

Tutorial Letter 101/0/2024

Service Management Functions IRM4726

Year Module

Department of Information Systems

IMPORTANT INFORMATION

Please register on myUnisa, activate your myLife e-mail account and make sure that you have regular access to the myUnisa module website, IRM4726-24-Y, as well as your group website.

Note: This is a fully online module. It is, therefore, only available on myUnisa.

BARCODE

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1 INTRODUCTION

Dear Student

Unisa is a comprehensive open distance e-learning (CODEL) higher education institution. The comprehensiveness of our curricula encapsulates a range of offerings, from strictly vocational to strictly academic certificates, diplomas and degrees. Unisa's "openness" and its distance eLearning character attract many students who may not otherwise have had the opportunity to enrol for a higher education qualification. Our CODEL character means that our programmes are carefully planned and structured to ensure success for students ranging from the under-prepared but with potential to the sufficiently prepared.

Teaching and learning in a CODEL context involves multiple modes of delivery ranging from blended learning to fully online learning. All postgraduate programmes are offered fully online with no printed study materials, while undergraduate programmes are blended, with printed study materials being augmented with online teaching and learning via myUnisa, the university's learning management system. Some undergraduate programmes are offered fully online.

Our programmes are aligned with the vision, mission and values of the University. Unisa is committed to serving humanity and shape futures, while having a clear appreciation of our location on the African continent. Our graduates have the following distinctive qualities:

- They are independent, resilient, responsible and caring citizens who are able to fulfil and serve in multiple roles in their immediate and future local, national and global communities
- They have a critical understanding of their location on the African continent with its histories, challenges and potential in relation to globally diverse contexts
- They have the ability to critically analyse and evaluate the credibility and usefulness of information and data from multiple sources in a globalised world with its ever-increasing information and data flows and competing worldviews
- They know how to apply their discipline-specific knowledges competently, ethically and creatively to solve real-life problems
- They have an awareness of their own learning and developmental needs and future potential

IRM4726 is a fully online module (information is available via the internet), we use myUNISA as our virtual campus. Because this is a fully online module you need to use myUNISA to study and complete the learning activities for this module. This is an online system that is used to administer, document and deliver educational material to you and support engagement with you. Look out for information from your lecturer as well as other Unisa platforms to find out how to access your module site. Information on the tools that will be available to engage with the lecturer and fellow students to support your learning will also be communicated via various platforms.

You are encouraged to log into the module site IRM4726-24-Y on myUnisa regularly (that is, at least twice per week). Visit the website for IRM4726-24-Y on myUnisa frequently.

We wish you every success with your studies!

2 MODULE OVERVIEW

2.1 Purpose

Students who have completed this module should be able to provide an overview of service management functions. Qualifying students will have a basic knowledge of service management functions and the role they play in service operations within a variety of frameworks. On completion of this module students will be able to critically analyze and evaluate existing service management functions of select organizations to determine if the service management functions are implemented appropriately, effectively, and efficiently. Students will also be tasked to analyze different organizational models and then from the knowledge gained in this module to determine whether the service management functions exist, are implemented properly and if improvements can be made.

2.2 Outcomes

For this module, you will have to master several outcomes:

Specific outcome 1: Identify, interpret and analyse what is ITSM (information technology service management).

Specific outcome 2: Describe what is service management as a practice in different organizations.

Specific outcome 3: Explain how the different IT service management solutions are applied in different commercial organizations and how their value is created.

Specific outcomes 4: Analyse a case study of a selected organization and establish the extent to which service management functions are efficiently followed and thereafter propose where improvements can be made and how to better utilize service management functions.

Specific outcome 5: Write a proposal that details the day-to-day activities of a service management department and the roles and responsibilities of the people involved.

