



Frequently Asked Questions

Updated: August 2025

Question	Answer
Student Orientation and Communication	
What career-boosting programmes can I study through the IMM Graduate School of Marketing (IMM Graduate School)?	<p>The IMM Graduate School has a wide range of industry-endorsed, world-class programmes to take your career to the next level. With higher certificates, a diploma, undergraduate degrees and postgraduate degrees on offer, you can choose the programme that best suits your current schedule and overall goals.</p> <ul style="list-style-type: none"> • Higher Certificate in Marketing – SAQA ID: 86826 • Higher Certificate in Supply Chain Management - SAQA ID: 117683 • Higher Certificate in Project Management – SAQA ID: 118438 • Diploma in Marketing Management – SAQA ID: 79546 • Bachelor of Business Administration in Marketing Management – SAQA ID: 80967 • Bachelor of Commerce in Marketing and Management Science – SAQA ID: 90737 • Bachelor of Commerce in International Supply Chain Management – SAQA ID: 110628 • Postgraduate Diploma in Marketing Management - SAQA ID: 78946 • Bachelor of Philosophy Honours in Marketing Management – SAQA ID: 79366 • Bachelor of Commerce Honours in Supply Chain Management - SAQA ID: 117085 • Master of Philosophy in Marketing – SAQA ID: 86806
Are the modules completed in a year or a semester?	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.
Where are the Campuses and Student Support Centres situated?	We are committed to seeing all students achieve their academic and career ambitions and 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 here 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 don't 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 blended/hybrid learning education institution, meaning that students are able to attend lectures face-to-face or virtually 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 will be able to choose how they want to access lectures in line with their personal circumstances. Students studying virtually will be able to access a lecture from anywhere in the world, ideal for the times you may be away on business, for example. Students never need to miss out on a lecture, as they can join virtually or access the recordings.
What academic support does the IMM Graduate School provide?	<p>We are dedicated to supporting students on their academic path, providing support at Campuses, Student Support Centres and alternative online assistance. Our Campuses and Student Support Centres (SSCs) are located in major hubs throughout South Africa.</p> <p>For more information on the different Learning Pathways and support, refer to the Learning Pathways FAQs.</p> <p>Students have access to the Knowledge Centres where they can study, access additional reading material, or use the computers and Wi-Fi.</p> <p>Online support includes eStudy Guides, Module Teaching and Study Plans (MTSP), eLibrary, interactive Lectures and Tutorials throughout the semester and discussions with other students and the lecturer on the eDiscussion Forum. The IMM Graduate School also has a designated online librarian who offers one-on-one library and academic support.</p> <p>The IMM Graduate School provides dedicated support through our Academic Success Coaches aimed to help you develop essential skills like academic writing, time management, exam preparation, and well-structured study plans to guide you on your academic journey.</p>
How do I know which textbooks are prescribed for my modules?	<p>Refer to the Prescribed Textbook lists that can be found on:</p> <ul style="list-style-type: none"> the IMM Graduate School website under "Resources" or click here and top banner on eLearn and click on Booklists. <p>Note: certain modules do not have prescribed textbooks and students use only the eStudy Guides and other recommended reading.</p>

What is recommended reading?	Reputable academic resources additional to the study guide 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.
What are Tutorials?	Depending on which learning pathway students have registered for, small group Tutorials are offered, which provides students with the opportunity to apply the new knowledge acquired in lectures under the guidance of a qualified tutor.
What is an Online Module and eStudy Guide?	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.
What is the purpose of the eStudy Guide?	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.
What is a Module Teaching and Study Plan?	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 and tutorial, 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. NOTE: a MTSP per module is available on eLearn.
Do I have to attend the Tutorials at Student Support Centres?	Attending Tutorials at the Campus or Student Support Centre (depending on the learning pathway you are registered for) is compulsory. Students may attend evening tutorials virtually if registered for Learning Pathway 3. Attending Tutorials is important in your learning journey as this is where you share your learning with your peers and where you learn to apply new knowledge learnt in lectures. Tutorial sessions lead to greater in-depth understanding of the module material and overall improved academic performance. Note: Not all modules are tutored at all Student Support Centres. Contact helpme@immgsm.ac.za or your local Campus / Student Support Centre here for assistance.
What is a live/virtual tutorial?	Evening tutorials are offered online on weekday evenings or Saturday mornings to students registered for evening lectures. Attending tutorials is important for academic success, as you will share your learning with your peers in these sessions. In the tutorials, you have the opportunity to apply new knowledge learnt in lectures to real world situations under the guidance of a qualified tutor.

