

## DEPARTMENT OF ECONOMICS

### Technical Issues for In-Year Tests Delivered through QMP/Moodle/Tabula

This document lays out the procedure for mitigation submissions relating to technical issues during in year tests undertaken on QMP, Tabula or Moodle.

If a student experiences technical difficulties within the window of the test and it is during standard UK working hours, the student should contact either the UG team on [economics.ugoffice@warwick.ac.uk](mailto:economics.ugoffice@warwick.ac.uk) or the PG team on [economics.pgoffice@warwick.ac.uk](mailto:economics.pgoffice@warwick.ac.uk) (whichever is appropriate) to see if the problem can be resolved. If the problem cannot be resolved within the test window or it is outside normal working hours, then the student must [submit](#) a mitigation application through their Personal Circumstances record on Tabula.

Please **do not** contact your personal tutor, or any member of academic staff with this information. The Department will not accept screen shots of your answers as a substitute for the official submitted answer sheet through the platform upon which the test is delivered.

#### External Students

If your home department is not Economics, after you have applied through the Personal Circumstances section on Tabula, your home department must inform the Department of Economics whether your mitigating circumstances have been accepted. If they are accepted, the Department of Economics will then condone the test and ensure that the weight for that test is transferred to the final exam or assessment for that module.

#### Economics Students

Following your application through the Personal Circumstances section on Tabula, your mitigation will be considered by the Department. Decisions on mitigation will be considered and communicated to you within 48 working hours. Please note that submissions received over a weekend will be considered the next working day and communicated the following day. If the mitigation is accepted, the test mark will be condoned with the weight transferred to the final exam or assessment for that module.

The Department of Economics defines mitigating circumstances as those events which are out of your control; this might include (but is not limited to):

Mitigating Event	Evidence required
Loss of internet connection	Detailed timeline and description of events and screen shot of internet connection error message or IT Network Activity report.
Slow internet connection	Detailed timeline and description of events and internet speed test screen shot (taken within 1 day of event) OR departmental record of logging concerns relating to internet speed.

Examination submission system issues e.g., unable to accept file type or size, other file upload error, incorrect link or other information provided	Detailed timeline and description of events and screen shot of file upload error message or IT upload data report.
Failure of computer or scanning equipment	Detailed timeline and description of events and screenshot, photograph or detailed description of equipment and when it was last known to be working.
Building related incidents (power cut, fire alarm, flood)	Detailed timeline and description of events and photograph of event taken at the time e.g. being outside the building due to a fire alarm, building works having caused a flood etc.
Access issues to examination delivery system	Detailed timeline and description of events and copy of emails or delivery system queries from the time of the test showing steps taken to resolve issues.