



## Frequently Asked Questions - Students

Updated: January 2026

Question	Answer
<b>Student Orientation and Communication</b>	
<p>What career-boosting programmes can I study through the IMM Graduate School?</p>	<p>The IMM Graduate School has a wide range of accredited and industry-endorsed, world-class programmes to take your career to the next level. You can choose the programme that best suits your current schedule and overall goals.</p> <ul style="list-style-type: none"> <li>● Higher Certificate in Marketing – SAQA ID: 86826</li> <li>● Higher Certificate in Supply Chain Management - SAQA ID: 117683</li> <li>● Higher Certificate in Project Management – SAQA ID: 118438</li>   <li>● Diploma in Marketing Management – SAQA ID: 79546</li>   <li>● Bachelor of Business Administration in Marketing Management – SAQA ID: 80967</li> <li>● Bachelor of Commerce in Marketing and Management Science – SAQA ID: 90737</li> <li>● Bachelor of Commerce in International Supply Chain Management – SAQA ID: 110628</li>   <li>● Postgraduate Diploma in Marketing Management - SAQA ID: 124792</li> <li>● Bachelor of Philosophy Honours in Marketing Management – SAQA ID: 79366</li> <li>● Bachelor of Commerce Honours in Supply Chain Management - SAQA ID: 117085</li> <li>● Master of Commerce in Supply Chain Management - SAQA ID: 124669</li> <li>● Master of Philosophy in Marketing – SAQA ID: 86806</li> </ul>
<p>Are the modules completed in a year or a semester?</p>	<p>All modules are semester based, giving you the freedom to start a new module either at the beginning of the year or mid-year. This way, you get a head start to your studies without having to postpone your studies for an additional 6 months.</p>

Where are the Campuses and Student Support Centres situated?	We have various Campuses and Student Support Centres where students can receive assistance and guidance with their studies. The campuses are situated in Johannesburg (Parktown) and Stellenbosch (Bosman’s Business Centre) with Student Support Centres in Pretoria (Groenkloof), Durban (Kings Park Stadium), and Cape Town (V & A Waterfront). The Zimbabwe Administrative Office is situated in Harare, Eastlea. Please click <a href="#">here</a> for Campus and Student Support Centre information.
Can I complete any Grade 12 subjects through the IMM Graduate School?	Unfortunately, not. The IMM Graduate School’s focus is on higher education and we do not offer any Grade 12 subjects.
How does a blended hybrid education institution differ from a traditional, contact (face-to-face) or distance education institution?	The IMM Graduate School is a distance and blended hybrid education institution, meaning that students are able to attend lectures face-to-face or online and have access to the recorded lecture via the eLearn platform. This means students have the flexibility to choose how they prefer to study. The advantage of this is that students are able to choose how they want to access lectures in line with their personal circumstances. Students studying online will be able to access a lecture from anywhere in the world, ideal for the times they may be away on business, for example. Students never need to miss out on a lecture, as they can join online or access the recordings.
What academic support does the IMM Graduate School provide?	Academic support is available to help students succeed throughout their studies. Academic Success Coaches assist with study skills, planning and managing your workload, and effective approaches to writing examinations and completing assignments. Academic Success Coaches are available on campuses and at selected Student Support Centres (SSCs). Students who need support, can request to be put in touch with an Academic Success Coach through the central helpmeimm@immgsm.ac.za.
How do I know which textbooks are prescribed for my modules?	Refer to the Prescribed Textbook lists that can be found on: <ul style="list-style-type: none"> <li>• the IMM Graduate School website under “Resources” or click <a href="#">here</a> and</li> <li>• top banner on eLearn and click on Booklists.</li> </ul> <p><b>Note:</b> certain modules do not have prescribed textbooks and students use the comprehensive eStudy Guides and other recommended reading.</p>
What is recommended reading?	Reputable academic resources additional to the eStudy Guides to provide a deeper, broader understanding and more varied viewpoints of the subject matter. Students are required to read widely and critically at tertiary level.

<p>What is an online module and eStudy Guide?</p>	<p>It is an interactive module available on the eLearn platform. The eStudy Guide for a particular module includes interactive, relevant and up to date content such as videos, other media forms and self-assessment activities. Students are expected to study thoroughly all the resources made available in the modules on eLearn.</p>
<p>What is the purpose of the eStudy Guide?</p>	<p>eStudy Guides are essentially the student's accompaniment to the lecture providing a detailed guide on how to approach each module and to thoroughly master the subject matter. This includes the qualification's exit level outcomes, module outcomes (what students should be able to do/know once they have worked through a specific study unit), the syllabus of the module, assessment criteria, various self-assessment exercises, and more. eStudy Guides are not based on a single textbook, but include many references to relevant articles, other textbooks or videos that will assist to understand the module content. The eStudy Guides facilitate online access and include a note-taking function provided students have Internet access.</p>
<p>What is a Module Teaching and Study Plan (MTSP)?</p>	<p>As a Higher Education student, you should show that you can study independently. The Module Teaching and Study Plan (MTSP) is a handy digital tool that helps students to manage their time and stay on track with their studies. This document provides a proposed timetable and "game plan" that details the content of each lecture, allowing students to know exactly what to study independently during each week of the semester. Following your MTSP per module will ensure that you are never behind in your studies. <b>NOTE:</b> a MTSP per module is available on eLearn.</p>
<p>What is an "Important Announcement" on eLearn?</p>	<p>An "Important Announcement" is generally very important information that is communicated to students registered for a particular module. Once the message is posted on eLearn, this automatically generates an e-mail message to all students, keeping everyone in the loop.</p>
<p>What is the purpose of the eDiscussion Forum on eLearn?</p>	<p>The eDiscussion Forum is a vital extension of your lectures, a dynamic platform for intellectual exchange.</p> <ul style="list-style-type: none"> <li>● You'll have the opportunity to share knowledge about key concepts with your Head Lecturer and peers.</li> <li>● You'll engage in stimulating debates about module material.</li> <li>● The Head Lecturer will post thought-provoking articles and content to deepen your understanding of the module and monitor the engagement and debates.</li> <li>● This forum is specifically for course-related discussions as well as any assessment and study material questions.</li> </ul>

