

## **Procedure for Systems Failure in Relation to Online Submission**

### **Overview**

This document outlines the RVC procedure when there is a system failure that impacts on submission of online assessments. The procedure covers all RVC online submissions via Online Coursework Management (OCM) or TurnItIn, as well as any other appropriate submission portal.

This procedure was introduced to ensure that an appropriate communications plan was in place in the event of system failure. The plan will:

- help with clarity of the action that is required from staff and where responsibilities lie.
- ensure that regulations are able to be adhered to in a fair way.
- be transparent and consistent in approach across the College.
- alleviate the stress to students when there is a system failure that impacts on the submission of an assessment.
- allow staff to disseminate an agreed message in a timely fashion.

### **What signals an interruption to service?**

An interruption to service will be identified by students alerting programme staff or the Examinations Office, Learn and/or IT Helpdesk or possibly via academic staff. Systems failures may also be reported by staff in LISD or in the E-Media Unit.

However the interruption to service is identified, the Examinations Office should be informed as quickly as possible to enable the communications plan to be put into action.



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