2.3 How to approach the study.

Learning unit	Timetable
<p>Learning unit 1: Information technology service management (ITSM)</p> <p>Design and formulate an ITSM process for an organization.</p> <p>Compose the service operational life cycle of a product/service as related to ITSM.</p> <p>Evaluate the process steps and justify the functions related to service managements.</p> <p>Demonstrate an understanding of the purpose and meaning of the elements in the overall architecture.</p> <p>Describe and justify the best practices applications publications in the best management practice portfolio aimed at helping organizations and individuals manage projects, programs consistently and effectively.</p>	<p>15 hours</p> <p>1 Feb- 15 April 2024</p>
<p>Learning unit 2: Service management as a practice</p> <p>Evaluate and justify each of the service management functions in terms of</p> <ol style="list-style-type: none"> 1. The role of the service management function 2. Justification 3. Objectives 4. Organizational structure 5. Staffing roles and responsibilities within service management 6. Metrics 7. Service desk metrics 8. Documentation <p>Demonstrate an understanding of all the service management functions and argue in terms of these points to the understanding and implementing of service management functions.</p> <p>The ability to apply service management functions efficiently in commercial environments.</p> <p>Discuss and defend service management functions in terms of these points to show an understanding of how, when, why and where they need to be applied.</p>	<p>20 hours</p> <p>16 May- 15 June 2024</p>
<p>Learning unit 3: Service operations principles</p> <p>Develop a service management function for a commercial organization and demonstrate how service operation principles were applied will demonstrate a thorough understanding of the functions, why they are utilized and how important they are in managing services.</p> <p>Demonstrate the application of service operation principles to different commercial organizations that will also allow exposure to different organizational scenarios and highlight the level of understanding for the application.</p>	<p>20 hours</p> <p>17 June- 30 July 2024</p>
<p>Learning unit 4: Service operation processes</p> <p>Defend and justify the processes and activities on which effective operations depend. The key elements of the process or activity is covered under the topics of</p> <ol style="list-style-type: none"> 1. Event management 	<p>15 hours</p> <p>1 August- 31 August 2024</p>

Learning unit	Timetable
<ol style="list-style-type: none"> 2. Incident management 3. Request management 4. Problem management 5. Access management <p>Explain and justify how these processes and activities integrate with other stages of the service operation lifecycle by describing them according to purpose and objectives, scope, value to business, and policies principles and basic concepts.</p>	
<p>Learning unit 5: Common service operation activities</p> <p>Formulate and illustrate the steps involved in the maturing of an organization from a technology-centric organization to an organization that harnesses technology as part of its business strategy</p> <ul style="list-style-type: none"> • Describe the role of managers within organizations of different maturity levels • Describe how technology is used in each type of organization • Describe the characteristics of an IT organization at each level. 	<p>10 hours</p> <p>1 September - 15 September 2024</p>
<p>Learning unit 6: Organizing for service operation</p> <p>Identify the roles and responsibilities that should be considered to manage the service operation lifecycle stage and its processes.</p> <p>Discuss different organizational structures and explain how these roles fit into the different organizations.</p> <p>Describe generic roles, responsibilities, and competencies that apply across the specific lifecycle and specific aspects and processes of ITSM.</p>	<p>10 hours</p> <p>17 September - 29 September 2024</p>
<p>Learning unit 7: Technology considerations</p> <p>Identify and justify the appropriate in-service operations and the basic requirements that a service provider will need when choosing service management tools.</p> <p>Define the overall requirement of an integrated set of service management technologies to be fulfilled for service operations in organizations:</p> <ol style="list-style-type: none"> 1. Incident management 2. Event management 3. Problem management 4. Request fulfilment 5. Access management 6. Service desk 	<p>10 hours</p> <p>17 September - 30 September 2024</p>
<p>Learning unit 8: Implementation of service operations</p> <p>Identify the different ways to implement the service operation lifecycle stages.</p> <p>Describe the generic implementation guidance for service operations.</p> <p>Understand and argue the management of change in service operations.</p> <p>Describe and contrast the service operation and project management</p>	<p>10 hours</p> <p>17 September - 30 September 2024</p>

Learning unit	Timetable
<p>processes.</p> <p>Describe and formulate the planning and implementation of service management technologies.</p> <p>Explain the roles of operational staff in service design and transition.</p>	
<p>Learning unit 9: Challenges, risks and critical success factors</p> <p>Describe the challenges, risks and critical success factors that could influence an organization's success when implementing an ITSM technology.</p> <p>List and justify challenges, risks and critical success factors with examples of these for the service operation lifecycle stage.</p>	<p>10 hours</p> <p>17 September 2023-30 September 2024</p>

3 CURRICULUM TRANSFORMATION

Unisa has implemented a transformation charter, in terms of which the university has placed curriculum transformation high on the teaching and learning agenda. Curriculum transformation includes student-centred scholarship, the pedagogical renewal of teaching and assessment practices, the scholarship of teaching and learning, and the infusion of African epistemologies and philosophies. All of these will be phased in at both programme and module levels, and as a result of this you will notice a marked change in the teaching and learning strategy implemented by Unisa, together with the way in which the content is conceptualised in your modules. We encourage you to embrace these changes during your studies at Unisa in a responsive way within the framework of transformation.