<p>What is the purpose of the “Engagement Task” Forum?</p>	<p>The Engagement Tasks Forum is designed to foster active participation and academic exchange among students, their peers, and the Head Lecturer. Students will:</p> <ul style="list-style-type: none"> <li>● Actively engage with content posted by the Head Lecturer</li> <li>● Share their knowledge and insights about key concepts</li> <li>● Participate in thought-provoking debates with fellow students</li> <li>● Deepen their understanding of the study material in terms of industry relevance and context.</li> </ul>
<p>Can I join or create a WhatsApp study group or Facebook study group?</p>	<p>The IMM Graduate School strongly discourages unofficial WhatsApp study groups or Facebook groups as these may lead to syndication or incorrect information being shared. There are numerous platforms (including Lectures, Workshops and the eDiscussion Forums) where students can interact both with lecturers and peers.</p>
<p>How do I download a recording of a lecture?</p>	<p>On the eLearn page for each module, a space has been created for recordings of online Evening Lectures. Click on the relevant lectures and at the bottom of it, choose the option to view or download the recording. Follow the following steps:</p> <ul style="list-style-type: none"> <li>● Select the applicable module</li> <li>● Open the Lecture section</li> <li>● Click on the Big Blue Button tile that provides access to all recordings of the online evening lectures completed during the semester.</li> <li>● Select the applicable session</li> <li>● Under ‘Recording’ click ‘Video’ to open Video</li> <li>● Click play button to view online</li> </ul> <p><b>OR</b> Right-click and select save the video to download and save the recording for viewing offline.</p>
<p>Is it possible to get to know my lecturers and how can I get a hold of them?</p>	<p>Yes, absolutely. students can contact, and get to know the Head Lecturers through a number of platforms, namely:</p> <ul style="list-style-type: none"> <li>● eDiscussion Forums or</li> <li>● Lecture sessions.</li> </ul>
<p>Are students allowed to communicate directly with lecturers?</p>	<p>Students throughout the country are given the same opportunities to interact with their Head Lecturer through Lectures and eDiscussion Forums.</p> <p><b>NOTE:</b> Direct communication with lecturers may give individual students an advantage, and so, to keep things as fair as possible for all, students are encouraged to use the eLearn platform for communication with their lecturers.</p>

Where can I submit academic queries for a specific module?	You can submit module-specific academic queries on the module eDiscussion Forum so that the Head Lecturer (and, where appropriate, classmates) can respond and others can benefit from the answer.
Where can I submit general and administrative queries?	Queries which can be directed to <a href="mailto:helpme@immgsm.ac.za">helpme@immgsm.ac.za</a> , which is supported by a ticketing system that issues a unique ticket number in response to a query and ensures we are able to track the progress of queries.
How successful are IMM Graduate School students in gaining admission to postgraduate programmes?	Our graduates enjoy an extraordinarily high rate of success, in receiving admission to postgraduate programmes, at public and private universities.

Question	Answer
<b>General Assessments &amp; Assignments</b>	
<b><i>Undergraduate Semester Tests</i></b>	
What are Semester Tests?	For all first year modules, unless otherwise stated, two Semester Tests must be completed. It will be a multiple choice test counting 15 marks with a duration of 25 minutes, except for Numeracy modules where students will have 30 minutes to complete each Semester Test.  Refer to the General Tutorial Letters uploaded on the Tutorial Letter tile on each module or log onto eLearn for specific Semester Test information per module.
When are Semester Tests written?	Semester Test 1 will be in week 5 and test 2 in week 10. For the Semester Test Timetable click <a href="#">here</a> .
<b><i>Assignments</i></b>	
How many assignments must I complete?	Refer to General Tutorial Letters as well as any module-specific tutorial letters uploaded in the Announcements tile on each module or log onto eLearn for specific assignment information per module.
What is the weighting of each assignment?	Refer to the Tutorial Letters applicable.
I didn't get the mark I thought I'd get... Where can I see the marker's feedback?	Feedback depends on the type of assignment and how your assignment was submitted.  ● Assignment feedback will be <b>discussed</b> during <b>lecture</b> sessions.

	<ul style="list-style-type: none"> <li>● For the Semester assignment and Assignment 1 (online quiz completion / upload) and Assignment 2 an <b>Assignment Feedback Report</b> will be uploaded to eLearn when the results are released.</li> <li>● Semester Tests and Undergraduate Assignment 1 (2nd and 3rd year modules where a quiz format was used such as Multiple Choice Questions) will indicate which questions were answered correctly and which not. <ul style="list-style-type: none"> <li>● Some Postgraduate Assignment 1s will be a workshop of peer-review activity and students will receive feedback from their peers as well as the Lecturer based on the peer-reviewed results. Please refer to your tutorial letter.</li> <li>● In the Postgraduate Research Assignments the students will receive feedback via the supervisors. The feedback will be uploaded on eLearn in each students' individual feedback folder.</li> <li>● For all other assignments such as the 1st year Semester Assignment and Assignment 1 (not a multiple choice quiz format), Assignment 2 (2nd and 3rd year modules) or Assignment 1 (2nd and 3rd year modules where an upload was required), will have marker's comments made online, or a completed rubric for you to access.</li> <li>● Projects and reports are marked online, and will have marker's comments made online (in the text of the assignment and rubric) or a completed rubric for you to access online.</li> </ul> </li> </ul>
How do I know that marking has been done fairly?	All IMM Graduate School markers are carefully appointed. Our markers receive comprehensive marking guidelines, and results are moderated and verified.
Where can I find the guideline that was used to mark my assignment?	Marking guidelines are not made available to students. If you have a specific query, follow the process as explained below in terms of consulting the Assignment Result Appeal for your specific module.
How do I appeal my Assignment Result?	<p>Students apply for an Assignment Result Appeal by clicking <a href="#">here</a>. Complete the electronic application in detail. This link is also available on our website under Resources.</p> <p>This is not a general re-mark application. Students must highlight specific marks they believe should have been awarded, explain why and provide support from the textbook, study guide or other sources. Only the specific points raised will be reviewed.</p> <p>Applications that are unclear, not detailed enough or requesting remarks, will not be processed.</p>

Question	Answer
<b>Assessments: Semester Tests, Assignment 1 and 2</b>	
<b>Assignment 1</b>	
How do I know what format/style of answers the IMM Graduate School is looking for, and how do I know where I went wrong in an assignment, if I don't have access to past marking guidelines?	Although you won't have access to marking guidelines, a general Assignment Feedback Report is provided per module, giving feedback to all students on how they should have approached each question, where they struggled and where they excelled. During Lectures feedback to assignments is discussed, which provides students with guidance on how to improve on the answering of questions per module.
<b>Undergraduate Assignment 1</b>	
What will the format be of Undergraduate Semester Assignment (1st years only)?	The Semester Assignment will focus on the content of Weeks 1 - 13 and will test the student's ability to apply the theory. For Numeracy modules it will be in the format of an eActivity quiz. For all other modules it will be in the format of an online quiz completion where some questions may require a student to upload a video / a mindmap / infographic, for example, or it may be in the format of a Word document upload unless otherwise indicated such as when the separate uploading of a video / PowerPoint presentation is required. (Refer to the Tutorial Letter for AL101C which has 2 Assignments)
What will the format be of Undergraduate Assignment 1 (2nd and 3rd year)?	This will differ from module to module. For some undergraduate modules (and all Numeracy modules) Assignment 1 will be a short-answer eActivity Quiz (such as an MCQ format or a template completion format) that you will complete online and automatically marked (graded). Questions will be randomised. Students will not receive the PDF question paper beforehand. This specific format will be time-bound. For other modules it will be in the format of an online completion of an eActivity quiz by either adding content or a mindmap / infographic / video or other specific requirements. This specific format will be available from the start of the semester. For other undergraduate modules Assignment 1 will either require an upload (not an online completion) of a video recording or an upload of a Mind Map or similar) - please refer to the module-specific assignment instructions on eLearn as each module will require a different format. <b>NOTE:</b> Refer to the General Tutorial Letter for your specific programme
<b>Postgraduate Assignment 1</b>	
What will the format be of Postgraduate Assignment 1?	Refer to the Tutorial Letters if applicable or log onto eLearn for specific information.

