



EXAM POLICY

Details of terms and conditions which apply to candidates entering for exams with the IIZ are detailed below.

By entering any examination with the IIZ, a student agrees to be bound by these terms and conditions.

In all the processes described below, where deadlines have passed, exceptional circumstances may still be considered.

1. Deadlines

- Deadlines for exams and other related issues are given on the time table, fees menus and may be varied by management where such a need may arise.
- The time tables and fees menus are available at the Institute, on the website- www.iizim.co.zw and or can be requested on email.
- Students should ensure that they get the exam time table on time and verify them with them exam permits when received.

2. Changes to entry and cancellations

- If a student wishes to withdraw completely from the exam, the exam fee will not be refunded.
- If they wish to defer their entry, change the centre, the request, together with a fee of \$10, must be received a month before the exam date.
- If they apply for more than one change at the same time, a single fee of \$10 will cover all changes.
- No changes apart from to the name (which must be supported by original or certified evidence) or address can be made to the entry after the cut-off dates.

3. Illness

- If a student is absent from the exam due to illness, he / she may apply either for the entry to be transferred to the next sitting. Should the candidate fail to write at this next sitting, the exam fees shall be forfeited to the Institute and he / she will be register as a new student in exams to come thereafter.
- The student should apply in writing enclosing medical evidence from a professional, such as a doctor, confirming that they were unable to attend the exam on the relevant date due to the illness/accident or incident. Applications without medical evidence will not be considered.

- The written application, supported by medical evidence (which must confirm that the student was unable to attend the exam on the relevant date due to illness/accident) must be received by IIZ within **one month** of the exam from which he / she was absent.
- Applications will not be considered without medical evidence. Please note that self-certification is not acceptable and the IIZ will not reimburse any costs involved in obtaining medical evidence.
- Exam fees will not be credited for any other reason after the normal fee closing date.
- The Institute will only consider death of a spouse, child or immediate family member including parents from both families with supporting evidence.

4. Proof of identity

- Candidates must show proof of identity to any official who requests it. This proof of identity is in addition to their Exam Entry Permit Document for examinations. The following are acceptable as identification:
 - a current passport;
 - a valid driver's licence containing both the student's photograph and signature;
 - a national identity document containing the student's photograph;
 - if a student fails to bring acceptable identification to the exam, the IIZ reserves the right to withhold his / her result.

5. Rules

Any breach of the following instructions may result in a student's disqualification, not only from the examination they are sitting and any examinations they have already sat, but also from all future examinations, either for a period of years or indefinitely.

- Candidates must submit in all matters to the direction and rulings of the exam coordinator and invigilators.
- Candidates must not take into the exam room or consult in any way any book, paper, document or other written, typed or printed matter (except their entry permit and items provided by the invigilators in connection with the exam being examined).
- All briefcases, handbags, books, revision notes, mobile phones, electronic devices and other personal belongings must be left in a cloakroom or other area as specified by the invigilators.
- Candidates must hand the answer book and/or answer form and question book to the invigilator before they leave the exam room. If they do not, their book or form will not be marked and they will be prevented from entering this exam in the future.
- Candidates must not communicate with, or willingly receive communication from any person during the exam other than an invigilator.
- Candidates must not read or attempt to read the work of any other candidate.

- Candidates must not temporarily leave the exam room, except in the case of urgent necessity when they must be accompanied by an invigilator.
- Mobile phones are not allowed in any examination.

6. Calculators

- There are likely to be some questions in exams which require calculations to be made. Students are recommended to bring a silent battery or solar-operated non-programmable calculator into the exam room.
- The use of electronic equipment capable of being programmed to hold alphabetic or numerical data and/or formulae is prohibited. A financial or scientific calculator may be brought in provided it meets these requirements.

7. Disciplinary action

Disciplinary action may be taken against any candidate found guilty of dishonourable or unprofessional conduct or committing a breach of the exam regulations. Penalties may be imposed for falsification of documents or cheating during an exam. The IIZ reserves the right to notify the relevant regulatory body of any disciplinary action taken.

8. Release of Results

- Candidates will collect released results from the Institute, regional coordinators, or any person assigned by IIZ to assist with distribution.
- Under no circumstances will results be given over the phone.
- Any results lost will be reprinted at a fee of \$5.
- The student reserves the right to get the results first; all companies will get a soft copy of results for all their candidates.
- Should a student wish to send a third party to collect their results, a letter of approval, ID of the student and ID of the third party should be provided to the IIZ official at all centres.

NB: ANY OTHER ISSUES OUTSIDE THIS EXAM POLICY SHOULD BE COMMUNICATED TO THE IIZ OFFICIALS AND DUE GUIDANCE SHALL BE PROVIDED.