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What is an “Important Announcement” on eLearn?	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.
What is the purpose of the eDiscussion Forum on eLearn?	<p>The eDiscussion Forum serves as a vital extension of your lectures, offering a dynamic platform for intellectual exchange. In this space:</p> <ul style="list-style-type: none"> • You'll have the opportunity to share knowledge about key concepts with your Head Lecturer and peers. • You'll engage in stimulating debates with fellow students and your Head Lecturer about course material. • The Head Lecturer will post thought-provoking articles and content to deepen your understanding of the module. <p>Your active participation in these discussions is crucial for a rich learning experience.</p> <p>Please note:</p> <ul style="list-style-type: none"> • This forum is specifically for course-related discussions. • For questions about assessments and study material, please use the designated separate tile called Assessments and study Material Q & A. • For operational and administrative inquiries, contact helpme@immgs.ac.za. <p>Your Head Lecturer will regularly monitor this forum and provide feedback as needed, ensuring a productive and insightful dialogue throughout the course.</p>
What is the purpose of the “Assessments & Study Material Q & A Forum” tile?	<p>This Forum is an important extension of the lecture where you will have the opportunity to pose any Assessment or Study Material questions.</p> <p>Please do not post questions about operational and administrative issues in the discussion forum. For that you should use helpme@immgs.ac.za</p> <p>Your Head Lecturer will monitor the comments and questions and take care to respond to these within 48 hours.</p>
What is the purpose of the “Engagement Task” Forum tile?	<p>The Engagement Tasks Forum is a crucial platform designed to foster active participation and intellectual exchange among students, their peers, and the Head Lecturer. This forum serves as an extension of the lecture, providing a space for you to:</p> <ul style="list-style-type: none"> • Actively engage with content posted by the Head Lecturer • Share your knowledge and insights about key concepts • Participate in thought-provoking debates with fellow students • Deepen your understanding of the study material

	<p>Important: Your contributions to this forum are crucial to your overall performance. Student engagement will be graded, and this grade will be incorporated into your final mark.</p> <p>By actively participating in this forum, you'll not only enhance your learning experience but also demonstrate your engagement with the study material as well as encourage critical thinking, which is a vital aspect of your academic assessment.</p> <p>Please note: This forum is specifically for engagement tasks and related discussions. For other inquiries: * Use the designated tile for questions about assessments and study material * Contact helpme@immgsm.ac.za for operational and administrative issues</p> <p>We encourage you to make the most of this opportunity to interact, learn, and showcase your understanding of the course content.</p>
Can I join or create a WhatsApp study group or Facebook study group?	The IMM Graduate School strongly discourages unofficial WhatsApp groups or Facebook groups as these may lead to syndication or incorrect information being shared. There are numerous platforms (including Lectures, Tutorials, Workshops and the eDiscussion Forums or the Assessments & Study Material Q&A Forum where students can interact both with lecturers and peers.
How do I download a recording of a lecture?	<p>On the eLearn page for each module, a space has been created for recordings of 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"> • Select the applicable module • Open the Lecture section • Click on the Big Blue Button tile that provides access to all recordings of Lectures completed during the semester. • Select the applicable session • Under 'Recording' click 'Video' to open Video • Click play button to view online <p style="text-align: center;">OR</p> <p>Right-click and select save the video to download and save the recording for viewing offline.</p>
Is it possible to get to know my lecturers and how can I get a hold of them?	<p>Yes, absolutely. students can contact, and get to know module lecturers through a number of platforms, namely:</p> <ul style="list-style-type: none"> • eDiscussion Forums or the Assessments & Study Material Q&A Forum • Lecture sessions.

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Are students allowed to communicate directly with lecturers?	<p>Students throughout the country are given the same opportunities to interact with their lecturer through Lectures and eDiscussion Forums or the Assessments & Study Material Q&A Forums.</p> <p>NOTE: 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?	<p>Please ensure that all module specific questions and queries are posted on the module specific eDiscussion Forum, available on eLearn. If you have not received a response within 48 hours, direct your query to helpme@immgsm.ac.za Do not leave your queries to the last day before the assignment submission due dates or before you write your Final Assessment.</p>
Where can I submit general and administrative queries?	<p>The IMM Graduate School is committed to assisting students with all queries and has introduced helpme@immgsm.ac.za, to answer all general queries. This 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 and prompt response and swift resolution times.</p>
How successful are IMM Graduate School students in gaining admission to graduate programmes or finding employment after graduation?	<p>Our graduates enjoy an extraordinarily high rate of success, both in receiving job offers and in admission to graduate programmes, at public and private universities. Our long-term goal is to see you thrive in the workplace.</p>

