



STUDENTS' EXAMINATION GUIDELINES

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The Insurance Institute of Uganda (IIU) is the training arm of the Insurance industry in Uganda and has the mandate to carry out education, training and professional development in the sector. It is licensed by the National Council for Higher Education (NCHE) and all its courses are accredited by law.

Vision

To be the leading Insurance training institution in East Africa and beyond.

Mission

To raise professional knowledge, skills, assist in career development among members engaged in insurance in the East African region and beyond.

Strategic Objectives

- Promoting Professionalism through Training and Certification of Members.
- Membership and Services to Members of the Institute.
- Governance of the Institute
- Establishing a Code of Ethics and Professional Standards

Core Values

- Integrity
- Professionalism
- Empowerment
- Innovation

Examinations of the Insurance Institute of Uganda (IIU) shall be conducted in accordance with the regulations as set out in the following guidelines and procedures that have been approved by the IIU Governing Council.

The Students' Examination Guidelines in this booklet focuses on the general principles of good practice, as well as outlining the procedures that should be adopted to ensure efficient and effective examining in the context of IIU. The quality control measures that shall be in place to ensure that the required academic standards are maintained and are clearly spelt out in these guidelines.



1.0 REGISTRATION FOR EXAMINATIONS

1.1 Entry Requirements

1.1.1 Certificate of Proficiency/Certificate in Insurance

To be admitted to this programme, an applicant must have obtained at least;

- i. The Uganda Certificate of Education (UCE) with a minimum of three passes OR
- ii. An equivalent qualification from an accredited institution.

1.1.2 Diploma in Insurance

To be admitted to this programme, an applicant must have obtained at least;

- i. The Uganda Advanced Certificate of Education (UACE) with at least one principle pass in approved subjects OR
- ii. A Certificate in Insurance from an accredited professional insurance institute OR
- iii. Any other equivalent qualification that will be assessed by IIU for admission.

1.2 Application process

- i. Applications must be done on the appropriate forms issued by the Institute accompanied with proof of payment of the prescribed fees and copies of academic documents.
- ii. Applications should be received at the Institute at least 1 (one) month before the start of a module to allow for vetting of the required documents.
- iii. All applicants will be vetted before admission.

- iv. Registration for study and examinations of an admitted student is only confirmed after a non-refundable tuition fee deposit is made to the Institute's bank account.

1.3 Fees Policy

1.3.1 Fees payments per module

- i. Every student will be required to pay the fees applicable for a course in each module, which includes; tuition, application, registration, examination, NCHE, membership and Graduation fees.
- ii. All fees due to the Institute must be deposited into the Institute's bank account as provided by the Institute.
- iii. The NCHE fees are payable directly into the NCHE bank account and proof of this payment submitted to the Institute's accounts office for noting.

1.3.2 Deferment of studies

- i. A student who for one reason or another may choose to defer their examinations after admission and payment of fees to the Institute's bank account may do so within two (2) weeks from the start of class. The student will be required to officially apply to the Head of Examinations of this decision and the deferment will be granted at the discretion of the Examinations department.
- ii. The student will be charged on a pro rata daily basis within the two weeks. A student can have his/her fees deferred only once.
- iii. A student who does not officially apply to the Head of Examinations about their deferral and has deposited monies into the Institute's account will not be refunded the fees that were paid. The student will forfeit this payment and will be required to make fresh payments for any course registered for at a future sitting.



1.4 Discontinuation from the programme

- i. A student shall be expected to complete the programme he/she has been admitted to within the prescribed period as indicated below;
 - (a) Diploma in Insurance 6 years
 - (b) Certificate in Insurance 4 years
 - (c) Certificate of proficiency 3 years
- ii. A student who will not complete his/her studies within the prescribed period will be discontinued from the programme and will be required to reapply and start the programme afresh.

2.0 CREDIT TRANSFER

2.1 Procedure for requesting for transfer of credits

- i. The Institute allows for persons who wish to be admitted to a programme to apply for transfer of completed course work or credits from a programme awarded by the institute, or any other institution recognized by the relevant academic accrediting authorities.
- ii. Transfer of credits can be done for not more than 40% of the total credit units required for one to complete the programme in which admission is sought.
- iii. The applicant seeking transfer of credits shall apply to the Examinations Department in advance in order to determine which credits may or may not transfer. The applicant shall thereafter submit the Transfer of Credit Evaluation Form alongside his/her application form for study.

To assess the eligibility for the transfer of credits, the applicant must also submit the official transcript(s) of the award from which the credits are being sought for transfer and a detailed syllabus or curriculum of the programme in which the award was attained.

- iv. Awards older than 10 years shall not be accepted for evaluation for the transfer of credits.
- v. Only courses that have been passed are eligible for transfer.
- vi. Credit transfers shall be applied for at least 3 weeks before the start of the module to allow enough time for the application to be considered by the Admissions Committee.

Transfer of credits will be granted at the discretion of the Admissions Committee.