Question	Answer
<b>General – Assignment 1 eActivity (2nd and 3rd year) and Semester Tests:</b>	
What is the preferred Browser to use?	<b>Google Chrome</b>
How do I go about completing Semester Tests / Assignment 1 online on eLearn? Where can I find the online answer sheet?	<p><b>Semester Tests:</b> Click on the Semester Tests link in eLearn on the Module Page. Then click on Test 1 / Test 2 – depending on which test needs to be completed. Open the <a href="#">How to Guide</a> and work through this - as this will guide you, step-by-step, through the entire process of completing your assignment questions online on eLearn.</p> <p><b>Assignment 1:</b> Click on the Assignments link in eLearn on the Module Page. Then click on Assignment 1. Open the module-specific instructions and How to Guide and work through this - as this will guide you, step-by-step, through the entire process of completing your assignment questions online on eLearn. For certain modules, Assignment 1 will need to be uploaded to eLearn. Open the module-specific instructions and How to Guide and work through this.</p>
Will I have access to the eDiscussion Forum whilst writing my Semester Tests / timed Assignment 1?	For any eActivity quiz-related assessment the eDiscussion Forum will be locked twelve hours prior to the start of the submission day for the duration of the submission day and will reopen the day after the late submission date.
How do I save my work?	The eActivity quiz will save your work automatically as you progress through the assignment up to the page prior to the page you are currently working on. Even if you have not clicked on the <b>Submit all and Finish</b> button, the eActivity quiz will automatically close once the session is over.
Where do I submit my Semester Tests / Assignment 1 eActivity quiz?	<p>Your submission will be an eLearn for the Assignment 1 eActivity quiz. For a multiple-choice type quiz, simply select the most appropriate answer. You would also be able to complete and submit the Assignment 1 eActivity quiz on your mobile phone, if you have downloaded the Moodle App. Make sure your data is turned on to submit your assignment.</p> <p>For an eActivity quiz where you need to complete the quiz by adding content, your assignment will be automatically put through plagiarism software as part of the quiz completion.</p> <p><b>Note:</b> For an eActivity quiz where you need to complete the quiz by adding content your assignment will be automatically put through plagiarism software as part of the quiz completion.</p> <p>Assignment 1: Refer to the step by step module-specific <b>How to Guide</b> for detailed submission information. Semester Tests: Refer to the step by step module-specific <b>How to Guide</b> for detailed submission information.</p>

Will late submissions be allowed?	<p>No late submissions will be allowed and the Assignment 1 eActivity quiz will automatically close once the session is over.</p> <p>Note: For a timed quiz: Once you have started your attempt you will only have limited time to complete the Semester Test eActivity quiz (25 minutes for all first-year modules / 30 minutes for first-year Numeracy modules) or the Assignment 1 eActivity quiz (60 minutes for all modules).</p>
How long will a timed Assignment 1 eActivity quiz be open for me to complete the quiz?	<p>Unless otherwise indicated, the timed Assignment 1 eActivity quiz will be accessible for 48 hours from 00:01 until 23:59 on the final submission date.</p> <ul style="list-style-type: none"> <li>• The type of Assignment 1 eActivity quiz will only stay open for 60 minutes from the moment you start the quiz.</li> <li>• Even if you have not clicked on the Submit all and Finish button, the Assignment 1 eActivity quiz will automatically close after 60 minutes or at 23:59 on the submission final due day.</li> <li>• For example, if you started the Assignment 1 eActivity quiz at 9:00 am and forgot to click on Submit all and Finish, the quiz will automatically close after 60 minutes.</li> <li>• The Invigilator Wed needs to be for these. Refer to the detailed timetable for the specific times that the quiz will be open for a specific module.</li> </ul>
How long will a non-timed Assignment 1 eActivity quiz be open for me to complete the quiz?	<p>The non-timed Assignment 1 eActivity quiz will be open from the start of the semester until the due date and time. You will have <b>two</b> attempts to complete this type of assignment.</p>
What weeks are assessed in Semester Tests?	<p>Semester Test 1 covers from Week 1 to 5 of the module content. Semester Test 2 may cover anything from Week 1 to Week 9 of the module content.</p>
What weeks are assessed in Assignment 1?	<p>Assignment 1 covers from Week 1 to Week 5 (excludes 1st year modules)</p>
How many attempts am I allowed?	<p>Timed quiz:</p> <ul style="list-style-type: none"> <li>• You have ONE attempt only to complete the eLearn eActivity Assignment 1.</li> </ul> <p>Non-timed quiz:</p> <ul style="list-style-type: none"> <li>• You have two attempts to complete the eLearn eActivity for Assignment 1.</li> <li>• All the questions need to be answered and submitted via the eLearn eActivity Quiz.</li> </ul>

How will the questions and answer options be displayed?	<p>Timed quiz:</p> <ul style="list-style-type: none"> <li>• Questions will be randomised - the questions will differ from quiz to quiz.</li> <li>• Students will NOT receive the PDF question paper beforehand.</li> </ul> <p>Non-timed quiz:</p> <ul style="list-style-type: none"> <li>• Questions will not be randomised.</li> <li>• Students will NOT receive the PDF question paper beforehand.</li> </ul>
Some eLearn Activity quiz questions require students to draw (illustrate) a graph. Can a JPEG be inserted?	A JPEG can certainly be uploaded by simply dragging and dropping a file in the space provided for that specific question.
What resources will I have access to during a timed quiz?	<p>Students will have access to the following resources on eLearn during the eActivity Assignment:</p> <ul style="list-style-type: none"> <li>• Semester Tests: eActivity Quiz</li> <li>• Assignment 1: eActivity Quiz</li> <li>• Your module content with all the learning resources on eLearn excluding the eDiscussion Forum.</li> </ul>
How will I know that my submission has been successful?	You will receive a receipt confirming submission via email. If you do not receive the receipt you are able to check the status of your submission, which will be indicated as 'Finished on eLearn'. The onus is on you to ensure that the submission is successful. Take a screenshot and keep it on record.
What does Assignment 1 count out of?	For Undergraduate modules, the majority of modules Assignment 1 will count out of 25 marks and 20% towards your Final Mark. There are however certain modules where this weighting will differ - consult the module specific instructions on eLearn.
What does each Semester Test count out of?	Both Semester Tests count out of 15 marks and count 5% each of the final mark.
Will I be able to print out the questions or the case study?	Right-click on the section you want to print and you may then print that page/section.
I cannot see the entire column or question in the eActivity.	In order to view the complete question in an eActivity, make sure you have set your screen to 80% or 90%. In order to do so, click on the 3 vertical dots on the top right of your screen and adjust the % zoom.
The system keeps on telling me that my question is not yet completed, even though I am confident that I have done so - what now?	<p>If you are confronted by a message stating that the question is incomplete, it is a signal that you have left out information. Review your answer - it may even be something simple such as to add a 0 in a column that requires no specific answer as you may be also required to upload a document.</p> <p>If the system provides a space to upload a document and you opt to upload the document then you also need to add content to the answer space, such as "See graph below", otherwise the system will read the empty answer space as still not being completed.</p>