Question	Answer
Assessments & Assignments	
General	
Undergraduate Semester Tests:	
What are Semester Tests?	<p>For all first year modules, unless otherwise stated, two Semester Tests must be completed. Students are required to complete two Semester tests per module. Test 1 will be in week 5 and test 2 in week 10, it will be a multiple choice test for 15 marks each that will be automatically graded and last a duration of 25 minutes, except for Numeracy modules such as FBN101C or FM101B where you will have 30 minutes to complete each Semester Test.</p> <p>Refer to General Tutorial Letters uploaded on the Tutorial Letter tile on each module or log onto eLearn for specific Semester Test information per module. NOTE: For the Semester Test Timetable click here.</p>
Assignments:	
How many assignments must I complete?	<p>For all first year undergraduate modules, unless otherwise stated, one Semester Assignment must be completed. Students are required to complete either two or three assignments per module in 2nd and 3rd year and postgraduate modules except for projects, reports and certain undergraduate and postgraduate modules.</p> <p>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.</p>
What is the weighting of each undergraduate assignment?	<p>1st year modules: The Engagement Task, Semester Assignment and two semester tests will carry a weight of 100% towards your Total Assignment Mark.</p> <p>2nd and 3rd year modules: Unless otherwise indicated on eLearn, Assignment 1 will carry a weighting of 5% towards your Final Mark. Unless otherwise indicated on eLearn, Assignment 2 will carry a weighting of 20% towards your Final Mark.</p> <p>Note: In certain modules, the above may be different. Refer to the Tutorial Letters if applicable or log onto eLearn for specific information.</p>

What is the weighting of each postgraduate assignment?	Refer to the Tutorial Letters applicable or log onto eLearn for specific information.
I didn't get the mark I thought I'd get... Where did I go wrong?	<p>It all depends on how your assignment was submitted.</p> <ul style="list-style-type: none"> • 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. • Some Postgraduate Assignment 1 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. • 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. • 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. • Assignment feedback will be discussed during lectures and where applicable during tutorial sessions. For the Semester assignment and Assignment 1 (online quiz completion / upload) and Assignment 2 an Assignment Feedback Report will be uploaded to eLearn when the results are released.
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?	<p>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.</p> <p>Process: Applying for an Assignment Result Appeal</p> <p>Students may download the application form from the IMM Graduate School website or click here. Complete it in detail and submit to the indicated e-mail address.</p> <p>This is not a general remark 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 looked at.</p> <p>Applications that are unclear, not detailed enough or requesting remarks, will not be processed.</p>

Question	Answer
Assessments: Semester Tests, Assignment 1 and 2	
Semester Test 1 and 2 (first year modules)	
What is the format of the Undergraduate Semester Tests (Semester Test 1 and 2)?	Semester Test 1 will take place in week 5 of the semester and Semester Test 2 will take place in week 10 of the semester. Semester Tests will be in the format of an eActivity quiz such as a multiple choice quiz or similar.
Assignment 1	
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 answering questions per module.
Undergraduate Assignment 1:	
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 Medical 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)?	<p>This will differ from module to module. For some undergraduate modules (and all Numeracy modules) Assignment 1 will be a short-answer eActivity Quiz (MCQ 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.</p> <p>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.</p> <p>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.</p> <p>NOTE: Refer to the General Tutorial Letter for your specific programme</p>

Postgraduate Assignment 1:

What will the format be of Postgraduate Assignment 1?

Unless otherwise stated, the majority of Postgraduate Assignment 1 will be a peer-reviewed Workshop Activity that will be completed online and marked (graded) by your peers (fellow students) as well as your Lecturer. A PDF version of the question paper will be made available beforehand. Follow the detailed instructions in the Workshop Activity and also watch the instructional video and read through the 'Workshop Activity How-to-Guide' to familiarise yourself with the requirements.

There are however many modules where an alternative assessment method is required. Please consult each module's assignment instructions to ensure you are familiar with the requirements.

NOTE:

- The uploading of your answers will be time-bound
- If you have not done the peer review, you will receive 0 for Assignment 1, even if you have made an Assignment submission.
- Refer to the Tutorial Letters if applicable or log onto eLearn for specific information.

General – Assignment 1 eActivity (2nd and 3rd years) and Semester tests:	
What is the preferred Browser to use?	Google Chrome
How do I go about completing Semester Tests / Assignment 1 online on eLearn? Where can I find the online answer sheet?	<p>Assignment 1: 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> <p>Semester Tests: 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 <u>How to Guide</u> 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>
Will I have access to the eDiscussion Forum or the Assessments & Study Material Q&A Forum whilst writing my Semester Tests / timed Assignment 1?	For any eActivity quiz-related assessment the eDiscussion Forum as well as the Assessments & Study Material Q&A 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 Submit all and Finish 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 Assignment eActivity Quiz. For a multiple-choice type quiz, simply select the most appropriate answer. You would also be able to complete and submit the eLearn 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>Note: 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 How to Guide for detailed submission information.</p> <p>Semester Tests: Refer to the step by step module-specific How to Guide for detailed submission information.</p>

