

Date	19 August, 2026
Version	3.0

This document contains the Exam guidelines officially released by the Exams office of SP Jain School of Global Management.

The document details all provisions, rules, regulations and processes to be followed by students and staff before, during and after the exam. It is therefore the duty of all stakeholders to familiarize themselves with their rights and duties for a seamless experience

GENERAL EXAM GUIDELINES

Please note that it is compulsory to follow the below exam guidelines for a seamless exam experience. Non-compliance will result in an academic misconduct investigation and the imposition of appropriate penalties. Negligence will not be treated as a valid excuse.

1. Before the exam day/time

- 1.1 Make sure that you have cleared up all outstandings fees and are eligible to take the exam.
- 1.2 You are entitled to a free licensed version of MS Office suite being provided by the school. It is compulsory to have a fully updated licensed version of MS Office for a smooth exam experience.
- 1.3 Use of other software applications like WPS Office, Google Docs or other online office platforms is strictly prohibited and shall be interpreted as accessing internet during exam.
- 1.4 Bring your own materials and ensure your system / laptop is in good working condition. Students are responsible for all hardware and software issues of their systems. Regular laptop maintenance and hygiene needs to be practiced compulsorily for a seamless exam experience.
- 1.5 All end term exams are done using Mettl. Note that you and your surroundings are being monitored online using camera and mic. Your personal data is protected as per internationally accepted and appropriately compliant provisions and norms.
- 1.6 Download and install the Mettl safe exam browser. In case you face any problems, immediately contact Mettl help desk for support and resolve all issues. The Mettl safe exam browser is used for closed book exams which restricts you from moving out of Mettl browser. If you force-quit the browser, the exam will terminate and you may not be permitted to resume the test.
- 1.7 Check your Email for the Mettl link sent by Exams office. In case you do not find it in your inbox, check the junk / spam folder
- 1.8 In case you cannot locate the exam link Email immediately contact the Program Office and/or Exams Office in writing and by phone, wherever possible.
- 1.9 Ensure that you have your valid ID card. In case you have lost it, immediately report the matter to Program Office and request for a temporary ID card which should contain your photo and student details
- 1.10 If the exam is being done on Mettl - Run the Mettl compatibility test by clicking on the link <https://tinyurl.com/Mettl-compatibility-test> . This test checks for ruling out any restrictions due to firewall. Prohibited Network, prohibited servers etc and does not check for proper functioning of the camera and mic which are compulsorily required to start the exam
- 1.11 Use Google Chrome or Mozilla Firefox only and ensure your browser is up to date. Safari and other browsers are strictly not permitted. Non-compliance will be considered as academic misconduct
- 1.12 Ensure that your laptop mic and camera are fully functional and the system settings do not restrict their usage. If access is restricted, enable camera and microphone permissions for Mettl. It is strongly recommended to disable the mic and camera from all other devices for a seamless exam experience.
- 1.13 LOGOUT from all apps that use the system camera and microphone. Seek professional help in advance if you are not familiar on how to process the above instructions.
- 1.14 Disable auto-updates in your laptop
- 1.15 Dual screens or second monitors are strictly prohibited. Only a single laptop should be used for all exams.
- 1.16 Save all e-notes and working files on your Desktop in a folder titled exam notes for (unit name). The notes must be in English language only, notes in any other language(s) are not allowed. Do not store them on OneDrive or any cloud-based storage. Keep a backup of your notes to avoid data loss due to file corruption or access issues.
- 1.17 All answers and exam contents must be written in English only. The use of any other language(s) is strictly not allowed and will be reported as academic misconduct.

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- 1.18 In case of File upload exams, Files saved on BB in Mettl camera will only be considered for evaluation.
- 1.19 Answer scripts will not be accepted by Email or any other means. No excuse will be accepted, and no exceptions shall be made by Exams office.
- 1.20 In case of Mettl text box exams where you will type answers in a text box on Mettl platform, answers will be saved automatically by Mettl software.

