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BOTSWANA
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COUNCIL

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DOCUMENT CONTROL SHEET

Preparation

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Revision History

Change Made By	Description	Version	Date
Z.T. Bafaletse	4.3 Duties of Senior Invigilator (New) 4.5 Duties of Rovers 4.6 Inspections and Quality Assurance 4.8 Examination Administration 4.9 Support and Communication with BEC 4.10 Ownership of Question Papers 4.11 Copyright in Examination Material 4.12 Ownership of Assessed Material 4.15 General Data Protection Regulations	v3	2020/08/17
F. Motlhanka	5.4 Marking Coursework 5.7 Preparing Samples for Despatch 5.9 What materials do centres need to keep 5.10 Returning candidates work 5.11 Resubmitting coursework in later series	v3	2020/08/17
Z.T Bafaletse	6.7.6 Examination rooms 6.11.1 Identification of candidates 6.11.5 Procedure for Collecting the Question Paper to Administer to Candidates. 6.11.6 Procedure for Checking and Distributing Question Paper Packets in the Examination Room	v2	20/08/2018

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	6.11.7 Starting the Examination 8.6 Enquiries about Results 11. Mal-practice and Mal-administration		
Annah Lewanika	6.10.15 Packaging of Special Needs Scripts 6.10.16 Labelling of envelopes containing scripts of candidates with Special Needs	v2	2018/08/17
Z.T. Bafaletse	9.2 Alternative Venue 9.9 Unauthorised Entries 9.17 Collection of Question papers	v3	2020/08/17
Z.T Bafaletse	To amend Form H Declaration of interest	v2	2019/04/30
	Appendix K - A Brief Guide To The Conduct Of Examination During The Covid-19 Pandemic	v3	2020/08/17
	Appendix L - Exam Room Entry Register	v3	2020/08/17
	Appendix M - Attendance Register/Training Invigilators	v3	2020/08/17

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SPECIAL NOTES

This document contains the Guidelines/Instructions on the conduct of the Junior Certificate Examinations. The guidelines should be read in conjunction with other BEC documents such as Guidelines for Access Arrangements and Special Consideration, Assessment Syllabuses, Guidelines for Registration of Candidates, Standards for Secure Storage of Examination Materials at Centres, Coursework Handbook and other related documents.

All correspondence relating to the contents of this document should be directed to the Chief Executive Officer, Botswana Examinations Council.

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1. Introduction (New)

- 1.1 The regulations and procedures detailed in these guidelines, apply to examination assessments and qualification provided by Botswana Examinations Council. They also reference the Manual for invigilators and Standards for Secure storage of Examination materials at Centres.
- 1.2 Throughout these Guidelines, 'You' and 'Your' refer to the Centre, 'We' and 'Our' refer to Botswana Examinations Council (BEC).
- 1.3 By registering with us and submitting entries, you agree to be bound by the terms and conditions, processes and procedures set out in these guidelines and related documents.
- 1.4 We reserve the right to alter the guidelines and any of our other documentations with any changes taking immediate effect unless otherwise stated. We will let you know about any changes. You must make sure you are using the current exam year's version of guidelines and related documents.

All services we provide are conditional on the payment of all fees due, in accordance with our payment terms.

2. Scope

This document is intended to guide and regulate the conduct of examinations at Junior Secondary school level. Heads of Centres are advised to ensure that the procedures in the Guidelines are complied with at all times. The purpose of these Guidelines is to ensure that the administration of the examination is standardised to ensure a fair and credible assessment for all candidates.

The Head of Centre, Chief Invigilators, Invigilators and Rovers are advised to familiarise themselves with the regulations in these Guidelines before the actual examination takes place until they are fully understood before the actual testing takes place. The Guideline should be brought along into the examination room to consult during the examinations.

3. Scheme of Examination

The Examination will be held in October and November every year and is designed for candidates who have completed three years of full-time junior secondary schooling or its equivalent. The Scheme of Examination makes provision for candidates who are studying through non-formal means, as well as those engaged in full-time education. There is no age limit for candidates.

4. Centre Responsibilities

4.1 Head of Centre

The Head of Centre entering candidates for the Junior Certificate Examinations (JCE) is ultimately responsible for all matters relating to the examination at the centre. He/She may at his/her

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discretion, delegate to a senior member of staff, responsibility for the running of the examination. The term Chief Invigilator refers to the Head of Centre, or to the member of staff so designated by the Head of Centre. The Chief Invigilator shall appoint invigilators who will assist him/her in his duties and he/she will act as the overall roving invigilator

Note; However, the overall accountability for running the examination remains with the Head of Centre and can never be delegated.

Where a Centre for private candidates has been established by BEC, the Chief Invigilator will be appointed by the Director, Examination Administration and Certification at BEC.

The Chief Invigilator must be fully conversant with these guidelines and is responsible for ensuring that they are correctly observed and applied. A copy of these guidelines should be readily available throughout the examination series.

The Chief Invigilator must satisfy himself/herself that all candidates are fully conversant with the 'Notice to candidates' and must ensure that they are fully observed.

In an emergency not provided for in these guidelines, the Chief Invigilator should use his/her discretion, and report the matter immediately to the Director, Examinations Administration and Certification at BEC and the Director, Regional Operations in their area.

4.2 Duties of the Head of Centre

The Head of Centre is responsible for:

- 4.2.1 Being the liaison person between BEC and the centre;
- 4.2.2 Ensuring that all candidates are registered with BEC and that all the registration details are accurate before candidates sit the examinations;
- 4.2.3 Ensuring that the receipt and security of examination materials, the distribution of the examination papers to the candidates, the collection of scripts at the end of each examination and the delivery of the scripts to BEC are all carried out in accordance with these regulations;
- 4.2.4 Ensuring that candidates are provided with all of the material specified on the question paper and in any other additional material list provided by BEC;
- 4.2.5 The appointment of suitable invigilators and ensuring that they are familiar with the instructions contained in these guidelines;
- 4.2.6 The constant and effective supervision of the candidates;
- 4.2.7 The submission to BEC, in accordance with the instructions given when the information is requested, details of estimated and actual entries, marks for parts of the examination which are assessed in the centre, Forecast Grades and any other information that BEC may reasonably require in relation to examinations conducted at the Centre;

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- 4.2.8** Ensuring that each candidate entered through the Centre receives details of the dates and times of his/her examinations, a statement of the candidate's examination entry, the candidate's provisional results and any certificate issued by BEC;
- 4.2.9** Ensuring that, in the case of candidates' work which is assessed by the centre, the work contained in every candidates' assessment is produced, marked, internally moderated and despatched according to the instructions issued by BEC;
- 4.2.10** The submission of any applications for changes to the venue or timetable in accordance with these guidelines;
- 4.2.11** Making applications for Access Arrangements and Special Consideration in accordance with the regulations and guidance;
- 4.2.12** Providing suitable accommodation for candidates to sit the examinations;
- 4.2.13** Ensuring that all candidates in the examination, including private candidates, are identified;
- 4.2.14** Providing to BEC reports of any suspected or alleged cases of malpractice by a candidate or malpractice/maladministration by a member of staff discovered by the Centre. The Head of Centre is further required to assist any investigation which ensues from any alleged malpractice either reported by the Centre or suspected by BEC, and to provide such information and advice as BEC may reasonably require;
- 4.2.15** Forwarding Statements of Results to candidates without undue delay;
- 4.2.16** Submitting and processing of enquiries about results in accordance with the regulations;
- 4.2.17** Ensuring that BEC is notified when the centre changes premises and facilitating inspection and approval of the new premises;
- 4.2.18** Facilitate any inspection of the Centre by or on behalf of BEC. BEC will carry out unannounced inspections when examinations are taking place and centres must co-operate with the inspector, including allowing access to secure storage. BEC may also inspect the arrangements for the secure storage of confidential materials at times when examinations are not taking place.
- 4.2.19** Where required, remit examination fees at the time specified by BEC;
- 4.2.20** Distribute all Certificates to candidates without undue delay with a record kept of those issued. Where certificates are not handed to candidates personally, the Head of Centre is responsible for obtaining acknowledgement of receipt from the candidate;
- 4.2.21** Retain all unclaimed certificates under secure conditions for a minimum period of 24 (twenty-four) months from the date of issue. At the end of this period, unclaimed certificates should be returned to BEC.

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4.3 Duties of Senior Invigilator (New)

Besides the Chief Invigilator, the Head of Centre should assign one Senior Invigilator for every 250 or more candidates as shown in the table below;

Number of candidates	Chief Invigilator	Senior Invigilator	Invigilator/s	Rover
Up to 250	1	1	1 invigilator : 35 candidates	1
251 to 550	1	1	1 invigilator : 35 candidates	2
551 to 880	1	2	1 invigilator : 35 candidates	3
881 and above	1	3	1 invigilator : 35 candidates	4

4.3.1 The Senior Invigilator will be tasked with the responsibility to supervise a group of invigilators. Senior invigilators assist the Chief Invigilator in carrying out day to day examination duties. Their duties will include the following:

4.3.1.1 see to the preparation and readiness of the examination rooms including ensuring that:

- candidates are not seated two or more to a desk,
- candidates are seated at least 1.25 metres apart from the centre of one desk to the next in all directions,
- subject matter such as charts, drawings, maps etc. are removed from the walls,
- chalkboards are cleared of writing, formulae, drawing etc.,
- examination rooms are sufficiently ventilated and lit.

4.3.2 read the instructions to candidates before the commencement of the examination session and inform them that they could be disqualified from the examination should they contravene any of the instructions;

4.3.3 ensure that the question papers being opened and distributed to candidates is correct according to the time and date specified on the examination time table;

4.3.4 visit examination rooms frequently during each session to make sure a high standard of invigilation is maintained;

4.3.5 ensure that the seating plan is drawn, indicating the examination room(s) with the desk arrangement and candidate numbers;

4.3.6 ensure there are no unauthorised persons in or around examination room(s);

4.3.6.1 ensure that all candidates are advised in time of requisites such as rulers, calculators, drawing instruments to be used in the examination of specific syllabus;

4.3.6.2 ensure that invigilators complete the attendance register appropriately;

4.3.6.3 assist with relief invigilation by escorting and supervising candidates on toilet breaks

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ensuring no unauthorised material is consulted;

4.3.6.4 ensure that scripts are properly batched and packed according to candidates' examination number order once the session has ended;

4.3.6.5 collect, check and sign all invigilation claim forms if applicable;

4.3.6.6 submit written reports on all suspected and other cases of irregularities to the Chief Invigilator without delay.

4.4 Duties of Invigilators

An Invigilator is the person in the examination room trained in the art of invigilation to ensure credible examination processes and responsible for conduct of examinations.

4.4.1 The Invigilators must go around from one candidate to another to check each entry, i.e. NAME, CENTRE NAME, CENTRE NUMBER, STUDENT NUMBER and the SYLLABUS NAME.

4.4.2 Invigilators are required to conduct the examination in accordance with guidelines contained in this document and any other instructions which may be issued by BEC.

4.4.3 Invigilators shall ensure that candidates understand and follow all instructions and regulations.

4.4.4 A day before the start of the examinations, Invigilators should check that they have all the necessary materials for the examination and that envelopes containing question papers have not been opened.

4.4.5 Where there is suspicion that any of the question paper packets could have been tampered with, the invigilator must notify the Chief Invigilator who should then notify BEC immediately.

4.4.6 Invigilators shall check that the seating arrangements for the candidates are suitable and that materials provided by the centre such as pencils, rubbers, rulers etc., are available in sufficient numbers.

4.4.7 The Invigilators may not assist the candidates with answering examination questions. Once the candidate has begun answering the questions, the invigilator must not repeat instructions, nor explain difficult words, phrases or concepts contained in the questions. He/she should not in any way indicate to the candidate whether the question has been answered correctly or incorrectly. In short, she/he must never assist or encourage the candidate towards the choice of an answer.

4.4.8 The invigilators must not bring cell phones, books, newspapers, magazines or any reading material to the examination room nor write anything that is not connected with his/her duties while the examination is in progress.

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4.4.9 Invigilators shall maintain silence throughout the examination as even whispered conversation may distract candidates.

4.4.10 Invigilator shall disengage from unnecessary conversation with non-invigilators outside or inside the examination room or anywhere nearby.

4.5 Duties of a Rover (New)

Rovers are responsible for ensuring that invigilators and candidates get whatever assistance they require during the examination. The recommended number of additional rovers is suggested in the table under paragraph 4.3 above.

4.5.1 The following are the duties of the rover:

4.5.1.1 take up a suitable position outside the examination rooms in order to provide assistance to the invigilators. Rovers may not be in the examination room unless summoned by the invigilator during the period of the examination. In no circumstance should rovers distribute question papers or stationery nor assist with the collection of candidates answer books following each examination.

4.5.1.2 ensure as far as possible that no disturbance occurs outside the examination room which could distract the candidates from their work.

4.5.1.3 must not leave their position for any reason other than when they are requested by the invigilator to summon for assistance from the Head of Centre, Chief Invigilator or senior invigilator or accompany a candidate who has been given permission to leave the examination room temporarily.

4.6 Inspections and Quality Assurance (New)

Inspections are conducted to ensure that centres abide by the regulations and rules as set out in the guidelines to maintain the integrity of the examinations.

4.6.1 Centres must cooperate with and facilitate any visit of or an inspection made by BEC officers, either arranged or unannounced, including giving the inspectors access to the secure storage area and examination area, even if exams are taking place when the visit or inspection takes place.

4.6.2 Centres must cooperate with any quality assurance activities that may be requested. Centres must respond within the specified timeframes and answers must accurately describe the Centres premises, systems and procedures. BEC reserves the right to photograph the premises and materials relating to assessments including candidate work, as part of the inspection process.

4.6.3 BEC may carry out a re-inspection if a Centre changes premises or facilities, or requests to be approved to offer an additional qualification type.

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4.6.4 BEC inspections are usually unannounced and take place during a series. However, a centre maybe inspected outside the main exam period. BEC may inspect any part of a centre's premises or systems or procedures connected with the delivery of the assessment.

4.6.5 BEC may withdraw a centre status if an inspection indicates that a centre is not meeting its standards or regulations.

4.6.6 Inspectors must be accompanied by a member of the Centre staff at all times during their visit.

4.6.7 In addition to Inspections, a Centre must assist BEC in carrying out any reasonable monitoring activities necessary for the secure and effective delivery of assessment.

4.7 Candidates

4.7.1 BEC does not communicate directly with school candidates about administration of exams. The centre must communicate with candidates with respect to every aspect of BEC programmes, qualifications and assessments. However, BEC communicates directly with individual private candidates.

4.7.2 Centres must provide candidates with:

- the dates and times of their assessments
- confirmation and details of entry for each assessment,
- confirmation and details for their provisional results for each assessment, and
- every results and every certificate we issue for them.

4.7.3 Centres must not enter any candidates for any assessment before they receive full payments of their entry fee (if this applies to a centre). If a Centre does not take payment before entering a candidate, the centre must still pay the entry fee to BEC and we will not stop the candidate sitting the exam or receiving their qualification, or otherwise communicate with either party about the non-payment. **(New)**

4.7.4 Centres must make sure that their candidates have access to suitable rooms and specified equipment and materials for their assessment that involve practical tests.

4.7.5 Before the start of any of our assessments a Centre must confirm the identity of all the candidates present.

4.7.6 Centres are responsible for submitting their candidates work. As part of the responsibility centres must make sure that the work in every candidate assessments submission meets the criteria in the syllabus for the series.

4.8 Exam Administration (New)

4.8.1 To make sure exams are administered effectively by the deadlines set out in these guidelines or related documents or otherwise communicated by BEC, centres should send to us or capture in Malepa application;

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- personal details of candidates.
- estimated entries for coursework syllabuses.
- marks for internally assessed components
- any other information that is requested for in our instructions

4.8.2 Centres must keep the exam materials secure at all times after receiving them. Centres must check that they have received the correct version of materials for the series.

4.8.3 Centres must carry out the following in accordance with the guidelines:

- Secure storage of all exam materials.
- Distribution of exam papers to candidates.
- Collection of scripts, question papers and any other material at the end of each exam and secure return of scripts.

4.8.4 Centres must appoint suitable invigilators and must make sure exams are carried out in accordance with these Guidelines: Centres are responsible for costs associated with this.

4.8.5 Centres will work with BEC to prevent malpractice and in particular, Centres must:

- make sure candidates are aware of restricted materials not allowed in the exam room.
- immediately report any established suspected or alleged cases of malpractice.
- assist in any investigation into suspected malpractice
- promptly provide information and advice regarding suspected malpractice
- promptly provide information and advice that may be required to assist with any investigation

4.8.6 Centres must submit and process any enquiries about results or appeals in accordance with the regulations set out in these guidelines.

4.8.7 Centres must keep unclaimed certificates under secure conditions for a minimum of 24 months from date of issue and not destroy unclaimed certificates.

4.9 Support and Communication with BEC (New)

4.9.1 Correspondence with BEC

- All correspondence between Centres and BEC must be in English. This applies even when the assessments are offered in a language other than English.
- The Head of Centre or the designated Chief Invigilator may sign letters from the Centre to Botswana Examinations Council. Legal notices must be signed by the responsible person.
- When receiving communication or an email from BEC, which requires a response, Centres must respond within the specified time frame.

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- Centres must include the following in all messages to BEC:
- Centre Name and Centre Number
- Name, position and title of the member of staff sending the message and for continuing correspondence. The reference number included in our initial response should be reflected.

4.9.2 Communication Method and details

Written

- For general administrative queries, Centres should write a formal written correspondence addressed to the Chief Executive Officer at:
Botswana Examinations Council
P/Bag 0070, Gaborone
- Where possible kindly supply and communicate using a specific email address that is connected to a particular role at your Centre, for example; Badisaschool@gov.bw or a web based email (ChiefInvigilator@gmail.com)

4.9.3 Telephone communication

Telephone: 3650700
 Fax: 3164203/3185011
 Toll Free No: 0800601025.