How should I add a numerical answer in a table format?	It is critical that you follow the instructions and illustrated examples that are provided for how answers should be given as instructed in the assignment-specific How to Guide. If these instructions are not followed, no marks will be awarded. The IMM Graduate School is an institution of higher learning and as such students are expected to be able to follow basic instructions.
What should I do if I struggle to add content to the space provided?	This kind of error could be caused by a number of computer related technical issues and by exception (meaning the computer being used to complete the assignment). Click on this link that explains possible causes and fixes that can be followed. <a href="https://appuals.com/fix-cant-type-into-text-fields-on-some-browsers/">https://appuals.com/fix-cant-type-into-text-fields-on-some-browsers/</a> The best option may be to find an alternative computer to complete your assignment.
What should I do when I get an error message regarding my internet connection?	Check your internet connection and refresh your page.
When will we receive our Assignment 1 results?	The IMM Graduate School follows a comprehensive quality check before results are formally verified and released. This may take some time - consult the Calendar of Events to determine when the assignment results are to be released.
Are marks adjusted if an error is identified in a question whilst a MCQ type quiz is open?	In the unlikely event of an error, during the verification process marking is reviewed for all questions and/or answers with identified errors. Students are not penalised in the marking of these questions.

Question	Answer
<b>General - Postgraduate Assignment 1 WORKSHOP eActivity:</b>	
What is a Postgraduate Workshop eActivity?	It is a peer assessment activity, which allows students to peer evaluate your assignments based on specified criteria. Your Lecturer evaluates your peer assessments and your own submission.
When is Assignment 1 due for the postgraduate Workshop eActivity?	The Workshop eActivity is to be completed at the beginning of week 4 for relevant Postgraduate modules. (Refer to Calendar of Events for the specific submission date). No late submissions or assignment submission extensions are allowed. The peer review activity is available just after the submission date for Assignment 1 has closed. Please check the <a href="#">Calendar of Events</a> and the specific module information on eLearn to determine the scheduled completion dates for both activities
<b>Workshop eActivity   Submission Phase</b>	
Do I need to submit my Workshop assignment to Turnitin to check my similarity report before uploading to eLearn?	Yes. This process will happen automatically when you submit your assignment.
<b>Workshop eActivity   Assessment phase (Peer review phase)</b>	
What happens once the submission phase is closed?	The day after the submission phase is closed the system will automatically allocate three random students to you to peer review. Before you start, carefully read the instructions for the assessment given. In each instance a rubric must be used for each peer assessment you do for this assignment. Refer to the detailed instructions in the How to Guide. Please check the Calendar of Events and the specific module information on eLearn to determine the scheduled completion dates for the peer review activity.
How do I start the peer review of an assessment?	<ul style="list-style-type: none"> <li>● Click on the File Name to download your peer's assignment.</li> <li>● Read through the answers provided by the student and evaluate this based on the rubric provided.</li> <li>● Click on the Assess button and complete the assessment phase.</li> <li>● Ensure you provide adequate feedback.</li> <li>● Ensure that you select each criteria and complete the assessment of each criteria.</li> <li>● Do not rush this process as you will also receive a grade for the quality of the peer review you have conducted.</li> <li>● Remember to click on Save and Close before you move to the next student.</li> </ul> <p>Note: The peer review is a compulsory part of the Assignment 1 submission. If a peer review has not been done a student will receive 0 for his/her Assignment 1.</p>

What happens if I want to reassess?	Just click on the Re-assess button and complete the assessment process again.
What happens once I have completed the peer-review assessment phase?	The Lecturer will now assess each of the peer-review assessments and provide a final mark. The Lecturer will then evaluate the mark provided by you and compare this mark against the average mark provided. If your mark is out of sync with the average mark it will be adjusted by the Lecturer.
I received my mark back for Assignment 1 Workshop Activity but do not understand how the mark was allocated.	<ul style="list-style-type: none"> <li>• The total mark for assignment 1 Workshop Activity equals 30 marks.</li> <li>• Your submission is peer reviewed by three of your peers and a score given by each.</li> <li>• Your Lecturer then grades your assessment and moderates three peer reviews of your work.</li> <li>• During the moderation process, your Lecturer adjusts their evaluation to ensure the accuracy of their assessments. The quality of your peer feedback is also taken into consideration during the Lecturer's moderation of your peers' assessments.</li> <li>• This moderation by your Lecturer therefore includes the mark which the Lecturer has allocated to the submission and the average of the moderated marks of the peer evaluation. To emphasise, peer marks are not taken as a given as they could be too lenient or punitive and may not reflect the true quality of your work.</li> </ul>
<b>Assignments: Upload Format</b>	
How will the completion of an Assignment work if the eActivity quiz is NOT a timed quiz (so it is in the format of an eActivity quiz that needs to be completed online (NOT an MCQ/ template completion timed quiz)?	<p>The eActivity quiz for this format of quiz for Semester Assignment / Assignment 2 will be available from the start of the Semester.</p> <p>Numeracy modules Semester Assignment / Assignment 2 will be open for 48 hours only and will not be made available from the start of the semester.</p> <p>Please check the Calendar of Events and the specific module information on eLearn to determine the scheduled completion date. Refer to the Tutorial Letters applicable.</p>
What do I need to do before I submit an assessment?	<p>We understand that you want to submit your best work, so we've drawn up a checklist to help you do just that:</p> <ul style="list-style-type: none"> <li>• Have you carefully worked through your eStudy Guide and textbook (where applicable) before you started the assignment?</li> <li>• Have you followed the assignment instructions carefully? Refer to the instructions on the Assignment tile.</li> </ul>
For a module that requires me to upload my assignment, how do I upload?	Go to the module and select the relevant Assignment 2. Work through the How to Guide on eLearn Upload which will provide you with a step-by-step guide on how to do this.

	<p><b>Please note:</b> If the assignment requires the submission of a video / oral recording you will be required to use the Medial option. This can either be uploaded separately using Medial or an external video with the PPT included in the Video can be created and uploaded via the Medial Platform - refer to the How to Guide</p> <p><b>Note:</b> Refer to the General Tutorial Letters for your specific programme, which can be downloaded from eLearn under the Tutorial Letter tile in each module on eLearn.</p>
<p>When will the presentation mark evaluation rubric be applicable?</p>	<p>A presentation evaluation rubric (negative marking) will be applicable for Semester Assignments, Assignment 2 (uploads as well as eActivity completion), Project and Reports uploaded documents as well as for any Assignment 1 where an upload or an eActivity completion is required.</p> <p>It will <b>not</b> be applicable for the completion of the Final Assessment.</p>
<p><b>Group Assignment</b></p>	
<p>My Assignment is a Group Assignment - what does this entail?</p>	<p>Groups will be randomly assigned by the IMM Graduate School.</p> <p>Your group members will be visible to you in your module in the specific Assignment tile.</p> <p>Students are NOT permitted to form their own groups!</p> <p><b>Please watch the following tutorial videos before attempting a Group Assignment:</b></p> <p><b>Group collaboration (Assignment preparation)</b></p> <p>Once the group is formed you need to make contact with your fellow group members and start collaborating using the Wiki platform.</p> <p><b>Peer Review assessment</b></p> <p>Each individual member of the group must complete the Peer review assessment.</p> <p><b>Note:</b> <i>Each group member must complete the peer review. Should a group member not complete the peer review the said group member will receive a <b>0 (zero)</b> for the assignment. The group will be able to submit the assignment even though a fellow group member's peer review is outstanding, and receive the mark for the assignment.</i></p> <p>Once all members have completed the peer review assessment you need to nominate ONE person that will complete the Assignment Submission. A Group Assignment requires you to interact with fellow students in order to achieve a specific outcome as outlined in the assignment such as to upload a 10-minute YouTube video for example. The allocation of marks for a group assignment is made up of the following elements:</p> <ul style="list-style-type: none"> <li>● Development of the appropriate content related to answering the assignment correctly (application of the module theory)</li> <li>● A Peer Group review, which is a peer assessment of how you interacted with others in the group</li> </ul>

