but will not be graded. The Associate Registrar, Operations, will evaluate each

case on its own merit and provide the student with instructions on how to proceed.

Visit [Unwritten/Multiple Exams](#) for information on returning unwritten exams.

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### 6.1.5 Unwritten/Multiple Examinations

**Due to Covid-19, Athabasca University exam locations are closed and only ONLINE exams are being issued. Students must confirm that an invigilation centre is open before booking an exam. Please refer to the [Covid Q&A page](#) for any updates and current steps for booking an online exam.**

Occasionally, circumstances arise that prevent students from writing their examination on the date requested. When the unwritten examination is returned to Athabasca University, and you request to write at a later date, this is called a multiple examination. You may reschedule your examination by following these guidelines.

For each request to write, you must complete and submit an Examination Request Form. If you reschedule your new write date within 10 business days after your original write date, but not past your contract end date, you will avoid the

<b>Exams</b>	multiple examination fee (examination rebooking fees may be assessed by your invigilator).
<b>Challenge for Credit Examinations</b>	
<b>Grouped Study Examinations</b>	If you reschedule later, Athabasca University will charge you a non-refundable multiple examination fee. This fee is levied each time an exam is returned unwritten and is requested again. If you were scheduled to write your examination at a Athabasca University Athabasca, Edmonton, or Calgary office, you will be charged a non-refundable rebooking fee, provided the exam is written within 10 days.
<b>Marks and Grades</b>	
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Student Code of Conduct and Right to Appeals Regulations	Ensure that your invigilator is able to reschedule to the new write date. Your invigilator may assess a cancellation or rebooking fee; however, they are under no obligation to reschedule a new write date. Also ensure that the correct fee accompanies the Examination Request Form.
Glossary	
Site Map	Multiple examinations do not apply to supplemental examinations, which are written as requested.
Search Undergraduate Calendar	<b>6.1.5.1 Returning an Unwritten/Multiple Examination</b>

If you are unable to write your examination, your AU-approved invigilator must hold the unwritten examination for a period of 10 business days after the scheduled write date. Although it is expected that an approved invigilator will endeavor to accommodate rescheduling, they are not obligated to reschedule a new write date. Invigilators are under no obligation to accept an exam rebooking request from a student.

Unwritten examinations must be returned immediately after the expiry of the 10 business-day hold period. If the exam is not being written at one of the Athabasca University Athabasca, Edmonton, or Calgary offices, it is expected that the AU-approved invigilator will initiate the return process on the next business day following the expiry of the 10 business-day hold period.

Students must use the Multiple Exam Request process to request an alternate exam after an unwritten exam has been returned to AU, provided they are making their request within the specified deadlines.

### 6.1.5.2 Exam Rebooking

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#### **AU Examination Locations**

Students may re-book an exam at AU Calgary, AU Edmonton, or AU Athabasca to write the exam not later than the 10 business day hold period after their originally scheduled exam write date. A non-refundable exam re-booking fee will be assessed each time a student re-books an exam.

All re-booked exams must be requested and completed within the completion deadlines.

#### **AU-Approved Invigilation Centres**

Students must follow the rules and regulations of the AU-approved invigilator.

### Questions?

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email [Examination Services Unit](#), Office of the Registrar  
refer to [Requesting an Examination](#)

Examination Rebooking Fee  
(Athabasca, Edmonton, or Calgary)  
Multiple Examination Fee  
Examination Request Form  
Supplemental Examinations

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### 6.1.6 Supplemental Examinations

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**Due to Covid-19, Athabasca University exam locations are closed and only ONLINE exams are being issued. Students must confirm that an invigilation centre is open before booking an exam. Please refer to the [Covid Q&A page](#) for any updates and current steps for booking an online exam.**

If you are not satisfied with your initial examination mark (supplemental examinations do not apply to assignments, quizzes, or challenge courses) you may request and write **one** supplemental examination for each midterm or final exam required in your course. The higher of the two marks will be used in calculating your final course grade.

If the supplemental exam is written after the course contract end date, you are not required to apply for a course extension.

**Supplemental Exams**

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Athabasca University charges a non-refundable fee for a supplemental examination. To avoid delay, ensure that this fee accompanies the Examination Request Form. Unwritten/multiple examinations do not apply to supplemental examinations, which are written as requested.