4.9.4 Software and Online Services **(New)**

Centres must make sure that the user names and passwords that are issued are only given to staff authorised to access the relevant online services or software. Failure to comply may result in suspension of all services with the centre or the access rights may be withdrawn. Online Services contacts are:

4.9.4.1 Malepa support
 malepasupport@bec.co.bw
 3650860/888/855

4.9.4.2 Website: www.bec.co.bw
 Facebook: Botswana Examinations Council
 Twitter: @ Bots _Exams

IMPORTANT NOTE: BEC does not accept responsibility for any misinterpretation of information, advice or guidance given by telephone.

4.10 Ownership of Question Papers **(New)**

All examination question papers remain the property of BEC. Centres can use the paper after the exam, in accordance with either:

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- the 24 -hour Security rule (see section 9.19 of these Guidelines) or
- regulations specific to the conduct of a particular component.

BEC retains all intellectual property rights to the question papers.

4.11 Copyright in Exam Material (New)

BEC asserts ownership in the copyright and all other intellectual property rights in all the material which is delivered to centres including syllabuses, question papers and other materials relating to the programmes and qualifications, except where work has been attributed to a third party.

Centres may reproduce copies of past question papers and other material for which BEC holds copyright, for internal purposes provided that copies are:

- limited to one copy per candidate entered for the syllabus.
- used exclusively by candidates at the centre in connection with their class work or internal assessment.
- not offered for sale or distribution under any circumstance.
- reproduced with all copyright symbols, trademarks acknowledgement and notices intact.
- not passed to any other third party.
- centres must not distribute past question papers electronically, including websites, even if they are only accessible over your intranet.
- if staff at your centre wants to use material we own in any publications which they are developing, they must ask for permission to do so.

4.12 Ownership of Assessed Material (New)

All material submitted for assessment will become the physical property of BEC. All examination scripts are not returned to centres.

4.13 Key Dates and Activity Overview

Refer to the hard copy of the yearly calendar sent to you by **August 2020**.

4.14 Declaration of Interest

Head of Centre and Chief Invigilators whose children or close relatives will be sitting for the examinations should declare their interest by completing **BEC/EAC/G01/F01 – Form H Declaration of Interest PSLE/JCE.BGCSE** and send the completed form to the Chief Executive Officer, Botswana Examinations Council (BEC) and copy the correspondence to Regional Directors. All senior invigilators and invigilators whose children or close relatives will be sitting for the examinations should declare their interest by writing to the Head of Centre.

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4.15 General Data Protection Regulations (New)

We take the protection of personal data seriously. In this section, processing personal data and sensitive personal data have the meaning referred to below.

4.15.1 You must make sure that all your candidates (if 16 years or over) and their parents/guardians understand that we will use their personal data (for example, their names, candidate numbers_ and where relevant video evidence of candidate performance for the purposes of delivering our qualification through your centre, including processing exam entries and results, marking exam scripts, issuing certificates, processing enquiries about results and their parents/guardians understand that we will use their sensitive personal data for the purposes of processing these applications. You must also obtain their consent for such use. You must make sure you keep a record of the consent given, even if that consent is only given orally. That record must be made available to us when we ask for it.

4.15.2 You must make sure that all your candidates (if 16 years or over investigating cases of malpractice. You must also make sure that when applications for Access Arrangements, Special Consideration or the withdrawal of entries are made, candidates (if 16 years or over) and) and their parents/guardians understand that we will process their personal data for the following legitimate business purposes:

- (i) To carry out research, standards setting and other activities that are related to the business of delivering qualifications (including assessments), all of which are aimed at ensuring delivery, as well as integrity of our qualifications and protection of candidates.
- (ii) To understand the needs of candidates and other users of our qualifications and to carry out marketing.
- (iii) To provide training to those involved in the provision of educational services in relation to our qualifications, for example, teachers and examining personnel.
- (iv) For internal business purposes, including management of risks, protecting the security of personal data in our possession and carrying out internal record-keeping and audits.
- (v) To share the personal data with other parts of our organisation, including agents (e.g Student Placement Department) and representatives which process the personal data on our behalf for the purposes described in these guidelines.
- (vi) To share the personal data with universities and college admissions services and in order to facilitate the candidates' relevant application.
- (vii) To comply with applicable law or a court order or governmental regulation or for the purpose of any criminal or other legal investigation or proceeding here or abroad.

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4.15.3 You must make sure that candidates or their parents/guardians as appropriate, understand that Botswana Examinations Council may use anonymised data (that is, data that does not identify a candidate) and pseudonymised data (that is, data that is anonymous to the people who receive it) for research purposes and may share that data with third parties also for research purposes. The third party recipients of candidate data are required to abide by strict data protection principles in their handling of the data and are also bound by a duty of confidentiality.

4.15.4 You must make sure that all candidates or their parents/guardians as appropriate understand that Botswana Examinations Council may transfer candidate data outside of Botswana, for example, for the processing of entries and results.

5. Coursework

5.1 Definition of Coursework

5.1.1 Coursework refers to any component specified by the syllabus that is assessed in the Centre by the Centre's teachers as a requirement of the Syllabus. Coursework marks may be used for purposes of final grading, and when used in that manner, the marks are moderated by BEC.

5.1.2 Centres are responsible for the accuracy, quality and integrity of any marks or data submitted to BEC and agreed to pay all costs in correcting any errors that need correcting. By submitting any marks or data, centres are confirming that all accuracy, quality or integrity checks necessary have been carried out and are solely responsible for any direct or indirect consequences of BEC using those marks or data. Revised marks will not be accepted after the release of results. **(New)**

5.1.3 Centres are expected to make the necessary preparations for coursework assessment and the submission of coursework marks to BEC. Centres must ensure that candidates' work has been marked in accordance with the assessment criteria provided by BEC. The marking criterion is intended to ensure standardised marking at a national level. It is essential that the marking criterion is adhered to in order to facilitate the moderation of centre scores. Where there are indications that the marking criteria was not being adhered to, centres will be required to re-mark. Where a centre has been requested to re-mark its candidates' work, the cost of transport, subsistence allowance and meal allowance for the teachers from the centre will be borne by the centre.

5.1.4 JCE Syllabuses with coursework components

Syllabus	Code	Component
Agriculture	16	03
Design and Technology	17	03
Home Economics	21	03
Commerce & Office Procedures	25	03

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Commerce & Accounting	26	03
Art	33	03
Music	34	04
Physical Education	35	02

5.2 Supervising Coursework

5.2.1 BEC does not expect candidates to undertake coursework without guidance and supervision from teachers. More specifically, teachers are expected to:

- (i) assist with the choice of topics for investigations and projects;
- (ii) identify sources of information such as organisations or individuals who might be able to help;
- (iii) provide advice on length, approach and treatment (**New**);
- (iv) promote coursework as an integral part of the course, and ensure that candidates are given regular class work (and homework) which relates to the coursework.

5.2.2 In addition to the provisions of 2.2.1 above, teachers are expected to:

- (i) continue supervision of work to prevent plagiarism and to monitor progress;
- (ii) distinguish between deliberate copying and an innocent over-reliance on books or other published materials;
- (iii) require candidates to state their sources;
- (iv) ensure that the work is completed in accordance with the syllabus requirements and that it can be assessed in accordance with the specified criteria;

5.2.3 Coursework must be a candidate's own unaided work. Unless where there is subject-specific guidance that says otherwise, teachers can support candidates by reviewing their work before it is handed in for final assessment. Teachers can do this orally or through written feedback. Their advice should be kept at a general level so that the candidate leads the discussion and makes the suggestions for any amendments.

5.2.4 Teachers must not give detailed advice to individual candidates or groups of candidates on how their work can be improved to meet the assessment criteria.

5.2.5 Teachers must not amend candidates' work.

5.2.6 Teachers must record full details of the nature of any assistance given to individual candidates beyond that specified above.

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5.3 Standardising marking within Centres

- 5.3.1** If there is more than one teacher involved in the assessment in a centre, teachers are expected to standardise assessments across teachers and teaching groups to ensure that all candidates have been judged against the same standards for a particular syllabus. The centre marks will then be externally moderated by BEC.
- 5.3.2** Standardisation within a centre is achieved by all teachers involved in assessing samples of work from across the mark range, coming to an agreement on the marks to be awarded. Marks from some teaching groups may be moved up and down to make sure they are consistent for the whole Centre. Round up all or any part of marks to reach the final total. **(New)**
- 5.3.3** A senior teacher for the syllabus must be responsible for standardising the marking of members of staff for each syllabus. This teacher must make sure that a valid set of marks is produced for candidates from that Centre, for that syllabus. **(New)**
- 5.3.4** Centres are required to ensure that the work presented is the candidate's own work and that the work is only carried out within the school premises.
- 5.3.5** Centres should not submit a candidate's mark and/or project if there is any doubt about the authenticity of the candidate's work. Where BEC is in any doubt of the originality of candidate's work, an investigation will be initiated.

5.4 Marking Coursework **(New)**

- 5.4.1** The teacher must award marks for coursework in line with the criteria specified in the syllabus. They must provide evidence of how they have awarded marks, using the documentation provided for that syllabus.
- 5.4.2** The teacher must apply the marking criteria to all pieces of work, without regard to the stage of the candidate's coursework at which they were produced.
- 5.4.3** BEC recommends that centres should not communicate marks for internally assessed components to candidates until they have been externally moderated. This is because it is possible for marks to be adjusted in this process. BEC does not require centres to grant candidates the right to appeal these internally assessed marks before submitting them for external moderation.

5.5 Incomplete or Extra Coursework

- 5.5.1** In cases where the coursework component of a syllabus specifically requires candidates to produce several distinct pieces of work, centres should credit a candidate who fails to complete all parts of the coursework only with the marks that they have earned for the work submitted, and no compensation should be made unless an application for shortfall in coursework has been made and accepted by BEC.

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5.5.2 If a candidate provides more than the prescribed number of pieces of coursework, the worst piece(s) should be disregarded in awarding the candidate's mark, always subject to the satisfaction of the requirements of the syllabus about the nature of the work.

5.5.3 Failure to Submit Work and Absent Candidates (New)

5.5.3.1 If a candidate is entered for a coursework component but fails to submit any coursework, they are not eligible for the award of a grade in that syllabus and will receive a 'NO RESULT' outcome.

5.5.3.2 When completing Summary Mark Sheets and Attendance Registers, the teacher must indicate with 'A' for absent candidates and 'P' for present candidates in both the Summary Mark Sheet and the Attendance Register against the candidate number and name in a row. Each candidate should sign against their names and the Chief Invigilator should only sign for absent candidates.

5.6 Moderation of Coursework

BEC will moderate all coursework marks to ensure that standards have been applied well by all centres. To facilitate the moderation exercise, centres are expected to record candidates' marks on to individual candidate mark sheets provided by BEC and Summary Mark Sheets generated from the Malepa application by the dates shown on the schedules at the back of the Timetable sent to centres for the series. Centres are urged to capture the coursework marks in the Malepa application and submit the Summary Mark Sheets to the Chief Invigilator before the start of the moderation exercise.

IMPORTANT NOTE: Centres that have not have captured their coursework marks in the system by the start of the moderation will not be moderated.

5.6.1 How to Complete the Forms (New)

Include the marks of all candidates entered for a component, not just the marks of the candidates in the sample.

- (i) The total marks entered on the forms must add up correctly and must not exceed the maximum mark.
- (ii) If only one teacher was involved in the assessment, enter the breakdown of the marks and fill in the "total mark" column of the summary mark sheet. The marks in this column must match the marks submitted to BEC through the Malepa application.
- (iii) If more than one teacher was involved in the assessment, the standardised marks must also be entered in the "centre mark" column of the Summary Mark Sheet. The marks in this column must match the marks submitted to BEC through Malepa application.

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- (iv) If a candidate has not completed any work for the component, indicate that they were absent by filling the centre mark field in with an “A”.

5.6.2 Coursework Submission Requirements

In order for your centres to be moderated, they are expected to submit the following to BEC for moderation:

5.6.2.1 A well completed Summary Mark Sheet with the following features;

- (i) Filled in black pen.
- (ii) Have no blanks.
- (iii) Have no X as a mark.
- (iv) Have no zero (0) for an absent candidate.
- (v) Have no dash as a mark.
- (vi) Be clean and neat.
- (vii) Be signed by three people – Chief Invigilator, Senior Teacher for the syllabus and a Teacher who marked the candidate as indicated on the Individual Candidate Mark Sheet.

5.6.2.2 Accurately completed Attendance Registers.

5.6.2.3 Candidates’ projects, folios and cards where applicable.

5.6.2.4 Individual candidates’ mark sheets.

5.6.2.5 Completed Coursework Submission Check Form for Centres.

5.6.2.6 Ensure that candidates present written coursework on A4 paper, unless stated otherwise in the syllabus; **(New)**.

5.6.2.7 For the Music Performing component (34/4) and Physical Education component (35/2), a hard drive containing the recordings of the candidates must be submitted to BEC. Centres must provide video evidence in a format that is compatible with most devices.. Make sure the video evidence is stored securely until submitted. **(New)**.

5.7 Preparing samples for Despatch **(New)**

- (i) Make sure each piece of work in your internally assessed sample is clearly identified with the centre number, the candidate number, the syllabus and component.
- (ii) Each hard drive sent to BEC must be clearly identified with the centre number, syllabus code and component code.
- (iii) Please enclose a list of candidates’ tests in order of recording. This list should include
 - Your centre number

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- Syllabus and component code
- Candidate number and name of each candidate included

IMPORTANT NOTE: Pack these items carefully so that they do not get damaged in transit. Avoid sending items of value, large, bulky or fragile items by post.

5.8 Moderation Schedule

Syllabus	Moderation Month	Type of Moderation	Submission Date of Coursework Marks
Art (33/3)	October/November	Visiting moderation at the centre	25 September 2020
Commerce & Accounting (26/3)	November	Central moderation at BEC	09 October 2020
Commerce & Office Procedures (25/3)	November	Central moderation at BEC	09 October 2020
Design and Technology (17/3)	October/November	Visiting moderation at the centre	25 September 2020
Home Economics (21/3)	August	Visiting moderation at the centre	31 July 2020
Music (34/4)	August/September	Central moderation at BEC	07 August 2020
Physical Education (35/2)	November	Central moderation at BEC	09 October 2020

5.9 What Materials do Centres Need to Keep **(New)**

You must keep the following materials and information until after the results enquiries period:

- A record of the work sent.
- A summary of how marks were standardised (if applicable).
- All of the assessed coursework of all candidates not submitted to BEC.
- Copies of signed attendance register of all candidates who did coursework.
- Copy of each individual Candidate Mark Sheet.

These forms are an important part of the assessment process and BEC may need to refer to them for quality assurance.

IMPORTANT NOTE: Store all projects securely until after the results enquiries period has passed. Do not return the materials to candidates until after the results enquiries period has passed.

5.10 Returning Candidates work **(New)**

BEC does not return candidates' coursework submitted to BEC.

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IMPORTANT NOTE: All work specified for the examinations is the property of the Botswana Examinations Council. However, at the discretion of the Council, some work such as artefacts and projects may be returned to the centres and ultimately to the candidates.

5.11 Resubmitting Coursework in Later Series (New)

Coursework is not submitted in later series, marks from the previous series are carried forward in selected syllabuses.

6. Conduct of Practical Examinations

6.1 Introduction

For all practical examinations in Art, Home Economics and Music, special care should be taken to prevent communication between the candidates, especially where the arrangements require candidates to move from one part of the room to another.

- 6.1.1 Centres should observe the seating arrangements rule. If the space allows for a greater distance of more than 1.25m between candidates then this is recommended. (New).
- 6.1.2 It is essential that a teacher of the syllabus or a technician should be present in the examination room at the start of the examination and as necessary thereafter, to deal with technical difficulties that may arise including matters of safety.
- 6.1.3 Syllabus specialists are not allowed to move around the room unless they are summoned for assistance by the invigilator/examiner.
- 6.1.4 Practical examinations must be conducted under conditions that will provide all candidates with the opportunity to complete their tasks and to display their true level of attainment in the syllabus concerned.
- 6.1.5 If there are more candidates than can be accommodated in one session, an arrangement has to be made, to ensure that the practical is done on the same day. You must ensure that the candidates, who have sat the examination, do not get in contact with the ones that have not yet sat the examination. (New).

5.11.1 JCE Syllabuses with Practical Examination Components

Syllabus	Code	Component
Home Economics	21	02
Art	33	02
Music	34	03

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6.2 Home Economics Practical Examination

Home Economics Practical Examination is divided into two sections, namely: planning session and practical examination session.

6.2.1 Planning Session

- (i) Planning session for this practical examination will take place on 22 September 2020 at 8.00 am.
- (ii) Question papers are sent to centres about two weeks before the planning session starts. Question papers should be stored in time table order to avoid opening the wrong question paper and or to avoid opening question papers before their scheduled date.
- (iii) Question papers must be locked away in a place of high security, ideally a strong room.
- (iv) Syllabus specialists should be present in the examination room at the start of the planning session to assist with distribution of planning sheets and /or textbooks that may be requested by candidates.
- (v) Syllabus specialists are not allowed to move around the room unless they are summoned for assistance by the Invigilator.
- (vi) Syllabus specialists should be present at the end of planning session to assist the invigilator in collection of candidates' scripts (planning sheets) to be stored by the Chief Invigilator.
- (vii) Only the shopping list duplicate should be given to the syllabus specialist for preparation.

6.2.2 Practical Examination Session

- (i) This usually takes place about two weeks from the planning session. Time is given to allow the Centres to compile the shopping list and be ready for the practical examination.
- (ii) Chief Invigilators should prepare for this examination in the same way they do for any other examination. Sufficient invigilators must be appointed to ensure that the examination is conducted well.
- (iii) There must be one BEC examiner and one invigilator for every 8 to 10 candidates for practical examinations. Social distancing must be observed throughout the practical examination and shared utensils must be washed after each use.

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- (iv) Syllabus specialists are not allowed to enter the examination room unless they are summoned for technical assistance by either the examiner or the invigilator.
- (v) There must be a rover for this examination to assist in case the BEC examiner has to leave the examination room during the duration of the examination.