- Plagiarism assessment (Similarity Check)
- Presentation Rubric

It is important to note the following factors related to Group Assignments:

**Assignment Content:**

It is the responsibility of the entire group to ensure that the assignment content is researched, prepared and presented in such a way that all group members participate amicably and positively. The way in which you participate in the group will impact how your fellow students review you in the Peer Group Review. If you had a positive influence and your behaviour was professional at all times your Peer Group Review should reflect well.

Ensuring positive and productive Group dynamics by all group members is essential to the end result of your assignment. There are four key elements to ensuring a positive and productive group dynamic:

- Forming: You need to schedule a “get together” and introduce yourselves to each other, understand who the team leader will be and discuss what the requirements of the assignment are.
- Storming: during this stage you all need to voice your concerns, outline any questions you may have, clearly understand the requirements of the assignment etc.
- Norming: in this phase you will need to understand what each person’s commitment and purpose in the group is. Who is responsible for what and who must do what by when. Here is where structure and processes are decided as well as timelines
- Performing: this is where the team is working effectively and efficiently towards delivering your assignment. Remember your active participation in a professional and productive manner will ensure a positive peer review.

**Peer Group Review:**

Individuals in the group may receive a different mark from other fellow group members, this is usually influenced by the feedback received from your fellow group members when they complete the Peer Group review.

Individuals in the group who do not complete the **Peer Group Review will receive “0” marks** for their assignment. In this instance only the individual not completing the Peer Group Review is affected and not the entire Group. Hence the importance of ensuring that you in your individual capacity complete the Peer Group Review.

**Presentation Rubric:**

	<p>You need to clearly understand where you as a group would have marks deducted for your assignment. The presentation rubric includes criteria such as in text citations, referencing, spelling and grammar and layout of your assignment content.</p>
<b>Late Submissions</b>	
<p>How do late submissions work?</p>	<ul style="list-style-type: none"> <li>● The assignment official <b>Due date</b> cut-off time is <b>at 23:59 on the due date.</b></li> <li>● <b>Late submission cut-off time</b> is at <b>11:59 (NOTE: NOT 23:59)</b> on cut-off date (late submission date - ONLY applicable to those assessments where a late submission is allowed)</li> <li>● A <b>20% late submission penalty</b> will apply for any submissions made <b>AFTER 23:59 on the due date up to 11:59 on the late submission date.</b></li> <li>● Submissions made <b>after 11:59 on the late submission date</b> will not be marked and the student will receive <b>0 (zero)</b> for the assessment.</li> <li>● <b>Note:</b> The above is ONLY applicable to Semester Assignments or Assignments 1 and 2 where an UPLOAD is required. It EXCLUDES any project / report / assignment 3 FINAL submissions and will also exclude all Assignment 1 and 2's where the format is the completion of an eActivity quiz.</li> <li>● Below is a breakdown of how the 20% late submission penalty will be implemented: <ul style="list-style-type: none"> <li>● If the assignment is out of 25 marks it means that, in the presentation rubric the late submission deduction will be 5 marks.</li> <li>● If the assignment is out of 75 marks it means that, in the presentation mark rubric, the late submission deduction will be 15 marks.</li> <li>● If the assignment is out of 70 marks it means that, in the presentation mark rubric, the late submission deduction will be 14 marks.</li> <li>● If the assignment is out of 50 marks it means that, in the presentation mark rubric, the late submission deduction will be 10 marks.</li> <li>● And the same principle will apply for any other assignment submissions (excluding final assessment submissions)</li> </ul> </li> </ul>

Question	Answer
<b>Referencing, eLibrary and Plagiarism</b>	
<b>Referencing</b>	
Why is referencing and in-text citation so important when doing assignments?	Citing information from another source in your assignment is a way of acknowledging the author of the information. Make sure that the sources cited in your assignment are reflected in your reference list. Your reference list should appear at the end of your assignment document. Remember to upload it to Turnitin to check your work for similarity before attaching the reference list. The reference list must always be on a new page and by itself on the last page of the assignment under the heading 'Reference List' except when there are addenda attached to the submission in which case the 'Reference List' must appear before, for example Addendum 1. The Reference list should follow the <a href="#">IMM Graduate School Harvard Referencing System: Guide</a>
I don't know where to add the Reference List for my Semester Assignment / Assignment 1 / Assignment 2 (where an upload is required) as part of the online eLearn Activity submission... What should I do?	Your Reference List should appear at the end of your assignment document. The reference list must always appear separately and by itself on the last page of the assignment under a heading 'Reference List' except when there are addenda attached to the submission in which case the 'Reference List' must appear before, for example Addendum 1. The Reference list should follow the IMM Graduate School Harvard Referencing System Guide.  <b>Note:</b> A Reference List is also required for the Postgraduate Workshop Activity Assignment 1 upload.
Do I need to include a Reference List for an assessment if the format is that of a short-answer eActivity Quiz?	No, a reference list is NOT required for a short-answer eActivity Quiz such as an MCQ, unless specifically requested - refer to the specific assignment instructions for further details.
Where can I find the Reference guide?	The Referencing guide is available on eLearn. Download and file a copy on your computer. Refer to the examples of how to set out a reference list and how to cite, as you work on an assessment

<b>eLibrary and Plagiarism</b>	
What is "in-text" citation?	Every source used in your assignment requires an in-text citation placed before the final full stop, formatted as (Author's surname, date). For direct quotes, ensure you enclose the text in quotation marks and add the page number to the citation, formatted as (Author's surname, date, page number).
How often should I use a citation when elaborating on an idea or concept from a particular source?	You do not need to repeat a citation after every sentence; simply place the reference at the beginning or end of the relevant idea or paragraph.
Is it acceptable to quote directly from a source?	You should primarily paraphrase ideas into your own words, reserving direct quotes only for when the original phrasing is profound or essential to your argument. Please remember that simply swapping a few words does not count as paraphrasing; you must fully restate the concept while still citing the source
We must use materials from a 'Peer-Reviewed Journal' when answering assignment questions. What is a 'Peer-Reviewed Journal'?	A Peer-Reviewed Journal is a collection of articles authored by academics that are vetted and approved by a panel of peers before publication. These resources offer the latest thinking and cutting-edge research to support your studies. Refer to ProQuest in the eLibrary section on eLearn for peer- reviewed sources.
How do I recognise a Peer-Reviewed Article?	You can distinguish peer-reviewed articles from sources like blogs or magazines by their publication in Academic Journals, such as: The Journal of Modern Science, The Journal of Contemporary Marketing and The Journal of Modern Branding, among a host of others, and their clear structural elements. To recognise one, look for the title, the authors and their university affiliations, an abstract, an introduction, and the constructs that form the basis of the article
What is paraphrasing?	Paraphrasing means writing information from a source entirely in your own words as you understand it, rather than merely summarising or changing a few words. You must ensure the original meaning remains unchanged and still provide a reference to the source