3.0 EXEMPTIONS

3.1 Procedure for requesting for exemptions

- i. Exemptions shall be awarded to an applicant that is deemed to have covered the syllabus content of the course unit in which he/she is seeking exemption. The course unit must have been awarded by the institute, or any other institution accredited by the relevant academic accrediting authorities mandated by the respective government.
- ii. The applicant shall be required to fill an Exemptions Form and return it to the Head of Examinations of the Institute with copies of the academic documents attached. Original transcripts will also be requested before exemption is granted and a detailed course outline of the course that was studied. Application for exemption is free of charge, however the applicant shall pay the equivalent prevailing fees for a course unit for which exemption is awarded.
- iii. Exemptions can be granted for not more than 40% of the total credit units required for one to complete the programme in which admission is sought.
- iv. Exemptions shall be applied for at least 3 weeks before the start of the module to allow enough time for the application to be considered by the Admissions Committee.



- iv. Exemptions that have been awarded will only be added to a student's record after any fees due are paid. The applicant shall be given a period of one month from the time of notification to pay for their exemption or else they risk losing the exemption.

3.2 Exemption Criteria

(a) For one to qualify for an Exemption;

- i. The course unit must have been awarded by an accredited institution that is recognized by the relevant academic accrediting authorities nationally and internationally.
- ii. There must be an 80% match between the qualification syllabus, the learning outcomes, assessment methods and credit hours covered for that course unit in which exemption is being sought.
- iii. The applicant must have passed the course unit(s) that he/she is seeking exemption on the new programme.

(b) For an IIU graduate to qualify for an Exemption;

- i. The applicant must have successfully completed an IIU qualification.
- ii. Exemption will be granted for 5 credit units in the complementary category of the Diploma in Insurance programme for those that apply with an IIU Certificate in Insurance and 10 credit units in the Advanced Insurance courses category of the Advanced Diploma in Insurance programme for those that apply with an IIU Diploma in Insurance.

4.0 EXAMINATION PROCESS

4.1 Mode of assessment

The Institute shall conduct the following examinations:

- a. Continuous assessment
- b. Summative assessment

4.1.1 Continuous assessment

- i. Continuous Assessment will be in form of coursework tests, projects or assignments. All continuous assessment shall be conducted during the study time. These shall be conducted before the summative assessment is done.
- ii. Continuous Assessment shall be done for two reasons:
 - As class test to be used as part of the teaching and learning process where, the marks will not, and are not intended to contribute to the result of the course.
 - As part of the formal final assessment, in such case the marks obtained in the continuous assessment will contribute to the final result, in such proportion as indicated in the approved curriculum.
- iii. A student who misses the continuous assessment, that is given and contributes to the final result of a course unit, will be provided only one opportunity to sit the continuous assessment at the subsequent sitting.
- iv. A student who does not register and sit a missed continuous assessment at the subsequent sitting will have the results of the summative assessment cancelled and he/she will be required to register afresh for the course unit.
- v. A student who will have missed the continuous assessment will automatically forfeit any fees payments made by that time.
- vi. Continuous assessment shall be done and feedback given to students before the summative assessment is given.



4.1.2 Summative assessment

The summative assessment will be a single final examination for each course unit and is scheduled during the examination period. The regulations below apply to examinations conducted and supervised by the Institute:

- i. Candidates will be allowed to register for not more than four courses in one sitting.
- ii. Registration for examinations shall be done in the prescribed manner together with the prescribed fees.
- iii. Students must clear all outstanding dues before registration for examinations.
- iv. Examinations shall be conducted as scheduled by the institute.
- v. No classes will be conducted during the scheduled examination period.

4.2 Examination assessment procedures

- i. Assessment of all students for each course unit shall follow the structure and methods as approved by the Examinations & Awards Committee.
- ii. Unless otherwise approved by the Examinations & Awards Committee, a student's Continuous Assessment mark will be combined with the summative assessment and the total will constitute the final mark of a particular course.
- iii. Registration for a course is automatic registration for an examination, provided the student has paid all the required tuition and examination dues as required by the institute.
- iv. A candidate shall be credited with a pass in a course if s/he has obtained a minimum of 50% in the final mark.

- v. The required minimum class attendance were applicable will be prescribed in the approved curriculum.
- vi. A student who fails a course will be given a chance to register and re-sit the course. S/he shall re-sit the continuous assessment as well.

4.3 Examination Time-Table

- i. The Head of Examinations shall be responsible for the production of the examination time-table that will indicate the Course Unit name, venue, date and time of examination sessions.
- ii. The dates of the examinations shall be sent to the students and staff at the beginning of the year.
- iii. The examination time-table shall be published on all student notice boards at least two weeks prior to the commencement of examinations.

4.4 Examination Rules and Procedures

- i. Only candidates will be allowed in the examination room.
- ii. Candidates shall enter the examination venue 30 minutes before the examinations commences.
- iii. Candidates shall display their ID cards with a photo on entrance into the examination room. These shall be checked against the attendance lists by invigilators.
- iv. No electronic devises shall be allowed in the students' possession during examination. Only non- programmatic scientific calculators are allowed in tests and final examinations.
- v. Any material brought into the examination room shall be inspected. Bags, books, papers shall not be allowed in the examination room. It is an offence for a candidate to have any material relevant to the work being examined, unless the examiner has explicitly authorized such material.