6.3 Art Practical Examination

Art Practical Examination is divided into two sections, namely: preparatory work and practical examination session.

6.3.1 Preparatory Session

- Preparatory work for this practical examination will start from 21 September 2020 at 8.00 am.
- Question papers are sent to centres about two weeks before the preparatory work starts. Question papers should be stored in time table order to avoid opening the wrong question paper and or to avoid opening question papers before their scheduled date.
- Question papers must be locked away in a place of high security, ideally a strong room.
- Chief Invigilators should prepare for this examination in the same way they do for any other examinations. Sufficient invigilators must be appointed to ensure that the examination is conducted well.

6.3.2 Practical Examination Session

This usually takes place about four weeks after commencement of preparatory work. Time is given to allow the candidates to research and produce sketches that will be used as support work for the final script.

6.4 Music Practical Examination

This examination is a practical paper which comprises two repertoires, Repertoire A and Repertoire B. Candidates are presented with two vocal pieces for Repertoire A and two instrumental pieces for Repertoire B, from which they are required to choose **one piece to perform from each repertoire**.

The examination assesses candidates' competencies in their ability to display technical, reading and performing skills.

6.4.1 Preparation

- (i) The Music Practical Examination question paper is sent to centres at least three (3) months before the conduct of the final examination date as per the examination timetable.

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- (ii) Preparations for the examination are to commence as soon as the examination centre receives the question paper. It is the responsibility of the examination centre to ensure that an appropriate room is secured to allow for optimal silence and reduce noise interruption, as well as ensure that all required examination materials along with musical equipment are both available and in a functional state for use during the conduct of the live practical examination. This will include copies of clean question papers without any pen or pencil markings, tables and chairs for use by the examiners and functional instruments. For powered instruments, batteries are to be secured and kept accessible at the point of use in the event that there is a power surge.

6.4.2 Practical Examination Session

- (i) The live examination will be conducted on the date indicated in the schedule that is sent to examination centres.
- (ii) Each candidate will be given about 10 minutes, taking turns to perform their two pieces of choice.
- (iii) All candidate performances will be scored by a team of external examiners from BEC as per the assessment criteria for performing. Each musical piece performed by candidates will be marked out of a maximum score of 25 marks.
- (iv) Chief Invigilators should prepare for this examination in the same way they do for all other examinations. Sufficient invigilators must be appointed to ensure that the examination is conducted well.
- (v) Syllabus specialists are not allowed to enter the examination room unless they are summoned for technical assistance by either the examiners or the invigilator.

Practical Examination Schedule

Syllabus	Examination Date(s)
Art (33/2)	22 October 2020
Home Economics (21/2)	12 - 23 October 2020
Music (34/3)	12 - 23 October 2020

7. Examination Timetables

- 7.1 The final timetable will be issued to all examination centres by March of the year of examination. All centres should ensure that they have the final timetable by the time the examination is written. If by the time the examination starts, your centre has not received the final timetable please notify BEC first by phone or fax followed by a letter.
- 7.2 The timetable provides full details of all starting times. Examinations scheduled for the morning will start at 8.00 am and examinations scheduled for the afternoon will start at 2.00

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pm. Any deviation from these starting times can only take place if the written agreement of BEC has been obtained in advance of the examination.

- 7.3** All centres should follow the final timetable for the Junior Certificate Examinations.
- 7.4** Centres are advised to display copies of the timetable in the examination room(s) including the room where the question papers are stored. This helps to avoid opening of the question papers at the wrong time.
- 7.5** The Timetable must be strictly adhered to. Any deviation from the prescribed dates or times will, as a rule, invalidate the examination. The exact length of time allotted for each paper, as shown on the front cover of the question paper, and on the Timetable, must be allowed.
- 7.6** If the time duration on the question paper differs from that shown on the Timetable, then the Timetable should be followed. Should, for unavoidable reasons, any departure from the published Timetable appear necessary, the candidates involved should be isolated and the Director, Examinations Administration and Certification contacted immediately.

8. Conduct of a Centre

8.1 General

- 8.1.1** The Head of a school entering candidates for the Junior Certificate Examinations is ultimately responsible for all matters relating to the examination at the school. He/she may, at his/her discretion, delegate to a senior member of staff, responsibility for the running of the examinations. The term ‘Chief Invigilator’ refers to the School Head, or to the member of staff so designated by the School Head. The Chief Invigilator shall appoint invigilators who will assist him/her in his/her duties and he/she will act as the roving invigilator.

Note however that accountability remains with the School Head/Head of Institution and can never be delegated.

- 8.1.2** Where a Centre for Private Candidates has been established by BEC, the Chief Invigilator will be appointed by the Director, Examinations Administration and Certification.
- 8.1.3** The Chief Invigilator must make himself or herself fully conversant with these guidelines and is responsible for ensuring that they are correctly observed. **A copy of the guidelines should be readily available throughout the examination series.**
- 8.1.4** The Chief Invigilator must satisfy him/herself that all candidates are fully conversant with the “Notice to all Candidates” and must ensure that they are observed.
- 8.1.5** In any emergency not provided for in these regulations, the Chief Invigilator should use his/her discretion, and report the matter immediately to the Director, Examinations Administration and Certification and the Director, Regional Operations in their area.

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8.2 Preparations for Examinations

8.2.1 Receipt of Question Papers

8.2.1.1 Question papers and other materials such as answer sheets will be delivered to the Centre in good time before the examination starts and the Chief Invigilator will be required to sign off the register or delivery note to acknowledge receipt.

8.2.1.2 The question papers are delivered in boxes which are marked with the centre name and each box is numbered. The Chief Invigilator is not required to count the question papers but is required to sign off to confirm receipt of a total number of boxes with numbers in a certain range.

8.2.1.3 Immediately after receipt of the question papers, the Chief Invigilator must carefully check that the correct question papers for each component (i.e., Paper 1, Paper 2 etc.) of every syllabus being written at the centre have been received; the total number of question papers (as indicated on the outside of the envelopes), for each component of every syllabus, is sufficient for the number of registered candidates.

8.2.1.4 If any discrepancy is noticed, or if any envelope of question papers is not correctly sealed, the Director, Examinations Administrations and Certification must be notified within 24 hours by telephone or fax followed by a written submission.

8.2.1.5 Question paper packets and examination materials should be carefully checked on receipt and BEC notified immediately if there are any problems such as:

- Discrepancies between the materials received and the delivery note or despatch note;
- Materials received appear not to meet the centre's requirements;
- Materials have been significantly damaged in transit;
- There appears to have been a possible breach of security whilst the material was in transit;
- The seal of a question paper packet is not intact or there is evidence that a seal may have been tampered with;
- There has been an unexpected delay in delivering the question papers.

8.2.1.6 Question paper packets should also be checked against the checklists provided by BEC and arranged in timetable date order in the secure store so as to reduce the likelihood of opening a packet of question papers at the wrong time.

8.2.2 Receipt of other Material

The following materials will be delivered at the same time as the question papers;

- Return of scripts envelopes
- Multiple Choice answer sheets
- Answer booklets
- Continuation sheets

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The Chief Invigilator should check to make sure that the quantities of the materials listed above are sufficient to meet the Centre's needs. Answer sheets and other examination stationery should be regarded as confidential, and once the quantities have been checked, the materials must be placed securely with the question papers.

8.3 Secure Storage of Question Papers

8.3.1 Question papers, scripts and examination stationery must be stored securely at all times. Refer to **BEC/EAC/Man01 - Standards for Secure Storage of Examination Materials** issued by BEC. Acceptable arrangements include:

8.3.1.1 A strong room without windows protected by a door with a high quality lock and a concrete ceiling or roof.

8.3.1.2 A fixed reinforced metal cabinet or other similar container which is contained in a room without any windows protected by burglar bars and a concrete ceiling or roof. The room would be accessed through a strong door fitted with a good quality lock.

8.3.1.3 An ordinary lockable filing cabinet in a standard office is not to be regarded as satisfactory.

8.3.1.4 Access to the strong room should be a strong safe or non-portable reinforced steel or metal cabinet or other similar container must be used. The cabinet must be fixed to the ground /wall and must be encased in sufficiently strong metal bars. The doors must have robust lockable bars. Robust locks like double throw 5- lever locks must be used to secure both the room and the cabinet. Refer to **BEC/EAC/Man01 - Standards for Secure Storage of Examination Materials** issued to centres. **(New)**

8.3.1.5 Access to the strong room must be restricted to a minimum of two (2) and a maximum of three (3) holders. **(new)**

8.3.1.6 Keys to the examination storage facilities must be handled by a maximum of three officers, being the Chief Invigilator and any appointed member. It is up to the Head of Centre to nominate an appropriate member of staff to be a key holder. Only key holders should have access to the secure room and to the secure container holding the question papers and confidential material. **(New)**

8.3.1.7 Each key holder should be able to access the examination material independently in case the other key holders are not available for unexpected reasons. **(New)**

8.3.1.8 The keys and the access code to both the secure container and the room in the safe place where unauthorised people cannot access them , for example, a small metal key safe with a combination lock. **(New)**

8.3.1.9 BEC must be informed immediately if the security of the question papers or confidential material is put at risk by fire, theft, loss, damage, unauthorised disclosure or any other circumstances.

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- 8.3.1.10** The packets of question papers and other examination materials must not be opened until the time appointed for the examination, except where BEC instructs otherwise.
- 8.3.1.11** Where a Centre conducts examinations for the same component in more than one room, it is permissible to open a packet of question papers in one of the rooms, in the presence of the candidates, and to take some of the papers to the other room(s) on the same site.
- 8.3.1.12** However, it is not permissible to open the packet of question papers earlier than the time appointed for the examination in order to take some of the papers to another site. Under these circumstances, the Centre should make arrangements with BEC for separate packets of question papers to be supplied.
- 8.3.1.13** Where confidential materials such as instructions for practical examinations are required to be opened in advance of the examination, strict precautions must be taken to safeguard the materials after the packets have been opened. They must not be removed from the Centre and when not in use must be kept secure under the conditions described in paragraphs 8.3.1.
- 8.3.1.14** Where confidential material is pre-recorded on tapes or other media such as CD-ROM, arrangements must be made, prior to the examination, for such material to be tested according to the instructions issued by BEC and any deficiencies notified immediately to BEC.
- 8.3.1.15** Examination stationery and materials must be stored securely at all times so that no unauthorised persons have access to them.

8.4 Delivery Note

- 8.4.1** The delivery note is used to verify the list and count of boxes of question papers, stationery, including multiple choice answer sheets and script return envelopes. The Chief and Senior Invigilator/Invigilator should verify the item and the count listed in the delivery note against materials received and provide comments where necessary.
- 5.11.2**
- 8.4.2** The Chief and the Senior Invigilator should **SIGN and DATE** the form as provided at the bottom.
- 5.11.3**
- 8.4.3** A copy of the signed records of Delivery notes should be sent to BEC within a week of receipt of examination materials, while the original notes are kept by the centre.

8.5 Despatch Note

- 8.5.1** These are documents confirming details of what the centres submit to BEC. The Chief and Senior invigilators should complete a despatch note indicating the packets enclosed in the consignment to BEC after the examinations.

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8.5.2 A copy of signed despatch notes should be pasted on the outside of the despatch box and submitted to the Courier for delivery to BEC.

8.5.3 A key list of stationery provided by BEC is to be used as a guide to check materials that are required for each component.

8.5.4 BEC should be notified immediately if there are discrepancies such as:

- Differences between the material received and the delivery note;
- Shortage of material received against centre's requirements;
- Material that has been significantly damaged in transit;
- Faulty media on which pre-recorded confidential material is contained. e.g CDs
- There seems to have been an excessive delay in the delivery of question papers;
- The material is for another centre or does not meet your requirements;
- The seal of any question paper packet is not intact or there is any indication of tampering;
- A question paper packet has been opened before the examination. **(New)**

8.5.5 Centre should keep the confidential materials secure during these checks, until they are transferred to secure storage. **(New)**

8.5.6 The testing of the CDs should be done by the Chief Invigilator and a Senior Invigilator. Syllabus specialists are not allowed to test the CDs to avoid conflicts of interest.

8.5.7 Erratum notices must be opened as soon as they arrive, unless otherwise stated on the envelope. Once read they must be tied securely to the syllabus component they address to avoid forgetting them when the examinations are written. They should be stored in the secure storage until the timetabled date and time of the examination.

8.6 Materials for the Examination

8.6.1 Examination Stationery supplied by BEC

8.6.1.1 Answer booklets, continuation paper, computer answer sheets, and envelopes for the return of scripts will be supplied from the Director, Examinations Administration and Certification's office. When received at the Centres, all stationery should be carefully checked and any discrepancy reported to the BEC as soon as possible.

8.6.1.2 Before the examination commences, candidates should be shown how to fold the 4 page Answer Booklets which are supplied as flat sheets.

8.6.1.3 Chief Invigilators are required to notify the Director, Examinations Administration and Certification, of the quantities of stationery left over after the conclusion of an examination series. This surplus stationery is to be stored at the Centre as it may be used in the following year's examinations. This does not apply to multiple choice computer sheets.

8.6.1.4 Materials to be supplied by the Candidates/Centre.

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8.6.1.5 Candidates will be required to provide their own pens, pencils, erasers, ink, calculators, mathematical and drawing instruments. They must write their answers in black or blue-black ink. Red or green ink must not be used. Fountain pens or ballpoint pens may be used. Pencils or ball point-pens of other colours may be used for diagrams and maps only.

8.6.1.6 It is important that an HB pencil and a clean, soft eraser be used on the computer answer sheets. Ink must not be used on these answer sheets. In addition, candidates taking any of the following subjects must provide themselves with the requirements listed below:

Component	Instructions
Mathematics	Mathematical Instruments and calculators
Science	Mathematical Instruments and calculators
Social Studies	Calculators
Design and Technology	Mathematical Instruments and calculators
Commerce & Accounting and Commerce & Office Procedures	Calculators

9. Preparing the Exam Room

9.1 Examinations Venue

9.1.1 All candidates must sit for the examination at the Centre unless prior permission has been obtained from BEC for candidates to take the examination elsewhere. Any room in which an examination is conducted must provide candidates with appropriate conditions in which to take the examination.

9.1.2 Any room in which an examination is conducted must provide candidates with appropriate physical conditions in which to take the examination. Due attention must be paid to such matters as lighting, ventilation, ceilings, cleanliness and the level of extraneous noise.

9.1.3 A reliable clock must be visible to each candidate in the examination room. All clocks must be synchronised before the start of the examination and monitored throughout the session to ensure that they are reporting the same time all the time. Regular checks should be carried out to ensure that all clocks are in good working condition

9.1.4 Centre number, Syllabus and Component code, the Start, Finish times and the duration of each examination must be displayed and should be visible to all candidates either on the board, a manila sheet or flipchart. The information must be clearly legible to all candidates in the examination room.

9.1.5 The Notice to Candidates should be displayed in a number of locations. The Chief Invigilator should ensure that all candidates have the opportunity of reading the Notice. A copy of the Notice to Candidates is reproduced in these guidelines and each candidate should have a copy of the Notice.

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9.1.6 A seating plan of each examination room, showing the positions of Invigilator' desks and of each candidate, with the distance between the latter, must be sent to the Director, Examinations Administration and Certification after the conclusion of the examination series.

9.1.7 No display material (e.g. maps, diagrams, wall charts) which might be helpful to candidates must be visible in the examination room unless the rubric expressly states that candidates are allowed to use reference materials during the examination. Particular care must be taken with examinations which are held in laboratories.

9.1.8 Centres must keep signed records of the seating plan and **BEC/EAC/JCE/G01/A08.v1 - Certificate of Invigilation** for each examination session. The seating plan and invigilation records may be required by BEC at any time. The records should be kept securely at the centre until BEC has completed the results enquiries process.

9.2 Alternative Venue (New)

9.2.1 Alternative venues may be used where there is lack of facilities for all candidates or lack of an examination room large enough to accommodate all the candidates. BEC may reject the application for an alternative venue if BEC feels that the examination will be at risk. If approved BEC will provide guidance on how to conduct the examination. This must be given to the Chief Invigilator at the alternative venue. Failure to follow the guidance may be considered centre malpractice. **(New)**

9.3 Notice to Candidates

Notice to candidates must be displayed both inside and outside of each examination room. Each and every candidate should be provided with a copy of the Notice to Candidates before the examination.

9.4 Seating Arrangements

9.4.1 The distance between the centres of adjacent desks must each be at least 1.25 metres.

9.4.2 Desks should be able to provide sufficient space for the question paper, answer booklet and other materials.

9.4.3 The spacing of the desks must be such that it is impossible for one candidate to look over the work of another, either intentionally or otherwise. In order to achieve this, the distance between the centre of one desk and the centre of adjacent desks must be at least 1.25 metres. The spacing of desks in each row and the distance between the rows must be sufficient to achieve this minimum separation.

9.4.4 As part of the preparation for an examination, the Chief Invigilator should ensure that desks are equally spaced in all directions. Candidates should be instructed not to move the desks during the course of the examination. Centres should be aware that BEC regards the adequate spacing of desks as important, and the Chief Invigilator must make arrangements

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which allow the minimum separation to be achieved.

- 9.4.5** As part of the preparation for the examination, cards showing the candidate numbers should be placed on the desks. Desks should be allocated only to candidates who are registered for the paper, and candidates should be seated in candidate number order. In this way it will be easy to identify candidates who did not register for the paper.
- 9.4.6** Any candidate suffering from an infectious or contagious disease must take the examination in a separate room in which all regulations can be applied. The candidate's script must be kept separate from other scripts from the centre and it must not be despatched until advice has been sought from BEC. This applies to COVID19 for the 2020 series.