Will late submissions be allowed?	No late submissions will be allowed and the eActivity Assignment will automatically close once the session is over. Note: For a timed quiz: Once you have started your attempt you will only have limited time to complete the Semester Test quiz (25 minutes for all first-year modules / 30 minutes for first-year Numeracy modules) or the assignment 1 quiz (60 minutes for all modules).
How long will a timed Assignment 1 eActivity quiz be open for me to complete the quiz?	Unless otherwise indicated, the timed eActivity Assignment 1 will be accessible for 48 hours from 00:01 until 23:59 on the final submission date. <ul style="list-style-type: none"> • The type of eActivity Assignment 1 will only stay open for 60 minutes from the moment you start the quiz. • Even if you have not clicked on the Submit all and Finish button, the eActivity Assignment will automatically close after 60 minutes or at 23:59 on the submission final due day. • For example, if you started the eActivity Assignment at 9:00 am and forgot to click on Submit all and Finish, the quiz will automatically close after 60 minutes. • The Invigilator App needs to be used for these. Refer to the detailed timetable for the specific times that the quiz will be open for a specific module.
How long will a non-timed Assignment 1 eActivity quiz be open for me to complete the quiz?	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 two attempts to complete this type of assignment.
How long will the Semester Test quiz be open for me to complete the quiz?	The eActivity Semester Tests will be accessible for 2 hours from 16:00 until 18:00 on the final submission date. <ul style="list-style-type: none"> • The eActivity Assignment will only stay open for 25 minutes for all first-year modules / 30 minutes for first-year Numeracy modules from the moment you start the quiz. • Even if you have not clicked on the Submit all and Finish button, the eActivity Assignment will automatically close after 25 / 30 minutes or at 19:30 on the submission final due day. • The Invigilator App needs to be used for these. Refer to the detailed timetable for the specific times that the quiz will be open for a specific module.
When is Assignment 1 / Semester Tests due?	Refer to the Calendar of Events on the IMM Graduate School website and click here for the test timetable.
What weeks are covered in Semester Tests and Assignment 1?	Primarily weeks 1 to 5 are covered in the Semester Tests and Assignment 1 (except for 1st year semester assignment) as per the Calendar. Semester Test 2 may cover up to Week 9 of the work.
How many attempts am I allowed?	If a Timed quiz: You have ONE attempt only to complete the eLearn eActivity Assignment 1. If a non-timed quiz: You have two attempts to complete the eLearn eActivity for Assignment 1. All the questions need to be answered and submitted together via the eLearn eActivity Quiz.

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How will the questions and answer options be displayed?	<p>If a Timed quiz:</p> <ul style="list-style-type: none"> • Questions will be randomised - the questions will differ from quiz to quiz. • Students will NOT receive the PDF question paper beforehand. <p>If a non-timed quiz:</p> <ul style="list-style-type: none"> • Questions will not be randomised. • Students will NOT receive the PDF question paper beforehand.
For some eLearn Activity Quiz questions, one of the questions requires students to draw (illustrate) a graph. Can a JPEG be inserted, or what's the best way to submit this part of the assignment?	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"> • Semester Tests: eActivity Quiz • Assignment 1: eActivity Quiz • Your module content with all the learning resources on eLearn excluding the eDiscussion Forum or the Assessments & Study Material Q&A Forum.
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? What does each Semester Test count out of?	<p>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.</p> <p>Both Semester Tests count out of 15 marks and count 5% each of the final mark.</p>
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?	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. 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.
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

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	<p>followed, no marks will be awarded.</p> <p>The IMM Graduate School is an institution of higher learning and as such students are expected to be able to follow basic instructions.</p>
What should I do if I struggle to add content to the space provided?	<p>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).</p> <p>Click on this link that explains possible causes and fixes that can be followed.</p> <p>https://appuals.com/fix-cant-type-into-text-fields-on-some-browsers/</p> <p>The best option may be to find an alternative computer to complete your assignment.</p>
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 still 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 assignment results are to be released.
Are marks adjusted if an error is identified in a question whilst a MCQ type quiz is open?	As per the above, during the verification process marking is adjusted for all questions and/or answers with identified errors. Students are not penalised in the marking of these questions.

General - Postgraduate Assignment 1 WORKSHOP Activity:

What is a Workshop Activity?	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 Activity?	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 Calendar of Events and the specific module information on eLearn to determine the scheduled completion dates for both activities
What does Assignment 1 count out of?	Please refer to your tutorial letter.
Workshop Activity Submission Phase	
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.
Workshop Activity Assessment phase (Peer review phase)	
Workshop Activity 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"> ● Click on the File Name to download your peer's assignment. ● Read through the answers provided by the student and evaluate this based on the rubric provided. ● Click on the Assess button and complete the assessment phase. ● Ensure you provide adequate feedback. ● Ensure that you select each criteria and complete the assessment of each criteria. ● Do not rush this process as you will also receive a grade for the quality of the peer review you have conducted. ● Remember to click on Save and Close before you move to the next student. <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.

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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"> • The total mark for assignment 1 Workshop Activity equals 30 marks. • Your submission is peer reviewed by three of your peers and a score given by each. • Your Lecturer then grades your assessment and moderates three peer reviews of your work. • 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. • 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.
How will the completion of Assignment 1 / Assignment 2 / Semester Assignment work if the eActivity quiz is NOT a timed quiz (thus 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. You need to submit the Semester Assignment / Assignment 2 quiz attempt on the allocated due date</p> <p>The Semester Assignment / Assignment 2 eActivity will not be a timed quiz, unless specifically specified as such.</p> <p>Assignment 1 may be a timed quiz which is dealt with separately earlier in this document.</p> <p>Presentation marks will not be applicable.</p> <p>You will NOT receive the PDF question paper beforehand.</p> <p>You will have two attempts available to complete the quiz – only the last attempt will be marked / graded.</p> <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"> • Have you carefully worked through your eStudy Guide and textbook (where applicable) before you started the assignment?

