



**PREPARING FOR REGENESYS EXAMINATIONS
FREQUENTLY ASKED QUESTIONS (FAQ)**

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CONNECTIVITY/ BANDWIDTH

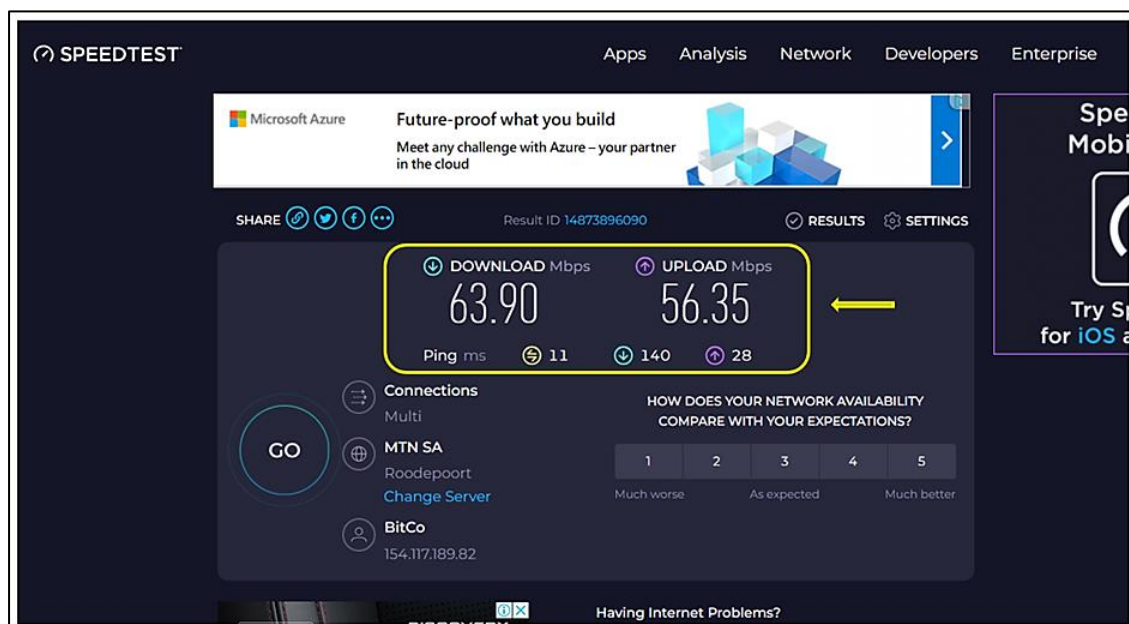
1. How much data do I need to successfully complete my examination?

At least 5GB of data is available for each two-and-a-half-hour or three-and-a-half-hour examination. You must have a strong, steady internet connection with an upload and download speed of at least 5Mbps for the duration of the exam.

2. What do I do when I cannot seem to get into the internet?

It is always advisable to do a speed test before commencing your examination or if you experience challenges with accessing the internet.

Test your internet speed on <https://speedtest.net> It will show both upload and download speed, and should look something like this:



3. What do I do when there is a plausible greyed-out “finish attempt” button?

Firstly, please do not panic! Your answers are automatically saved ever minute. This issue is likely to occur when text fields are not filled in. Should you experience this, please refresh your page and you will be able to proceed.

ELIGIBILITY FOR AN EXAMINATION

1. What do I need to be ready for my examination?

- You need to have a properly functioning device (laptop, PC) that you will use to access the internet and log in to your REGenius account.
- A strong, steady data link (at least 5Mbps upload and download) connecting your laptop, PC, and mobile device.
- A smartphone with a working camera for the Invigilator App.
- Valid registration on the Invigilator app, which you must download on your smartphone at least a week before your first exam.

** Registering late on the Invigilator App causes anxiety on your part and delays your entrance into the examination.*

2. How do I know if I qualify for an examination?

Firstly, you should have completed all your compulsory formative assessments, i.e. essay (individual) assignment and digital assessments.

Secondly, you should have met the required subminimum for the formative assessments to qualify for entrance into an examination.