<p>Apart from ProQuest under eLibrary, are there any other sources for peer-reviewed academic journal articles?</p>	<p>Yes, absolutely! You could also explore Open Library Sources under the eLibrary:</p> <ul style="list-style-type: none"> <li>● <b><u>African Journals Online</u></b> - platform of African-published scholarly journals</li> <li>● <b><u>Clute Institute</u></b> - academic research on various business topics</li> <li>● <b><u>Directory of Open Access Journals</u></b> - open access, peer-reviewed journals</li> <li>● <b><u>Elsevier Open Access Journals</u></b> - articles in open access journals</li> <li>● <b><u>Google Scholar</u></b> – another rich and user-friendly source of academic journal articles</li> <li>● <b><u>JSTOR</u></b> – where some articles are open and have free access</li> <li>● <b><u>JURN</u></b> - free academic articles</li> <li>● <b><u>Logistics Management</u></b> - Supply Chain Management relevant logistics articles</li> <li>● <b><u>OMICS International Business and Management Journals</u></b> - researched information from 700+ peer reviewed articles</li> <li>● <b><u>SABINET: African Journals</u></b> – 113 African Journals which cover various themes</li> <li>● <b><u>SABINET: MFSA Journal of Marketing</u></b> - sheds light on a diverse range of marketing topics</li> <li>● <b><u>SABINET: South African Business Review</u></b> - accredited journal in economics and management sciences.</li> <li>● <b><u>SAGE Open Journal</u></b> - dedicated to social sciences</li> <li>● <b><u>Researchgate</u></b> - join for free with over 135 million publication pages</li> </ul>
<p>How do I check for plagiarism?</p>	<p>You have the option to submit your assignment to Turnitin to obtain a similarity reading, which detects matches against databases, fellow students' work, and AI-generated text. You can use this report to identify highlighted sections and rework them through better paraphrasing to reduce the similarity score, aiming for 0%</p>
<p>What happens if after submission a similarity reading beyond what is allowed, is identified?</p>	<p>Your submission will be reviewed by a panel consisting of a faculty member and the Head of the Student Support Centre. If plagiarism is determined to have occurred, you will receive a formal report outlining the incident and the specific sanction applied to your work</p>
<p>What happens if incorrect artificial intelligence (AI) use has been identified in my assessment submission?</p>	<p>If your submission indicates instances of Artificial Intelligence generated text, the work will be referred for further review and examination. Depending on the outcome, you may be required to attend an academic inquiry, the findings of which will be communicated to you in a formal Notice of Inquiry. Where required per module and per assessment, both undergraduate and postgraduate students must complete and submit the prescribed AI Declaration Form, clearly indicating the nature and extent of any AI use.</p>

What happens at an inquiry like this?	In an inquiry, you will attend an online session with a panel to discuss the irregularities found in your work and provide your explanation. The panel will also guide you on measures to prevent similar situations in the future.
Could such an inquiry have consequences that are more serious?	Students who fail to implement preventative measures after the first inquiry may face more serious consequences. These may range from moderate to severe sanctions resulting in higher mark deductions or in extreme cases, short-term expulsion from the institution.
What is an IMM Graduate School Academic Integrity Declaration?	<p>Before a student can submit an assessment quiz, they need to read through the following Academic Integrity Declaration and click on “I have read and agreed to the statements provided: I Declare the following:</p> <ol style="list-style-type: none"> <li>1. I understand what plagiarism entails and am aware of the IMM Graduate School’s policy in this regard.</li> <li>2. I declare that this assessment is entirely my own, original work. Where someone else’s work was used (whether from a printed source, the Internet or any other source) due acknowledgement was given and I have cited the source in the text as well as in the reference list at the end of the assessment.</li> <li>3. I did not compile this assignment, in whole or in part, with the help of other people or any artificial intelligence applications (such as ChatGPT).</li> <li>4. I did not copy and paste any information from an electronic source (e.g., a web page, electronic journal article or CD ROM) into this document, and when this was done I acknowledged the source as per point 2 above.</li> <li>5. I did not make use of a previous assessment completed by another and submitted it as my own.</li> <li>6. I did not allow and will not allow anyone to copy my work with the intention of presenting it as his/her own work.”</li> </ol> <p>A similar Academic Integrity Declaration of Own Work is also applicable to an upload of an assessment and would need to be clicked by the student to acknowledge that the work they uploaded is their own work.</p>

Question	Answer
<b>Final Assessments / Examinations</b>	
<b><i>Past Examination / Final Assessment Guidelines</i></b>	
Why isn't an examination / Final Assessment marking guideline provided for all modules?	As an institution of higher learning, it is not our policy to provide previous examination / Final Assessment guidelines as a means of preparation, as students tend to study only the past papers' answers, and do not focus on studying the entire syllabus. Since the introduction of an online open book format for Final Assessment, the focus has also moved to application and not the testing of theory. Even if the question is the same from one Final Assessment to the other, the case study will certainly be different, which means that the application will also be different. Students generally don't think critically about each individual application scenario and do not practise their application skills effectively when marking guidelines are provided. Application answers will differ amongst students, making the distribution of an examination / Final Assessment guideline a futile exercise.
Are there any modules where past examination / Final Assessment guidelines are provided?	Yes, for financial and statistical modules.
If I don't have access to examination/Final Assessment marking guidelines, how will I know how to format the answers?	The questions asked in the examination / Final Assessment will give students an indication of how many facts are required for each question. One well-discussed fact generally constitutes one mark. From an answer formatting point of view, there is always the golden rule of using headings and subheadings in an answer to create structure in your answer. Analyse any good textbook: <b>NOTE:</b> headings or subheadings are easily distinguishable by being underlined, made bold and so on. Similar good answer structures are required from students when completing any assessment.
Where do I find past examination / Final Assessment papers?	Access the respective module on eLearn and click on the tile called "Past Papers" / "Practice area" where you will find up to three past papers, depending on the number of semesters the module has been offered.
I've studied with another institution and would like to see the type of examination / Final Assessment questions that the IMM Graduate School uses. Is this possible?	Access the respective module on eLearn and click on the tile labelled ""Past Papers" / "Practice area" where you will find up to three past papers, depending on the number of semesters the module has been offered.