	<ul style="list-style-type: none"> Have you followed the assignment instructions carefully? Refer to the instructions on the Assignment tile.
For a module that requires me to upload my assignment. How do I upload?	<p>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> <p>Please note: 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>Note: 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>
When will the presentation mark evaluation rubric be applicable?	<p>Note: 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. It will not be applicable for the completion of the Final Assessment.</p>
My Assignment is a Group Assignment - what does this entail?	<p>Groups will be randomly assigned by the IMM Graduate School. Your group members will be visible to you in your module in the specific Assignment tile. Students are NOT permitted to form their own groups!</p> <p>Please watch the following tutorial videos before attempting a Group Assignment:</p> <p>Group collaboration (Assignment preparation) Once the group is formed you need to make contact with your fellow group members and start collaborating using the Wiki platform. Click here to watch the video on how to use the Wiki platform as a group.</p> <p>Peer Review assessment Each individual member of the group must complete the Peer review assessment.</p> <p>Click here to watch the recording on how to do the peer review.</p> <p>Note: Each group member must complete the peer review. Should a group member not complete the peer review the said group member will receive a zero for the assignment. The group will be able to</p>

	<p>submit the assignment even though a fellow group member's peer review is outstanding, and receive the mark for the assignment.</p> <p>Once all members have completed the peer review assessment you need to nominate ONE person that will complete the Assignment Submission.</p> <p>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.</p> <p>The allocation of marks for a group assignment is made up of the following elements:</p> <ul style="list-style-type: none"> • Development of the appropriate content related to answering the assignment correctly (application of the module theory) • A Peer Group review, which is a peer assessment of how you interacted with others in the group • Plagiarism assessment (Similarity Check) • Presentation Rubric <p>It is important to note the following factors related to Group Assignments:</p> <p>Assignment Content:</p> <p>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.</p> <p>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:</p> <ul style="list-style-type: none"> • 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.
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	<ul style="list-style-type: none"> ● 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. <p>Peer Group Review:</p> <p>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.</p> <p>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.</p> <p>Plagiarism:</p> <p>Ensuring that you adhere to the plagiarism requirements is not only good scholarship but it also means that you have actively participated in a productive learning process. All group based assignments need to adhere to the official IMM Graduate School Plagiarism policy.</p> <p>Presentation Rubric:</p> <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>
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How does late submissions work?	<ul style="list-style-type: none"> ● The assignment official Due date cut-off time is at 23:59 on the due date. ● Late submission cut-off time is at 11:59 (NOTE: NOT 23:59) on cut-off date (late submission date - ONLY applicable to those modules / assessments where a late submission is allowed) ● A 20% late submission penalty will apply for any submissions made AFTER 23:59 on the due date up to 11:59 on the late submission date. ● Note: 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. ● Below is a breakdown of how the 20% late submission penalty will be implemented: <ul style="list-style-type: none"> ○ If the assignment is out of 25 marks it will mean that, in the presentation rubric the late submission deduction will be 5 marks. ○ If the assignment is out of 75 marks it will mean that, in the presentation mark rubric, the late submission deduction will be 15 marks. ○ If the assignment is out of 70 marks it will mean that, in the presentation mark rubric, the late submission deduction will be 14 marks. ○ If the assignment is out of 50 marks it will mean that, in the presentation mark rubric, the late submission deduction will be 10 marks. ○ And the same principle will apply for any other assignment submissions (excluding final assignment submissions)
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Question	Answer
Referencing, eLibrary and Plagiarism	
Referencing	
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 IMM Graduate School Harvard Referencing System Guide
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. Note: 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 IMM Graduate School Harvard Referencing System Guide, dated June 2024 for use in 2025-S1 , has been updated and simplified with a focus on the types of sources you're most likely to encounter and need to reference. Follow the specific version of the updated IMM Graduate School Referencing System and read the separate Tutorial Letter: Referencing guide updates. Print and study the Referencing System Guide early in the semester so that you are familiar with the requirements well before you have to submit assessments. To support you in applying these updates, workshops on the revised / updated Referencing System Guide will be conducted during the upcoming orientation sessions in early 2025. In addition to the orientation session workshops, several online workshops will be hosted. These workshops can be

