



Document Name:	Policy & SOP for Examination & Online Assessment
Document Number:	DUHS / Exam / SOP / 02

DOW UNIVERSITY OF HEALTH SCIENCES



POLICY & STANDARD OPERATING PROCEDURE **Examination & Online Assessments** (CLAUSE 1.1 OF ISO 9001:2008)

	NAME	DESIGNATION	Approval/ Signature	DATE
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Examinations Department
Dow University of Health Sciences
Karachi



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DISTRIBUTION LIST

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- Controller of Examinations
- School of Post-Graduate Studies
- Head of Institutes and Colleges
- Program Directors of Postgraduate Programs
- Registrar-DUHS
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LIST OF ABBREVIATIONS

BOS	Board of Studies
DOC	Document
DUHS	Dow University of Health Sciences
AC	Academic Council
HEC	Higher Education Commission
PMDC	Pakistan Medical and Dental Council
ISO	International Organization for Standardization
OC	Organization Chart
QEC	Quality Enhancement Cell
QMR	Quality Management Representative
QMS	Quality Management System
QSP	Quality System Procedure
SOP	Standard Operating Procedure
VC	Vice Chancellor

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1. PURPOSE:

The purpose of this is to define the online Assessment and Examination policy, in order to provide guidance for the conduct of formative/continuous and summative examinations of online and distance education classes offered by the Dow University of Health Sciences.


2. SCOPE OF POLICY:

2.1. The scope of this policy applies to the online classes offered for the spring 2020 semester and the 2020 Professional Years, wherever applicable, as per Accreditation Council guideline, in view of the Covid pandemic.

2.2. This procedure is applicable to all undergraduate and post-graduate academic degree and diploma programs offered online at the Dow University of Health Sciences. This also includes professional year programs, such as MBBS, BDS, and Doctor of Physiotherapy, Pharm D and Nursing; furthermore, it includes all the Bachelor programs that follow the semester system guidelines, such as BBA, BS Biotechnology, BS Nutrition, BS Radiologic Technology, and also Associate degree programs, along with postgraduate degree programs.

3. RESPONSIBILITIES:

- The Director/Principal is to implement the Examination and Online Assessment policy guideline within the Institute/School or College, as applicable.
- The Examinations department is responsible for application of the online assessment policy, upon recommendations by the Interim Committee formed for the transition of classroom teaching to online and distance learning.
- The Chairpersons of each teaching departments are responsible for provision of questions for the final assessment/summative assessment components, and ensuring that continuous assessments are taking place internally through each course taught by the faculty.
- The Chairpersons are responsible for coordinating examinations and setting the theory papers of their respective programs, including OSCE (Objective Structured Clinical Examination) & OSPE (Objective Structure Practical Examination).
- The Question Bank is responsible for provision of questions for the theory papers to be set up as per requirement of the modified online academic calendars of each program.

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- For graduating students, the process of degree issuance is to be initiated through the Principal /Director's office for the clearance and ultimate issuance of the degree. Clearance is provided by the different sections of the DUHS, such as finance/fee section, library, hostel/accommodations, etc. as per current DUHS policy for issuance of degrees.

4. POLICY OF ONLINE EXAMINATION & ASSESSMENT POLICY:

- 4.1. Each program of DUHS is to adhere to the Online Examination and Assessment Policy, with respect to following key deadlines to conduct midterm/ continuous assessments and assignments, along with coordinating with Examinations Department to conduct the final exams, as per weightage and criteria defined with in the policy.
- 4.2. The Chairpersons of each teaching department is responsible for submission of questions to the Question Bank in order to conduct examinations in a timely manner and well in advance as per requirement of their modified online academic calendars, and to further setting the standard of academic excellence.
- 4.3. There would be no promotion without interim/continuous assessments and final assessments, as per weightage defined and approved for each program.
- 4.4. The semester is to be timely completed, and every effort is to be made to complete the theoretical learning components of the program, along with practical learning with demonstration, as per the requirement of Professional year programs (MBBS, BDS, DPT, Nursing), where there is a skills component to be taught to the student.
- 4.5. Online links would be provided for practical's/demonstrations that can be demonstrated to the students through asynchronous means, such as YouTube private channels, uploaded on the DOES for individual student viewing. This component will be assessed in the summative exam, such as skills assessment on mannequins/simulators/dummies.
- 4.6. The clinical rotation with the direct patient interaction/simulators, including clinical skills rotations in the wards will be doubled in the latter half of the year, once the Covid pandemic eases and the students are allowed to be back on campus, maintaining social distancing and other precautions, such as small groups.
- 4.7. Credit hours will be awarded after ensuring both virtual classroom instruction has been taking place in a consistent manner though specified means, such as ZOOM, Big Blue Button, WhatsApp or Microsoft Teams, where student achievement of program learning outcomes are progressing through lecture delivery, along with assessments and evaluations taking place periodically/continuously and through summative examinations in the time period