2. On day of the exam

- 2.1 Always carry your ID card. Entry in the exam hall is allowed only for valid ID card holders. No excuse is valid
- 2.2 Power OFF all your smart devices like phones, watches, bluetooth, eyewear or any device that transmits or receives electronic signals etc and leave it in your bags. The in-class invigilator will tell you where to leave your bags.
- 2.3 Be seated 20 minutes before start of exam in your designated place ONLY.
- 2.4 Late entries are allowed only as an exception but no later than 15 minutes after actual commencement of the exam. whether on-campus or online. EMBA Students not taking the exam on campus must log in within the first 30 minutes or they will not be allowed for exam(s).
- 2.5 Bring your own water bottle and keep it with you
- 2.6 No washroom breaks are allowed after 45 minutes of commencement of exam and 45 minutes before exam conclusion
- 2.7 Frequent washroom breaks are strictly disallowed, and washroom breaks beyond 3 minutes are not acceptable.
- 2.8 Check your surroundings and report / handover any incriminating objects that may be seen as a reason for indulging in academic misconduct.
- 2.9 Connect only to campus Wifi connection when taking exam from campus. Hotspot connections are strictly prohibited

3. On exam day but before the exam

- 3.1 Re check that auto-updates in your laptop is disabled
- 3.2 Logout from cloud-based platforms including OneDrive, Blackboard, WhatsApp, and any social media applications and communication apps from your laptop
- 3.3 Ensure that the system speaker is not muted. Online proctors will communicate through the Mettl chat box and each message generates an audio alert.
- 3.4 Ensure that there is no hindrance in the camera. If your laptop camera has a shutter to cover it, please open it.

4. During the exam

- 4.1 No exchange of items, including notes, books, stationery or chargers, is allowed.
- 4.2 Open the Mettl exam invite Email and click on the link to start the exam
- 4.3 Fill all registration details and click your photo and the photo of your ID at the appropriate places.
- 4.4 Type the phone number in your immediate possession. Do not give phone numbers you do not have physically in your possession
- 4.5 In case of file upload exams, the answer sheet template will be shared via Blackboard. Email with details shall be shared by the Program Office in advance. Download the answer sheet on Mettl camera View ONLY.
- 4.6 Case studies will be provided via Blackboard under the exam tab of respective courses. In case of shorter cases, it will be directly provided on Mettl as part of the questions.
- 4.7 The exam shall commence at the scheduled time only. The duration of the exam shall be as per the actual clock in the exam room and not the Mettl timer visible on your screen
- 4.8 The Mettl exam can be an open book or closed book exam
- 4.9 In case of open book and file upload exams you will use MS Word / Excel. Switch OFF auto save. Always manually save your file at short periodic intervals.
- 4.10 Do not copy and paste the questions at any point of time on any other document. All such acts are deemed as academic misconduct.
- 4.11 Loss of files will lead to zero marks and therefore F grade.
- 4.12 Loss of file contents could potentially lead to evaluation of whatever is visible in the file and therefore corresponding marks and grades.
- 4.13 DO NOT use the share button in MS Word / Excel under any circumstances

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- 4.14 Download the answer sheet template on Mettl camera view only and save it on the desktop using the naming convention – Your name_campus ID_Unit name. E.g the file name for student Peter Young doing exam for unit marketing and having campus ID SPJ1234 will be PeterYoung_SPJ1234_Marketing.
- 4.15 Analyze the questions and use your own language to answer. COPY and Paste is strictly prohibited. No excuse will be valid for the same.
- 4.16 If you have any doubt(s) about any of the exam instructions provided on Mettl, ask the In-class Invigilator or seek clarification from the Online Proctor using the Mettl chat. Do not presume or interpret instructions on your own.
- 4.17 In case of any ambiguity during the exam, kindly state your assumptions clearly in the examination script and proceed to answer the question. In case, you have any exam-related query/issues, please report them via the Candidate Comment Sheet using link <https://tinyurl.com/CandidateCommentSheet-V2>
- 4.18 In case of file upload exams, the final 5 minutes is reserved only for uploading the answer sheet on Blackboard. Students should not use this time for writing answers.
- 4.19 Files submitted on Blackboard on the link shared by the Program Office and in Mettl camera view shall only be accepted for evaluation purposes. All other submissions shall not be evaluated, and student will get zero marks.
- 4.20 You are responsible for saving and uploading the correct file before the exam time out. Incorrect file uploads (blank or wrong file) cannot be rectified under any circumstance.
- 4.21 Upload your answer file on Blackboard (mandatory). Do not reopen the answer file after submission. Submit your answer file on Mettl as well, if instructed to do so.
- 4.22 Turnitin link will close at scheduled exam time, regardless of when a student joins the exam. No additional time will be granted for late logins. Late submissions will not be accepted under any circumstances.
- 4.23 No disconnections are allowed during the exam. No extra time will be given regardless of the reason.
- 4.24 Students cannot seek exclusive advantage due to software and / or hardware issues and this includes internet and / or power outages. Students need to arrange for all such backups. This does not include instances of force majeure.
- 4.25 Do not argue with online and in-class invigilators. Use of foul language is considered as an act of non-academic misconduct.
- 4.26 Any video or audio evidence indicating the presence of another person in your vicinity will be treated as academic misconduct. SIT ALONE FOR THE EXAM.
- 4.27 IF REQUESTED during the exam show the proctor your immediate surroundings (including under the exam table) using your laptop camera. Pan the camera slowly and at the correct angle so that the room can be seen properly. REMOVE ALL ITEMS NOT REQUIRED AS PER EXAM INSTRUCTIONS.
- 4.28 Your exam will be temporarily paused for the room check process. Your exam time will not be affected.
- 4.29 Your face must be visible on camera for the entire duration of the exam. Any unexpected movements will be monitored using artificial intelligence. Suspicious activity may require explanation