	<p>accessed via Big Blue Button on eLearn to support students before assignment submissions.</p> <p>NOTE: SMS and email communication will be forwarded to inform you of dates, times, venues and Big Blue Button links as applicable.</p>
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eLibrary and Plagiarism	
What is “in-text” citation?	<p>Every source consulted in the writing up of an assignment must include citations in the body of the assessment itself (in-text citation) where the source information was used in your answer. The simple formula for a citation is: (Author’s surname, date of publication). If the writing contains direct quotes from the source the formula is: (Author’s surname, date of publication, page number from the source used). Note that the full stop denoting the end of the sentence containing the citation always comes <i>after</i> the bracketed citation – as in the two examples above. Make sure to enclose direct quotes in quotation marks.</p> <p>Note: Refer to the IMM Graduate School Referencing System available on eLearn in the top banner for how to use quotations correctly.</p>
How often should I use a citation when elaborating on an idea or concept from a particular source?	There is no need to repeat the citation after every sentence based on the source. The citation could be used at the end of the paragraph or idea that comes from the source, or at the beginning of the paragraph followed by the information from the source.
Is it acceptable to quote directly from a source?	The use of extensive direct quotes is not encouraged. If an author said something that may be considered seminal or so profound that paraphrasing would ruin it for your line of argument in the assignment, you may quote directly. As a general rule, however, you should refrain from using direct quotes and rather paraphrase – put what the source says in your own words, but always cite it to indicate that it came from another source. Simply replacing some words in a quote with your own is not paraphrasing.
We are supposed to use materials from a ‘Peer-Reviewed Journal’ in answering assignment questions. What is a ‘Peer-Reviewed Journal’?	A “Peer-Reviewed Journal” is a collection of articles written by academics and then submitted to a panel of their peers for vetting and approval before publication. These articles often contain the latest thinking in the subject field, cutting-edge academic thought, and the exploration of new ideas. Your best option is to use ProQuest on eLearn because all the articles there are peer-reviewed articles. You will find the ProQuest cache of articles under the eLibrary tile and in the banner at the top on eLearn.
How do I recognise a Peer-Reviewed Article?	<p>These articles do not appear in popular magazines, in newspapers or on Internet blogs, but in Academic Journals such as: <i>The Journal of Modern Science</i>, <i>The Journal of Contemporary Marketing</i> and <i>The Journal of Modern Branding</i>, among a host of others.</p> <p>The structure of a peer-reviewed article is always immediately clear as it contains the following structural elements at the start of the article:</p> <ul style="list-style-type: none"> • Title of the article • The authors and the universities they are attached to • An “Abstract”

	<ul style="list-style-type: none"> • An “Introduction” • The Constructs (which form the basis of the article)
Paraphrasing is something I’m not sure about. Please explain.	<p>It is important that you are very careful about quoting word-for-word from another source. Whenever you use information or ideas from another source in your projects or assignments, you need to paraphrase the information and still reference it. “Paraphrase” essentially means, “writing in your own words”. Write it as you understand it. Changing a few words within the sentence or paragraph of the original text is not paraphrasing. Paraphrasing does not mean “summarising”.</p> <p>Here are two examples to help you see what paraphrasing is about:</p> <ul style="list-style-type: none"> • “Learning occurs in the brain. Emotions arise in the brain. Consequently, emotions can aid or disrupt learning. If we are interested in maximising our students’ learning, then it cannot hurt to know something about the neurophysiology of learning and how we can positively or negatively impact our students’ emotions. In short, fear and anxiety hinder motivation and learning, whereas confidence increases motivation and learning” (McGuire, 2015, p. 74). <p><i>Here is the paragraph from above in paraphrased format:</i></p> <p>The fact that emotions and learning are both functions of the brain means that one may influence the other; the emotions experienced by the student could either disrupt or enhance the learning process. It could be valuable for educators to know more about the neurophysiology of learning to enable them to impact positively on the process of knowledge acquisition. Influencing the students’ levels of motivation to complete a task positively, may cause improved learning while instilling feelings of fear and anxiety in students will have the opposite effect (McGuire, 2015).</p> <p>Can you see that the meaning of the paragraph was not changed during the paraphrase process and the use of different words did not lessen the impact of the message?</p> <ul style="list-style-type: none"> • Here is another, more challenging example: “The Internet usage in Southern Africa more than tripled in 2016” (Anon, 2017, p.3). Some students may be inclined to think that it is not possible to paraphrase such a short, factual sentence. Below is evidence that it can be done: <p>The usage of the Internet in the southern tip of the African continent increased more than three times in 2016 from its previous levels in 2015 (Anon, 2017).</p>