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defined herein, so that the student is adequately assessed as to be promoted to the next year or the next semester, as per program policy.

4.8. Upon completion of satisfactory participation in online classes, and assessments as per academic time table for the program, the student will be assigned a letter grade as per the approved (existing) grading policy of DUHS, which will be applied to all programs offering online classes, and reflected in the transcript for the semester with a GPA, as per the calculation.

4.9. Grading Policy of DUHS, Undergraduate and Postgraduate Programs

Undergraduate Grading Scale

Marks obtained in Percentage Range	GPA	Grade
80-100	4.0	A+
75-79	4.0	A
70-74	3.7	A-
67-69	3.3	B+
63-62	3.0	B
60-62	2.7	B-
56-59	2.3	C+
50-55	2.0	C
00-49	0.0	F

Postgraduate Grading Scale

HEC GPA System		
Grade	GPA	Marks Percentage Range
A+		
A	4.00	≥85
A	3.66	80-84
B+	3.33	75-79
B	3.00	71-74
B-	2.66	68-70
C+	2.33	64-67
C	2.00	61-63
C-	1.66	58-60
D+	1.3	54-57
D	1.0	50-53
F	0.00	<50



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5. PROCEDURE/ SOP:

5.1. SOP for Administrative aspects prior to Examination & Online Assessments:

- 5.1.1. Director/Principal is to verify the enrollment of each student in the courses appearing, and provide that full list, with complete Email, contact number and tentative dates, as per academic calendar for the online theory/VIVA examinations to be taken place at least 6 weeks in advance.
 - 5.1.1.1. Academic Calendar should be modified and provided to Examination department for online teaching sessions, mentioning the dates of each proposed exam, and the end date of the semester, with enough time to conduct the exams and release of results, before the start of the next semester.
 - 5.1.1.2. The examination department will provide the enrollment forms online for each student or to a provided valid mailing address, which must be returned to Examinations department at least 3-4 weeks prior to the exam being held/appeared by the student.
- 5.1.2. Administrator(s) of the institute/college will collect any remaining documents and submit paid fee vouchers to the examination department for all enrolled/appearing /eligible students. A copy of the student fee vouchers will be sent to CMS for verification of eligibility. An online portal for issuance of fee vouchers will be made available directly to the students soon.
- 5.1.3. IT Department will arrange the Student ID and login information to be provided to the students and copied to the Examination Department for the conduct of exams.
- 5.1.4. The date of the exam, with instructions to sign in to the online exam, will be sent to the students 3-5 days before the exam, with a helpline number for the day of the exam, to address any issues that can prevent the student from logging in and attempting the exam.
- 5.1.5. A test /sample exam can be sent to the students comprising of only a few questions so that familiarity is gained with confidence for student to attempt the exam on the day of the scheduled examination. This sample exam is sent to the students in coordination with IT department, so that student technological readiness is assessed and whether they are capable of taking the online exam in an uncontrolled environment. Those students that are not able to connect are contacted directly through the exam department and facilitated on a case by case basis, depending on the circumstance of the student and their technology availability/readiness.



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5.1.6. The date of the examination will be posted on the website of DUHS at least 2 weeks prior to the exam and also students will be notified through administration of each college/institute/school regarding the specific instructions to participate and join in the online exams.

5.1.7. Online exams will be conducted maintaining the academic integrity and honesty, and transparency with regards to assessments carried out in line with a fair standard and objectivity, with full oversight and vigilance of the centralized examinations department of DUHS, including the facilitation and cooperation of the external examiners called for any examination, as required for the theory, oral exam (VIVA/OSPE) components of the professional year programs.