9.5 Invigilators Arrangements

- 9.5.1** The Head of Centre must ensure that invigilation is carried out by suitably qualified and experienced adults. Whilst the Head of Centre has discretion to decide who is suitably qualified and experienced, any relative of a candidate in the examination room is specifically not eligible to serve as the sole invigilator. The Head of Centre must ensure that invigilators are fully briefed and trained before carrying out the task of invigilation. A copy of the attendance register **BEC/EAC/G01/F01.v1 – Attendance Register Form/Training Invigilators** for workshop attendants should be signed and sent to BEC before commencement of examinations at your centre. **(New)**
- 9.5.2** Invigilators must give their whole attention to the proper conduct of the examination. Invigilators are not to perform any additional tasks in the examination room.
- 9.5.3** Sufficient numbers of Invigilators must be appointed to ensure that the examination is conducted in accordance with the following requirements:
- 9.5.4** At least one invigilator must be present for every 35 candidates. Arrangements must be such that that each candidate in the examination room can be observed by an Invigilator at all times.
- 9.5.5** For practical examinations, there must normally be one invigilator to every 15 candidates. In these examinations it is essential that a teacher of the subject should also be present in the examination room at the start of the examination and as necessary thereafter to deal with technical difficulties that may arise, including matters of safety, and to assist with the invigilation in general.
- 9.5.6** The Chief Invigilator must make arrangements to ensure that no examination room is left unattended at any time. In particular, when only one invigilator is present in an examination room, he/she must be able to summon assistance easily without leaving the examination room and without disturbing the candidates. A rover should be readily available to assist the Invigilator.

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9.5.7 A teacher who has prepared the candidates for the subject of the examination during the academic year of the examination must not be the sole invigilator at any time during a written examination in that subject.

9.5.8 A copy of these guidelines must be available in the examination room, and the Invigilators must be familiar with the Notice to Candidates and any specific regulations relating to the subjects being examined.

9.5.9 Centres must keep signed records of the seating plans and invigilation timetable for each examination session using **BEC/EAC/JCE/01/A08.V1; Certificate of Invigilation**. The seating plans and the Certificate of Invigilation should be sent to BEC at the end of the examination. They should not be enclosed with the scripts. **(New)**

9.6 Examination Administration for Candidates with Special Needs

9.6.1 If a candidate falls sick some days before the examination starts and is admitted to a hospital, the Chief Invigilator must inform BEC and complete the application for special consideration form. Arrangements can be made with the hospital so that the candidate sits the examination at the hospital or at a nearby school.

9.6.2 The answer sheets for such a candidate must be sent separately (if the candidate sat the examination at the hospital) or together with the answer sheets of the school where the candidate sat for the examination but under a separate cover.

9.6.3 A report on the candidate should then be written providing detail of the examination.

9.6.4 For candidates who write the examination under adverse conditions like illness, bereavement, **the BEC/EAC/G01 - Access Arrangements and Special Consideration - A Guide for Centres** should be consulted and procedures followed.

9.6.5 Centres that have requested for oral response format and the use of a scribe/amanuensis must record the responses on a standard tape or CD/DVD in addition to producing a written script. Furthermore, a writer coversheet must be completed and sent back to BEC.

NB. No examination will be presented orally without recording the candidates' responses.

9.6.6 If the candidate's disability and/or the nature of the special arrangement might disturb other candidates during an examination, the candidate must take the examination in a separate room and be supervised according to the regulations governing the conduct of examinations.

9.6.7 The candidate must be familiar with any special equipment authorised for use in an examination. If support from an amanuensis, a reader, prompter, practical assistant or communicator is required, the candidate must practice with the person acting in this capacity before the examination.

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9.6.8 The centre is responsible for ensuring that all equipment authorised for a candidate with special assessment needs functions correctly and that there is a member of staff who is familiar with its use.

9.6.9 Any difficulties that arise from the nature of the special arrangements, or any unforeseen difficulties encountered by the candidate, should be reported to BEC.

9.6.10 The Head of Centre is responsible for selecting a Writer (Scribe) or reader for approved candidates with special needs. The Scribe must write answers exactly as dictated by the candidate.

9.6.11 A Writer and/or Reader must be a responsible adult who is able to produce an accurate record of the answers dictated by the candidate. The person must be able to write legibly. In the case of scientific, mathematical or technical subjects, the writer should have a good working knowledge of the subject being examined.

9.6.12 It is not permissible for the Writer or Reader to also act as the Invigilator.

9.6.13 Sign language may be used to assist candidates to read the questions but must not be used to explain what the question is asking the candidate to do. The communication of answers (e.g. from a candidate to a writer) is not permissible.

9.6.14 Assistive technology devices such as computers should be approved in advance by BEC. When used in an examination, BEC expects a computer to be used as a basic word processor. If other facilities are to be used, BEC will need to be made aware of the hardware and software which the candidate proposes to use. This must include details of the candidate's access to facilities such as thesauruses, calculators, etc. Before approval can be given, BEC must be able to determine what effect, if any, use of the computer might have the reliability of the assessment of the candidate in each subject for which the candidate is entered.

9.6.15 Packaging of Special Needs Scripts

Specialised envelopes will be provided for centres to package scripts of candidates who have been approved the following arrangements;

- The use of a Reader with extra-time
- Modified Learning Disability and Hearing Impairment scripts.
- Braille Scripts
- Extra-time of 30% and above
- Large print Multiple Choice answers indicated on the question paper.

Note: It is important to note however, that unnecessary separation of candidates' scripts should be avoided and clarity must be obtained from the BEC special needs office. Multiple Choice answer sheets should not be separated and if this cannot be avoided, the answer sheets must be packaged between hardboards, placed in the correct envelope and correctly labelled

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9.6.16 Labelling of Envelopes Containing Scripts of Candidates with Special Needs

Special needs envelopes containing scripts of candidates with special needs should be counted amongst the envelopes for the centre for a particular syllabus component. These envelopes should not be labelled as 1/1 but rather as 1 of the total number of envelopes for the particular centre. The envelopes for the centre should be secured together and sent back to BEC as one consignment. For further clarification, please contact the special needs office at 3650700/831/896/727.

9.7 At the Beginning of the Examination

9.7.1 Identification of Candidates

- The invigilators must be satisfied as to the identity of every candidate attending each examination session.
- The Head of Centre must ensure that appropriate arrangements are in place to enable all invigilators to carry out adequate checks on the identity of all candidates.
- Candidates at sixteen (16) years and above must present National Identity card (Oman) if they are citizens or passport for non-citizens for identification. Those under sixteen (16) years should present birth certificates as proof of identity. Each candidate must also present a Statement of Entry. No candidate should be allowed in the examination room without any identification.
- The evidence must be presented each time they attend an examination session.
- Candidates should be seated in candidate /index number order with candidate numbers/indexes labelled on each desk.

9.8 Completing the Attendance Registers

9.8.1 Attendance registers for all government centres and private school centres must be printed from the Malepa application on time. For private candidates, attendance registers and instructions for their use will be sent to the respective Chief Invigilators during the distribution of question papers.

9.8.2 The attendance registers must be completed in accordance with the instructions printed on them and in these guidelines. All candidates must sign attendance registers against their names (**New**)

9.8.3 Attendance registers are printed in date and session order for all components.

9.8.4 Candidate's names are printed on attendance registers exactly as they will appear on the Statements of Results and certificates.

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- 9.8.5** Any errors in the names should be reported immediately using the **BEC/EAC/DP/P02/F03 - Candidate Entry Amendment Form**. Alternatively, the name can be amended directly on the Malepa application.
- 9.8.6** If a candidate's name is not shown on the attendance register, the candidate number and name of the candidate should be added in the space provided at the end of the attendance register.
- 9.8.7** We should be informed of the discrepancy so that, if necessary, a formal entry can be made if this has not already been done. Again, the **BEC/EAC/DP/P02/F03 - Candidate Entry Amendment Form** or Malepa Application can be used for this purpose.
- 9.8.8** At the end of the examination, the attendance register should be checked against the scripts collected and signed.
- 9.8.9** If you have candidates taking an examination in a different room from the main examination room, whether in a separate examination room at your centre or at an alternative venue, do not submit a separate attendance register for them. Mark them as "present" on the main attendance.
- 9.8.10** Due care must be taken to ensure that absent candidates are **not** marked present. An invigilator should append a signature against any candidate name marked absent as a form of verification.
- 9.8.11** Please note that by signing on the script return envelope, the Chief Invigilator is verifying that they have checked and assured themselves of the accuracy of the contents of the envelopes.
- 9.9 Unauthorised Entries (New)**
- 9.9.1** If a candidate arrives for an examination they have not been entered for, you can allow them to take the examination providing that:
- The candidate is able to take all the components required for the syllabus option they wish to enter. This means you must have enough spare question papers so the candidates can sit all the components required for the syllabus option at the appropriate time, not just the specific examination.
 - You add them to the attendance register for each component they take that they were not previously entered for. Once they have completed all the components required for the entry, contact us immediately.
- 9.9.2** We will then mark the candidate's script, enter them for the entry option and issue a grade in the syllabus. You will be charged a late entry for any unauthorised entries.

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9.9.3 If you do not have enough spare question papers for each of the relevant components, contact us immediately and we may be able to send you extra question papers. Each request will be considered on a case by case basis.

9.9.4 We reserve the right to decline any request received after the late entry deadline, if it is not possible for us to despatch the extra question papers in time for the examinations. In this case you must tell the candidate they cannot sit the examination as they have not been entered for it. You **must not** photocopy question papers.

9.10 Authorised Personnel

Only persons authorised by the Head of Centre are to be allowed in the examination room. An Exam Room Entry Register should be used to capture details of personnel that enter the exam room during a live exam session. **(New)**

Only persons authorised by the Head of Centre are allowed in the examination room.

9.11 Authorised and Unauthorised Materials

It is essential that you make sure candidates do not bring unauthorised materials in the examination room.

9.11.1 Authorised Materials

Candidates may take into the examination room only those articles, instruments or materials which are expressly permitted in the rubric of the question paper, stationery list or in the syllabus booklet for the syllabus being examined.

9.11.2 Unauthorised Materials

Unauthorised materials are those that potentially enable candidates to conceal or access information in the examination room. Having unauthorised materials in the examination room is a breach of examination regulations and may be considered malpractice. You and your invigilators must be alert to candidates attempting to bring unauthorised material in the examination room and must report all instances to us. Unauthorised materials include:

- calculator cases
- instruction leaflets
- dictionaries (except where the rubric specifies)
- bags
- non-transparent
- pencil cases
- mobile phones
- camera
- Bluetooth headsets
- Tablet

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- computers
- smart watches, or
- any watch capable of electronic storage or communication or
- any other electronic devices that enable external communication or the storage and retrieval of data should not be brought into the examination room.
- Other watches can be worn at the discretion of the centre.

If you allow watches, and it is not practical to check them before the examination, candidates can place their watches on their desks so invigilators can check them as they move around the examination room. This list does not include every possible item that will be considered “unauthorised”.

You should use your judgement for any items not on the list above by asking yourself whether the item potentially enables a candidate to conceal or access information in the examination room.

All **electronic** items, including cell phones and bluetooth devices, must be switched off and left outside the examination room.

9.11.3 Bringing Food into the Exam room **(New)**

The head of Centre can decide whether to allow candidates with certain conditions like Diabetes to bring food and drink into the exam room. If they decide to allow this, they must make sure it is done in accordance with our regulations on packaging and labelling and that other candidates are not disturbed. **(New)**

IMPORTANT NOTE: Other types of unauthorised material must either be left outside or handed to the invigilator before the examination begins. Materials handed to the invigilator must be placed out of reach and sight of the candidates.

9.11.4 Use of Calculators

Calculators may be used in all examinations except where use is expressly prohibited in the syllabus or in the rubric of the question paper. Where the use of calculators is allowed in examinations, candidates must be informed in advance that:

- the calculator must be of a size suitable for use on the desk at which the candidate will write the examination;
- the power supply for the calculator is the responsibility of the candidate and must be integral to the calculator (e.g. batteries). The candidate may bring spare batteries into the examination room;
- the working condition of the calculator is the responsibility of the candidate;
- the calculator must be silent, with a visual display only;

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- a fault in a calculator will not normally be considered as justifying an application for Special Consideration on behalf of the user;
- calculator cases, instruction leaflets or formulae printed on the lid or cover of a calculator or similar materials must not be in the possession of candidates during the examination, or must be securely covered if they cannot be removed;
- calculators must not be borrowed from other candidates in the course of an examination for any reason, although the invigilator may provide a candidate with a replacement calculator;
- Programmable calculators can be used, but no prepared programs may be taken into the examination room. Candidates are responsible for clearing any information and/or stored programs from the calculator in advance of the examination;
- Calculators with any of the following facilities are prohibited:
 - graphic display;
 - data banks;
 - dictionaries;
 - language translators;
 - retrieval or manipulation of text or formulae;
 - QWERTY keyboards;
 - built-in symbolic algebra manipulations;
 - symbolic differentiation or integration;
 - capability of remote communication with other machines.

We regard the use of any such calculator as malpractice. We do not recommend any particular brand of calculator. **(New)**

9.11.5 Stationery and Other Materials

The invigilator must take all reasonable steps to ensure that:

- The official examination stationery for the particular subject examination is issued to candidates and that no other stationery, including paper for rough work, is provided. A 'Key List of Stationery' will be issued to all Centres before the examination commences. It will indicate the type of stationery required for each syllabus component.
- Candidates take into the examination room only those articles, instruments and materials which are required for the examination. Such articles and instruments include calculators, pens, pencils, rulers, erasers and mathematical instruments.
- Candidates may also take into the examination room any articles, instruments or materials which are expressly permitted in the rubric of the question paper, Additional Materials list or in the syllabus for the subject being examined.

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- In the case of objective tests, invigilators must make sure that all candidates have an HB pencil and an eraser.
- If unauthorised materials have been taken into the examination room, such materials must be placed out of reach of the candidates before the examination commences;
- In the case of objective tests, candidates must be provided with a pre-printed answer sheet.
- In case of personalised answer sheets each individual answer sheet must be given to the candidate whose name appears on it and the Invigilator must ensure that the answer sheets relate to the subject and the component concerned.
- There are no circumstances in which an answer sheet can be used by any other candidate. Personalised answer sheets cannot be transferred from one candidate to another or from one component to another.
- Candidates who might not have personalised answer sheets should be provided with blank answer sheets.

9.11.6 Collecting the Question Paper to Administer an Examination

- The Chief invigilator and Senior Invigilator/Invigilator should check to confirm component to be written on the timetable in the secure storage room.
- The team agrees on the number of question paper packets to be picked for the particular date and time.
- Chief invigilator collects and confirms the component and the date of question paper packets from the storage cabinet.
- Chief invigilator passes the packets to the Senior Invigilator/Invigilator to verify.
- The Chief and Senior Invigilators should both sign on the timetable against the component to indicate that verification was done and that they have satisfied themselves that they have the right question paper before they leave the secure storage room.
- Date and time of verification should be next to the signature on the timetable.
- The Chief and Senior Invigilator/Invigilator take the packets to the examination rooms.

9.11.7 Checking and Distributing Question Paper Packets in the Examination Room

- The Invigilator, using “What to say to Candidates”, announces the following as indicated on the board, the manila sheet or flipchart that is clearly visible to all candidates.
 - Centre Number

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- Syllabus Name
 - Component Code
 - Start and finish time
 - Duration of the paper
- The Invigilator holds each packet of question papers out to the candidates to confirm that they have not been tampered with.
 - The Invigilator gives the question paper packets to a number of candidates to verify that it is the correct component for the date and time and that the packets have not been tampered with.
 - The candidates verify and append their names, signatures and date against the component name on the question paper packets.
 - The Invigilator collects the question paper packets from the candidates.
 - The Invigilator makes the final verification, signs and dates the question paper packet where indicated.
 - The Invigilator neatly cuts open the question paper packets using a pair of scissors.
 - The Invigilator distributes question papers according to candidate number order.
 - Invigilator distributes question papers according to candidate number order.

Note: It is the responsibility of the Invigilator to open the question paper packet with a pair of scissors making sure not to cut the question papers contained in the packet. The Invigilator should report to the Chief Invigilator any grounds for suspicion about the security of the examination papers. In such cases, the Chief Invigilator must notify BEC immediately and submit a full written report.

9.11.8 Starting the Examination

- An examination is deemed to be in progress from the time the candidates enter the examination room until all the scripts and question papers have been collected and accounted for. Please refer to **BEC/EAC/JCE/Man01 - Manual for Invigilators** document provided with these guidelines.
- For each examination session, the invigilator should follow the instructions on Appendix K “What to say to candidates”. Before candidates are permitted to start work the invigilator must:
- Ensure that candidates are seated in accordance with the prescribed seating arrangements;

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- Inform the candidates that they are now subject to the regulations of the examination;
- Warn candidates that any unauthorised materials must be handed in;
- Check that candidates have all the necessary materials to enable them to complete the examination;
- Open the packets of question papers and issue the papers to candidates. Question paper packets must normally remain sealed so that they may be opened in the presence of the candidates. It is the responsibility of the invigilator to report to the Head of Centre any grounds for suspicion about the security of the examination papers. In such cases, the Head of Centre must notify BEC immediately and submit a full written report.
- Draw to the candidates' attention the instructions printed on the front of the question paper, and ask them to check that they have been given the examination paper for the correct subject and component;
- Ensure that details of any erratum notices are brought to the attention of candidates.
- Inform candidates that:
 - they must write their answers legibly in blue or black ink or ball-point pen;
 - correcting fluid and highlighters should not be used;
 - all work (including any rough work) must be done on the examination stationery provided by the Centre and that rough work should be crossed through but not obliterated.
 - All rough work must be kept safely at the centre until after the end of results enquiry period. **(New)**
- In multiple choice papers, any rough work should be done on the question paper.
- Instruct candidates to enter their names, centre number, candidate numbers and the component code/paper details on their answer booklets or answer sheet, and to complete other details as required;
- Announce clearly to the candidates when they may begin to write their answers, specifying the time allowed for the paper(s);
- Inform the candidates that they should enter their names, centre number, candidate numbers and the component code/paper details on their answer booklets where applicable and to complete other details as required.
- Question paper packets must normally remain sealed so that they may be opened in the presence of the candidates. If more than one room is being used, the question paper packets should be opened in one of the rooms in the presence of the candidates. The

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question papers for other rooms can then be counted and delivered to the rooms by one of the invigilators.