4 LECTURER(S) AND CONTACT DETAILS

4.1 Lecturer

The primary lecturer for this module is: Dr Mampilo Phahlane

Department: Information Systems

Telephone: 011 670 9135

E-mail: IRM4726-24-Y@unisa.ac.za

4.2 Department

You can contact the Department of Information Systems as follows:

Telephone number: 011 670 9200

E-mail: Computing@Unisa.ac.za

IRM4726 is offered by the School of Computing (SoC), which is part of the College of Science, Engineering and Technology (CSET). The contact details for the SoC are as follows:

- Secretary at the Science (Florida) Campus (Johannesburg): 011 471 2816
- SoC home page: <http://www.cs.unisa.ac.za>

A web server called Osprey, which has been set up and is maintained by the SoC itself, is used to provide information to students enrolled for modules offered by the School. Osprey can be accessed at <http://osprey.unisa.ac.za>.

To access the Osprey web server, set up your browser as follows:

1. Access the following URL: <http://osprey.unisa.ac.za>.
2. Click on the **Registered Students** link on the left-hand side of the page.
3. Several windows will appear in the middle of the screen. Go to the window that lists all the courses.
4. Tick off all your registered courses. Click on **Submit**.
5. Your window will now show one or two small windows with module news and a list of your courses. (If some of the mid-page windows bother you, close them and just keep the one that lists your specific information.)
6. The left-hand window should now contain links to the discussion forums and download areas for each of your modules. You can click on any of these links to gain access to the discussion forums for a module.

4.3 University

To contact the university, follow the instructions on the **Contact us** page on the Unisa website. Always supply your student number when you contact the university.

Contact addresses of the various administrative departments appear on the Unisa website: <http://www.unisa.ac.za/sites/corporate/default/Contact-us/Student-enquiries>.

Please include your student number in all correspondence. Whenever you contact a lecturer via e-mail, please include your student number in the subject line to enable the lecturer to help you more effectively.

5 RESOURCES

5.1 Prescribed book(s)

Title	Practical IT service management: A concise guide for busy executives 2 nd edition
Author	Thejendra BS

ISBN	978-1-84928-548-3
Year of publication	2014
Edition	2 nd edition

You DON'T have to purchase your own copy of the prescribed book, it is free to access online, a link to access the book will be provided on MyUnisa.

5.2 Recommended book(s)

Recommended books can be requested online, via the Library catalogue.

5.3 Electronic reserves (e-reserves)

E-reserves can be downloaded from the library webpage find e-reserves. More information is available at: <http://oasis.unisa.ac.za/search/r>

5.4 Library services and resources

The Unisa Library offers a range of information services and resources. The library has created numerous library guides, available at <http://libguides.unisa.ac.za>

Recommended guides:

- For brief information on the library, go to <https://www.unisa.ac.za/library/libatglance>
- For more detailed library information, go to <http://www.unisa.ac.za/sites/corporate/default/Library>
- Frequently Asked Questions, visit <https://www.unisa.ac.za/sites/corporate/default/Library/Frequently-Asked-Questions>
- For research support and services such as the Personal Librarian service and the Information Search Librarian's Literature Search Request (on your research topic) service, visit <http://www.unisa.ac.za/sites/corporate/default/Library/Library-services/Research-support>.
- For library training for undergraduate students, visit <https://www.unisa.ac.za/sites/corporate/default/Library/Library-services/Training>
- Lending Services <https://www.unisa.ac.za/sites/corporate/default/Library/Library-services/Lending-services>
- Services for Postgraduate students - <https://www.unisa.ac.za/sites/corporate/default/Library/Services-for-Postgraduates>
- Support and Services for students with disabilities - <https://www.unisa.ac.za/sites/corporate/default/Library/Services-for-students-with-special-needs>
- Library Technology Support - <https://libguides.unisa.ac.za/techsupport>
- Finding and using library resources and tools - http://libguides.unisa.ac.za/Research_skills
- A–Z list of library databases – <https://libguides.unisa.ac.za/az.php>

Important contact information:

- Technical problems encountered in accessing library online services: Lib-help@unisa.ac.za
- General library-related queries: Library-enquiries@unisa.ac.za
- Queries related to library fines and payments: Library-fines@unisa.ac.za
- Interlibrary loan service for postgraduate students: libr-ill@unisa.ac.za
- Literature Search Service: Lib-search@unisa.ac.za
- Social media channels: Facebook: UnisaLibrary and Twitter: @UnisaLibrary

You will **not** receive any printed study material – you can go online as soon as you have registered, and you will find all your study material on the module site, under **Official Study Material** and **Additional Resources**.