5.1.8. Any grievance regarding online teaching, distance learning/ examinations and online assessments, especially in the present situation, can be lodged through DOW Connect with link available on the main webpage of DUHS(<http://dc.duhs.edu.pk/>), through submission of a 'new request" and the end user department is then time bound to resolve and close out the request/complaint in a timely manner.

5.1.8.1. The focal person assigned for the distance learning complaints is Director Distance Learning, and the QEC is the focal department through which the requests are routed to the end users so that they may be investigated and mediated in a timely manner. The team to respond to the grievances lodged regarding distance learning and /or the online examinations include the following:

5.1.9. Grievance regarding Online Classes and Distance Learning to be lodged through Dow Connect, with focal persons as follows:	Grievances regarding Online Examinations and Online Assessments, to be lodged through Dow Connect regarding and focal persons are -	Mediation and resolution, if required to further adjudicate the complaint is forwarded to the Interim Committee of the Academic Council
Director Distance Learning- Prof. Muhammad Zubair	Director Distance Learning- Prof. Muhammad Zubair	Interim Committee of the Academic Council. Prof. Saba Sohail Prof. Shahid Shamim Prof. Muhammad Zubair Prof. Ambrina Qureshi Ms. Sanam Soomro Dr. Izhar Hussan Dr. Ashar Afaq Dr. Imran Mehmood
Director QEC- Ms. Sanam Soomro	Controller Examinations, Prof. Rashid Qadeer	
IT Department, CIO	Chairpersons of each Teaching Departments	

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5.2. WEIGHTAGE OF ASSESSMENTS POLICY:

Summative Assessment Weightage (Final exam marks):	Continuous Assessments Weightage (Internal Marks):	Total
<ul style="list-style-type: none"> BS/BBA/BS & Post RN Nursing programs, including DPT: 40% 	60%	100%
<ul style="list-style-type: none"> Professional Year Programs (MBBS/BDS): 80% 	20%	100%
<ul style="list-style-type: none"> Professional Year Program Pharm-D: 70% 	30%	100%

5.3. Continuous and Summative Assessment Guidelines for Online Classes:

Continuous Assessment Guideline/ periodic assessments, as part of Internal Marks, applicable to all Programs:	
<p>Online Graded assessments, such as Mid-term exams or Module Tests (Open Book with "Slot with a Timed Window" or "Timed window Opportunity"</p>	<ul style="list-style-type: none"> This includes graded quizzes, midterm assessment or module tests, that can be conducted internally or continuously on a periodic basis by the faculty, and administered through the college/institute/school, through the Dow Online Education System (LMS). Assessments will be automatically graded by the DOES, upon submission of the student and result shared on real time basis. All enrolled and verified students will participate in the 'open book exam' at the same time, and must login and complete it within the normal time required to complete the exam. Faculty may utilize either of the both options presented and defined in the HEC policy, with regards to mode: Open Book exam (slot within a timed window where the student has to attempt the open-book exam for a timed window (e.g. 24 hours) and take the test for the specified duration (e.g. 2-3 hours), at any time during that timed window. However, once the student starts the test, they must attempt all questions and submit with the stipulated time period. Open Book through Timed Window, administered by faculty assigned for the course- Another option is to administer uniformly at one time, to all students at the same time, through a "timed window' opportunity, where all students attempt the take-home open book exam at the same time, and must submit and complete within the



