



National Open University of Nigeria

Policy Title	Policy On Remarking and Re-Computation of Students' Examination Scripts
Policy No:	NQSA/POL/TEL/030
Owner:	National Open University of Nigeria (NOUN)
Approved By:	The University Senate
Manager/Driver:	Registrar: Academic Registry
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1.0 Introduction

The Policy on Remarking and Re-computation of Students' Examination Scripts comes into effect because of the Senate's approval during its 79th regular meeting on Tuesday, 25th November 2014. This policy sets the guidelines for requesting the remarking of examination scripts and the re-computation of results. It is established to maintain fairness and transparency in the assessment and appeals process for students at the National Open University of Nigeria.

2.0 Purpose

The objectives are to:

1. establish a fair and accountable system for students to request the remarking of their examination scripts and the re-computation of their results.
2. enhance transparency in the assessment process by allowing students to request a re-evaluation of their examination performance under specific circumstances.
3. provide clear guidelines and criteria for when examination scripts may be remarked, and results recomputed.
4. define an efficient application process, including deadlines, forms, and the necessary supporting documentation.
5. outline the fee structure for the remarking process, ensuring transparency in financial transactions related to script remarking.
6. define the roles and responsibilities of students, Study Centre Directors, the Registrar, the School Examinations Committee, and the Dean in the remarking and re-computation process.
7. establish timeframes for making decisions on remarking and re-computation, ensuring a timely response to student appeals.
8. specify the mechanisms for communicating decisions to students, including the submission of decisions to the Senate for ratification.

9. ensure the quality of the remarking and re-computation processes and the reliability of results. Allow for periodic review and improvement of the policy to enhance its effectiveness and alignment with educational best practices.

3.0 Scope

The scope of the "Policy on Remarking and Re-computation of Students' Examination Scripts" encompasses the guidelines and procedures governing the request and process of remarking students' examination scripts and re-computing their results at the National Open University of Nigeria. It defines the criteria, application process, fee structure, roles of stakeholders, timelines, and mechanisms for communication and reporting, ensuring fairness, transparency, and accountability in the assessment and appeals process.

4.0 Definitions

- 4.1 **Remarking:** The process of reviewing and reevaluating a student's examination script to ensure the accuracy and fairness of the marks initially awarded.
- 4.2 **Re-computation:** The act of recalculating a student's examination results to verify the accuracy of the original calculation.
- 4.3 **Examination Scripts:** Physical or digital documents containing a student's responses to examination questions, which are used for grading and assessment.
- 4.4 **Victimization:** In the context of this policy, victimization refers to instances where a student believes they have been unfairly treated or disadvantaged in the examination process.
- 4.5 **Examination Malpractice:** Any form of dishonest or unethical behaviour during an examination, such as cheating, plagiarism, or any act that compromises the integrity of the examination process.
- 4.6 **Leakage of Examination Questions:** The unauthorized access to and distribution of examination questions before the scheduled examination, which can compromise the fairness of the assessment.
- 4.7 **Satisfaction Criteria:** The specific conditions under which a student is considered dissatisfied with the examination score they have been awarded.
- 4.8 **Application Form (Annexure A):** The designated form that students must complete to request the remarking of their examination scripts. It may include details such as course codes and titles.
- 4.9 **Non-Refundable Fee:** A fee that is paid for the remarking of examination scripts but is not reimbursed, regardless of the outcome.

- 4.10 **Proof of Payment:** Documentation or evidence that confirms the successful payment of the non-refundable fee for remarking.
- 4.11 **Receipt:** A document issued as evidence of payment for the remarking service, confirming that the fee has been paid.
- 4.12 **School Examinations Committee:** A committee responsible for making decisions regarding the remarking of examination scripts and ensuring the fairness and accuracy of the process.
- 4.13 **Dean:** An academic leader within a school who plays a role in approving the results of the remarking process on behalf of the School's Academic Board.
- 4.14 **Registrar:** An administrative officer responsible for receiving and processing applications for script remarking and ensuring that the process is carried out efficiently.
- 4.15 **Study Centre Directors:** Officials responsible for overseeing the handling of applications, issuing receipts, and maintaining records at study centres.
- 4.16 **Ratification:** The formal approval and validation of decisions by the Senate, confirming that the outcomes of the remarking process are accepted and final.