It is very important that you log in to myUnisa regularly.

- **Check for new announcements.** You can also set up your myLife e-mail account to receive the announcement e-mails on your cellphone.

We hope that by giving you extra ways to study the material and to complete all the activities, this system will help you to complete the online module successfully. To get the most out of the online course you **must go online regularly** to complete the activities and the assignments on time. Remember do not wait for printed study material before you start to study.

6 STUDENT SUPPORT SERVICES

The Study @ Unisa site contains important information and guidelines for successful studies through Unisa.

If you need assistance with regard to the myModules system, you are welcome to use the following contact details:

- Toll-free landline: 0800 00 1870 (Select option 07 for myModules)
- E-mail: mymodules22@unisa.ac.za or myUnisaHelp@unisa.ac.za

You can access and view short videos on topics such as how to view your calendar, how to access module content, how to view announcements for modules, how to submit assessments and how to participate in forum activities via the following link: <https://dtls-ga.unisa.ac.za/course/view.php?id=32130>

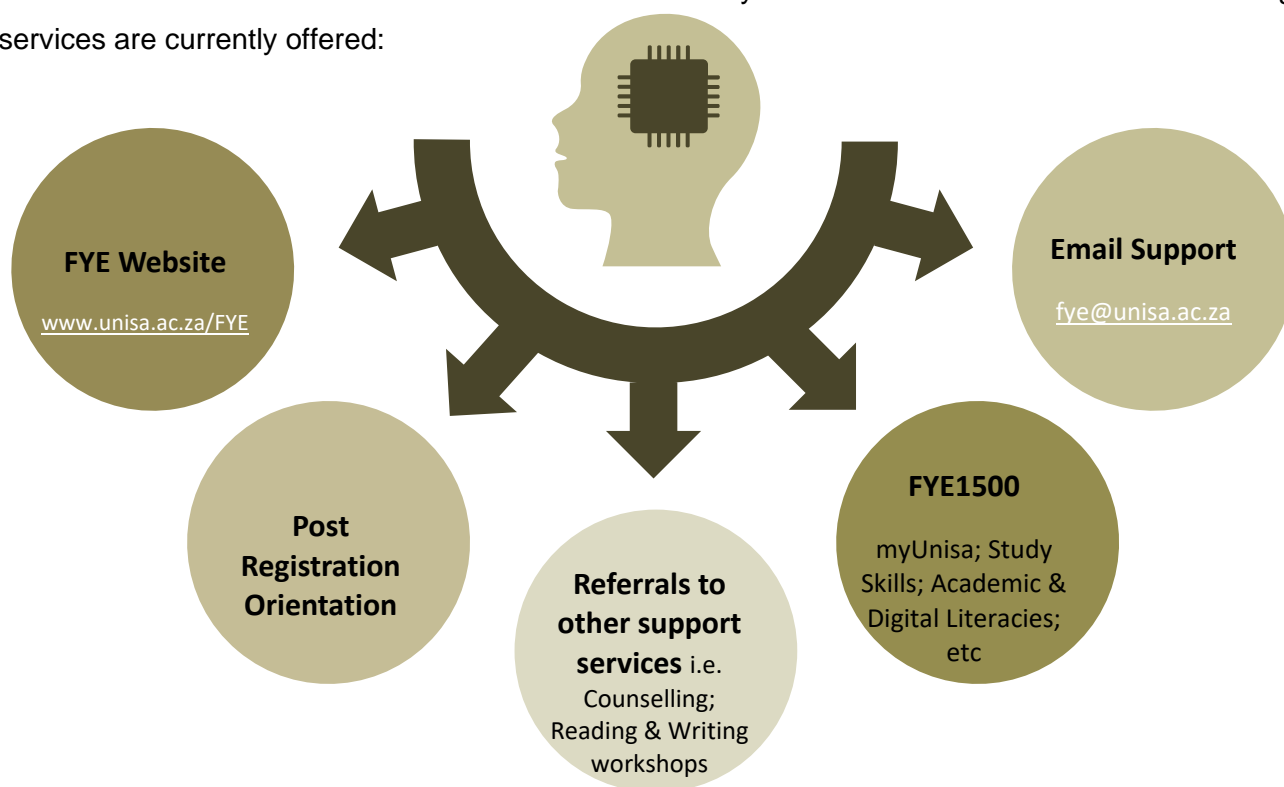
Registered Unisa students get a free myLife e-mail account. Important information, notices and updates are sent exclusively to this account. Please note that it can take up to 24 hours