- vi. During an examination, any form of communication between students to give or receive any form of assistance, academic or otherwise is prohibited.
- vii. A candidate must not leave the examination room until 30 minutes after the commencement of writing time of the examination. No student will be allowed to enter an examination after 30 minutes from the commencement of the examination. Students who arrive within the first 30 minutes after the examination start time will not be allowed additional time.
- viii. At the conclusion of the examination all candidates must remain seated until their papers are collected by the invigilator or until the invigilator has given them permission to leave the examination room.
- ix. An invigilator will report any concerns that arise out of the breach of this policy to the Head of Examinations or to the Examinations & Awards Committee.

4.5 Examination Session

- i. It is the responsibility of the students to confirm the date, time and venue of the examination.
- ii. Only eligible candidates shall be allowed in the examinations venues. The approved guidelines for conducting and invigilation of examination shall apply. Necessary disciplinary action will be taken where students disobey the rules and regulations of examinations.
- iii. A student is responsible for securing his/her eligibility for the examinations and to present the necessary identification documents to the invigilator.
- iv. Invigilators are responsible for ensuring that the examination is conducted in a manner that no student is advantaged or disadvantaged during the session.

5.0 EXAMINATIONS FOR STUDENTS WITH DISABILITIES

Students with disabilities must notify the institute management in writing of their disabilities, at the time of admission to the program of study or at the time when the disability occurs. The disability will be assessed and appropriate remedies maybe put into place within the resources of the institute. Adjustments to the examination conditions for students with disabilities will be made while protecting academic standards.

6.0 EXAMINATION MALPRACTICE

6.1 Forms of Examination Malpractice.

- i. **Leakage:** This is where the content of an examination or part of it is disclosed prior to the examination.
- ii. **External Assistance:** This is where a candidate(s) receives assistance during the examination session.
- iii. **Smuggling of foreign materials:** This is where a candidate takes into the examination room, in person or through an agent, unauthorized materials including but not limited to, condensed notes, books, handkerchiefs on which information is written on, or information written on the parts of the body.
- iv. **Impersonation:** A person falsely represents himself/ herself to be a candidate sitting for the examination, or a candidate asks an agent to sit the examination for him/her.
- v. **Misconduct:** This may occur during an examination room or a place appointed as a venue for an examination, or where a candidate fails to obey any lawful order of the Invigilator or an Examination Supervisor appointed by the Institute.
- vi. **Plagiarism:** A student who uses material from a written or electronic source without proper attribution when writing their continuous assessment. A student may also use the work of another person and pass this off as their own.

6.2 Procedure for dealing with examination malpractice cases

All cases of Examination malpractice will be reviewed by the Academic Disciplinary Committee in accordance to the approved guidelines. The Academic Disciplinary Committee will make recommendations to the Examinations & Awards Committee who will make the final decision on the Examination malpractice case and communicate to the student.

A student/candidate who is dissatisfied with the decision of the Examinations & Awards Committee may appeal to the Governing Council within 30 days from the date of the letter communicating the decision. The appeal shall be in writing addressed to the Chairman of the Governing Council, stating clearly the grounds of appeal.

6.3 Penalty for Examination Malpractices

The penalties that shall be awarded to students found guilty of involvement in Examination malpractice will include;

- i. Strong warning to the student
- ii. Cancellation of the relevant (or all) examination(s)
- iii. Suspension from the Institute for a given period of time
- iv. Dismissal from the Institute

7.0 REMARKING

- i. Candidates who are dissatisfied with their results may apply for remarking within 14 days from the date of release of results. The candidate will be required to pay the applicable prescribed fees after the request for the remark has been granted.
- ii. The remarking shall be done by an examiner who was not involved in the marking of that candidate's examination script. The marks allocated by the appointed examiner shall supersede the initial mark that was awarded.

- iii. The results of the remark will be communicated after 21 days of the close of the appeal period for remarking.

8.0 REVOCATION OF AWARD

The procedure for revocation of award will apply if it is brought to the attention of the Institute that a person who was conferred with a certificate or diploma or any other academic qualification awarded by the Institute was not entitled to the award.

Revocation of award shall be on the basis of, but is not limited to, the following;

If the person;

- i. had not fulfilled the conditions prescribed for admission into the programme he/she obtained the award;
- ii. had not completed the requirements for the award;
- iii. obtained the award as a result of fraud or dishonesty; or
- iv. obtained the award in error.

The recipient will be expected to;

- i. Return the original transcript and certificate to the Institute within thirty days of the date of that notice.
- ii. No longer be entitled to present to any person that he or she is the recipient of that diploma, certificate or other award and must take steps to notify any current employers, educational institutions, professional registration bodies, associations, or others as applicable, that the award has been revoked.

The Institute may notify parties with a legitimate interest in knowing this information, that the award of the recipient has been revoked. The recipient shall be considered never to have received the award.

A person deprived of an award may appeal to the Governing Council against the decision of the Examinations & Awards Committee within thirty days from the date of notice.

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