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	<p>stipulated time period (e.g. 1 hour/2 hours or 3 hours, depending on the complexity of the test question).</p> <ul style="list-style-type: none">• Test questions for this the timed window; simultaneous attempt will assess/ test higher order skills, and application of knowledge (in essay-type format). Test questions may include MCQs, BCQs, EMQs, or Short Answer Questions, or any combination of the above.• Technical issues regarding connectivity and disconnectivity during the interim test/continuous tests, will be dealt with and resolved on a case to case basis, through the administration of each college/institute/school.• To guard against misuse, late exams or attempts to re-open the exam without a valid excuse, such as connectivity or power failure, should not generally be accepted after a certain time period has elapsed to take the exam.
Graded /Ungraded Assignment submissions	<ul style="list-style-type: none">• Assignments may include short reports, memos, and articles, solve and submit assignments, that involve creative thinking, report writing, and allows the student to synthesize and apply the course knowledge and skills, which can also be a periodic exercise, drawing on a large part of the material covered in the topic or the course.• This may include any assignments that are provided with feedback from the instructor and assess periodic feedback from the student.• Weightage for each is dependent on the course offering and included in the internal marks.
Projects (group or individual) or cumulative reports/research papers.	<ul style="list-style-type: none">• As a cumulative exercise, other than assignments, students may be asked to participate in group/individual projects for applicative learning or write research papers on specific areas covered in the course, normally involving original research using materials other than prescribed in the course. Individual grades will be assigned to each student in case of group project submissions, and will be part of overall internal marks/weightage.• Reflection papers/reports, submitted individually, where students may be asked to write a reflection paper that discusses their perspective and intellectual path during the subject/course. This provides an insight into their understanding and involvement in the course and can be done as a final paper submission, for types of courses that



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	are more theoretical in orientation, or an additional exercise along with open-book tests to assess higher degrees of knowledge, as per Blooms' Taxonomy levels.
Log book /Grade Book submissions for practical work/ clinical skills assessments.	<ul style="list-style-type: none"> Practical & clinical exercises with students may be conducted as per requirements of the curriculum, at the end of the semester, and log books may be maintained by the student as to their skills assessments, for submission at the <u>end of the semester</u> or periodically for ongoing progress marking of practical assignments, as per curricular requirements of the program.
Online Class Participation/Discussion or attendance	<ul style="list-style-type: none"> Student may be assessed for online class participation, or participation in online discussion boards or general attendance, as per criteria /policy of each course, defined in the course specifications and uploaded on the Dow Online Education System for the student to view.
Teacher/Moderator/Internal Examiner:	<ul style="list-style-type: none"> Assessment and Evaluation of interim/formative assessments will be carried out by concerned course instructor/teacher and moderated by the assigned administrative personnel of each college/school or institute, as per academic calendar of the program.

5.4. Assessment Guidelines for BS & Professional Year Programs (with a clinical rotation and VIVA/ ORAL EXAM component)

Assessment Guideline-	
<i>Final Assessment (Theory exam)</i>	<ul style="list-style-type: none"> This will be scheduled over a confidential and protected software platform, such as the Dow Examination Portal. A schedule will be announced through the examinations department, where each student will individually log onto the platform, for a defined time-slot (e.g. 2 hours/3 hours). The final evaluation, in this case, is conducted through DUHS Examination software for assessment and invigilance/moderation of the exam is done through the examinations department in coordination with IT directorate for technical issues. Mode of Questions: Questions may only consist of MCQs, BCQs, with assessment of not only knowledge, but comprehension, application, analysis, and synthesis of the knowledge gained




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	<p>throughout the course/module.</p> <ul style="list-style-type: none">• In this regard, MCQs or BCQs should assess the higher learning or critical/analytical thinking skills of students, as per program and course learning objectives defined in the course specification document.• Time limit: Allowable 2-3 hours (open access to submit answers for the entire duration) in an uncontrolled/home environment, with Timed window, where all students get the take-home exam at the same time, and attempt within a stipulated time period, i.e. 2-3 hours, as per number of questions and complexity of questions to be attempted.• Individually students are responsible for joining and continuing the examination, once communicated the mode and the means, with each answer submission required to be submitted for grading, within the timed window/ period.• The online examination will be moderated and administered by the IT and Examinations Departments, from Dow Medical College/Examinations Department.• The software for conduct of online theory exam is the sole property of the DUHS Examinations department and with restricted rights and access only to those assigned personnel of Examinations Department.
<p><i>Viva (simple oral exam) for professional year programs only.</i></p>	<ul style="list-style-type: none">• If allowed with guidance sought by respective Accreditation Council, a structured viva will be taken through online means, as per requirements of the professional year programs.• In this case, if scheduled, each Student will face a panel of examiners comprising of at least 2 Faculty examiners (MBBS) for 15 minutes, of which 7 ½ minutes is allowed for each examiner, per student. Students will be given instructions prior to the conduct of exams and given instructions to connect on the day of the exam, with helpline numbers to call if case of connectivity issues.• This includes assessment of history taking, communication skills and other practical patient/data interpretation and patient management skills learned in the clinical rotation.• This exam can be conducted through online video means, such as Zoom, once clinical examination