for your account to be activated after you have claimed it. Please do this immediately after registering at Unisa, by following this link: myLifeHelp@unisa.ac.za

Your myLife account is the **only** e-mail account recognised by Unisa for official correspondence with the university and will remain the official primary e-mail address on record at Unisa. You remain responsible for the management of this e-mail account.

6.1 First-Year Experience Programme

Many students find the transition from school education to tertiary education stressful. This is also true in the case of students enrolling at Unisa for the first time. Unisa is a dedicated open distance and e-learning institution, and it is very different from face-to-face/contact institutions. It is a mega university, and all our programmes are offered through either blended learning or fully online learning. It is for this reason that we thought it necessary to offer first-time students additional/extended support to help them seamlessly navigate the Unisa teaching and learning journey with little difficulty and few barriers. We therefore offer a specialised student support programme to students enrolling at Unisa for the first time – this is Unisa's First-Year Experience (FYE) Programme, designed to provide you with prompt and helpful information about services that the institution offers and how you can access information. The following FYE services are currently offered:



💡 To ensure that you do not miss out on important academic and support communication from the SRU, please check your myLife inbox regularly.

7. STUDY PLAN

Syllabus (components of ITSM)	Assignment	Dates
Service management as a practice	1	1 January – 13 March
Service operations principles	1	1 January- 13 March
Service operation processes	2	14 March- 30 April
Common service operations activities	2	14 March-30 April
Organizing for service operation	3	1 May-15 July
Technology considerations	3	1 May-15 July
Implementation of service operations	4	16 July- 30 August
Challenges, risks and critical success factors	4	16 July-30 August
Revision	Exam preparation	September
Exam preparation	Exam	October/November

8 HOW TO STUDY ONLINE

8.1 What does it mean to study fully online?

Studying fully online modules differs completely from studying some of your other modules at Unisa.

- **All your study material and learning activities for online modules are designed to be delivered online on myUnisa.**
- **All your assignments must be submitted online.** This means that you will do all your activities and submit all your assignments on myUnisa. In other words, you may **not** post your assignments to Unisa using the South African Post Office.
- **All communication between you and the university happens online.** Lecturers will communicate with you via e-mail and SMS, and use the **Announcements, Discussion Forums** and **Questions and Answers** tools. You can also use all of these platforms to ask questions and contact your lecturers.

8.2 myUnisa tools

myUnisa, which you can access at <https://my.unisa.ac.za>, is a facility that is available to all registered Unisa students. myUnisa enables you to perform study-related functions you would have performed by using postal services, the phone or by personally visiting a campus.

myUnisa allows you to

- have e-mail contact with lecturers

- submit assignments (text and multiple-choice assignments) online
- access your assignment marks
- access your personal information records
- participate in student discussion forums
- notify the University of a change of address or the cancellation of study modules
- access learning units and module-related information, including assignments.

myUnisa offers an electronic service to students; and 99% of the time it delivers a trustworthy and accurate service. However, there may be times when the myUnisa system is not available owing to upgrades. Also, you might sometimes experience problems with your internet connection when trying to access myUnisa.

The Department of Information Systems is **not** responsible for myUnisa and is therefore unable to help you with the problems that may occur when using the system. If you have any queries regarding the services provided by myUnisa, contact the Unisa helpline and ask to be connected to the myUnisa helpdesk (which falls under the ICT Department).

NB: It is very important that you log into myUnisa regularly – at least once a week – to do the following:

- *Check for new announcements.* You can also set your myLife e-mail account so that you receive the announcement e-mails on your cellphone.