- This distribution of question papers should take place about ten (10) minutes before the scheduled starting time of the examination. This should allow sufficient time for the question papers to be distributed to the candidates so that the examination can start at the same time in all rooms.
- The invigilator must not offer any advice to candidates or make any comment on the questions or the work of the candidates. The invigilator must not give any information to candidates about suspected errors in the question paper except as stated on any erratum notices. The invigilator should never attempt to correct a suspected error, and candidates must attempt the questions exactly as they are presented on the question paper.
- Chief Invigilators are responsible for ensuring that all private candidates produce identity cards (Omang), passports bearing the full name and photographs, at each session of the examination. In addition private candidates must produce their individual Statements of Entry. Chief Invigilators must be sure that the person writing the examination is in fact the candidate who entered for the examination.

9.11.9 Procedure to be followed in the event a wrong question paper packet is opened.

No centre should ever have to issue the wrong question paper if procedure as stipulated in these guidelines is adhered to. However, if a wrong question paper packet has been opened, the following steps should be taken:

- If the error is discovered before the question papers are issued out.
- Draw the attention of the candidates to the error and ask one of them to confirm that the wrong question paper packet has been opened.
- Seal the question paper packets in front of the candidates and ask one of them to sign across the seal of the question paper packet. The packet is then placed inside a tamper evident envelope and it is sealed and signed by both the invigilator and one of the candidates. **(New)**
- Apologise to the candidates and quickly replace the wrong question paper and get the examination started.
- The Head of Centre/Chief Invigilator should immediately inform the Director, Examinations Administration and Certification and the Regional Director by phone, followed by a letter.

9.11.10 If the error is discovered after the question papers have been distributed.

- Draw the attention of the candidates to the error.

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- Collect all the question papers and ensure that every question paper has been accounted for before you can return them into the question paper packets.
- Explain the seriousness of the situation to candidates and remind them of the consequences of sharing confidential information including electronically.
- Seal the packets in front of the candidates following the same procedure as in 9.11.9 above.
- In this case it is better to spend time ensuring that the security of the question paper and the integrity of the examination are maintained before issuing out the correct question paper.
- Issue the correct question paper and note the time when the exam started and when it ended but afford the candidates the full examination time.
- The Head of Centre/Chief Invigilator should immediately inform the Director, Examinations Administration and Certification and the Regional Director by phone, followed by a letter.

9.11.11 Late Arrival of Candidates

- Under normal conditions, a question paper should not be issued to any candidate who arrives more than thirty (30) minutes after the starting time for the examination. However, invigilators should apply this rule with discretion and aim to lessen, as far as possible, hardships caused by, for example, transport delays or illness.
- If, through late arrival, a candidate either loses a substantial amount of time or is allowed to make up for this lost time at the end of the period allotted to the paper, the matter must be reported to the Director, Examinations Administration and Certification and a “special consideration form” must be filled in and sent to BEC.
- In determining whether any of the work completed by a candidate who arrives late can be accepted, BEC will pay particular attention to the extent to which it can regard the security of the examination as having been maintained, with particular regard to the time at which candidates leave the examination room and question papers cease to be confidential.
- In all cases where a candidate is admitted late into the examination room, the following rules apply:
 - The script must be sent to BEC in the normal way;
 - A full written report must be sent to BEC as soon as possible. The report should include the reason for the late arrival of the candidate, including any details of special arrangements made for the candidate to reach the Centre.

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The report should also contain details of the actual start and finish times of the examination and the time at which the candidate started the examination;

- A statement regarding any possible breach of examination security arising from the candidate's late arrival, including information about the extent to which the candidate was under staff supervision from the actual starting time of the examination.
- Where a candidate arrives late for the examination and after the scheduled finishing time, the candidate must be recorded as 'absent'. In such cases, the candidate should be advised that no grade may be issued for the subject.

9.11.12 Leaving the Examination Room Before the end of the Examination

- No candidate may leave the examination room **before half the time allowed for that examination has elapsed**. Candidates leaving the examination room before the end of the examination must not be allowed to take the question papers with them.
- If a candidate is compelled to leave the examination room temporarily for any personal reason, an invigilator/rover or a person of appropriate status authorised by an invigilator must accompany him/her. No extra time will be allowed for a routine trip to the bathrooms.
- However, in cases where there is an application for special consideration (e.g. illness) such candidates may be allowed extra time to compensate for their temporary absence (see section 9.6 on examination administration for candidates with special needs).
- The invigilator must ensure that a candidate who has finished work and has been allowed to leave the examination room early must hand in all their work. Such candidates must not be re-admitted into the examination room. A list of such candidates must be kept until after the end of the results enquiries period

9.12 Irregular Conduct

9.12.1 Wherever practicable, the invigilator should remove and retain any unauthorised material discovered in the possession of a candidate during examination. It is the duty of the Head of Centre to ensure that all cases of irregularity or misconduct in connection with the examination are reported to us as soon as possible. The Head of Centre is empowered to expel a candidate from the examination room but such action should only be taken when it is felt that it is essential or when the continued presence of a candidate would cause disruption to other candidates. Any infringement of the regulations may lead to a disqualification of the candidate. The decision on disqualification rests with us. All candidates must be made aware that any attempt to cheat or disturb another candidate during an examination may lead to their disqualification.

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- 9.12.2** Where an invigilator suspects any kind of collusion or misconduct, he/she should warn the candidate and report the matter to the Chief Invigilator who should in turn immediately notify us in writing.
- 9.12.3** Where an invigilator is reasonably sure that a candidate is being dishonest, he/she should confiscate the candidate's answer script and any other evidence available. At the bottom of the script he should write 'Confiscated at' (and quote the time and date). The candidate may then be given a fresh answer paper on which he/she may continue his answers.
- 9.12.4** The invigilator should indicate at the top of the fresh paper the time at which the paper was given to the candidate. The confiscated and fresh answer scripts, any available evidence, a full report from the Chief Invigilator and report/statement from the candidate should be enclosed together with the Centre report. This should be sent to us in a separate envelope and **not enclosed with other scripts**.
- 9.12.5** In the event of a candidate being deliberately disobedient or unruly, s/he may be expelled from the examination room and forbidden to sit that paper. The Chief Invigilator may use his/her discretion on whether to admit such a candidate to a subsequent examination. Full reports in all such cases must be forwarded to us.
- 9.12.6** At the discretion of the Chief Executive Officer the candidate may be disqualified if that candidate introduced or tried to introduce unauthorised material into the examination room or the candidates has communicated, or tried to communicate in any way with another person during the examination, or if the candidate was wholly or partially responsible for any other kind of misconduct or disruption in connection with the examination which might affect his/her own results or the results of other candidates.
- 9.12.7** At the discretion of the Chief Executive Officer the candidate may be disqualified from all or part of the current examination, including papers written before and after the time at which the offence was committed.
- 9.12.8** If the Chief Executive Officer is satisfied that breaches of regulations or any irregularity, misconduct or dishonesty whatsoever in connection with the examination have been widespread at any centre, or that the circumstances in which the examinations are held at any centre are unsatisfactory, s/he may at his discretion cancel the entire examination at that centre, or any one or more papers or the results thereof, in relation to all the candidates at that centre.

9.13 Emergencies

In an emergency, the safety of candidates and staff is the most important aspect. If it is safe and practical to do so, the invigilator should take the following steps to make sure the examination remains secure;

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9.13.1 Evacuate the examination room;

9.13.2 Ensure that all the question papers and examination scripts are left in the examination room and that the room is secured so that no examination materials leave the room. **(New)**

9.13.3 Ensure that the candidates are supervised as closely as possible whilst they are out of the examination room so as to ensure there is no collusion or external communication;

9.13.4 After the candidates have returned to the examination room and before the examination is resumed, where it is feasible to do so, indicate on the candidates' work the point at which the interruption occurred;

9.13.5 Note the time and duration of the interruption;

9.13.6 allow the candidates the full working time prescribed for the examination;

9.13.7 In the event of there being only a small number of candidates, consider the possibility of taking the candidates with question papers and scripts to another place in order to complete the examination;

9.13.8 Make a full report of the incident and of the action taken. The Head of Centre should submit any such report to the JCE Office, Examination Administration and Certification.

9.14 Request for Special Consideration

8.15.1 Where a candidate writes an examination under adverse circumstances, the centre should submit an application for special consideration. Such applications must be made by completing the form **BEC/EAC/P14/F01-Application for Special Consideration**.

8.15.2 If a candidate falls sick some days before the examination starts and is admitted to a hospital, the Chief Invigilator must inform us and complete the **BEC/EAC/P14/F01-Application for Special Consideration Form**. Arrangements can be made with the hospital so that the candidate sits the examination at the hospital or at a nearby school.

8.15.3 The answer sheets for such a candidate must be sent separately (if the candidate sat the examination at the hospital) or together with the answer sheets of the school where the candidate sat for the examination but under a separate script return envelope.

8.15.4 A report on the candidate should then be written providing details of the examination.

8.15.5 For candidates who write the examination under adverse conditions like illness, bereavement, the **BEC/EAC/G01- Access Arrangements and Special Consideration; A Guide for Centres** should be consulted and procedures followed.

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9.15 At the end of the Examination

9.15.1 At twenty (20) minutes and at five (5) minutes before the end of the examination the Invigilator should inform the candidates of the time remaining. At the end of the examination, the candidates should be told to stop writing (**See ‘What to say to Candidates’ – Appendix K**).

9.15.2 At the end of the period allotted to a paper, the answer scripts or answer sheets must be collected in the order of the candidate numbers with the smallest number on top. They must be counted, verified and any discrepancies investigated before the envelopes are sealed. This should be done in the presence of the candidates, the invigilators and the Chief Invigilator.

9.15.3 The sealed envelopes must be kept under lock and key until dispatched to BEC. All unused answer booklets, answer sheets and rough paper must also be collected and stored in a secure place. The rough paper should only be destroyed six weeks after the results are released.

9.15.4 The invigilator, using “What to Say to Candidates” must instruct the candidates to;

- ensure that all the required information has been entered on their scripts;
- check that their answers are correctly numbered;
- assemble any loose sheets in the order in which the questions have been attempted.
- not to use paper clips or staples as they could get dislodged causing the scripts to be mixed up.

9.16 Collection of Answer Scripts

9.16.1 All answer scripts must be collected and accounted for before candidates are allowed to leave the room.

9.16.2 Any sheets of extra paper a candidate wants to hand in to be marked should be inserted within the main script

IMPORTANT NOTE: Answer Scripts must not be removed from the examination room by candidates or unauthorised persons. If this happens you must tell us immediately. The candidate should be warned we may not accept their script.

The invigilator must:

- (i) sort the answer scripts into the order shown on the attendance register in candidate number order;
- (ii) check that all answer scripts are present and that candidates have used correct centre and candidate numbers;

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- (iii) place the scripts in a script return envelope and seal the packet in front of the candidates. The invigilator and one candidate should sign and date the script return envelope;
- (iv) if the same examination is taking place in different rooms, invigilators from the small rooms should place the scripts in an envelope (which does not need to be sealed) and take the scripts to be collated with the scripts from the other rooms at a central point. Candidates' representatives must witness the sealing of the scripts at the central collation point;
- (v) mark the outside of the envelopes with the centre number, the syllabus and component code (e.g. 12/1), the number of scripts enclosed and the range of candidate numbers in each packet. Absent candidates' numbers must be reflected on the packet that contains their range;
- (vi) label the packets according to numbering indicated in the example below; e.g. if there are 5 packets they should be labelled as 1 of 5, 2 of 5, 3 of 5, 4 of 5 and 5 of 5.

9.17 Collection of Question Papers (New)

9.17.1 Before candidates can leave, the invigilator must:

- (i) collect, count and verify that every question paper that was issued out has been accounted for and place them in the original packets.
- (ii) hand over the scripts and question papers to the Chief invigilator for safe custody before despatch of scripts to BEC.
- (iii) dismiss the candidates ensuring that they leave the room in an orderly manner.

9.17.2 empty **question** paper packets must be stored securely until the certificates are issued. We may need them for investigations into suspected malpractice.

9.17.3 Question papers must not be removed from the examination room by candidates or unauthorised persons. If this happens you must tell us immediately. The candidate should be warned we may not accept their script.

IMPORTANT NOTE: Answer scripts are confidential between the candidate, and BEC. They should not be read or photocopied by any person prior to despatch. By signing the outside of each script return envelope the Chief Invigilator is verifying the contents of the envelope and therefore there should be no discrepancy at the opening and verification of contents before the start of marking.

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9.18 24-Hour Security Rule

9.18.1 No copy of a question paper may be taken from the examination room.

9.18.2 All question papers must be stored securely in the centre strong room until at least 24 hours after the published finishing time for the paper. (This means 24 hours not just the next day). The question papers that have been opened but have not passed the 24- hour security clearance are considered live and must be accounted for and locked away in the same high security safe or cabinet used for scripts storage.

9.19 Leaving the Exam Room

9.19.1 Candidates must remain under examination conditions and in the examination room until told otherwise by the invigilator.

9.19.2 You must collect and account for all answer scripts, question papers and any other examination material before candidates leave the room.

9.19.3 Whether or not they leave the examination room early, candidates must not remove any question papers or transcribed content of question papers. This includes writing questions on Statement of Entry, inserting question content into calculators etc. This is not an exhaustive list. You must apply the 24-hour rule for the security of question papers and their contents. **(New)**

10. After the Examination

10.1 Attendance Register Despatch

- (i) During the course of the examination period, attendance registers must be completed in date and session order and then put together in a single envelope marked 'ATTENDANCE REGISTERS' at the end of the examination series for despatch to BEC.
- (ii) The envelope should come with the last despatch of examination scripts submitted to BEC.
- (iii) Attendance Registers should never be placed in the same returning envelopes as the scripts
- (iv) All correspondence, including requests for special consideration, should not be included with the examination scripts despatch. All such correspondences should be sent separately to the Chief Executive Officer at BEC.

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- (v) BEC is interested in centre's comments on all aspects of the examination, including written examinations, **practical** tests, the timetable and all aspects of the administration of the examination. The Chief Invigilator should make sure that **BEC/EAC/JCE/G01/A01 – Report on Conduct of Examinations** provided in Appendix I in these guidelines is completed and sent to BEC. **(New)**

11. Examination Malpractice

11.1 Definition

Malpractice is any action that occurs which may threaten the integrity of our examinations. This may occur before, during or after the examinations and may not necessarily be confined to events during timetabled examinations.

11.2 Individuals Involved

The individuals involved in malpractice may be:

- Candidates.
- Teachers or other staff members responsible for the conduct and quality assurance of examinations and assessment processes.
- Those involved in the assessment of candidates' work such as assessors, examiners and moderators.
- Others such as parents or friends of the candidate.

IMPORTANT NOTE: Regardless of the circumstances or the people involved, we have a statutory duty to investigate all allegations of malpractice relating to our examinations and assessments. We also have a duty to protect the integrity of all our qualifications. This part of the Guidelines for Conduct of Examinations describes the procedures which must be followed in the investigation of all such allegations.

11.3 Candidate Malpractice

The following are examples of candidate malpractice. The list is not intended to be exhaustive, and other examples of malpractice may be identified and considered at our discretion.

- The alteration of any results document, including Statement of Results and certificates.
- Failing to follow the instructions or advice of an invigilator or other supervisor in relation to BEC regulations which apply to examinations and assessments.
- Failure to abide by the conditions of invigilation or supervision which is intended to maintain the security of the examination or assessment.
- Working in collusion with other candidates, beyond what is permitted by the regulations.

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- Copying from another candidate.
- Allowing work to be copied by another candidate.
- The deliberate destruction of another candidate's work.
- Seeking, obtaining, exchanging or receiving (or attempting to obtain or receive) information which is examination related from another candidate in the examination room, or passing any such information to another candidate in the examination room. This includes communication by speech and in writing and other non-verbal communication.
- Making a false declaration of authenticity in relation to coursework.
- Either giving or receiving assistance in the production of coursework.
- Being in possession of confidential material in advance of an examination.
- Bringing into the examination room unauthorised materials such as notes, study guides, electronic dictionaries, cell phones, etc.
- The inclusion of offensive or obscene material in scripts or coursework.
- Pretending to be someone else in the examination (impersonation), or arranging for another person to take one's place in an examination.
- The inclusion in coursework of material which is copied from another source but which is not acknowledged.
- Theft of another candidate's work.
- Behaving in such a way as to undermine the integrity of the examination.

11.4 Centre Staff Malpractice – Breach of Security

Centre Staff Malpractice is breaching the confidentiality of question papers or other examination materials or confidentiality of candidates' scripts. For example:

- Failing to keep examination materials secure prior to an examination.
- Revealing secure information.
- Moving the time or date of an examination without the prior written approval of BEC.
- Failing to supervise adequately candidates who are involved in a timetable deviation. (This would, for example, apply to a practical examination which is to be taken in a number of sessions).

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- Permitting, facilitating or obtaining unauthorised access to examination material prior to an examination.
- Failing to retain and secure examination material/candidates where the examination is to be taken in a later session due to a timetable deviation.
- Tampering with candidates' scripts or coursework after collection and before despatch to BEC or before making the work available to a moderator.

11.5 Centre Staff Malpractice – Deception

Any act of dishonesty in relation to an examination or assessment. For example:

- Inventing or changing marks for internally assessed components such as coursework where there is no actual evidence of the candidate's achievement to justify the marks being awarded.
- Entering fictitious candidates for examinations or assessments or otherwise subverting the certification process for financial gain.

11.6 Centre Staff Malpractice – Improper Assistance to Candidates

This may include giving assistance to one or more candidates which may result in a potential or actual advantage in an examination or assessment. For example:

- Assisting candidates in the production of coursework beyond that permitted by the regulations.
- Making candidates' coursework available to other candidates.
- Assisting candidates with the production of answers.
- Assisting candidates for whom Access Arrangements have been made (such as the provision of reader or an amanuensis) beyond that permitted by the regulations and other BEC publications.