<b>Final Assessments</b>	
<p>What will be the format of this semester's Final Assessment?</p>	<p>Until further notice, all Final Assessments and Supplementary Final Assessments will be completed at the end of the semester and will be OPEN BOOK.</p> <p>Modules may have different requirements for the completion of the Final Assessment / Supplementary Final Assessment. Formats may differ from an online eActivity (timed quiz) , or it may be in completely different formats such as a take-home exam or a combination of an online quiz completion and an oral defense video upload or scheduling an oral examination session. Consult the module specific instructions carefully to determine what the specific requirements will be for each module.</p> <p>All final assessments will be critical thinking, problem-solving, creativity, academic writing skills and application of knowledge. As it is an open-book assessment no marks will be awarded for providing theory. For modules where a caselet / a scenario will be applicable that is longer than 3 pages long, this will be made available in the Additional Material tile in the Final Assessment tile or Supplementary Final Assessment tile.</p> <p>The Invigilator Web needs to be used for all online, timed assessments on a Laptop / Desktop for the entire duration of the Final Assessment, including the Supplementary Final Assessment. The Invigilator WEB may not be used on a mobile phone, tablet or Chromebook. Students must ensure all permissions are granted and that the microphone and camera are working.</p> <p><b>Important:</b></p> <p>Students may NOT use any form of Artificial Intelligence (AI) to assist them with the completion of a final assessment, unless specifically instructed to use AI.</p> <p>Limited AI use may be allowed up to Level 3 on the institutional AI Levels Table, <b>where this is permitted for a specific assessment</b>, including for language support and structuring, provided the work remains the student's own.</p> <p>Where required per module and per assessment, both undergraduate and postgraduate students must complete and submit the prescribed AI Declaration Form, clearly indicating the nature and extent of any AI use.</p> <p>No marks will be deducted for spelling errors – however, students should ensure all words are provided in full and no shortened versions / abbreviated words / abbreviations / logograms, initialisms or shortening of words are used (such as “Whatsapp” slang language or emoji’s</p>
<p>How much time would I have to complete my Final Assessment / Supplementary Final Assessment?</p>	<p>Time limits will be allocated to complete the Final Assessment based on the specific format requirements - if a timed quiz out of 100 marks: All NQF levels 5 to 7 that are undergraduate modules, will be allocated 3 hours 15 minutes and all NQF level 8 that are postgraduate modules will be allocated 4 hours 20</p>

	<p>minutes. The Final Assessment is allocated for 3 or 4 hours. 5 minutes per hour is added to offset technical or other academic issues.</p> <p><b>Note:</b> The extra 15 minutes added to the 3-hour NQF 5-7 and the extra 20 minutes to the 4-hour NQF 8 final assessments is meant to cover challenges such as faulty computer software and internet connections and speed experienced by students or originating from the IMM Graduate School, reading online which is generally slower than reading printed material, typing speed and also accommodates other learning related aspects which may slow down the student completing Final Assessments online.</p> <p>Therefore, it should be noted that the discretionary additional time is not meant to be the duration of a paper, i.e. Final Assessments are not set as 3h15 or 4h20 plus providing further extra time in the event that the above challenges arise. NQF 5 - 7 assessment papers are 3 hours and NQF 8 are 4 hours.</p> <p><b>Other formats:</b> If it is a take-home exam for example, students will receive the assessment questions two to seven days prior to the exam completion date (number of days will depend on the complexity of the tasks that need to be completed). Consult the module-specific information as well as the <a href="#">Final Assessment Schedule</a> if it is an oral examination or a combination of different formats.</p>
<p>Will the presentation mark evaluation rubric also be applicable for the Final Assessments or Supplementary Final Assessments?</p>	<p>Note that the presentation mark evaluation rubric (negative marking) will NOT be applicable for Final Assessment completion unless it is in an upload format. No marks will be deducted for spelling errors – however, students should ensure all words are provided in full and no shortened versions / abbreviated words / abbreviations / logograms, initialisms or shortening of words are used (such as “whatsapp” lang language or emoji’s</p>
<p>Will I be penalised if I quote directly from the Study Guide or a textbook or from any online source?</p>	<p>Students are required to complete the Final Assessment using their own words, insights and paradigms. Direct citations from the eStudy Guide, textbook and any online sources will not be permitted, therefore, no marks will be awarded for merely repeating passages from a textbook, the eStudy Guide, or any online source. Students may not use any form of artificial intelligence software / spelling or grammar improvement software during a final assessment, unless the question specifically requires a student to consult such a platform specifically.</p>
<p>What is the weighting of the Final Assessment to my Final Mark?</p>	<p>In the majority of modules, the Final Assessment mark constitutes 70% of the Final Mark per module, unless otherwise specifically stated. Refer to the module-specific tutorial letter.</p>

Will I have access to the eDiscussion Forum?	The eDiscussion Forum will be locked at 12 noon the day prior to the start of your exam session for the duration of the Final assessment and Supplementary Final Assessment session.
How do I save my work whilst completing my Final Assessment / Supplementary Final Assessment on eLearn?	The assessment will save automatically as you progress through the assessment up to the page prior to the page you are currently working on. Remember to click on the SUBMIT and FINISH button once you have completed your last question and before the time is up.
Will late submissions be allowed?	No late submissions will be allowed and the Final Assessment and the Supplementary Final Assessment will automatically close once the session is over.
What resources will I have access to?	Students will have access to the following resources on eLearn during either the Final Assessment or the Supplementary Final Assessment: <ul style="list-style-type: none"> <li>• The Final Assessment or Supplementary Final Assessment</li> <li>• Your module with all the learning resources on eLearn excluding the eDiscussion Forum or the Assessments &amp; Study Material Q&amp;A Forum.</li> </ul>
How many attempts am I allowed?	If an online eActivity: For the Final Assessment and the Supplementary Final Assessment you have <b>two attempts</b> to complete the eActivity on eLearn.  All the questions need to be answered and submitted together via the eLearn activity. No answers may be submitted separately as these will not be marked. This implies that you cannot complete part of the assessment and close it thinking that you will later return to it to do the rest. It will only be allowed to complete or submit content separately if that is a specific requirement of a final assessment, such as when an oral defence video needs to be uploaded separately or a separate oral defence time slot needs to be booked for the completion of an oral examination.
How will I know that my online eActivity submission has been successful?	You will receive a receipt confirming submission by email. If you do not receive the receipt you can check the status of your submission, which will be indicated as 'Finished' on eLearn. The onus is on you to ensure that the submission is successful. Take a screenshot and keep it on record.
Will I be able to print out the questions or the case study?	Right-click on the section you want to print out and you may then print that page / section.
<b>Final Results</b>	
Can I appeal my Final Mark?	The "Final Assessment Result Appeal" is available to students who scored between 40% and 49% as the Final Mark for a module. The result appeal process is a moderation of the marking process of the student's final assessment, by a subject matter expert and who has not seen the paper previously. Should any discrepancies be found the mark will be adjusted accordingly. If the moderated mark is lower than previously awarded, the published mark remains unchanged and is not adjusted downward.