These extra ways of studying the material and practising the activities are intended to help you succeed in the online module. To get the most out of the online module, you **must** go online regularly to complete the activities and the assignments on time.

9. ASSESSMENT

9.1 Assessment criteria

	Specific outcomes	Assessment criteria
1	Identify, interpret and analyze what is ITSM (information technology service management)	Describe what is ITSM (Information technology service management). Describe the purpose and objectives of service operation. Identify and apply the stages of service operation.
2	Describe what is service management as a practice in different organizations	Explain the concepts of service management functions and services. Describe how these can be used to create value in an organization. Describe common generic ITSM frameworks used in organizations.

	Specific outcomes	Assessment criteria
3	Explain how the different IT service management solutions are applied in different commercial organizations and how their value is created	Describe key principles of service management. Describe how principles of service management enable different commercial organizations with the value they create. Describe and explain factors that influence ITSM solutions for different commercial organization. Describe inputs and outputs for the service management lifestyle stage.
4	Analyze a case study of a selected organization and establish the extent to which service management functions are efficiently followed and thereafter propose where improvements can be made and how to better utilize service management functions	Identify the processes and activities which effective service management depends on. Describe how these processes and activities integrate with other stages of the service management lifecycle. Gather appropriate information from a given case study and analyze the information using bench marks and metrics to determine the organization's effective use of service management functions.
5	Write a proposal that details the day-to-day activities of a service management department and the roles and responsibilities of the people involved	Identify the operational activities required to effectively and efficiently manage IT services on a day-to day basis to deliver value to the business in a commercial business. Identify the roles and responsibilities of the personnel involved in the service management department. Describe common operational activities that organizations use to operate their IT services.

9.2 Assessment plan

- To complete this module, you will be required to submit four assessments.
- You will find all the information about when and where to submit your assessments on the module site.
- Due dates for assessments, as well as the actual assessments are available on the myModules site for this module.
- To gain admission to the examination, you will be required to submit one assignment.
- To gain admission to the examination, you need to obtain a year mark average of 40% for the assignments.
- The assignment weighting for the module is 20%.
- You will receive examination information via the myModules sites. Please watch out for announcements on how examinations for the modules for which you are registered will be conducted.
- The examination mark contributes 80% to your final module for the module.

Assessment number	Method of assessment	Outcomes covered in assessment	Weigh contribution of assessment
1	MCQ online	1 and 2	5%
2	MCQ online	3 and 4	5%
3	MCQ online	5 and 6	5%
4	MCQ online	7 and 8	5%

9.3 Assessment due dates

- There are no assignment **due dates** included in this tutorial letter.
- Assignment due dates will be made available to you on the myUnisa landing page for this module. We envisage that the due dates will be available to you upon registration.
- Please start working on your assessments as soon as you register for the module.
- Log on to the myUnisa site for this module to obtain more information on the due dates for the submission of the assessments.

9.4 Submission of assessments

- Unisa, as a comprehensive open distance e-learning institution (CODeL), is moving towards becoming an online institution. You will therefore see that all your study material, assessments and engagements with your lecturer and fellow students will take place online. We use myUnisa as our virtual campus.
- myUnisa offers you access to the myModules site, where learning material will be available online and where assessments should be completed. This is an online system that is used to administer, document, and deliver educational material to students and support engagement between academics and students.
- .
- The myUnisa platform can be accessed via <https://my.unisa.ac.za>. Click on the myModules 2024 button to access the online sites for the modules that you are registered for.
- The university undertakes to communicate clearly and as frequently as is necessary to ensure that you obtain the greatest benefit from the use of the myModules learning management system. Please access the announcements on your myModules site regularly, as this is where your lecturer will post important information to be shared with you.
- When you access your myModules site for the module/s you are registered for, you will see a welcome message posted by your lecturer. Below the welcome message you will

see the assessment shells for the assessments that you need to complete. Some assessments may be multiple choice, some tests, others written assessments, some forum discussions, and so on. All assessments must be completed on the assessment shells available on the respective module platforms.