11.7 Centre Staff Malpractice – Maladministration

Failure to follow the regulations regarding the conduct of examinations and assessments or malpractice in the conduct of examinations and assessments including the handling of examination materials, candidate scripts, mark sheets, etc. For example:

- Failing to ensure that candidate's coursework is adequately supervised.
- Failure to train invigilators adequately, leading to non-compliance with BEC regulations.

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- Failing to issue appropriate notices or warnings to candidates in accordance with BEC regulations.
- Failing to post notices relating to examinations and assessments as required by BEC regulations.
- Ensuring that the rooms used for examinations meet BEC requirements as specified in the regulations.
- The introduction of unauthorised material into the examination room, either during or prior to the examination.
- Failing to remind candidates that unauthorised materials must be handed to the invigilator before the start of an examination.
- Making access arrangements available to candidates where prior approval has not been obtained from BEC.
- Failure to despatch candidates' scripts or coursework to BEC or failure to make coursework available to moderators when required to do so by BEC.
- Failing to report a case of suspected malpractice in an examination or assessment to BEC as soon as possible after any such incident has occurred.
- Failing to keep candidate's computer files secure.
- Failing to conduct an investigation into suspected malpractice when asked to do so by BEC.
- Retaining or destroying of certificates contrary to BEC regulations.

11.8 Rights of Individuals Suspected of Malpractice

- (i) The Head of Centre, preferably in writing, must make any individual suspected of malpractice aware of this as soon as possible.
- (ii) We may instruct the Head of Centre to share relevant evidence with the individual.
- (iii) Any individual suspected of malpractice must be;
 - told what it is they are accused of,
 - given the opportunity to submit a written statement,
 - made aware of the possible consequences if malpractice has occurred, and
 - informed of our appeals procedure.

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11.9 Making a Decision

- (i) We will consider all available information and use the balance of probabilities to reach a decision on whether the suspected malpractice has occurred or not.
- (ii) At our discretion we may consider mitigating factors supported by appropriate evidence.
- (iii) As we make no assumptions on intended actions, decisions are only based on the information presented.

11.10 Responsibilities of BEC

In order to meet its responsibilities, BEC will:

- (i) Oversee all investigations into alleged or suspected malpractice.
- (ii) Withhold the results of the candidates involved until the investigation is complete.
- (iii) BEC will withhold the results of candidates permanently if the circumstances warrant such action.
- (iv) Apply sanctions and penalties where the malpractice is proven.
- (v) Report the circumstances to the Police if a criminal act may have been committed as part of the malpractice.
- (vi) Use its own personnel to investigate cases which involve a suspected malpractice or maladministration.
- (vii) Require the Head of Centre to provide full details of any suspected or confirmed breach of security.

11.11 Responsibilities of the Head of Centre

Heads of Centres are required to:

- 11.11.1 Report to BEC any incident of actual malpractice or suspicion of malpractice as a matter of urgency. The only exception to this is malpractice in coursework which is discovered before the candidate is registered for the examination.
- 11.11.2 Respond openly and speedily to all requests for an investigation into an allegation of malpractice.
- 11.11.3 Ensure full cooperation during the investigation into an allegation of malpractice by all concerned parties within the centre.
- 11.11.4 Pass on to the individuals concerned any warnings or notification of penalties.

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11.11.5 Ensure compliance with any instructions or requests made by BEC relating to the future conduct of BEC examinations and assessments in the Centre.

IMPORTANT NOTE: The responsibilities above also apply to instances of suspected malpractice which involve private candidates entered through the Centre.

11.12 Communication

11.12.1 BEC will communicate with the Head of Centre in all matters relating to an allegation of malpractice, except when the Head of Centre is under investigation.

11.12.2 In some circumstances, BEC may communicate directly with members of staff at the Centre who are suspected of malpractice. For example, direct communication would be necessary if the person is no longer employed at the Centre.

11.12.3 BEC will communicate directly with a candidate only if the circumstances warrant such communication or if the candidate is a private candidate. For example, BEC might decide to communicate with a candidate if there is a contradiction in the evidence provided by the Centre and the candidate or where it seems that the Centre is not co-operating fully with the investigation. In such cases, the Head of Centre will be informed in writing that BEC proposes to deal directly with the candidate and will be asked not to communicate further with the candidate.

11.13 Allegations of Malpractice

11.13.1 Suspected malpractice identified by examiners or moderators.

Examiners and moderators who suspect malpractice in a BEC examination or assessment are required to report their suspicions to BEC immediately, providing BEC with a full account of the circumstances which has given rise to their suspicions. At this stage, the Head of Centre is not informed of the suspected malpractice, either by BEC or by the Examiner or Moderator.

11.13.2 Suspected malpractice identified by a Centre.

Where suspected malpractice is identified by a Centre, the Head of Centre must submit an account of the circumstances to us at the earliest opportunity, failure by the centre to notify us of suspected malpractice constitutes malpractice in itself.

11.13.3 Report cases of suspected malpractice with all relevant information. Including the following:

- Statements from relevant centre staff, for example, the Head of Centre, the Chief Invigilators, Invigilators or teachers. Statements should include a detailed account of

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the circumstances surrounding the suspected malpractice, including any details of investigation that has been carried out by the Head of Centre.

- Statement of all candidates involved in the suspected malpractice, giving their account of events in their own words.
- Evidence of any unauthorised material found in a candidate possession e.g a photograph of the unauthorised material.
- Seating plans.
- Any additional evidence or information that is relevant.

11.13.4 Provide all statements in English. If the level of English of the person writing the statement would undermine their ability to produce a fair statement, we may accept the statements in Setswana.

11.13.5 In the case of coursework components, if the malpractice is discovered prior to the date for final entry, the Centre should resolve the matter internally and may exercise discretion as to whether or not to enter the candidates concerned. If an entry is subsequently made in respect of such candidates, then none of the work which contributed to the dishonesty or malpractice must be submitted.

11.13.6 Centres are reminded that all work must be authenticated by the teacher. If the work of any candidate cannot be authenticated because of suspected dishonesty or malpractice, then no mark should be given for the syllabus/component concerned.

11.13.7 If the malpractice is discovered after final entries have been made, the details must be reported to BEC.

11.13.8 We take all reports of suspected malpractice seriously. We will acknowledge reports in writing. In our response we will either;

- confirm no further action,
- issue guidance, or
- open a suspected malpractice investigation.

11.13.9 Suspected malpractice identified by others.

(i) Allegations of malpractice may sometimes be made by individuals such as centre staff, candidates or members of the public. We would ask for the allegation to be made in writing, although the informant will be given the option of remaining anonymous. We will evaluate all such cases in the light of all available information before deciding whether an investigation is justified.

(ii) We are aware that reporting malpractice by a member of staff at a Centre or by a candidate might lead to difficulties for the individual. In view of this BEC will normally not disclose the identity of the informant unless legally required to do so.

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11.14 Suspected Malpractice Investigations

- 11.14.1** When we open a suspected malpractice case we will write to you with the details, including actions and instructions that your centre must complete and confirm. We will try to find all relevant facts and circumstances of the case to help us decide whether malpractice has happened or not.
- 11.14.2** You must complete all actions and cooperate with all instructions in the timescales specified.
- 11.14.3** We oversee all investigations. We expect the Head of Centre to personally supervise and collect information on our behalf.
- 11.14.4** Failure to take actions or cooperate in suspected malpractice investigations as required by us is malpractice in itself.
- 11.14.5** We reserve the rights to withhold results while investigations are on-going. We will notify you if we do this.
- 11.14.6** We reserve the right to deal directly with the candidate or the candidate's representative. In these cases we will notify the Head of Centre.
- 11.14.7** During our investigation further concerns may be identified. In these instances, we may extend the scope of our investigation as needed.
- 11.14.8** We may send the representatives to your centre to conduct an investigation.
- 11.14.9** Malpractice cases are confidential between the individual centre, the individuals involved and us.
- 11.14.10** Correspondence about suspected malpractice is confidential between the centre and us.
- 11.14.11** The Head of Centre can share concerns and/or requests for information with the candidate(s) involved and their parents/guardian.
- 11.14.12** If the Head of Centre is implicated in the suspected malpractice we may, at our discretion, ask someone else to collect information, for example, the Regional Director.

11.15 Penalties that May be Sanctioned by BEC in Response to Malpractice Cases

- 11.15.1** After we carry out investigations, we may impose sanctions and penalties on individuals and Centres suspected of malpractice in order to:
- (i) minimise the risk to the integrity of our qualifications, both in the present and in the future;

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- (ii) maintain the confidence of the public in our qualifications; and
- (iii) deter others from committing malpractice.

- 11.15.2** We may impose sanctions and penalties to individuals suspected of malpractice. These individuals will be candidates or members of staff who are responsible in some way for the examination or assessment. However, when the malpractice is judged to be the result of serious mismanagement of the Centre, we may apply sanctions against the Centre.
- 11.15.3** We will do everything possible to protect the interest of candidates who become involved in malpractice through no fault of their own. However, it should be recognised that there may be instances where the work submitted for assessment does not represent the attainment of individual candidates, and it may not be possible to issue grades to these candidates. When considering such cases, we will consider both the position of the innocent individuals caught up in the malpractice and our responsibility to other candidates.
- 11.15.4** There may be cases where it is known that malpractice has taken place, but it may not be possible to apportion suspected malpractice with any certainty. In such cases, if it is clear that the integrity of the examination or assessment has been impaired, we may decide not to accept the work of candidates and results will not be issued.
- 11.15.5** We have decided that sanctions and penalties are not to be fixed, but are to be selected from a range of available penalties in order to reflect the particular circumstances of the case and in order to take any mitigating circumstances into account. We reserve the right to apply penalties, and in the case of practicing teachers this will be done in consultation with the employer.
- 11.15.6** Sanctions and penalties applied must be reasonable and based only on the evidence.
- 11.15.7** Penalties must be consistent in their application, and we will take no account of the consequences which might arise from the candidate's circumstances, such as the effect of the penalty on the candidate's application for admission to institutions of higher learning.
- 11.15.8** When the head of centre has received our outcome, it is at their discretion whether they take further action with their candidate(s) and/or staff.
- 11.15.9** Some outcomes will mean that components are not eligible for request about enquiries about results. We will confirm this in our outcome letter.
- 11.15.10** A permanent record will be kept of the effect of any penalties on a candidate's results. All other information relating to specific instances of malpractice will be destroyed after a period of five years.

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11.16 Possible Sanctions and Penalties

We may, at our discretion, impose sanctions and penalties against candidates and Centres suspected of malpractice. Such sanctions may include:

- Written warning
- Loss of marks for part of a component
- Loss of marks for a component
- Candidate debarred
- Imposition of special conditions
- Suspension from participation in examination related activities
- Additional inspection
- Restrictions on the storage of examination materials
- Withdrawal of Centre status
- Withdrawal of results
- No further action

IMPORTANT NOTE: We reserve the right to apply outcomes not listed above.

11.17 Communicating Decisions

11.17.1 Heads of Centres will be informed of a decision in writing as soon as possible after the decision has been made. The Head of Centre is then required to communicate the decision to the individuals concerned. Where appropriate, the Head of Centre must pass on written warnings to the individuals concerned.

Cases of malpractice will normally remain confidential between the Centre and us. However, in cases of serious malpractice, where the circumstances outweigh the duty of confidentiality, the appropriate department of the Ministry of Basic Education will be informed. We will provide the department with a report on the nature of the malpractice together with details of the action taken against the Centre or individuals at the Centre.

12. Publication of Results

Results are published initially as provisional results until after the end of the results enquiries period.

12.1 Online Results

You can access your results from the Malepa application. The online results are available in the following formats:

- Grade listing – School Version
- Statement of Results
- Centres ordered by percentages of passes
- National grade frequencies by syllabus

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- Summary of results by Centre by Syllabus
- Summary of results by Syllabus by Centre

12.2 Candidates Results Service

This service gives your candidate access to their results directly via a secure website www.bec.co.bw and “SMS” technology as advertised.

12.3 Provisional Results Despatch- Private candidates

This arrangement is for BEC Private Centres only. We send this despatch by courier unless instructed otherwise. We do not email or fax results to you or anybody else.

12.4 Syllabus Grades on Provisional Results documents

We report syllabus grades on provisional results documents as follows:

- (i) “UNGRADED” shows that the candidate failed to reach the standard for grade E (e).
- (ii) “NO RESULTS” or “X” means one of the following:
 - We were notified that the candidate was absent or withdrawn from all components of the syllabus. The candidate is therefore not illegible for the award of a grade.
 - We were not notified that the candidate was absent or withdrawn and there is no record of their mark in one or more components of the syllabus. The candidate is therefore not illegible for the award of a grade.
 - We disqualified the candidate. Where this is the case we would have contacted the centre separately explaining the reasons for the disqualification.
- (iii) “PENDING” or “Q” means that a result cannot be issued at present but will follow in due course once the reasons for withholding the results have been resolved.(Confirm).

Results will normally be posted on the BEC website and can also be accessed through Short Message Service (sms) on mobile phones.

12.5 Statement of Results

12.5.1 As soon as possible after the examination, all schools and private candidates will receive a Statement of Results giving the following information:

- The candidate’s name and examination number;
- The name and number of the centre at which the examination was taken;
- The year in which the examination was taken;

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- The grade obtained in each subject taken.
- The overall grade obtained.
- Whether the candidate was Type 1 (took the seven core subjects and at least two optional subjects) or Type 2 (took less than the subjects required for a certificate).

12.5.2 Centres are expected to print Statement of Results from the Malepa application. BEC will not directly issue candidates with results.

12.5.3 One copy of the Statement of Results will be sent to the private candidates by post to the address given on the candidate's registration form.

12.5.4 Centres are required to ensure that candidates verify the information on the Statements of Results and notify BEC of any corrections before certificates are issued.

12.6 Award of a Certificate

12.6.1 School Candidates

School candidates must, in the same examination series, have taken a minimum of seven syllabuses to qualify for the award of a certificate. **See 12.9 below.**

12.7 Private candidates

Private candidates must, within a period of not more than five years, have taken a minimum of seven syllabuses for the award of a certificate. **See 12.9 below.**

12.7.1 When a private candidate has completed the requirements for the award of a Certificate, he/she may return his/her Statements of Results to the JCE Office, Examinations Administration and Certification with a request that a Certificate be issued.

12.7.2 If the Statements of Results is not available, the candidate must submit the following information with his request for the issue of a Certificate.

- His full name **printed in capital letters** for each examination taken;
- The year in which the examination was taken
- The centre at which it was taken
- Their candidate number

12.8 Grades

All components written by a candidate will be used to yield a syllabus grade. Syllabuses will be graded on a scale of 'A' to 'E'. Candidates who fail to obtain the minimum grade will be awarded a 'U'.

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12.9 Awarding

Candidates will be awarded an overall grade if they have satisfied requirements for grading. To determine the overall grade, the seven syllabuses required are as follows:

- For candidates with Setswana:
 - Setswana
 - Mathematics
 - English
 - Science/General Science
 - The best optional syllabus from any of the optional syllabuses
 - The best two from the remaining syllabuses (core or optional)

- For candidates with Setswana exemption:
 - Mathematics
 - English
 - Science/General Science
 - The best optional syllabus from any of the optional syllabuses
 - The best three from the remaining syllabuses (core or optional)

Grades available at overall are Merit, A, B, C, D, E and U. Candidates who fail to satisfy requirements for grading will be awarded X.

12.10 Candidate Certificates

The following information will be shown on the Certificate:

12.10.1 For school and Type 1 Private Candidate:

- The candidate's name and examination number;
- The grade of Certificate awarded;
- The year in which the examination was taken;
- The name of the centre where the examination was taken;
- The grade obtained in each subject taken.

12.10.2 For Type 2 Private Candidates:

- The candidate's name;
- The candidate's examination number for the final examination taken;
- The grade of Certificate awarded;
- The year in which the Certificate was awarded
- The name of the centre where final examination was taken;
- The grade obtained in each subject and the year in which taken.

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13. Enquiries about Results

- 13.1** Enquiries on behalf of school candidates should be made to the Director, Examinations Administration and Certification through the School Head where the candidates sat for the examination. The centre has to complete – **BEC/EAC/P16/F01.v3 – Form L – PSLE/JCE/BGCSE Results Enquiry form.**
- 13.2** Enquiries on behalf of private candidates may be made directly to the Director, Examinations Administration and Certification by the candidate.
- 13.3** All enquiries that involve the checking of results must be made within six (6) weeks of the publication of results.
- 13.4** Requests for re-marking of a script must be made within six weeks of the publication of the results, and must be accompanied by a fee of **P380.00** per subject or such other amount as shall be prescribed by the BEC. A valid explanation for requesting the remarking must be given.
- 13.5** For practical subjects, i.e. Art, Home Economics, Design & Technology, Music, Agriculture, Physical Education, Commerce and Accounting and Commerce and Office Procedures, re-marking of the practical components and coursework components of these subjects will not be undertaken. The Director, Examinations Administration and Certification reserves the right to approve a request for re-marking considering the validity of the reasons thereof.
- 13.6** For school candidates, requests for re-marking must be supported in writing by the Head of the Institution. The Head of the Institution must be convinced that the candidate could have done better and provide some proof to that effect.
- 13.7** The Re-marking Fee will be refunded if, as a result of the re-marking, the candidate's individual subject grade is changed and/or the overall grade changes.

Note: All work specified for the examinations is the property of the BEC. However, at the discretion of the Council, some work such as artefacts and projects may be returned to the centres and ultimately to the candidates.