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	<p>stations are structured for basic to advanced level knowledge, and without the direct contact of student /patient, student/examiner.</p> <ul style="list-style-type: none"> • Stations will be organized by the respective Chairpersons of teaching departments (minimum 3 stations) ***Examiner Guidance and Briefing before Viva would be provided by the Chairpersons of teaching departments, with regards to topic distribution and number of stations. • If clinical rotation is not able to be conducted as per regular examinations calendar, with guidance from respective Accreditation Council is awaited
Grading Policy for Examinations and Online Assessments	<ul style="list-style-type: none"> • Students would be assigned a percentage and a letter grade, as per existing DUHS grading policy for the program and in line with Accreditation council guidelines. • Furthermore, the students will be assigned a letter grade for the module, which will reflect the passing or failing of subjects, as per DUHS policy.
Retake or Supplementary examinations	<ul style="list-style-type: none"> • Re-take assessments may be scheduled by the examinations department, and taken in a timely manner and especially for graduating students of the class of 2020, with regards to undergraduate and postgraduate programs. • Supplementary examinations may be conducted as per online protocols defined herein in Annexure A & B, and previous guidelines approved by the Online Academic Council.
Module or interim assessments/continuous assessments (<i>open book, with slot within a timed window or a timed window</i>)	<ul style="list-style-type: none"> • Module tests to be conducted through each College, either through open book mode, with a slot defined within a timed window, where students get the take-home open-book exam for a time window (e.g. 24 hours) and can take the test for the specified duration (e.g. 2-3 hours) at any time during that window. Once the student starts the test, they must submit with the stipulated time period. • Another option for the Principal to administer the exam through a timed window, where all the students get to take / attempt the open book exam through the DOES, at the same time, and must attempt it within a stipulated time period (e.g. 24 hours). • This may require writing essays, reflections in response to specific prompts in a slightly longer time period, with a model answer to be provided for checking of the online exam.

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5.5. Graduating Student Policy: The graduating students, if eligible for graduation for Spring 2020 should be facilitated to complete the online course, clinical rotations and the practical learning, along with any further assessments taken, with results declared on time, as per Key Dates defined herein.

5.6. Plagiarism:

- 5.6.1. Students' assignment submissions (as a part of internal marks and continuous assessment) and including group work, papers, reports, research papers and reflection papers, will be checked for similarity or cheating through Turnitin, as per academic integrity/honesty policy of DUHS.
- 5.6.2. If student is found to have similarity than what is acceptable as per existing policy of DUHS, then the assignment or project submission will be declared null/void, with "0" percent awarded to the student.
- 5.6.3. The integrity of the University is maintained to guard against plagiarism by following HEC guidelines for plagiarism. The thesis work of a student is not allowed to be submitted to the BASR, nor is it allowed to be defended, unless it is cleared by Turnitin, plagiarism detecting software, which clearly indicates the level of similarity of students' work with others submitted. Therefore, a clearance certificate is necessary before students' theses are accepted for submission.
- 5.6.4. The cases of plagiarism are dealt in the light of the plagiarism policy of HEC, through the University Plagiarism Standing Committee and the recommendations of this committee are then forwarded to Vice Chancellor, onward to the Syndicate for final implementation of actions.

5.7. Policy for Examinations and Online Assessment for Post Graduate Programs:

- Post Graduate Programs, such as MSN, MS-APT, MBA/EMBA, and MPhil and MHPE programs will be conducted as per DUHS policy for postgraduate programs brought online. There is no change in the examination and grading policy, even if transition to online teaching.
- Online postgraduate exams will be conducted in the similar manner as undergraduate programs, with the existing weightages /format as done/approved by the Academic Council, with guidance sought by the respective accreditation council with regards to conduct and SOP of clinical aspects of any exam.