In order to request a supplemental examination, you must complete and submit the Examination Request Form to the Office of the Registrar so that the form will arrive no later than 90 calendar days after the date of writing the initial examination. The supplemental exam must be requested within the Exam Request and Completion Deadlines.

[Supplemental examination fee Examination Request Form](#)

**NOTE:** Not all post-secondary institutions will accept a course where a supplemental exam has been written. Students taking an AU course on a Letter of Permission from another post-secondary institution should check first to see if that institution will accept a course for transfer where a supplemental exam has been written.

### 6.1.6.1 Returning an Unwritten Supplemental Examination

If a student is unable to write the supplemental exam, an AU-approved invigilator must hold the unwritten examination for a period of 10 business days after the scheduled write date. Although it is expected that an AU-approved invigilator will endeavor to accommodate scheduling changes, the invigilator is under no obligation to reschedule a new write date.

Unwritten supplemental examinations must be returned immediately after the expiry of the 10-business day hold period. If the exam is not being written at an Athabasca University centre, it is expected that the AU-approved invigilator will initiate the return process on the next business day following the expiry of the 10-business day hold period.

An unwritten supplemental examination that has been returned to the University may not be re-requested.

### 6.1.6.2 Supplemental Examination Security

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The regulations surrounding supplementary examination security are the same as regular examination security. See [Examination Security](#) for more information.

### Questions?

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email [Examination Services, Office of the Registrar](#)  
[Requesting an Examination](#)

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### 6.1.7 Challenge for Credit Examinations

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**Due to Covid-19, Athabasca University exam locations are closed and only ONLINE exams are being issued. Students must confirm that an invigilation centre is open before booking an exam. Please refer to the [Covid Q&A page](#) for any updates and current steps for booking an online exam.**

When the challenge for credit process involves an invigilated examination refer to the [individualized study course exam request process](#), except in the case of Supplemental Exams. Supplemental Examinations are not allowed in the challenge for credit process.

[Examination Invigilation Network](#)

[Challenge for Credit](#)

[Supplemental Examinations](#)

[Unwritten/Multiple Examinations](#)

#### 6.1.7.1 Challenge for Credit Grades and Appeals

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Courses taken via the challenge for credit process are recorded as CH (courses taken via challenge) on your transcript. The evaluation schemes for courses taken via the challenge for credit process can be viewed in the course syllabus.

You have one opportunity to challenge a course and all requirements stipulated for a challenge for credit attempt must be completed to obtain credit. If you do not successfully complete, or you fail the course taken via the challenge for credit process, you are not permitted to challenge the course a second time. If you do not successfully complete the requirements of the course taken via the challenge for credit process you will be assigned a grade of "F" (failure). You must instead register in the full course and complete it successfully in order to receive credit.

The course grade acquired through completion of the challenge for credit process will be included in the student's GPA calculation for the purposes of satisfying continuation or graduation requirements, scholarships and awards (with the exception of AU course awards), except for challenge courses graded using pass/fail grades.

Challenge for credit courses shall be graded in a manner deemed appropriate at the time of the course creation by the faculty member responsible for the course, with either a pass/fail or letter grade. The minimum passing grade is a "D" unless the course, as outline in the course syllabus, requires a course grade higher than "D" for successful completion of the course.

All challenge for credit grade appeals are subject to an appeals process described in Athabasca University's Student Code of Conduct and Right to Appeal Regulations.

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## Examinations and Grades

### 6.1.8 Grouped Study Exams

**Due to Covid-19, Athabasca University exam locations are closed and only ONLINE exams are being issued. Students must confirm that an invigilation centre is open before booking an exam. Please refer to the [Covid Q&A page](#) for any updates and current steps for booking an online exam.**

Students in grouped study courses write their exams on the same date at the same time at each site. Course exam dates will be communicated to the students within the first two weeks of classes.

The grouped study tutor will give a course outline to the students on the first day of class. This document will contain information such as assignment deadlines and scheduled exam dates.

#### **Day of the exam**

Students must provide a valid form of government-issued photo identification or an Athabasca University Student ID card to the invigilator prior to writing the exam.

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**Requests for Alternative Date and/or Time**

If a student needs to request an alternative exam write date and/or time, they must submit an appeal through the [Office of the Registrar Online Appeals Form](#) with the potential new date and/or time and the reason for the change. Alternative dates or times may not be available.