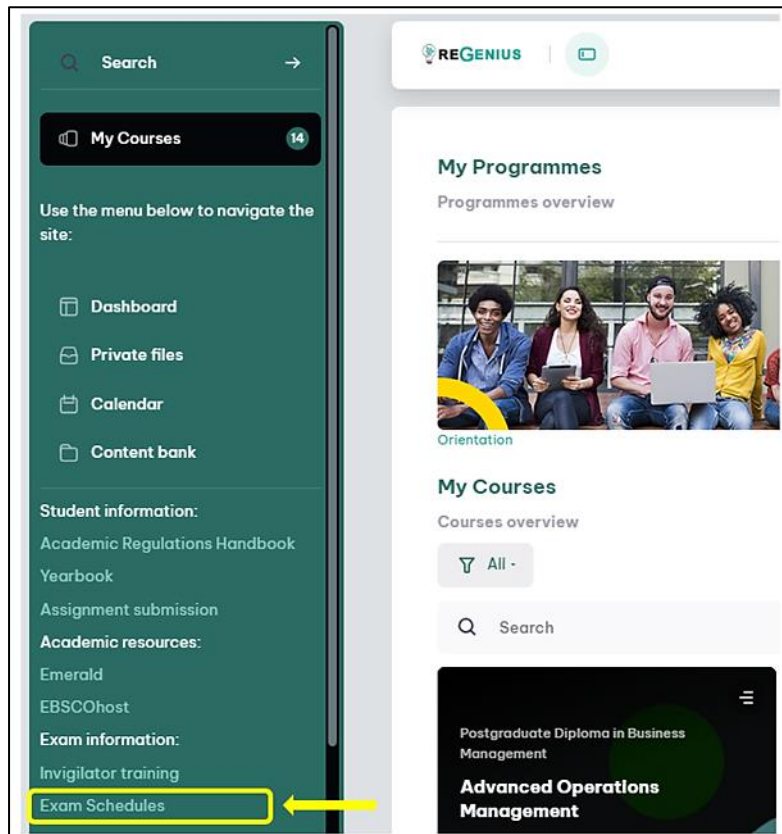
If you have successfully completed your formative assessments and met the criteria for entrance into the examination (**no outstanding fees*), you will be able to see this on your academic record.

Year	ModuleName	Formative Assessment (60%)								Summative Assessment	
		Digital Assessment		Group work		Assignment		Subtotal		Examination	
		%	Weighted Contribution (20%)	%	Weighted Contribution (10%)	%	Weighted Contribution (30%)	Weighted Contribution (60%)	Subminimum achieved	%	Weighted Contribution (40%)
2021	Financial Management I	90	18.0	--	--	75	30.0	48.0	Yes	74	29.6
2021	Marketing Management I	83	16.6	--	--	72	28.8	45.4	Yes	80	32.0
2021	Project Management I	90	18.0	--	--	86	34.4	52.4	Yes	83	33.2

EXAMINATION SCHEDULES

1. How do I know when my examination is?

Your **Student Support Administrator (SSA)** will send you your examination schedule via email, and the schedule is also available on REGenius (on your course page):



2. Whom do I contact to confirm when my examination is?

Your **Student Support Administrator (SSA)**

You will also receive an **examination confirmation notice** via email – this document confirms the date and time of your examination. There is no requirement to input any information from this document into your examination link/page.

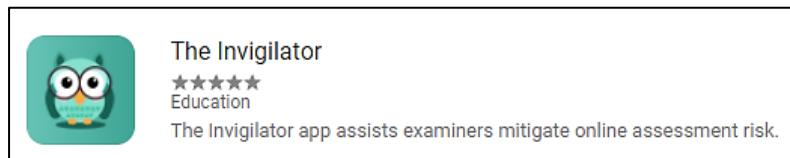
INVIGILATOR APP.

1. Is it compulsory to use the Invigilator App?

Yes. When we offered paper-based examinations, there would be invigilators providing instructions and monitoring examination sessions to ensure that examinations run smoothly; and to ensure that there is no academic misconduct. For online examinations, Regenesys is mandated to incorporate a substitute for a human invigilator to carry out the function of identifying academic misconduct. Invigilator App-generated reports assist Regenesys to monitor student activities whilst they are writing examinations.

2. How do I download the Invigilator App.?

The app is available on: Google Play Store (Android), Apple App Store (IOS), and Huawei AppGallery. See the invigilator app icon below:



3. How do I register my details on the App to start using it?

You must use your student number (REG000000) and a valid email address to register on the app. To use the Invigilator app. You must have:

- A full-charged smartphone with a working camera for invigilation.
 - Valid registration on the Invigilator app, which **you must download on your smartphone at least a week before your first exam.**
 - The **Invigilator QR code** needs to be scanned onto your phone ahead of each individual examination.
- * **Do not register late to avoid having anxieties and late entrance into the examination.**



4. What do I do when I do not get prompts to take selfies?

You will receive prompts. Always keep the application on and running while writing your examination. The prompts will occur at different intervals; and not necessarily when you start the examination.

5. What is the customer service number for Invigilator App support?

073 505 8273

6. How do I know when to close the Invigilator App.?

Click on the “Finish” button whether you complete the examination before the scheduled end time of your examination or if you were given additional time due to possible challenges.

LOADSHEDDING

1. What do I do when I have load-shedding after I start my examination?

Do not start your examination if you know the scheduled time for load-shedding. If you start the examination, you will be kicked out of the session; however, the timer will continue, and will submit your responses.

