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**Document Title:**

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## DOCUMENT CONTROL SHEET

### Preparation

	Name	Date
Prepared by:	Gladness Richard Faridah Motlhanka Annah Lewanika Khatazo Gwakuba	2016/05/26

### Approval - Document Sign off


Name	Role	Date	Signature
Bushy Mmatli	Manager Centre Quality Assurance	2024/09/01	Signed
Annah Lewanika	Director Assessment Administration	2024/09/01	Signed

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Change Made By	Description	Version	Date
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## IMPORTANT NOTES

- This document contains guidelines on the conduct of the Primary School Leaving Examinations (PSLE).
- The guidelines should be read in conjunction with other BEC documents e.g. *Manual for Invigilators, Manual for Standards for Secure Storage of Examination Materials at BEC Centres, Access Arrangements and Special Considerations; A Guide for Centres, Guidelines for Registration of Candidates* and other related documents.
- The current Regulations should also be consulted at the time of registration for an examination.
- A copy of the Regulations should be available in the main examination room. Invigilators should also be familiar with the regulations.
- **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. Abbreviations, Terms and Definitions

### 1.1 Abbreviations

<b>AA</b>	Assessment Administration
<b>BEC</b>	Botswana Examinations Council
<b>CCTV</b>	Closed Circuit Television
<b>CD</b>	Compact Disc
<b>DAA</b>	Director Assessment Administration
<b>DVD</b>	Digital Versatile Disc
<b>OMR</b>	Optical Mark Readers
<b>PSLE</b>	Primary School Leaving Examinations

### 1.2 Terms and Definitions

#### 1.2.1 Head of Centre/ Chief Invigilator

A person responsible for an institution approved by BEC as a Centre is defined for the purposes of these Guidelines as the Chief Invigilator.

#### 1.2.2 Invigilator

The invigilator is a person in the examination room, who is trained in the art of invigilation to ensure credible examination processes and is responsible for the actual conduct during an exam session.

#### 1.2.3 Rover

Is a special invigilator, whose duties are to ensure that invigilators and candidates get whatever assistance they may require during an exam session.

#### 1.2.4 Access Arrangements


Pre-agreed arrangements made on examination instruments during test development and also at centre level through accommodations.

#### 1.2.5 Centre

A school, organisation or institution approved and registered with BEC for the entry of candidates to BEC qualifications and to carry out related assessments.

#### 1.2.6 Component

Part of or a section of the syllabus examination, an individual syllabus usually has several components.

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### 1.2.7 Discrepancy

The inconsistency between the expected number and actual number of exam material received at a centre/BEC.

### 1.2.8 Main Examination Room

The main hall in the case where candidates have to sit the examinations in multiple rooms.

### 1.2.9 Preliminary Investigation

Involves checking and referring to documents to establish if indeed the purported constitutes malpractice.

### 1.2.10 Main Investigation

Involves observation, questions and discussion with representatives and or witnesses to establish facts.

### 1.2.11 Malpractice

It is an action by a candidate or centre personnel that contravenes the BEC examination regulations and potentially threatens the integrity of BEC examinations.

### 1.2.12 Script

This refers to candidates' response to a whole or a part of question paper or a component in different formats.

### 1.2.13 Syllabus


A complete description of the content, assessment arrangement and performance requirements for a qualification.

### 1.2.14 Standardisation

A process to achieve consistency to ensure that all candidates are judged against the same.

### 1.2.15 Special Consideration

Special Consideration is a post-examination adjustment made to a candidate's mark, by an awarding body, to make allowances for any adverse circumstances, for example illness, bereavement or temporary injury.

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## 2. Introduction

### 2.1 General Introduction

The Botswana Examinations Council (BEC) has been tasked with overseeing the running of the national examinations on behalf of the Ministry of Education and Skills Development. To this end, BEC has developed regulatory documents that assist the centres in the best practice administration of national examinations. BEC has developed guidelines and associated documents for use in the registration and conduct of examinations. These Guidelines and related procedures detailed herein apply to the examinations, assessments and qualifications provided by BEC.

There are many different activities that need to take place to successfully deliver an examination. BEC processes are grouped into six phases to help the centres keep track of what needs to be done and when. This is called the BEC Examination Cycle.