- To complete quiz assessments, please log on to the module site where you need to complete the assessment. Click on the relevant assessment shell (Assessment 1, Assessment 2, etc.). There will be a date on which the assessment will open for you. When the assessment is open, access the quiz online and complete it within the time available to you. Quiz assessment questions are not included in this tutorial letter (Tutorial Letter 101) and are only made available online. You must therefore access the quiz online and complete it online where the quiz has been created.
- It is not advisable to use a cell phone to complete quizzes. Please rather use a desktop computer, tablet or laptop instead. Students who use a cell phone to complete quizzes find it difficult to navigate the **Online Assessment** tool on the small screen and often struggle to progress from one question to the next. In addition, cell phones are more vulnerable to dropped internet connections than other devices. If at all possible, please do not use a cell phone for this assessment type. **You will not be able to write the examination using a cell phone; you need a computer or laptop with a webcam.**
- In the case of written assessments, please note and adhere to the due date by which the assessment must be submitted. Ensure that you follow the guidelines given by your lecturer to complete the assessment. Click on the submission button on the relevant assessment shell on myModules. You will then be able to upload your written assessment. Before you finalise the upload, double check that you have selected the correct file. We cannot award marks if you have submitted the wrong assessment.

9.4.1 Types of assignments and descriptions

All assignments are defined as either optional, mandatory, compulsory, or elective. The assignments for this module are mandatory.

- **Elective assignments**
 - If not submitted, the student gets no mark for this item.
 - The best of the required submissions will count.
- **Mandatory assignments**
 - If not submitted, the student gets no mark for this item.
- **Compulsory assignments**
 - If not submitted, the result on the student's academic record will be *absent*.
- **Optional assignments** – You are encouraged as a student to do optional assignment so that it may benefit your learning.

I. Elective assignments

a.

The student is given a choice of which assignments within an identified group to submit. Only the best results, the number of which is specified in advance, will contribute towards the year mark.

- b. Elective assignments must be grouped into an elective group.
- c. In order for the student to select which assignment to submit, the elective assignments must be grouped together. The student must be given relevant information, such as how many of the assignments to submit, and how the assignment marks will be combined to make up the year mark.
- d. The selection criteria define how marks achieved for assignments in an elective group are to be combined to make up the year mark. Three criteria may be used for calculating the year mark:
 - The best mark will be used, or
 - If the student submits fewer than the required number of assignments per group or no assignment in a group, a mark of 0% will be used.
 - 0% is awarded in the case of all non-submitted or unmarked assessments. A best mark is then calculated from all items.

II. **Mandatory assignments**

- a. The marks awarded for mandatory assignments contribute to the year mark.
- b. If a student fails to submit a mandatory assignment, no mark is awarded, and the year mark is calculated accordingly. The student will therefore forfeit the marks allocated for this assignment when the final mark for the module is calculated.

III. **Compulsory Assessment**

- a. If a student does not submit a compulsory assessment they will fail a continuous assessment module, but will be shown as absent from the examination in the case of other modules.

IV. **Optional assignments –**

- a. Students are encouraged to complete optional assignments, as these may benefit their learning.

9.5 **The assessments**

As indicated in section 9.2, you need to complete four assessments for this module. Details on the assessments will be posted on MyUnisa. **There are no assignments included in this tutorial letter.**

Assignments and due dates will be made available to you on myModules for this module. We envisage that the due dates will be available to you upon registration.

9.6 **Other assessment methods**

There are no other assessments besides the four assignments and exam.

9.7 **The examination**

Examination information and details on the format of the examination will be made available to you online via the myUnisa site. Look out for information that will be shared with you by your lecturer and e-tutors (where relevant) and for communication from the university.

9.7.1 *Invigilation/proctoring*

Since 2020 Unisa conducts all its assessments online. Given stringent requirements from professional bodies and increased solicitations of Unisa's students by third parties to unlawfully assist them with the completion of assignments and examinations, the University is obliged to assure its assessment integrity through the utilisation of various proctoring tools: Turnitin, Moodle Proctoring, the Invigilator App and IRIS. These tools will authenticate the student's identity and flag suspicious behaviour to assure credibility of students' responses during assessments. The description below is for your benefit as you may encounter any or all of these in your registered modules:

Turnitin is plagiarism detection software that facilitates checks for originality in students' submissions against internal and external sources. Turnitin assists in identifying academic fraud and ghost writing. Turnitin requires students to submit **typed** responses.

The **Moodle Proctoring tool** is facial recognition software that authenticates students' identity during their quiz assessments. This tool requires access to a student's **mobile or laptop camera**. Students must ensure that their camera is activated in their browser settings prior to their assessment.