5.0 Principles

- 5.1 NOUN has respect for its learners and supports their learning.
- 5.2 NOUN believes and practices the law of fair hearing.
- 5.3 NOUN does not condole staff indiscipline and victimization of students.
- 5.4 NOUN does not support blackmail.

6.0 Policy Statements

NOUN will:

- 6.1 ensure that students have a fair opportunity to request the review of their examination scripts when they have valid reasons.
- 6.2 maintain transparency in the assessment and appeals process by providing clear criteria and processes for students to follow.
- 6.3 hold all stakeholders accountable for their roles in the remarking and re-computation process, including Study Centre Directors, the School Examinations Committee, the Registrar, and the Dean.

- 6.4 make efforts to ensure the efficient handling of requests, with defined timelines for decision-making and communication to students.
- 6.5 outline the fee structure for script remarking, ensuring financial transactions related to this process are transparent and non-refundable.
- 6.6 emphasize the importance of maintaining the quality and reliability of the examination and assessment process.
- 6.7 provide students with timely responses to their requests, with clear timeframes for processing and decision-making.
- 6.8 periodically review and enhance the policy to ensure its effectiveness and alignment with best practices in education.

7.0 Policy Implementation

7.1 Eligibility for Remarking:

- i. Students may request the remarking of their examination scripts if they feel they have been victimized.
- ii. If there is a need to re-evaluate a student's examination score due to issues like examination malpractice or leakage of examination questions.
- iii. When a student is dissatisfied with the score originally awarded.

7.2 Submission of Appeals:

- i. Students must initiate an appeal against examination results within 30 days from the date of result publication.
- ii. All appeals for remarking should be addressed to the Registrar, with a copy forwarded to the Dean in the relevant school or faculty.

7.3 Application Process:

Students who wish to apply for the remarking of their answer scripts must complete the necessary application form (electronic or hard copy) and submit it to the relevant Study Centre if in hard copy. Accuracy in course(s), code(s), and title(s) on the form is crucial.

7.4 Non-Refundable Fee Payment:

- i. A non-refundable fee of N20,000.00 per course for the remarking of scripts must be paid to a designated bank account. Evidence of fee payment must be attached to the completed application form. Applications without the required fee and documentation will not be processed.
- ii. A receipt will be issued as proof of payment for the service.

7.5 Supervision and Record Keeping:

Study Centre Directors are responsible for ensuring the receipt of payments, issuing receipts, and maintaining records for all applications.

7.6 Electronic Submission to Registrar:

Study Centre Directors are required to electronically forward all applications to the Registrar within three days of receiving the application form. The designated email address is academicoffice@noun.edu.ng.

7.7 Review by School Examinations Committee:

The decision to remark is made by the School Examinations Committee. Remarking should be completed within two weeks. The newly awarded marks shall be approved by the Dean on behalf of the School's Academic Board.

7.8 Withdrawal of Appeal:

In cases where a student decides to withdraw the appeal before it is considered by the committee, such a withdrawal must be made in writing.

7.9 Communication of Decisions:

The School Board will communicate its decisions to the Senate within a period of 14 days for ratification.

8.0 Sanctions on Violating this Policy

8.1 Any staff that violates this policy may receive written warning, denial of three months' salary, suspension from duty that may last one year, being released from holding administrative position as may be decided by the University Management.

8.2 Any student that violates the policy will have his/her petition or complaint not treated.

9.0 Policy Alignment

This policy aligns with:

9.1 NOUN Open, Distance and eLearning Policy.

9.2 Policy on Administrative, Social and Academic Support Services.

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