### 2.2 BEC Exam Cycle


The cycle includes every phase of the process from the planning and preparation that take place before centres make entries for their candidates, to issuing candidates with their certificates. The six phases are:

- (i) Preparation
- (ii) Entries - Registration of Candidates
- (iii) Teacher Assessment (Coursework)
- (iv) Before the Exams
- (v) Exam Day
- (vi) Results and Certificates

### 2.3 Policy

The policies listed below are the cornerstone of the regulatory mechanisms in the administration of examinations in Centres registered with BEC;

- (a) ***BEC/EAC/Pol01 - Certification Policy***
- (b) ***BEC/CEO/Pol01 - Quality Policy***
- (c) ***BEC/ES/Pol02 - Whistle Blowing Policy***
- (d) ***BEC/CEO/Pol04 - Risk Management Policy***
- (e) ***BEC/CEO/Pol05 - Communication Policy***
- (f) ***BEC/CEO/Pol06 - Anti-Fraud Policy***

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## 2.4 Background

The regulations and procedures detailed in these guidelines apply to examination assessments and qualifications provided by Botswana Examinations Council. They also reference the *EA/AA/Man04 - Manual for Invigilators - PSLE* and *EA/AA/Man01 – Manual for Standards for Secure storage of Examination materials at BEC Centres*.

By registering with BEC and submitting entries, Centres agree to be bound by the terms and conditions, processes and procedures set out in this guidelines and related documents.

BEC reserves the right to alter the guidelines and any of the other documentation with any changes taking immediate effect unless otherwise stated. BEC will let you know about any changes. Centres must ensure that they are using the current exam year's version of guidelines and related documents.

All services provided by BEC are conditional on the payment of all fees due, in accordance with the payment terms.

## 2.5 Purpose

This document is intended to guide and regulate the conduct of examinations at Primary school level. Heads of Centres or Chief Invigilators are advised to ensure that the procedures in the guidelines are strictly complied with at all times. These guidelines ensure that the administration of the examination is standardised to ensure a fair and credible assessment for all candidates.

The Heads of Centre/Chief Invigilators, Invigilators and Rovers are advised to familiarise themselves with these Guidelines before the actual examination takes place. The Guidelines should be brought along to the main examination room for reference purposes during the examinations.


## 3. Scope

These guidelines explain all the administrative duties that need to be carried out before, during and after the conduct of exams. The guidelines also set out the regulations for running the examinations, assessments and detail out the responsibilities of centres and forms part of the legal contract between BEC and the Centre.

## 4. Responsibility and Authority

### 4.1 Centre Responsibilities

**4.1.1** The centre through the Chief Invigilator is responsible for all aspects of the administration and conduct of BEC examinations which take place in the institution. The Head of Centre/Chief Invigilator may delegate the responsibility of Chief Invigilator to any appropriate personnel within the institution. However, the overall accountability of the administration remains with the Head of Centre. The centre responsibilities include among others the following;


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- (a) Ensuring invigilation personnel are trained on conduct of examinations. The centre must keep a copy of the *Invigilators Training Attendance Register*.
- (b) Providing adequate and suitable accommodation as well as sufficient and appropriate material for the candidates;
- (c) Communicating with candidates with respect to every aspect of BEC programmes, qualifications and assessments.
- (d) Providing candidates with:
  - (i) the dates and times of their assessments;
  - (ii) confirmation and details of entry for each assessment;
  - (iii) confirmation and details for their provisional results for each assessment, and
  - (iv) every result and certificate issued for them.


## 4.2 Head of Centre/ Chief Invigilator

**4.2.1** Head of Centre / Chief Invigilator is the liaison person between BEC and the centre. The Head of Centre is responsible for;

- (a) Ensuring that the receipt and security of examination materials, distribution of the examination papers to the candidates, collection of scripts at the end of each examination and delivery of the scripts to BEC are all carried out in accordance with these regulations;
- (b) Ensuring that candidates are provided with all the materials specified in the question paper and in any other additional material list provided by BEC;
- (c) Ensuring he/she is fully conversant with these regulations and is responsible for ensuring that they are correctly observed and applied.
- (d) Ensuring that these guidelines are readily available throughout the examination series.
- (e) Ensuring that all candidates are fully conversant with *EA/AA/G03/A01 – Notice to Candidates* and that the rules and warnings in the document are adhered to.
- (f) The appointment and training of suitable invigilators to familiarise them with the procedures contained in these guidelines.
- (g) Ensuring that all the invigilators who attended the training workshop on invigilation in your centre, completes the *EA/AA/G03/A07 - Invigilators Training Attendance Register* and it is submitted to BEC before the start of the examinations.
- (h) Ensuring the constant and effective supervision of the candidates;