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5.8. Academic Calendar for Assessment and Online Examinations:

The following key dates apply to the Bachelor programs that follow the semester system guidelines, including BS Nursing/Post RN Nursing, & DPT:

- 5.8.1. Academic Calendars with examination dates proposed/scheduled for summative online assessments are to be shared with the Examinations Department and Controller of Examinations, no later than May 31st, 2020 for all Bachelor of Sciences /BBA programs.
- 5.8.2. Submission of question bank for Final (40%) assessments of Semester based programs, such as BS/BBA/BS Nursing/Post RN Nursing & postgraduate programs- **June 30TH, 2020.**
- 5.8.3. Conduct of final/Summative examinations by the Examinations Department **will be conducted with respect to each programs' revised online academic calendars**, with results released as soon as exams are conducted and verified by the Examinations Department.
- 5.8.4. 1.1.5 Conduct of Students' continuous (formative assessment) through periodic graded quizzes, module tests, as per weightage defined in the examination and online teaching policy.
- 5.8.5. Student's grades should be updated for the Spring 2020 semester with regards to any assignment submissions, graded quizzes, tests, or projects through the DOES until the completion of the semester, no later than July 31st, 2020. The internal assessment grades, as per weightage, will be submitted to the examinations department.
- 5.8.6. **Students are to be promoted based on the results of the summative examinations, percentage of internal marks and in accordance with the grading and promotion policy of DUHS.**

5.9. Dow University of Health Sciences: Academic Calendar proposed for Professional Year Programs (MBBS/ BDS) & including Pharm D.

- 5.9.1. Submission of Questions for the paper setting of continuous assessments of the MBBS /BDS programs should be facilitated through the Chairpersons of each teaching department on priority basis, **no later than June 30th 2020**. This is to be facilitated by each Principal/Director of College/Institute to ensure examination is administered, as per above mentioned deadline.
- 5.9.2. Module test or interim/continuous assessments of professional year programs



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(MBBS/BDS) may be conducted through Principals of respective Colleges/Institutes by **July 15th, 2020**. These results will be sent to examinations department as collective internal marks of the students, as per PMDC or accreditation council guideline.

5.9.3. Ward Teaching/ clinical rotations or practical/laboratory teaching may be doubled for the period after campuses re-open for students, and both components will then be assessed together for summative assessment of the professional year programs.

5.9.4. End of Year professional year for completion of all components (including theory and ward teaching) to start to be assessed by **October 31st, 2020, as per modified online calendar for professional year programs.**

6. **RELATED DOCUMENTS**

7. **RELATED RECORDS:**

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ANNEXURE A

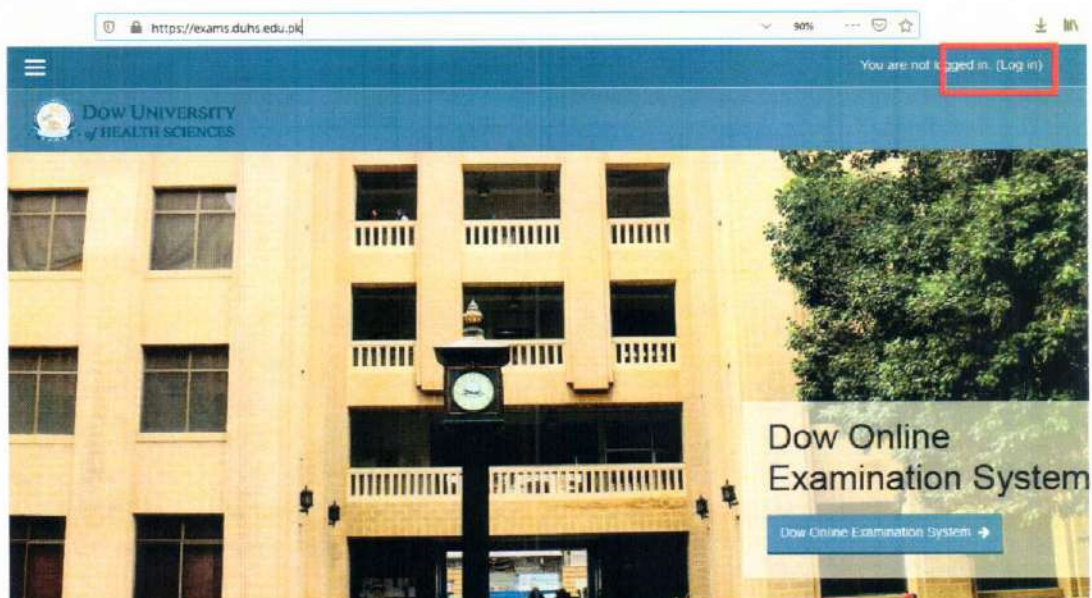
Dow Online Examination System (DOES): STUDENT USER MANUAL Online Examinations 2019