14. Certification

14.1 Issue of Certificates to Candidates

14.1.1 A certificate is and remains the property of the Botswana Examinations Council (BEC) at all times and is issued subject to the following conditions:

- (i) this certificate must be returned to us on request;
- (ii) this certificate should be kept in a safe place;
- (iii) we will not issue a copy of this certificate;

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- (iv) any alterations to this certificate invalidates the certificate and BEC does not certify any such alterations;
- (v) use of an altered certificate is a criminal offence and BEC may also take civil action for damages caused;
- (vi) ownership of all trademarks shown on the certificate are, and remains, the property of BEC; copyright in the contents and layout of this certificate is and remains the property of BEC.

14.1.2 All results issued by us are regarded as provisional until the results are confirmed by the issue of a certificate. Certificates will be sent to the Head of Centre/Private Candidates, and it is the responsibility of the Head of Centre to forward certificates to all candidates entered by the Centre. Distribution should take place as soon as possible after receipt.

IMPORTANT NOTE: In a case where certificates are not handed to the candidate personally, the Head of Centre is responsible for obtaining acknowledgement of receipt from the recipient.

14.1.3 Certificates are printed and distributed to Centres/Private candidates at the conclusion of results enquiries, which is six (6) weeks after the release of the results. We are therefore, unable to despatch certificates before the deadline for submission of enquiries has elapsed, as candidate's marks and subject grades may be adjusted by the outcome of an enquiry about results. Certificates will be despatched as soon as this deadline has passed but the certificate for any candidate for whom an enquiry is still in progress will be withheld until the outcome of the enquiry about results is known. Once the outcome of the enquiry is known the certificate will be printed and sent to the Centre/Private Candidate.

14.1.4 Centres must store certificates in a safe place until they are distributed to candidates. Unclaimed certificates must be retained by the Centre for a period of 24 months from the date of issue. When that period has elapsed, the Centre should return any unclaimed certificates to us. When certificates are returned, the Centre should enclose a list which identifies the candidates. A copy of the list should be kept in the Centre. Once certificates are returned to us, candidates will be expected to claim them from BEC.

14.1.5 Where a Centre loses certificates before distributing to candidates, we should be notified in writing. We will use our discretion on how the matter will be treated basing on the merits of each case. Note that Centres may be required to pay for the replacement of the certificates.

IMPORTANT NOTE: Under no circumstances must any certificate be destroyed.

14.2 Incorrect Details of Certificates

14.2.1 Centre and candidate details such as the spelling of the candidate's name must be checked when Statements of Entries and Statements of Results are received. Any inaccuracies must be reported to us as soon as possible after the error has been identified and certainly before

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certificates are printed. We may replace such a certificate, but only at our discretion. If a replacement is to be provided, the following conditions will apply:

- (i) A letter of request from the centre for the centre candidates and from the candidate for a private candidate.
- (ii) A proof of identity for private candidates.
- (iii) The original Certificate must be returned to us before any replacement will be provided.
- (iv) A fee will be charged for issuing the corrected certificate. The fee to be charged will be determined by us from time to time.

IMPORTANT NOTE: Certificates can only be replaced within a period of 18 months from the date of issue of the original certificate. Thereafter, a Certifying Statement will be issued as in paragraph 19.7 below.

14.3 Name Changes

Certificates are issued in the name of the candidate at the time the award is made. Replacement certificates will only be provided to accommodate a subsequent change of name when imposed by a court of law.

14.4 Combining Grades from Different Examination Series

Certificates are issued for each separate examination series, and we cannot combine grades obtained in different examination series on to one certificate

IMPORTANT NOTE: We cannot delete selected syllabuses or grades from a certificate.

14.5 Lost Certificates

A Certifying Statement is an official document issued by Botswana Examinations Council (BEC) to a candidate whose certificate is lost or damaged. It shows all the grades awarded to the candidate in a given examination series.

A candidate who has lost a certificate may apply to us for a Certifying Statement of Results. All grades are shown on the certifying statement, including Ungraded. A Certifying Statement will be issued as in paragraph 19.7 below.

14.6 Damaged Certificates

14.6.1 In cases where Certificates have been damaged, BEC at its discretion reserves the right to issue replacement certificates to candidates upon satisfactory understanding of the circumstances leading to the damage, and proof of identity. The following conditions will apply:

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14.6.1.1 We will replace the damaged certificates within a period of 18 months from the date of issue of the original certificates. Thereafter, a certifying statement will be issued as in paragraph 14.7 below.

14.6.1.2 The damaged certificate must be returned to us before any replacement will be provided.

14.6.1.3 A fee will be charged for issuing a replacement certificate. The fee to be charged will be determined by us from time to time.

14.7 Certifying Statements

14.7.1 Conditions for application of a Certifying Statements:

- (i) A letter of confirmation for collection of original certificate is required from the centre.
- (ii) An Affidavit as proof of loss/damage of certificate.
- (iii) A fee determined by us from time to time will be charged for issuing certifying statements.
- (iv) Proof of Identity in the form of a National Identity Card for citizens and passport for non-citizens.
- (v) The names on the certificate are expected to be identical to the names on the Identity document otherwise proof of discrepancy to be provided. An Affidavit is required in the case of names while an official document from a Botswana Government institution is required for surname.
- (vi) When a person other than the owner of the certificate makes the request, the applicant is expected to produce an authorisation letter from the owner of the certificate to collect the certificate on their behalf.

14.8 Verification of Results

A third party, such as a prospective employer, an educational institution, and or the Security Forces can make a request for a verification of results of a particular candidate at any time. The following conditions will apply:

- A request letter or completed BEC/EAC/DP/P11/F01 - Verification Request Form for verification of a certificate from an institution or company.
- A copy of the certificate to be verified.

14.9 Migration Certificate

A Migration Certificate is a document issued to an individual who has sat our examinations, and wishes to pursue their education outside the country. It clarifies the qualification, the grading criteria

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and performance of the candidate. A candidate who wishes to pursue their education outside Botswana can make a request to us for a Migration Certificate. The following condition will apply:

- (i) A request for a migration certificate from client in the form of a written letter, or a completed BEC/EAC/DP/P12/F01 - Migration Request Form.

15. Appeals Process

These Guidelines are intended to describe and explain the processes for appealing against certain decisions made by us. It is intended for use by Heads of Centres and Private candidates who wish to appeal against our decision.

The guidelines below specify the decisions against which appeals can be made and provide guidance on the procedures to be followed, both by the Head of Centre/Private candidate and by us.

- (i) The Head of Centre (or private candidate) who wishes to appeal against the outcome of a decision listed in paragraph 15.3 should submit any such appeal, in writing, to arrive at BEC within fourteen (14) days of the notification of the outcome of the enquiry or notification of the decision;
- (ii) The appeal will be considered by a senior officer from BEC and in some cases by the BEC Appeals Committee, and we will inform the Head of Centre (or private candidate) of the outcome within fourteen (14) days of receiving the appeal;
- (iii) The outcome of the appeal is regarded as final, and we will not enter into further correspondence about an appeal once the outcome of the appeal has been notified to the Head of Centre (or Private Candidate).

15.1 Appeals May be Made Against

- (i) The outcomes of Results Enquiries.
- (ii) Decisions made in relation to Access Arrangements and Special Consideration.
- (iii) Decisions made in cases of malpractice.
- (iv) Other decisions made by us including late arrival of a candidate.

15.2 Who can Appeal

Only the following can appeal against our decision:

- (i) A Head of Centre on behalf of individual candidates or groups of candidates in the centre.
- (ii) Private candidates.

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- (iii) Members of staff at a centre or, personnel contracted to a centre (e.g. invigilators) against who sanctions have been applied personally.
- (iv) Third parties who have been barred from our qualifications.
- (v) Appeals may not be made by School Candidates or their parents or guardians.

15.3 Appeals against the outcome of Enquiries about Results

This section applies to cases in which the Centres and/or Private candidates are dissatisfied with the outcome of the initial enquiries about results.

15.3.1 Making a stage 1 appeal against the outcome of an enquiry about results

All appeals must be made by the private candidate or Centre the school candidate was registered with. We do not accept appeals directly from parents/Guardians or school candidates. Stage 1 appeal must be made in writing and signed by the head of centre or Private candidate. Centres/Private candidates may only submit a stage 1 appeal after receipt of the initial enquiry about results.

Example 1.

You have made enquiries about Results for two candidates. One has already received an outcome. You may appeal for the candidate who has already received their outcome. You must wait until the second candidate has received their outcome to make a stage one appeal. If you do not have the outcome for the second candidate by the appeal deadline and you wish to appeal for the first candidate, you will need to submit two separate appeals to meet the deadline for each candidate. **(New)**

Example 2.

You have made enquiries about results for some, but not all, candidates entered for a syllabus component. You can only appeal against the outcome of candidates you have made enquiries about results for. You may not include the other candidates. You may only appeal for a whole group if you have made enquiries about results for all candidates in the group. **(New)**

- (i) Once a decision has been received, the Head of Centre or Private candidate may appeal against sanctions imposed on the centre and on candidates entered through the centre or a private candidate. Any such appeal must be received at BEC within fourteen (14) days of the receipt of the decision. The Appeal must be made in writing and signed by the Head of Centre/Private candidate and addressed to the Chief Executive Officer. We do not accept appeals directly from parents, guardians or Centre candidates. We will not accept late appeals submissions. When making an appeal, you must explain your reasons for appealing against the decision and in particular provide any extra information or evidence that you want to be considered. Centres and private Candidates should note that the appeals process will

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investigate the procedures which have been followed by us and is not concerned with making judgments about candidates' work. The procedures include all processes leading to the final award of marks and grades, and further consideration of candidates' work would only take place if it is found that procedures had not been properly followed by us.

- (ii) We reserve the right to reject an appeal if the criteria in paragraph 15.3.1(i) are not met or where we deem the grounds for the appeal to be inappropriate.
- (iii) Appeals can only be made against decisions where a sanction has been imposed.
- (iv) You must show you have grounds for appeal. The grounds that we will consider are that either:
 - We did not use procedures which were consistent with the commitments made in our guidelines, or
 - We did not apply our internal procedures properly and fairly in arriving at our judgements.
- (v) We will not consider appeals based on any other grounds. For example, the following are not sufficient on their own:
 - Disagreement with marking or moderation judgment made by markers and examiners, either originally or as part of an enquiry about results.
 - Disagreements with our judgements on thresholds at either a component or syllabus level.
 - Differences between candidates' results and their results in other assessments.
- (vi) On receipt of an appeal, we will send a letter of acknowledgement within seven working days of receiving it. The case will first be reviewed by a senior officer at BEC who has had no previous involvement with the case. The review will take into account the submission of the Head of Centre (or Private candidate) and will include a review of all relevant procedures and evidence that you sent and then we will consider whether we:
 - used the procedures which were consistent with the commitments made in our guidelines, and
 - applied our internal procedures properly and fairly in arriving at our judgement
- (vii) We will notify you in writing within fourteen days of receiving the appeal whether it was fully successful, partly successful or un-successful.
- (viii) You must inform school candidates and parents/guardians of the outcome of the appeal as soon as it is received.

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When to make Stage 1 appeals

Example 1.

You receive the outcome of an enquiry about results for one candidate, after Fourteen (14) days. You make stage 1 appeal following instructions on how to make Stage 1 appeal. **(New)**

Example 1.

You receive the outcome of an enquiry about results for one candidate, after Fourteen (14) days. You make stage 1 appeal following instructions on how to make Stage 1 appeal. **(New)**

Example 2.

You have made enquiries about Results, for five candidates for the same syllabus component. You have received the outcome for all the five candidates. Any appeals made regarding the 5 candidates must fall within the 14 day limit for each appeal. **(New)**

15.3.2 Making a stage 2 appeal against the outcome of enquiries about results

- (i) The stage 2 appeals process is designed to provide the Head of Centre or Private candidate the opportunity of presenting their case to an impartial body appointed from the senior committees of BEC identified as the Appeals Committee for the purposes of these guidelines.
- (ii) If the appeal is not fully successful at stage 1, you may choose to proceed to stage 2. Stage 2 appeals must be made in writing and signed by the head of centre/Private candidate and addressed to the Chief Executive Officer. We do not accept appeals directly from parents, guardians and school candidates.

Example: You made a stage 1 appeal against the outcome of an enquiry about results for candidate A and have received an outcome. Candidate B had an enquiry about results outcome, but you did not make a Stage 1 appeal. You may make a stage 2 appeal for candidate A but not for candidate B. **(New)**

- (iii) When making a stage 2 appeal, you must fully and accurately explain your grounds for submitting a further appeal and arguments against the decision. You must also provide any extra information or evidence that you would like the panel to consider. You must make your stage 2 appeals within fourteen (14) days of receipt of stage 1 outcome letter. We will not accept late appeals submissions.

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Example 1. You received the outcome of stage 1 appeal dated March 1 for one candidate. You have until 15 March to make your stage 2 appeal. **(New)**

Example 2. You made stage1 appeals for two groups of candidates for the same syllabus component. The stage 1 outcome letters are dated 1 march and 5 March respectively. If you wish to make a stage 2 appeal for both groups together, you need to submit it by 15 March, the deadline for the earliest outcome you received. **(New)**

- (iv) As at stage 1 appeal, every effort will be made to establish whether or not we followed proper procedures in coming to our decisions. The Appeals Committee is not authorised to re-assess whether the grades issued are appropriate but instruct us to carry out further investigations. The hearing of the appeal will take the form of an examination of the evidence, comments and reports provided to us and the observations made by the Head of Centre (or Private candidate).
- (v) At the conclusion of the hearing, the Appeals Committee will decide whether to uphold the original decision made by us. The Committee may also make recommendations on any issues or concerns which arose during the hearing. In coming to its decision, the Appeals Committee will consider whether:
 - it is satisfied that the procedures followed by us were appropriate,
 - the procedures were properly and fairly applied, and
 - the original enquiry, application or report from the Centre (or from some other source) was dealt with appropriately.
- (vi) The decision of the Appeals Committee will be communicated to the Head of Centre or Private candidate in writing within Five (5) working days of the conclusion of the hearing.
- (vii) The communication of the decision to the Head of Centre or Private Candidate concludes the appeals process. The outcome of the appeal is regarded as final and we will not enter into further correspondence about an appeal.

15.4 Appeals against access arrangements, special consideration and late arrival decisions

If you are dissatisfied with the outcome of an access arrangement application, a request for special consideration or a late arrival decision, the Head of Centre/Private candidate may request an appeal.

15.4.1 Making a stage 1 Appeal against an access arrangement, special consideration or late arrival decision

- (i) Once a decision has been received, the Head of Centre or private candidate may appeal against sanctions imposed on the centre and on candidates entered through the centre or a private candidate. Any such appeal must be received at BEC within fourteen days of the receipt of the decision. The appeal must be made in writing by the Head of Centre/Private

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Candidate and addressed to the Chief Executive Officer. We do not accept appeals directly from parents, guardians or Centre candidates. We will not accept late appeals submissions.

Example: You receive a letter dated 1st March, with our decision about the late arrival of a candidate, or your application for access arrangements or Special consideration. You have until 15 March to make your stage 1 appeal. **(New)**

- (ii) When making an appeal, you must explain your reasons for appealing against the decision and in particular provide any extra information or evidence that you want to be considered. Centres and private Candidates should note that the appeals process will investigate the procedures which have been followed by us.
- (iii) BEC reserves the right to reject an appeal if the criteria in paragraph 20.4.1 (i) are not met or where BEC deems the grounds for the appeal to be inappropriate.
- (iv) Appeals can only be made against decisions where a sanction has been imposed.
- (v) You must show you have grounds for appeal. The grounds that we will consider are that either:
 - we did not use procedures which were consistent with the commitments made in our Guidelines for conduct of examinations, or
 - we did not apply our internal procedures properly and fairly in arriving at our judgements.
- (vi) We will notify you in writing within fourteen days of receiving the appeal whether it was fully successful, partly successful or un-successful.
- (vii) You must inform school candidates and parents/guardians of the outcome of the appeal as soon as it is received.
- (viii) We will not consider appeals based on any other grounds.

15.4.2 Making a stage 2 appeal against access arrangement, special consideration or late arrival decision

- (i) The Stage 2 Appeals process is designed to provide the Head of Centre or Private candidate the opportunity of presenting their case to an impartial body appointed from the senior committees of BEC identified as the Appeals Committee for the purposes of these guidelines.
- (ii) If the appeal is not fully successful at stage 1, you may choose to proceed to stage 2. Stage 2 appeals must be made in writing and signed by the Head of Centre/Private candidate and addressed to the Chief Executive Officer. We do not accept appeal directly from parents, guardians and school candidates. When making stage 2 appeals, you must fully and accurately explain your grounds for submitting a further appeal and arguments against the

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decision. You must also provide any extra information or evidence that you would like the panel to consider. You must make your stage 2 appeals within fourteen days of receipt of stage 1 outcome letter. We will not accept late appeals submissions.

- (iii) As at Stage 1 appeals, every effort will be made to establish whether or not we followed proper procedures in coming to our decisions. The Appeals Committee is not authorised to re-assess whether access arrangements, special consideration or late arrival ground have been dealt with appropriately but instruct us to carry out further investigations. The hearing of the appeal will take the form of an examination of the evidence, comments and reports provided to us and the observations made by the Head of Centre (or Private Candidate).
- (iv) At the conclusion of the hearing, the Appeals Committee will decide whether to uphold the original decision made by BEC. The Committee may also make recommendations on any issues or concerns which arose during the hearing. In coming to its decision, the Appeals Committee will consider whether:
 - it is satisfied that the procedures followed by BEC were appropriate,
 - the procedures were properly and fairly applied, and
 - the original enquiry, application or report from the Centre (or from some other source) was dealt with appropriately.
- (v) The decision of the Appeals Committee will be communicated to the Head of Centre or Private Candidate in writing within Five (5) working days of the conclusion of the hearing.
- (vi) The communication of the decision to the Head of Centre or Private Candidate concludes the appeals process. The outcome of the appeal is regarded as final, and BEC will not enter into further correspondence about an appeal.

15.5 Appeals against Malpractice Decisions

Decisions relating to cases of malpractice are based on the principles and procedures defined in section 16 of these guidelines.