<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"> • African Journals Online - platform of African-published scholarly journals • Clute Institute - academic research on various business topics • Directory of Open Access Journals - open access, peer-reviewed journals • Elsevier Open Access Journals - articles in open access journals • Google Scholar – another rich and user-friendly source of academic journal articles • JSTOR – where some articles are open and have free access • JURN - free academic articles • Logistics Management - Supply Chain Management relevant logistics articles • OMICS International Business and Management Journals - researched information from 700+ peer reviewed articles • SABINET: African Journals – 113 African Journals which cover various themes • SABINET: MFSA Journal of Marketing - sheds light on a diverse range of marketing topics • SABINET: South African Business Review - accredited journal in economics and management sciences. • SAGE Open Journal - dedicated to social sciences • Researchgate - join for free with over 135 million publication pages
<p>How do I check for plagiarism?</p>	<p>You have the option to submit your completed assignment to Turnitin and get a reading of the similarity from that system. You need to aim for a 0% similarity. You will be called in for an inquiry if you are suspected of possible plagiarism or paraphrasing errors. You have the option of submitting, getting a reading from Turnitin and then reworking the highlighted sections to reduce the similarity by paraphrasing more. Turnitin recognises similarity to many thousands of items in databases including the Turnitin submissions of your fellow students, as well as when students use AI software to generate text. Turnitin is also able to recognise your writing style and writing styles which differ from your own.</p>
<p>What happens if the submission has a similarity reading beyond what is allowed?</p>	<p>You may be called in for a plagiarism inquiry. You need to aim for a 0% similarity. You will be called in for an inquiry if you are suspected of possible plagiarism or paraphrasing errors, or if your similarity report is compared with that of students who submitted their reports after you have submitted your report.</p>
<p>What happens at an inquiry like this?</p>	<p>You are informed of the issues related to the submission and asked to explain your situation. You will also be helped to understand how a similar situation could be avoided in future.</p>
<p>Could such an inquiry have consequences that are more serious?</p>	<p>Students who ignore the advice offered at the first inquiry may find that more serious consequences, like marks being deducted or even short-term expulsion from the institution, could be an outcome of the subsequent inquiry.</p>

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Academic Honesty and Declaration of own work	<p>Before a student can submit an assessment quiz, they need to read through the following declaration and click on “I have read and agreed to the statements provided:</p> <p>I Declare the following:</p> <ol style="list-style-type: none"> 1. I understand what plagiarism entails and am aware of the IMM Graduate School’s policy in this regard. 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. 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). 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. 5. I did not make use of a previous assessment completed by another and submitted it as my own. 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.” <p>A similar 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>
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Question	Answer
Final Assessments / Examinations	
Past Examination / Final Assessment Guidelines	
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: NOTE: 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.

Final Assessments	
What will be the format of this semester's Final Assessment?	<p>Until further notice, all Final Assessments and Supplementary Final Assessments will be completed at the end of the semester and will be based on an OPEN BOOK online eActivity - this may be in the format of a timed quiz over 3 hours 15 minutes (undergraduate modules) or a 4 hour 20 minutes (relevant postgraduate modules), 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>The Final Assessment, as well as the Supplementary Final Assessment, may be in the format of a timed quiz over 3 hours 15 minutes (undergraduate modules) or a 4 hour 20 minutes (relevant postgraduate modules) either in an essay-type format or other specific upload requirements, 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. 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. Students will, however, be able to print the Final Assessment or the Supplementary Final Assessment questions and/or caselet / case study at the start of the session. 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 App needs to be used on a Laptop / Desktop for the entire duration of the Final Assessment or the Supplementary Final Assessment. The Invigilator App may not be used on a mobile phone.</p> <p>Important:</p> <p>Students may NOT use any form of Artificial Intelligence to assist them with the completion of an assessment.</p> <p>Students may not use ANY spelling / grammar assistance software at all</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” lang language or emoji’s</p> <p>Students will be required to complete the quiz ON eLearn and no copy and pasting from Word / Excel / PowerPoint / similar / any other documents will be allowed. Answers have to be typed into the space provided.</p>
How much time would I have to complete my Final Assessment / Supplementary Final Assessment?	Time limits will be allocated to complete the Final Assessment based on the specific format requirements - if a timed quiz: 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

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	<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>Note: 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>Other formats: If however 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).</p>
How do I provide my answers?	<p>Answers have to be typed in the space provided or uploaded in the space provided.</p> <p>You will not be allowed to copy and paste from any other programme at all.</p> <p>You have to either type directly into the space provided or upload the required additional documents such as a table etc. in the upload space provided.</p>
Will the presentation mark evaluation rubric also be applicable for the Final Assessments or Supplementary Final Assessments?	<p>Note that the presentation mark evaluation rubric (negative marking) will NOT be applicable for Final Assessment completion.</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” lang language or emoji’s</p>
Will I be penalised if I quote directly from the Study Guide or a textbook or from any online source?	<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>

What is the weighting of the Final Assessment to my Final Mark?	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.
Will I have access to the eDiscussion Forum or the Assessments & Study Material Q&A Forum?	The eDiscussion Forum or the Assessments & Study Material Q&A 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"> • The Final Assessment or Supplementary Final Assessment • Your module with all the learning resources on eLearn excluding the eDiscussion Forum or the Assessments & Study Material Q&A Forum.
How many attempts am I allowed?	For the Final Assessment and the Supplementary Final Assessment you have two attempts 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 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.