STUDENT INSTRUCTIONS FOR ONLINE EXAMINATIONS -

Dear Students,

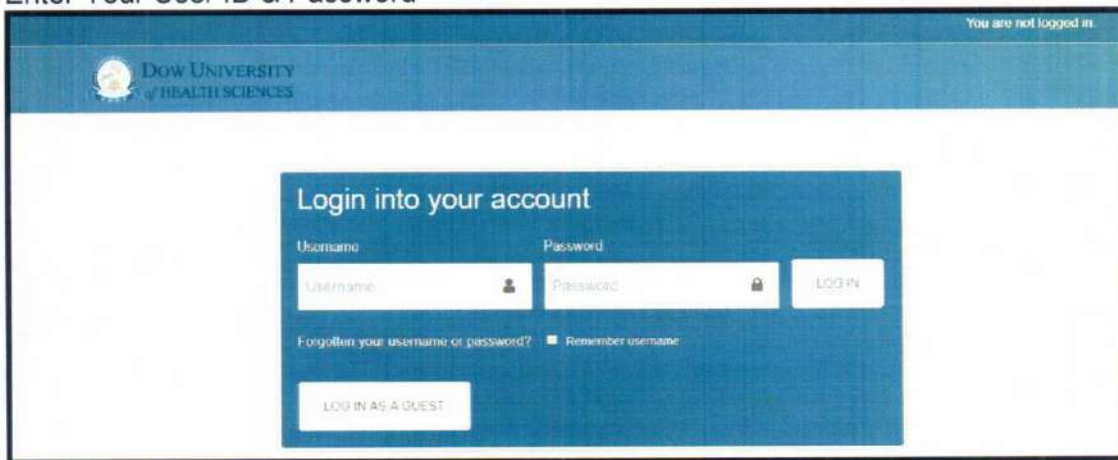
- *Please read these instructions carefully. They are meant to make your online learning experience smooth and productive. Not following the instructions may cause you problems in joining or continuing the online examinations. If you encounter an issue, please call the examinations department, or the focal person assigned.*
- *Before joining Session: Ensure appropriate learning environment please ensure that you have a stable internet connection for at least 3 hours, DUHS will not be held liable for disruption in connection.*
- *Please ensure that before joining, your mobile/ laptop's battery is fully charged and in case of desktop you have stable electricity connection or backup available in case of power failure.*
- *Please ensure that the location that you are joining from is appropriate for attending online examinations. If in any instance a participant is unable to join due to a technical reason, please reach us through email.*

1. **Step 1- Go to Dow Online Examination System website by clicking or typing <https://exams.duhs.edu.pk/> in your student browser.**
2. **STEP # 2 (Click on Login Link) on the upper right hand corner as shown below:**