**Requests for a Supplemental Exam**

If a student requests a supplemental exam for a midterm or final exam, they must follow the rules and processes outlined for an [individualized study examination](#), including obtaining their own invigilator and following the applicable deadlines. Grouped study tutors are not responsible for invigilating supplemental or rebooked exams.

**Lost Exams**

See the [Undergraduate Lost Exam Policy](#) for specific regulations that pertain to lost exams.

**Preparation and Invigilation of Exams**

All grouped study, tutor-prepared exams must be approved by the Course Coordinator and formatted to University standards.

The grouped study tutor will invigilate all scheduled exams (i.e. midterm and final exams) for the course. If a grouped study tutor cannot invigilate a scheduled exam, they must email the request to the [Examinations Services Unit](#) with as much notice as possible prior to the scheduled exam write date. Alternative on-site

invigilators must be approved by the Examination Services Unit. A record of the request and change of invigilator must be included in the Grouped Study Evaluation Scheme/Exam Form.

## **Appeals**

All appeals to requesting and completing grouped study examinations must be made using the Office of the Registrar Online Appeals Form. The Appeals Officer, designated by the Registrar, has the final authority on all appeals. If the Appeals Officer has received an appeal in error, it will be redirected accordingly.

All decisions on appeals will be communicated in writing to the Appellant.

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### 6.2 Marks and Grades

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The final grade for a course is normally determined by a weighted average of the marks for all assignments and examinations completed in the course.

The marks for your assignments and examinations should be available to you approximately five to seven business days after Athabasca University receives them from the marker. Unofficial final grades should be available 10 business days after Athabasca University receives the marks for your last assignment or examination.

Neither of these timelines includes mailing times (if applicable).

For each course you complete, the Office of the Registrar will provide a statement of the final grade that you achieved and the credits you earned.

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### 6.2.1 Grading Policy

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Effective January 1, 2003, Athabasca University adopted the province-wide alpha/4.0 grading system to report undergraduate final grades. Courses with start dates of January 1, 2003, and later use an alpha grading scale. For courses with start dates before January 1, 2003, the percentage grading scale is used.

For individual courses, the alpha scale uses letter grades ranging from A+ through F to reflect a student's performance and knowledge of the materials covered. Overall academic performance is reported using the 4.0 grade-point average (GPA) scale. A grade point is a value between 0 and 4.00 that is assigned to a grade (alpha or percentage). The grade-point average is a weighted average of all the courses a student has taken with AU.

The passing grade for AU undergraduate courses taken before December 31, 2002, is 50 per cent unless otherwise stipulated in the course outline/syllabus. For courses started January 1, 2003, and later (including Challenge for Credit), the passing grade is the equivalent to a D unless otherwise stipulated in the course outline/syllabus.

### 6.2.1.1 Grade-Point Average

---

A grade-point average is calculated for all AU undergraduate transcripts. All courses listed on your transcript have a grade and are included in the cumulative grade-point average calculation.

For each course taken, the transcript will display the course grade (percentage or alpha) as well as its corresponding 4-point grade value. All failing grades, excluding WF (Withdrawal Failure) and U (Failure: in courses using pass/fail grade mode), are calculated into the cumulative average. For courses started before December 31, 2002, the actual percentage grade earned by a student for a failed course is also shown on the transcript. For courses started before September 1989, the passing grade is 60 per cent unless stipulated otherwise. Grades for courses using the pass/fail grade mode are not included in the GPA calculation.

### 6.2.1.2 Notification of Marks and Grades

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Unofficial final grades can be viewed in Gradebook in the myAU portal. It can take five to seven days from the time your final grade appears in Gradebook until the final grade is entered into the student information system. If the final grade appears in the PDF document when you preview your transcript online, then the final grade is entered in the student information system and you can order a transcript. For each course you complete,

the Office of the Registrar will provide a statement of the final grade that you achieved and the credits you earned.

If you are transferring your courses to another institution, please determine the receiving institution's deadlines and ensure you allow adequate time for your grades to be processed and sent.

### 6.2.1.3 Questions Regarding Marks

---

Questions about your midterm marks may be directed to your Academic Centre or tutor. You must identify yourself before AU staff will release unofficial marks or grades over the telephone. Marks and grades released over the telephone have no official standing.