Rather go to an alternative venue with electricity (office, library, Regenesys, etc.) to access stable connectivity for the duration of your examination.

In the event that you still could not write the examination after exhausting all possible options, please contact your SSA, and provide all the facts about your challenges in order to be assisted with a possible solution for the special exam opportunity.



MISSED EXAMINATION OPPORTUNITY

1. What do I do if I miss my scheduled examination due to illness, business trip, bereavement, or any other unforeseen circumstances?

If you miss an examination opportunity due to reasonable circumstances, kindly inform your SSA to be guided on completing your AC form for approval into the next available examination opportunity.

For a missed opportunity during the scheduled examination dates, there is one day scheduled for special examinations where students who have received approval, following a submitted AC form may write a missed examination. Confirm the scheduled special examination date with your SSA.

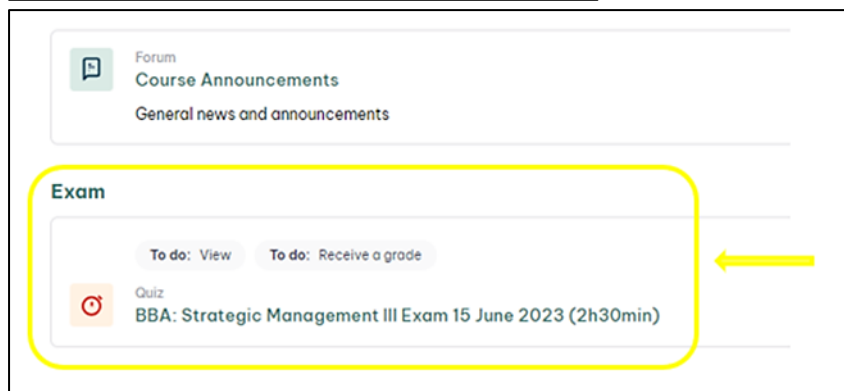
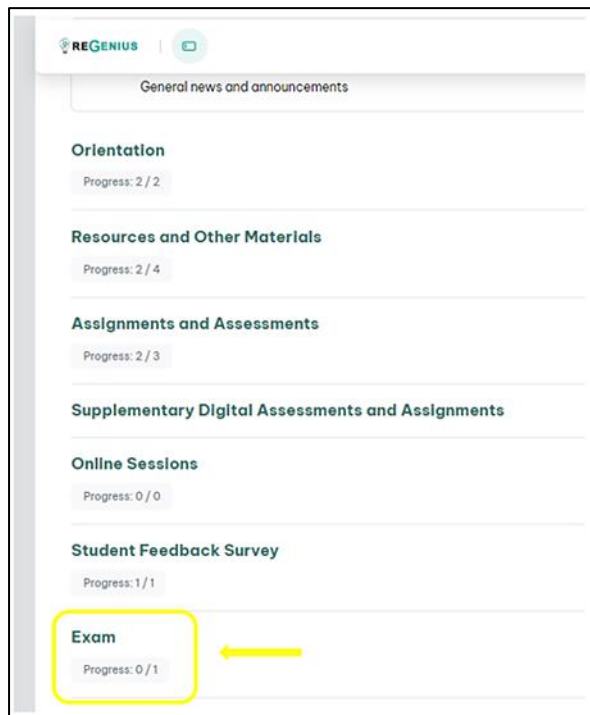
Additionally, there are supplementary examinations scheduled for students who fail the first attempt of their examination.



REGenius

1. How do I access my exam link?

You must log onto your REGenius student profile; and when you land on your course page, you will see the word “Exam” – **you must click on this word in order to be taken into the exam.**



2. What do I do if I do not see my examination link, but I qualify for the examination (academic record indicates a “yes” under the subminimum column)?

Contact your Student Support Administrator (SSA) for verification. Anyone would get very anxious, but **please do not panic!** The examination will only start timing you when you have entered the examination link.



3. What happens when I am kicked out of an examination abruptly or before the scheduled duration of the examination lapses?

Regenesys works tirelessly to ensure that we have minimal to zero technical challenges, however, unforeseen circumstances occur from time to time; our core mandate in such situations is to communicate the challenge, resolve the matter, communicate that it is resolved; and speedily get our students back into their examinations.

** If you were typing your responses, our system saves the work you captured every minute and as the response changes; therefore, when you return to your examination, you will be able to resume from where you left off. Should you encounter a different experience, please contact us through your SSA.*

4. Can I exit the examination link as many times as I wish to?

No, you may not. Firstly, your examination is timed; therefore, you will lose time if you leave the exam page.

Secondly, we will monitor your logs in and out of the examination; and we will penalise students whose activity appears to be suspicious.

5. Am I allowed to minimise the examination link to look for answers on Google or on AI platforms?

No student is permitted to open other tabs while the examination is in progress; and if found guilty of using internet sources to compile responses, the requisite penalties will be applied.