The **Invigilator mobile application-based service** verifies the identity of an assessment participant. The Invigilator Mobile App detects student dishonesty-by-proxy and ensures that the assessment participant is indeed the registered student. This invigilation tool requires students to download the app from the Play Store (Google, Huawei, and Apple) on their **mobile devices** (camera enabled) prior to their assessment.

IRIS Invigilation software verifies the identity of a student during assessment and provides for both manual and automated facial verification. It has the ability to record and review a student's assessment session. It flags suspicious behaviour by a student for review by an academic administrator. IRIS software requires installation on students' **laptop devices** that are enabled with a webcam.

IRIS Invigilation software verifies the identity of a student during assessment and provides for both manual and automated facial verification. It has the ability to record and review a student's assessment session. It flags suspicious behaviour by the students for review by an academic administrator. IRIS software requires installation on students' **laptop devices** that are enabled with a webcam.

Students who are identified and flagged for suspicious dishonest behaviour arising from the invigilation and proctoring reports are referred to the disciplinary office for formal proceeding.

Please note:

Students must refer to their module assessment information on their myModule sites to determine which proctoring or invigilation tool will be utilised for their formative and summative assessments.

10. ACADEMIC DISHONESTY

10.1 Plagiarism

Plagiarism is the act of taking the words, ideas and thoughts of others and presenting them as your own. It is a form of theft. Plagiarism includes the following forms of academic dishonesty:

- Copying and pasting from any source without acknowledging the source.
- Not including references or deliberately inserting incorrect bibliographic information.
- Paraphrasing without acknowledging the original source of the information.

10.2 Cheating

Cheating includes, but is not limited to, the following:

- Completing assessments on behalf of another student, copying the work of another student during an assessment, or allowing another student to copy your work.
- Using social media (e.g. WhatsApp, Telegram) or other platforms to disseminate assessment information.
- Submitting corrupt or irrelevant files, this forms part of examination guidelines
- Buying completed answers from so-called “tutors” or internet sites (contract cheating).

10.3 For more information about plagiarism, follow the link below:

<https://www.unisa.ac.za/sites/myunisa/default/Study-@-Unisa/Student-values-and-rules>

11. STUDENTS LIVING WITH DISABILITIES

The Advocacy and Resource Centre for Students with Disabilities (ARCSWiD) provides an opportunity for staff to interact with first-time and returning students with disabilities.

If you are a student with a disability and would like additional support or need additional time for assessments, you are invited to contact (name and e-mail address of the lecturer must be inserted) to discuss the assistance that you need.

12. FREQUENTLY ASKED QUESTIONS

What do I do if I cannot find the prescribed book?

This will be communicated in the announcement on myUnisa about textbook availability.

What will happen if I fail to submit my assignment on time?

If the myUnisa system is down when you try to submit an assignment, do not contact the lecturers. Wait until the problem is resolved and then submit your assignment as soon as possible. It is strongly advised that students communicate problems with the system to moodle support with screen dumps otherwise they do not have evidence that they struggled or could not access the system. We are usually aware of problems with myUnisa. If you submit your assignment late for any other reason, include a note with the assignment in which you give the reasons for the late submission. No assignment will be marked (a mark of ZERO will be awarded) after the solutions for the assignment have been published. This is usually a week or two after the due date of the assignment.

How do I request an extension?

Please do not phone, fax or e-mail for an extension to submit an assignment. Complete and submit the assignment as soon as possible on myUNISA.

What if there are mistakes in the marking of assignments? (Do NOT resubmit your assignment to Assignments Department!)

The assignment is marked by the system, if you feel that you deserve a mark for a specific question, please email the lecturer with an explanation why the answer on the system is incorrect.

What if I don't receive my study material or I lose it?

Visit myUnisa and download an electronic copy (PDF file).

May I submit my assignment by e-mail?

Quiz assignments can only be completed online. Unisa no longer use MCQ sheets.

Have we received your assignment?

If you want to find out whether Unisa has received your assignment, look at the status of your assignment on myUNISA.

13. IN CLOSING

Do not hesitate to contact me by e-mail if you experience problems with the content of this tutorial letter or with any academic aspect of the module.

I wish you a fascinating and satisfying journey through the learning material and trust that you will complete the module successfully.

Enjoy the journey!

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