The Office of the Registrar provides statements of your composite grade (final grade) achieved in courses and the credits earned for each course completed. Your course composite grade cannot be calculated until all the course requirements (e.g., labs, assignments, essays, tests, quizzes, and examinations) have been completed, submitted, and marked.

#### Transcript Requests

### 6.2.1.4 Final Grade Processing

---

We recommend that you write your examination and complete and submit all your assignments at least six weeks before the date your final grade is required.

If you are transferring your courses to another institution, please ask about the receiving institution's deadlines and

ensure that you allow adequate time for your grades to be processed and sent.

### 6.2.1.5 Incomplete Course Work

---

Before December 31, 2002, students who were unable to complete a course by the course contract end date and did not request a course extension or a course withdrawal were awarded a grade of 0F (Zero Failure).

After January 1, 2003, students who are unable to complete their course by the course contract end date and do not request a course extension or a course withdrawal are awarded a grade of F (Failure) or U (Failure: for courses using pass/fail grade mode).

For courses that have mandatory components (e.g., quizzes, assignments, or minimum grades on all assignments or quizzes), these components must be completed to pass the course. A mark of zero on such a component may result in a failing grade being assigned to the course. You are strongly advised to carefully read the course evaluation scheme in the course syllabus.

Some courses, especially those with lab components, are offered only at specific times of the year and are exempt from this policy. For more information, contact the Academic Centre that offers the course.

[Course Extensions](#)

[Course Withdrawal](#)

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### 6.2.2 Appeals

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Students may appeal any mark given to essays, examinations, assignments, or exercises that contribute to their final grade. Appeals of both failing and passing marks will be considered.

Students determine the grounds for appeal and must follow the procedures outlined in Athabasca University's [Student Code of Conduct and Right to Appeal Regulations](#).

These regulations may not apply to [grouped study courses](#). Grouped study students must consult an advisor at the collaborating institution offering the AU course.

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### 6.2.3 Transcript Requests

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A transcript is a student's official academic record at the time of the document's production.

If you use the Online Student Transcript Request form, the official transcript will show only the grades that have been entered in your official student record at the time the online request is submitted. Before you submit your request online, preview your transcript to ensure it accurately reflects the academic record you expect to be issued.

Most institutions or agencies require that official transcripts be sent to them directly from AU.

AU does not recognize honours list recipients on the official student record, but will indicate the following:

current program of study and the associated total transfer credit awarded

non-credit courses completed at AU  
grade-point average

course names and numbers, number of credits awarded

the final grade and corresponding 4-

Fees and Refunds	point grade value the grade points and credit hours earned for each course registration
Faculty	the term dates (year/month course(s) started)
Student Code of Conduct and Right to Appeals Regulations	courses challenged for credit (noted with CH) including unsuccessful challenges re-registrations (noted with R) and repeated courses suspensions and expulsions
Glossary	graduation with distinction or great distinction.
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### 6.2.3.1 Methods of Requesting Transcripts

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No partial transcripts are issued, and only the student can request their own transcript. You may request your official transcript using one of the following methods:

[online request](#)

[Transcript Request Form \(PDF\)](#)

Login to [myAU](#) using your student ID number and password. Select the "Request Transcripts" option under Student Record in the left-hand navigation menu.

Transcript requests from a student must be kept at a reasonable number. AU may follow up with students ordering an unusually high number of transcripts.

#### **Priority Transcript Requests\***

\*Are currently not available.

Students can request (and pay) for priority transcript service in which their transcripts are sent by fax. Please note this is not available for students wanting their

transcripts faxed internationally. It is also the student's responsibility to determine if the institution they are requesting their transcript be sent to accepts faxed transcripts.

### 6.2.3.2 Letter of Certification

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A Letter of Certification is an official confirmation of information that is not included on the student's transcript. For example, a letter may be requested if no course(s) have been completed at AU.

Only the student concerned may request a Letter of Certification from AU. The request must:

- a. be made in writing and bear the student's signature and birth date or student ID number;
- b. confirm the information to be included in the letter;
- c. bear the full name and contact information of the letter's recipient;
- d. be emailed, faxed to 780.675.6174, or mailed; and
- e. read ATTN.: Academic Records.

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