



Dear Registered Student

This email provides information with regards to four aspects:-

1. Contact details during the Final Assessment period
2. Where to find important documents and FAQ's relevant to the Final Assessment
3. The appeal procedure in the event that you could not submit your assignment by the deadline
4. Suggested time planning during your final assessment

#### Contact details during the Final Assessment period

- **Appeals** : Upload problems such as connectivity issues, computer issues or similar which results in a non-submission or incorrect document submission only. Send a detailed email with screenshots/proof of what happened to [appeal@immgsm.ac.za](mailto:appeal@immgsm.ac.za) – as per the appeal procedure described below..
- **Exam question queries** : Queries during the exam session where you are of the view that there are possible exam question errors: [fa@immgsm.ac.za](mailto:fa@immgsm.ac.za). Such queries must be sent within the first 3 hours of the Final Assessment.
- **General queries**: [helpme@immgsm.ac.za](mailto:helpme@immgsm.ac.za)

#### Where to find important documents and FAQ's relevant to the Final Assessment

We have created two tabs on the [Current Student](#) page on the IMM Graduate School website.

The [Recources](#) page contains all the Final Assessment communications sent to students via email

The [FAQ's](#) page contains frequently asked questions as received by students during the Final Assessment period.

#### Appeal procedure for the Final Assessment

Please read through the below section carefully and follow the instructions as stipulated when you need to submit an appeal. Incomplete appeal applications will not be considered - please ensure all information as per the below is supplied.

Three categories of Final Assessment appeals are allowed for:-

1. Internet Connectivity, Computer problems, Electricity problems and similar;
2. Device issues
3. Incorrect document uploaded for grading – on condition that the correct document was submitted to Turnitin prior to submission for grading.

Should you have experienced any of the above, then follow the below steps carefully, as incomplete appeals will not be considered:

1. Send an email to [appeal@immgsm.ac.za](mailto:appeal@immgsm.ac.za) within 48 hours of this email. Appeals received after the appeal period deadline will **NOT** be considered.
2. Include your student number and module code in the subject line of your email.
3. Supply detailed reasons as to why you were not able to submit before the submission closing time.
4. Supply supporting documents, such as screenshots, error codes or fault reports, reports from the municipality regarding power outages and reference numbers of reported faults to service providers. Your appeal will **NOT** be considered if there is no proof of fault provided
5. Attach your Final Assessment in PDF format. **DO NOT** open this PDF file, as it must show that it was NOT opened or amended after the submission closing date and time. Your appeal will **NOT** be considered if the PDF document was amended or opened after the closing date and time of final submission

Once received, the National Registrar will consider and review the above as an appeal. Allow 14 days for a response from the date of receipt of all documentation as stated above.

NB! Please note that if an examination is missed (excluding for reasons of illness), an appeal may not be submitted. Students will be required to re-register for a missed examination module in the upcoming semester.

#### Planning your time during the Final Assessment

Students are encouraged to submit their final assessments to Turnitin **2 hours before the closing time** as the Turnitin report could take up to an 60 minutes to be returned to you, or more if you have submitted it once already. You are further encouraged to submit your for grading **1 hour before the submission closes**. It is critical that you plan your time very carefully.

Good Luck!

The IMM Graduate School Team

for student support contact:

[helpme@immgsm.ac.za](mailto:helpme@immgsm.ac.za)

0861 466 476 | [www.imm.ac.za](http://www.imm.ac.za)



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