5. After the exam

- 5.1 In case you need to share any feedback regarding the exam, please use the online candidate comment sheet by clicking on the link <https://tinyurl.com/CandidateCommentSheet-V2>
- 5.2 Do not contact faculty during/after the exam regarding your attempt. Such instances will be considered as acts of academic misconduct. For all exam related matters always use the candidate comment sheet referred to above.

ACADEMIC MISCONDUCTS AND PENALTIES

Below is a partial list of academic misconduct, which is not exhaustive.

The appropriate penalty shall be decided from the list at the end of this page, depending on the severity or repetition of misconduct.

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Sr	Category Name	Actions / Examples of Misconduct
1	AI, Plagiarism & Academic Integrity Violations	- High AI index, High RSID ratio, High Similarity - Plagiarism and copy/paste - Use of snipping tools - Use of LLMs and generative AI tools like ChatGPT - Accessing Google or any other unauthorized websites during exams - Usage of Language Assisting Tools (e.g., QuillBot, dictionaries, translators, thesaurus, paraphraser etc.) - Using browser other than Google Chrome or Mozilla Firefox (Safari not allowed) - Suspicious metadata in submitted files (word count, saved/edited time, etc.) - Engaging in contract cheating
2	Collusion & Unauthorized Collaboration	- Document sharing using cloud platforms like OneDrive, iCloud, Google Drive, Google Collab etc. - Screen sharing using apps like AnyDesk, Zoom, TeamViewer etc. - Sharing of notes during exam - Talking to another student in classroom - Sharing online login credentials with malintent - Sharing answer script with another batchmate - Submitting on behalf of another student - Submitting another student's file - Using another student's login credentials (Blackboard, Mettl etc.) - Taking third-party help for exam - Collusion
3	Exam Protocol Violations	- Late entry to exam hall - Unexplained delay during restroom breaks - Leaving exam hall or camera view without permission - Taking exam from outside exam hall without permission - Writing answers during final 10 minutes after submission was announced - Not using designated answer sheet provided by Exams office/PROGRAM OFFICE - Not carrying student ID - Not sitting as per seating plan or misleading by changing seat number/name label
4	Use of Unauthorized Devices or Tools	- Usage of Bluetooth devices / smart gadgets - Using mobile phone(s) - Using multiple monitors - Possession of smartwatches or any other electronic gadgets - Using apps/software/browser extensions to limit the exam software - Disabling laptop mic/camera/speaker to cheat - Taking screenshots - Copying exam questions to notes or answer sheet

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Sr	Category Name	Actions / Examples of Misconduct
5	Exam Software/ Environment Misuse	- Disconnection from exam software - Using multiple desktop function (especially in Mac) - Not disabling or logging out from social media or messaging apps - Not saving answer sheet and notes on desktop
6	Submission-Related Misconduct	- Submitting blank, tampered, or wrong files - Non-submission - Failure to submit work within the prescribed time / delayed submissions
7	Misconduct with Invigilator, proctor or Authorities	- Using inappropriate language with the in-class invigilators or online proctor - Contacting faculty directly during or after an exam

Below penalty list is indicative. Penalties may vary depending on the uniqueness of the misconduct and the decision of the Program Dean.

Sr	Penalty Description
1	Resubmit the specific task
2	Zero mark or reduced marks for any part of the assessment for a subject
3	Requirement to complete an alternative additional assessment for the subject
4	Fail grade and academic progression allowed with paid / unpaid retest and with / without grade capping
5	Fail grade and academic progression allowed with redo with junior batch
6	Fail grade and academic progression allowed with independent study
7	Downgrading (reducing the grade by one or more letter notch)
8	Suspension from a course for up to twelve (12) months
9	Revocation of a recommendation that a student has satisfied all requirements
10	Expulsion
11	Revocation of an academic award conferred by the School (requires approval Board of Directors on the recommendation of the Academic Board)
12	Exam declared null and void. Academic progression to be done with makeup OR paid / unpaid retest with / without grade capping.