15.5.1 Making a stage 1 appeal against malpractice decision

- (i) Once a decision has been received, the Head of Centre or private candidate may appeal against sanctions imposed on the centre and on candidates entered through the centre or a private candidate. Any such appeal must be received at BEC within fourteen days of the receipt of the decision. The Appeal must be made in writing by the Head of Centre/Private candidate and addressed to the Chief Executive Officer. We do not accept appeals directly from parents, guardians or Centre candidates. We will not accept late appeals submissions.

Example: you receive a letter, dated 1st March, telling you the outcome of the malpractice case. You have until 15 March to make your stage 1 appeal. **(New)**

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- (ii) When making an appeal, you must explain your reasons for appealing against the decision and in particular provide any extra information or evidence that you want to be considered. Centres and private Candidates should note that the appeals process will investigate the procedures which have been followed by BEC.
- (iii) We reserve the right to reject an appeal if the criteria in paragraph 15.5.1 (i) are not met or where BEC deems the grounds for the appeal to be inappropriate.
- (iv) Appeals can only be made against decisions where a sanction has been imposed.
- (v) You must show you have grounds for appeal. The grounds that we will consider are that either:
- we did not use procedures which were consistent with the commitments made in our guidelines, or
 - we did not apply our internal procedures properly and fairly in arriving at our judgements.
- (vi) We will not consider appeals based on any other grounds. For example, the following are not sufficient on their own:
- The individual did not mean to commit Malpractice.
 - The individual has a good academic record.
 - The individual could lose a university place.
 - The individual regrets their action.
- (vii) On receipt of an appeal, we will send a letter of acknowledgement within five working days of receiving it. The case will first be reviewed by a senior officer at BEC who has had no previous involvement with the case. The review will take into account the submission of the Head of Centre (or Private candidate) and will include a review of all relevant procedures and evidence that you sent and then we will consider whether we:
- Used the procedures which were consistent with the commitments made in our Guidelines
 - Applied our internal procedures properly and fairly in arriving at our judgement
- (viii) We will notify you in writing within fourteen working days of receiving the appeal whether it was fully successful, partly successful or unsuccessful
- (ix) You must inform school candidates and parents/guardians of the outcome of the appeal as soon as it is received.

15.5.2 Making a stage 2 appeal against a malpractice decision

- (i) The Stage 2 Appeals process is designed to provide the Head of Centre or Private candidate the opportunity of presenting their case to an impartial body appointed from the senior committees of BEC identified as the Appeals Committee for the purposes of these guidelines.

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- (ii) If the appeal is not fully successful at stage 1, you may choose to proceed to stage 2. Stage 2 appeals must be made in writing and signed by the head of centre/Private candidate and addressed to the Chief Executive Officer. We do not accept appeals directly from parents, guardians and school candidates. When making stage 2 appeals, you must fully and accurately explain your grounds for submitting a further appeal and arguments against the decision. You must also provide any extra information or evidence that you would like the panel to consider. You must make your stage 2 appeals within fourteen days of receipt of stage 1 outcome letter. We will not accept late appeals submissions.
- (iii) As at Stage 1 appeal, every effort will be made to establish whether or not we followed proper procedures in coming to our decisions. The Appeals Committee is not authorised to re-assess whether a malpractice has occurred but instruct us to carry out further investigations. The hearing of the appeal will take the form of an examination of the evidence, comments and reports provided to us and the observations made by the Head of Centre (or Private candidate).
- (iv) At the conclusion of the hearing, the Appeals Committee will decide whether to uphold the original decision made by BEC. The Committee may also make recommendations on any issues or concerns which arose during the hearing. In coming to its decision, the Appeals Committee will consider whether:
- it is satisfied that the procedures followed by BEC were appropriate,
 - the procedures were properly and fairly applied, and
 - the original enquiry, application or report from the Centre (or from some other source) was dealt with appropriately.
- (v) The decision of the Appeals Committee will be communicated to the Head of Centre or Private Candidate in writing within five working days of the conclusion of the hearing.
- (vi) The communication of the decision to the Head of Centre or Private candidate concludes the appeals process. The outcome of the appeal is regarded as final, and BEC will not enter into further correspondence about an appeal.

15.6 Fees and Costs

We charge a fee for each stage 1 and 2 appeals against the outcome of enquiries about results. The charge is per appeal, not per candidate. If your appeal is upheld (successful), appeals fees will be refunded.

APPENDIX A

This notice has been written to help you. Read it carefully and do what you are asked to do to ensure that you adhere to rules governing the conduct of examinations. If there is anything you do not understand, ask your teacher. For Private Candidates contact JCE Office at 3650758 / 765 / 766 / 726 / 757 for clarity.

You must:

- Know the dates and times of your examinations as indicated in your timetable.
- Arrive at least 30 minutes before the start of each examination. If you are late, your work may not be accepted.
- Follow the instructions of the invigilator
- If on the day of the examination, you feel that your work may be affected by ill-health or any other reason, inform the Invigilator.
- Leave all used and unused exam materials in the exam room.
- Request for submission dates for coursework projects (For School going candidates).
- Request for specific dates for conduct of practical examinations (For School going candidates).

You must not:

- Take any unauthorised materials into the examination room.
- Talk to, attempt to communicate with, or disturb other candidates once you have entered the exam room
- Be involved in any unfair or dishonest practice before, during, or after the exam. If you are in any doubt speak to an invigilator.

WARNING ON MALPRACTICE

If you cheat, try to use any unfair practice to gain advantage in any examination or break the rules in any way, before, during, or after the exam, you may be disqualified from one or all of your examinations.

If you suspect that other candidates or your teachers are involved in Malpractice you should report to your teachers or directly to BEC at the following numbers; 3650758 / 726.



IMPORTANT POINTS TO REMEMBER WHEN USING ANSWER SHEETS

APPENDIX B

The following are important points to remember when using answer sheets:

- B.1** Stray marks on the rest of the answer sheet increase the chance that the sheet will be scored incorrectly, and should be avoided.
- B.2** Only shaded ovals are read by the machine (as in the examples on the test booklet cover page).
- B.3** It is especially important that students use marks that fill the oval - do **NOT** use ticks, crosses, circles or dots: such marks are not recognized by the scanners.
- B.4** Similarly if an answer is changed, the incorrect oval must be erased completely. Otherwise, the question may be read as having two ovals filled and be scored as incorrect.
- B.5** Students should use **HB pencils** to mark answer sheets to be sure the computer will read their answers. **Ink must not be used.**

When the Examination is over, Invigilators must collect the computer answer sheets. These must be sorted into strict candidate number order with the lowest number on top. The answer sheets must be placed between the hardboards provided and fastened both ways with rubber bands.

APPENDIX C

C.1	SETSWANA	
	Paper 1 - Multiple-choice	11/1
	Paper 2 - Literature	11/2
	Paper 3 - Extended Writing	11/3
C.2	ENGLISH	
	Paper 1 - Multiple-choice Questions	12/1
	Paper 2 - Continuous Writing	12/2
	Paper 3 - Literature	12/3
	Paper 4 - Listening comprehension	12/4
C.3	MATHEMATICS	
	Paper 1 - Multiple-choice Questions	13/1
	Paper 2 - Short Answer Questions/Structured Questions Problem solving Questions	13/2
C.4	SCIENCE	
	Paper 1 - Multiple Choice Questions	14/1
	Paper 2 - Short Answer Questions/structured Questions	14/2
C.5	SOCIAL STUDIES	
	Paper 1 - Multiple Choice Questions	15/1
	Paper 2 - Structured and short answer questions	15/2
C.6	AGRICULTURE	
	Paper 1 - Multiple Choice Questions	16/1
	Paper 2 - Structured and short answer questions	16/2
	Paper 3 - Coursework	16/3
	Paper 4 - Alternative to Coursework	16/4
C.7	DESIGN AND TECHNOLOGY	
	Paper 1 - Multiple choice Questions	17/1
	Paper 2 - Short Answer Questions and Structured Questions	17/2
	Paper 3 - Coursework	17/3
C.8	MORAL EDUCATION	
	Paper 1 - Multiple choice Questions	18/1
	Paper 2 - Short Answer and Structured Questions	18/2
C.9	HOME ECONOMICS (Schools Only)	
	Paper 1 - Short Answers and Structured Questions	21/1
	Paper 2 - Practical Examination	21/2
	Paper 3 - Coursework	21/3



C.10	COMMERCE AND OFFICE PROCEDURES	
	Paper 1 - Short Answer Questions	25/1
	Paper 2 - Structured Questions	25/2
	Paper 3 - Coursework	25/3
	Paper 4 - Alternative to Coursework	25/4
C.11	COMMERCE AND ACCOUNTING	
	Paper 1 - Short Answer Questions	26/1
	Paper 2 - Structured Questions	26/2
	Paper 3 - Coursework	26/3
	Paper 4 - Alternative to Coursework	26/4
C.12	RELIGIOUS EDUCATION	
	Paper 1 - Multiple Choice Questions	31/1
	Paper 2 - Short Answer and Structured Questions	31/2
C.13	FRENCH	
	Paper 1 - Listening Comprehension	32/1
	Paper 2 - Reading Comprehension	32/2
	Paper 3 - Language Use	32/3
C.14	ART (Schools Only)	
	Paper 1 - Multiple-choice Questions	33/1
	Paper 2 - Practical Examination	33/2
	Paper 3 - Coursework	33/3
C.15	MUSIC (Schools only)	
	Paper 1 - Listening Paper	34/1
	Paper 2 - Short Answers and Structured Questions	34/2
	Paper 3 - Practical Examination	34/3
	Paper 4 - Coursework	34/4
C.16	PHYSICAL EDUCATION (Schools only)	
	Paper 1 - Short Answers and Structured Questions	35/1
	Paper 2 - Coursework	35/2
C.17	GENERAL SCIENCE – (Private Candidates Only)	
	Paper 1 - Multiple Choice Questions	43/1
	Paper 2 - Structured and Short Answers Questions	43/2

CHECKLIST FOR INVIGILATORS

APPENDIX E

This checklist summarises the essential actions for the invigilation of examinations. Invigilators must be familiar with the *Guidelines for the Conduct of Examinations* and should refer to this booklet for detailed instructions and guidance.

A Arrangement of the Examination Rooms

1. Check that any charts, diagrams, etc have been cleared from the walls.
2. **Check that you have the following;**
 - (a) a clock/s clearly visible to all candidates,
 - (b) a board/Manila sheet/Flip chart with legible writing showing;
 - (i) centre number,
 - (ii) syllabus and component for the examination session
 - (iii) starting time, finishing time and duration of the examination.
3. **Check that you have;**
 - (a) a copy of the current *Guidelines for the Conduct of Examinations if you are in the main examination room*
 - (b) an Invigilators Manual
 - (c) "What to say to Candidates" document
 - (d) any syllabus-specific instructions issued by BEC,
 - (e) attendance register
 - (f) a seating plan of the examination room.
 - (g) a "check list for Invigilators"
4. Do not give any information to the candidates about
 - (a) suspected errors in the question paper, unless an erratum notice has been issued,
 - (b) any question on the paper or the requirements for answering particular questions.
 - (c) **if an error is noticed during the examination say this to the candidates; "Do the best you can" then write a report on the error to BEC.**

B Before the Examination

1. Check that the question paper packets you are about to open contain the correct question papers for the session.
2. Refer to the Key List of Stationery for precise requirements in respect of authorised materials, particularly calculators.
3. Inform candidates that they are now subject to examination regulations and draw their attention to;
 - (a) Caution to Candidates,
 - (b) Notice to Candidates.
4. Warn candidates that any unauthorised materials must be handed to invigilators before the start of the examination.
5. Have candidates check that the question paper packets are the right question paper for the session and are still intact before opening them and ;
 - (a) open the question paper packet in the examination room in front of candidates.
 - (b) instruct candidates to complete the details on the front of the answer booklet.
 - (c) draw candidate attention to the instructions on the front of the question paper.
6. Ensure that details of any erratum notices are brought to the attention of the candidates
7. Instruct candidates when they may begin, how much time they have and when they should stop.

C Identification of Candidates

Satisfy yourself as to the identity of every candidate in the examination room.

D. During the Examination

1. Complete the Attendance Register. Indicate absent candidates and sign against each absent name. **Do not mark absent candidates present in the attendance register!!**
2. Refer to section .9.11.11 of the guidelines if a candidate arrives late.
3. Be vigilant and supervise the candidates at all times to prevent cheating, collusion and distractions.

E After the Examination

1. Instruct candidates to check that
 - (a) all the required information has been entered on their scripts, including continuation sheets,
 - (b) they have crossed out rough work or unwanted answers,
 - (c) they have enclosed any continuation sheets in accordance with the instructions on the question paper or answer booklet.
2. Collect all scripts and all unused stationery before the candidates leave the examination room.
3. Arrange scripts in *Attendance Register* order. Seal scripts in front of candidates or a representative of candidates and submit them to the Chief invigilator for secure storage.
4. Collect, count and verify the number of Question papers after the exam. The number collected should tally with the original number brought to the examination room. All question papers should be returned to their original packets and submitted to the Chief invigilator for secure storage.

F. Use of Calculators

Candidates are permitted to use certain types of calculators unless their use is expressly forbidden in the rubric of the question paper see section 9.11.4 of the *guidelines for conduct of examinations*.

REPORT ON CONDUCT OF EXAMINATIONS

APPENDIX F

BEC is interested in receiving comments from Examination Centres on all aspects of the examination. Comments might be made, for example, on the written papers, practical tests in Home Economics and Music, the moderation of coursework, etc. Comments about any aspect of the administration of the examination such as the Timetable, the delivery of materials (stationery, mark sheets, question papers, etc.) would also be welcome by BEC.

A separate form should be used for comments on different topics (e.g. different question papers, different aspects of the administration) so that comments can be passed on to the relevant staff in BEC. In the case of comments on question papers (including Practical Tests), the component concerned should be specified.

Comments should be received at BEC as soon as possible after the end of the examination and before the end of the year. All comments will be carefully considered, and BEC will provide responses where appropriate.

Comments

Centre Number		Centre Name	
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Name of Chief Invigilator		Position	
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Signature of Chief Invigilator		Date:
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A BRIEF GUIDE TO THE CONDUCT OF EXAMINATION DURING THE COVID-19 PANDEMIC PHASE FOR THE 2020 EXAMINATION SERIES FOR PSLE & JCE

APPENDIX G

The purpose of this document is to provide guidelines for centres on how they should conduct their examinations during the Covid-19 pandemic phase. The guidelines are applicable for the year 2020 only.

These guidelines are intended for use by the Heads of Centres, Chief Invigilators, Invigilators as well as candidates. They should be used in conjunction with the BEC Guidelines on conduct of Examinations, Ministry of Basic Education safety guidelines on re-opening of Schools after Lockdown and the Covid-19 National Task Team Protocols. The prescribed protocols require keeping of registers, wearing of facial masks, daily temperature checks, social distancing of 1-2m and regular sanitising at all times.

Any changes that will be effected at National level in response to the Covid-19 pandemic at the time of writing the examinations will take precedence over the existing protocols.

Centres should;

1. Regularly clean and disinfect all frequently touched surfaces in the examination environment such as door handles, desk surfaces, examination storages and cabinets on daily basis before and after each examination.
2. Ensure mandatory wearing of face masks for all Invigilators and candidates and that there is no writing on the face masks. Candidates should be asked to show their full faces to verify their identity.
3. Provide candidates with adequate time to wash hands or sanitise their hands before sitting for an examination. This should be at least 30 minutes before the start of an examination.
4. Ensure social distancing of 1.25m or more between candidates as per the exam regulations. Invigilators should minimise contact with candidates during the distribution of question papers, collection of scripts and marking of attendance registers.
5. Conduct daily temperature screening for Invigilators and candidates upon entering school premises. Candidates and Invigilators with temperatures of 37.4 °C or above must be allowed to wait for 5 minutes before screening again. If the temperature is still high for the candidate and or invigilator, the SHE officer at the centre must be informed who will liaise with the Ministry of Health and Wellness for further guidance and action. The affected candidate must be kept in isolation and allowed to write while waiting for assistance.
6. Provide separate accommodation for writing the exam, in cases of candidates with suspected flu symptoms or those similar to the Covid-19 published symptoms. The candidates should not be allowed to come into contact with the rest of the candidates and precautionary measures should be taken to ensure that the centre is not at risk.

A BRIEF GUIDE TO THE CONDUCT OF EXAMINATION DURING THE COVID-19 PANDEMIC PHASE FOR THE 2020 EXAMINATION SERIES FOR PSLE & JCE

7. On receipt of examination material from the Courier Company, all personnel involved must sanitise themselves including the consignment before checking and storing securely.
8. Candidates should not share examination stationery or equipment but if they are to share, all materials should be sanitized before and after each use. This also applies to shared utensils used during Coursework and Practical examinations.
9. All equipment for use by candidates with special needs including Perkins brailers for candidates with visual impairment, assistive technology devices and recorders for other disability types such as learning disabilities should also be sanitised before and after use.
10. Provide face shields to be worn by candidates with special needs where possible/appropriate for oral response and also by scribes, readers and sign language interpreters as the use of face masks for certain disabilities may render the examination inaccessible for certain disability types. Sign language interpreters for candidates with hearing impairment may not be required to wear face masks and therefore a safe distance of minimum 1m must be maintained between the interpreter and the candidates.
11. Know that candidates' needs are different and therefore only when it's appropriate and when candidates are comfortable should special arrangements be made as a response to COVID-19, as some candidates with special needs may be averse or sensitive (sensory issues e.g Autism) to having material on their skin such as face masks and face shields. This should be backed up by evidence and approved in advance by BEC. The approval letter should be produced during centre inspections. Care should be taken to ensure that the safety of candidates with special needs is not compromised.
12. Ensure safe exchange of question paper packets and scripts between Invigilators and candidates at all times before and after the examination by sanitising.
13. In all these undertakings and during the conduct of exam, the confidentiality of the examination should not be compromised.
14. Consult PSLE/JCE Office for further clarity at;
 - **PSLE: 3650713 / 823**
 - **JCE: 3650726 / 758**