	<p>Please refer to our fee structure for the applicable fee and the Calendar of Events for the application closing date. The application form may be accessed <a href="#">here</a>. The fee structure is available on the website.</p> <p><b>NOTE:</b> The final assessment result appeal is only available on final assessments. Students may not apply for a result appeal if they have registered for a Supplementary, Dean’s or Deferred final assessment.</p>
What is a Dean’s Exam?	<p><b>Dean’s Examination for Undergraduate Students:</b> Undergraduate students who failed the timed Final Assessment or Final Submission of a project or report of the last module remaining to complete their qualification may qualify to complete a Dean’s Examination provided that: The failed module is the only module remaining to complete their academic programme; and They must have submitted all the assignments and have completed the Final Assessment.</p>
I don’t understand where I went wrong in my Final Assessment?	<p>The “Assessment Feedback Report” may be requested by any student, whether the mark indicates a pass or not. The individualised report is compiled by the marker of the paper and focuses on providing the student with feedback regarding the mistakes and limitations of their provided answers. This assists the student in the preparation of future attempts of the module. General feedback also advises students on how to better answer similar types of questions in future.</p> <p>Please refer to our fee structure for the applicable fee and the Calendar of Events for the application closing date. The application form may be accessed <a href="#">here</a>. The fee structure is available on the website.</p> <p><b>NOTE:</b> The final assessment feedback report is only available on final assessments.</p> <p>If a student has already applied for the result appeal, they may still apply for the feedback report as well.</p>
Can I view my Final Assessment script to see if it was marked correctly?	<p>To apply for a “Script Viewing” students must first apply for either a Final Assessment Result Appeal or a Final Assessment Feedback Report. This must be applied for within a week of the “Results Appeal” outcome or of the “Assessment Feedback Report” being released. The purpose of the viewing is for the student to ascertain the following:</p> <ul style="list-style-type: none"> <li>- Is it my script?</li> <li>- Were all the answers marked?</li> <li>- Is this the mark that was awarded to me according to the student portal?</li> </ul> <p>The script viewing process is not an opportunity to evaluate the marking. No notes or textbooks may be taken into the venue during the viewing. Please refer to our fee structure for the applicable fee.</p>

Question	Answer
<b>Module &amp; Programme Information</b>	
How do I know what to prepare for the Final Assessments when the eStudy Guides and textbooks are so extensive?	Take a good look through the module outcomes that appear in the first section of your eStudy Guide. All assessments are based on the module outcomes and assessment criteria and this is where your Final Assessment preparation should be focused.
What is a Tutorial Letter and when will it be used for a specific module?	A Tutorial Letter is typically used to inform you of changes or to communicate additional information on a specific programme or module. Tutorial Letters are available for modules with content changes and modules with a new textbook (not a new edition). General Tutorial Letters are used to inform you about your specific programme.
Where do I find more general information on the programme I'm registered for?	The programme structure and programme outcomes are included in Section A of each module eStudy Guide. A General Tutorial Letter includes detailed information on important aspects relevant to your programme.
Where do I find more information on the module I'm registered for?	First steps to success: <ul style="list-style-type: none"> <li>● Consult eLearn and find your module.</li> <li>● Check the Timetables (as per your chosen Study Option) to determine the dates and times of Lectures or Workshops. Ensure that you check the assessment requirements for your modules.</li> <li>● Ascertain the deadline dates for assessments. Refer to <u>Calendar of Events</u> and <u>Semester Test 1 and 2 Timetable</u>.</li> <li>● Read the module MTSP thoroughly.</li> <li>● Refer to the General Tutorial Letter for your programme and any other module specific Tutorial Letters.</li> <li>● Read the module eStudy Guide</li> <li>● Interact with your Lecturer on the eDiscussion Forum on a regular basis.</li> </ul>

Question	Answer
<b>Academic Support</b>	
What is Academic Support?	When you feel that you need help with a way to approach your studies, to improve your assessments or do not know how to prepare for assessments, Academic Support personnel could assist, including your Academic Success Coach.
Who can assist me when I feel that my study methods need to improve?	Using the correct methods of studying, making notes and memorising learning materials ensure success and not doing this correctly could have a significantly negative impact on your studies and the results you achieve. Ask an Academic Success Coach, at your local Campus, online or at Student Support Centre, by emailing <a href="mailto:helpmeimm@immgs.ac.za">helpmeimm@immgs.ac.za</a> to be referred to an Academic Success Coach for guidance. Also refer to the My Academic Support tile in your module.
I am currently repeating the same module and seem to keep failing; why could this be happening?	It can be challenging because every specialist area requires a different approach, the use of the subject field's specific language, and a different way of answering assessments. If you need help mastering this, please ask an Academic Success Coach, at your local Campus, online or at Student Support Centre, by emailing <a href="mailto:helpme@immgs.ac.za">helpme@immgs.ac.za</a> to be referred to an Academic Success Coach for guidance.
Will using Academic Support be seen as a sign that I'm not coping academically, or is it simply a normal resource to help students strengthen their skills and succeed?	Seeking assistance is certainly not a sign of failure; rather, it is a valuable way to gain a fresh perspective that can make a huge difference to your academic results. We often get used to studying in a specific way, but Academic Support provides guidance on making small changes to your routine and developing new learning styles to help you succeed.
Will my consultation with an Academic Success Coach be confidential?	The Academic Support meetings with students are done in the strictest confidence and nobody, except the person asking for help and the Academic Success Coach will know about it. Seeking help is a positive step with surveys showing that almost 90% of our student population are willing to seek assistance from our Academic Support team if it will help them to achieve their study goals.
At which stage should I contact someone for Academic Support?	Many students have a feeling that there is something wrong with their studies somewhere, but they are not sure how to correct it. Contacting an Academic Success Coach for help should happen sooner rather than later as new study techniques take some time to adopt and use and trying to do this a week or so before the assessment, will put more strain on you as a student and make you more anxious during the assessment itself.

<p>Why am I still getting low marks even after applying the examiner's feedback and the assignment guidelines?</p>	<p>If you are unsure about how to apply the examiner's feedback, the Student Success Coaches can help you make sense of and apply the feedback to improve your future assessments.</p>
<p>Can Academic Success Coaches help me access my final assessment (examination) submission for a module and review it with me?</p>	<p>Academic Success Coaches cannot share your submitted final examination with you, but they can review the submission to explain what went wrong from a high-level academic perspective. They can also assist you in interpreting the assessment feedback report if you need help understanding the examiner's comments</p>
<p>My parents want to sit in on the discussion with the Academic Success Coaches. Is this allowed?</p>	<p>Your support network, such as parents, family members, or friends, may sit in on the discussion as observers. We recognise that these individuals form an important part of your support network and their presence is encouraged.</p>
<p>What support is available if I'm struggling with time management and it's affecting my studies?</p>	<p>Academic Support is available to review your current approach to time management and assist you in adapting it to ensure maximum results for the time you spend on your studies.</p>
<p>How can I tell whether the support I'm receiving from Academic Support is improving my academic performance?</p>	<p>You should see an improvement in your results if you apply the advice provided. The advice offered by Academic Support is focused on a practical application approach and should be easy to implement</p>
<p>What should I do if I apply the advice but it doesn't improve my results?</p>	<p>You are welcome to request follow-up consultations to share whether the initial advice has been helpful. If you find there is no improvement in your results or the problem persists, the Academic Success Coaches will work with you to explore alternative ways to address the issue.</p>