Final Results	
Can I appeal my Final Mark?	<p>The “Final Assessment Result Appeal” is available to students who scored between 40% and 49% as the Final Mark for a module. During the appeal process an independent moderator, who is a subject matter expert and who has not seen the paper previously, moderates the Final Assessment attempt. The result of this process is then communicated to the student. If the moderated mark is lower than previously awarded, the published mark remains unchanged and is not adjusted downward. If the mark is better than what was previously awarded, the mark is adjusted accordingly.</p> <p>Please refer to our fee structure for the applicable fee. The application form and fee structure are available on the website.</p> <p>NOTE: The result appeal is only available for modules with a Final Assessment. This is not available for project or report based modules.</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 examiner 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. The application form and fee structure are available on the IMM Graduate School website.</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>“Script Viewing” may only be applied for after the Final Assessment result appeal outcome has been released. If a student did not qualify for the result appeal, the script viewing will be allowed if they applied for the assessment feedback report. This must be applied for within a week of the “Results Appeal” process or of the “Assessment Feedback Report” being released.</p> <p>The purpose of the viewing is for the student to ascertain the following:</p> <ul style="list-style-type: none"> - Is it my script? - Were all the answers marked? - Is this the mark that was awarded to me according to the student portal? <p>The script viewing is not an opportunity to evaluate the marking and hence the condition that no Notes or textbooks may be brought in during the viewing.</p>

	Please refer to our fee structure for the applicable fee. The application form and fee structure are available from on the website.
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Question	Answer
Module & Programme Information	
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?	<p>First steps to success:</p> <ul style="list-style-type: none"> • Consult eLearn and find your module. • Check the Timetables (as per your chosen Pathway) to determine the dates and times of Lectures, Tutorials or Workshops. Ensure that you check the assessment requirements for your modules. • Ascertain the deadline dates for assessments. Refer to Calendar of Events and Semester Test 1 and 2 Timetable. • Read the module MTSP thoroughly. • Refer to the General Tutorial Letter for your programme and any other module specific Tutorial Letters. • Read the module eStudy Guide • Interact with your Lecturer on the eDiscussion Forum on a regular basis. <p>These tools are packed with all the information you need to get a good grasp of what is in store for that specific module.</p>

Question	Answer
Academic Support	
What is the role of Academic Support	When you know that there is something you need help with in terms of the practical way in which you approach your studies, the study skills you are using now, to improve on your assessments or do not know how to prepare for assessments, Academic Support personnel could assist.
If I am not getting good results and I think it may be due to using the wrong study methods, is there someone who could assist me?	Using the correct methods of studying, making notes and memorising learning materials ensure success and not doing this correctly could have a significant negative impact on your studies and the results you obtain. Ask your Academic Head at Campuses, enquire at your local Student Support Centre or contact helpme@immgsm.ac.za to refer you to Academic Support for guidance with study skills. Also refer to the My Academic Support tile in your module.
I am now repeating the same module. I seem to keep on failing this module and I just cannot understand why this is happening.	Every specialist area requires a different approach, the need to use the language of the subject field and a different way of answering assessments. If you need help with this, ask your Academic Head at our Campuses, enquire at your local Student Support Centre or contact helpme@immgsm.ac.za to refer you to refer you to Academic Support for guidance.
Would asking for help from Academic Support not seem like I am intellectually not able to cope?	We all have preferred cognitive styles, but it is good to develop other styles as well. Academic support will provide you with guidance on developing more than one cognitive style. We get used to studying the way we have always studied and making small changes to our study routine could make a huge difference. The perspective of another person could make a huge difference to the academic results you obtain.
Will my consultation with Academic Support 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 Support officer will know about it. Our surveys show 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 at 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 someone 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.

Frequently Asked Questions

Even with the examiner providing feedback in my submitted assignments and my application of these guidelines, I still seem to be getting low marks.	You often need a third person to help you interpret and practically apply some of the examiner's feedback. The Academic Support function could help you with that.
Will Academic Support be able to help me get hold of the Final Assessment (examination) submission for a module and go through it with me?	The submitted assignments cannot be shared with students and Academic Support will not be allowed to share the submitted Final Assessment (examination) with you, but they may be able to look at the submission and tell you what has gone wrong from a high level academic perspective. Academic Support could also help you interpret an assessment feedback report if there should be something in the report that you do not understand.
My parents want to sit in on the discussion with the Academic Support officer. Is this allowed?	A number of parents join their children for these discussions because parents, other members of the family or friends form an important part of the support network of students. You are welcome to invite anyone you may wish to sit in on the discussion.
I know that my time management is poor and this negatively impacts my studies. How do I get help with this?	Academic Support will be able to review your approach to current time management and will help you to adapt this to ensure maximum results for time spent on this.
How will I know that the help offered to me by Academic Support is working?	You should see an improvement in your results if you apply the advice - the advice offered by Academic Support is focused on a practical application approach and should be easy to implement.
What happens if the advice given and applied does not work?	Students are welcome to ask for follow-up consultations and to share the extent to which the advice has helped or not. If there was no improvement in results or if the problem previously discussed persists, alternative ways of dealing with it will be explored.