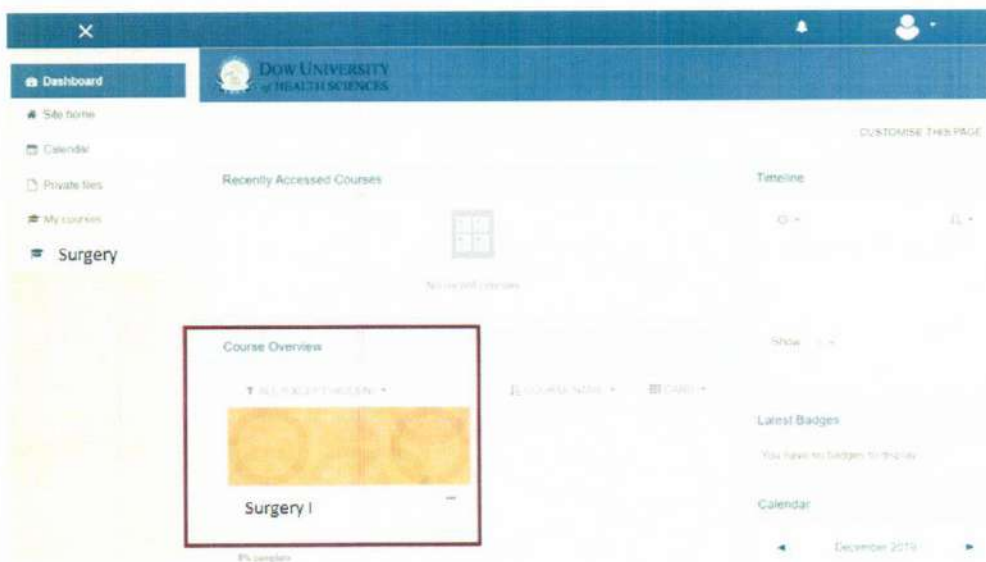


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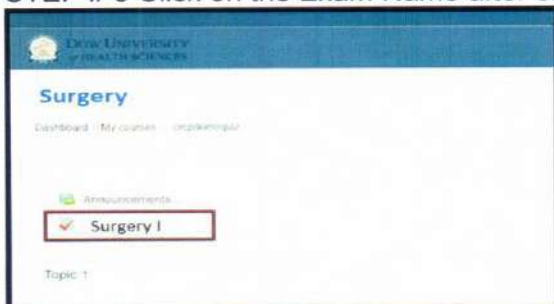
3. **STEP # 3**
Enter Your User ID & Password




4. **STEP # 4** -Click on your Exam Name as shown below:



5. **STEP # 5** Click on the Exam Name after entering the Course



6. **STEP # 6** Click on Attempt / Start Quiz

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7. **STEP # 7- Attempt Your Exam Now**, submit an appropriate answer and click on next page for the next question submission.



8. Click Submit All and Finish, when finished: Logout from your student portal account, as shown below-



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Annexure B: INSTRUCTIONS FOR ONLINE VIVA EXAMINATION

- 1. MBBS - Each Student Will Face A Panel Of Examiners Comprising Of 2 Faculty For 15 Minutes Duration Of Which 7 And A Half Minute For Each Examiner.***
- 2. BDS- Each Student Will Face a Panel of Examiners comprising of 3 faculty members for 15 Minutes Duration, of which 5 Minutes will be before each Examiner.***

BEFORE JOINING

- Please ensure that you have a stable internet connection for at least 2 hours, as it might take up to 2 hours for your turn. Panel will not be held liable for a disruption on your connection's part.
- Please ensure that before joining your mobile/laptop battery is fully charged, and in case of desktop, please make sure you have a stable electricity connection or backup available, in case of a power failure.
- Please ensure that the location that you are joining from is appropriate enough to conduct an online session. Environment should have none to minimum background noise and appropriate lighting with background. In case of inappropriate environment, the panel may decide to disconnect.
- Please make sure that you have a working pair of headphone and mic, since it'll be used for communication.
- Make sure you have the link available and you join in with your seat number in the name field so that the panel can call you easily on your turn.
- Please make sure that you have a working webcam for the interview since interview will be held with audio and video. Otherwise, the panel shall not be held liable.

DURING ONLINE VIVA:

- Upon joining the VIVA session, you will be muted; your video will be off by default. Please do not try to change it since it will create disturbance for the panel
- Since this VIVA is one on one, you are expected to wait for your turn patiently.
- Once your turn arrives, you will be unmuted and a request to open your webcam will be made. Please allow your webcam to be turned on and unmuted so that your interview may start.
- As soon as your viva is over, you will be moved out of the session.

GENERAL INSTRUCTIONS

- VIVA conducted are strictly for participants only. Any attempt to create disruption will be taken seriously and strict actions would be taken.
- NEVER share your credentials with anyone for any reason or purpose. Doing so or attempting to do so may lead up to extreme measures.
- If in any instance a candidate is unable to join due to a technical reason, please reach us using contact number **0332-2337283** for assistance.
- Incase if a candidate is not able to join us due to some unforeseeable circumstances and was unable to inform prior to the interview, a call will be made to the number provided in the submission form by the panel to inquire about the candidate's presence. In case the call is not answered, we shall leave a short message on the number and the candidate shall be marked absent.