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- (i) Submission to BEC, in accordance with the instructions given when the information is requested, details of estimated and actual entries and any other information that BEC may reasonably require in relation to examinations conducted at the centre.
- (j) Ensuring that each candidate entered through the centre receives details of the dates and times of their examinations, the candidate's provisional results and any certificate issued by BEC.
- (k) Submission of any applications for changes of the examination venue or timetable in accordance with these Guidelines.
- (l) Making applications for Access Arrangements and Special Consideration in accordance with **BEC/EAC/G01 - Access Arrangements and Special Consideration; A Guide for Centres**.
- (m) Ensuring that all candidates in the examination room, including private candidates, are identified.
- (n) 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 Chief Invigilator is further required to assist in 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.
- (o) Submitting and processing of enquiries about results in accordance with the regulations.
- (p) Ensuring that BEC is notified when the centre changes premises.
- (q) Facilitating 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 examination secure storage. BEC may also inspect the arrangements for the secure storage of examination materials at times when examinations are not taking place.
- (r) Where required, remit examination fees at the time specified by BEC.
- (s) Informing the BEC about any candidates who might need any special consideration during the examinations.
- (t) Receiving examination materials i.e. question papers and answer sheets. Examination materials must be checked immediately upon receipt. The Chief Invigilator must check if the envelopes have not been tampered with, and if there is suspicion that the envelopes containing question papers have been tampered with, the Chief Invigilator must immediately notify BEC.


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- (u) Checking if there is a sufficient number of question papers and answer sheets for each component as shown on the outside of each envelope. Envelopes containing the question papers **must not** be opened. However, envelopes containing answer sheets may be opened to check that they are enough. Thereafter they should be wrapped and be kept in safe custody
- (v) Checking to see if the centre has the right examination materials for the entire examination process
- (w) Ensuring proper conduct of the examination in accordance with procedures in this Guidelines, and any other instructions which may be issued by BEC from time to time;
- (x) Checking and signing *Attendance Register* for each of the examinations after completion by invigilators.
- (y) Ensuring that all candidates are informed about the requirements of the examination well before the examination starts.
- (z) Ensuring that invigilators at the centre understand their roles and responsibilities and conduct the examination in accordance with procedures in this Guidelines.
- (aa) Ensuring that the examination room(s) is/are designated for examination purposes only. There should be no teaching aids, maps or papers hanging on ceilings or on walls of the rooms as this may assist candidates in answering questions. Examination rooms should be friendly and conducive for examination purpose.
- (bb) Forwarding *Statements of Results* to candidates without delay.
- (cc) Distributing all certificates to candidates without 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.
- (dd) Retaining all unclaimed certificates under secure conditions for a minimum period of twenty-four (24) months from the date of issue. At the end of this period, unclaimed certificates should be returned to BEC.
- (ee) 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, Assessments Administration at BEC and the Director, Regional Operations in their area.

### 4.3 Invigilators

- 4.3.1 Invigilators are required to conduct the examination in accordance with these Guidelines, any other regulatory documents and instructions issued by BEC.
- 4.3.2 The invigilators must move from one candidate to another to check each entry in the Answer



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Sheets or Question Answer Booklet i.e. CANDIDATE NAME, CENTRE NAME, CENTRE NUMBER, CANDIDATE NUMBER and the SYLLABUS NAME.

- 4.3.3** Invigilators shall ensure that candidates understand and follow all instructions and regulations.
- 4.3.4** A day before the start of the examinations, invigilators should check that they have all the necessary materials for the examination.
- 4.3.5** 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 quantities.
- 4.3.6** Invigilators may not assist the candidates with answering examination questions nor encourage them towards the correct answer. The invigilator must not repeat instructions, nor explain difficult words, phrases or concepts contained in the questions. They should not in any way indicate to candidates whether the question has been answered correctly or incorrectly.
- 4.3.7** Invigilators must not bring cell phones, books, newspapers, magazines or any reading material into the examination room nor write or read anything that is not in line with their duties while the examination is in progress.
- 4.3.8** Invigilators shall maintain silence throughout the examination and even disallow whispered conversations as they may distract candidates.
- 4.3.9** Invigilators shall disengage from unnecessary conversation with non-invigilators outside or inside the examination room.

#### **4.4 Rovers**

- 4.4.1** Rovers are responsible for ensuring that invigilators and candidates get whatever assistance they require during the examination. The rover must:
  - (a) 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.
  - (b) Ensure as far as possible that no disturbance occurs outside the examination room which could distract the candidates from their work.
  - (c) 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 or Chief Invigilator or accompany a candidate who has been given permission to leave the examination room temporarily.



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(d) Not bring cell phones, books, newspapers, magazines or any reading material into the examination room nor write or read anything that is not in line with their duties while the examination is in progress.

## 4.5 Candidates

4.5.1 Candidates have a responsibility for qualifications they have registered for during an examination series. It is the responsibility of a candidate to ensure they are fully conversant with of **Annexure 2 - EA/AA/G03/AN02 – Responsibilities of a Candidate**.

## 4.6 Training on Conduct of Examinations

4.6.1 BEC offers free training for all Chief Invigilators through online/virtual/in-person training.

4.6.2 The training slides, guidelines and manuals are essential resources for Chief Invigilators. Training slides are produced for ease of reference and to assist Chief Invigilators in training invigilators.

## 4.7 Inspections and Quality Assurance

4.7.1 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.

4.7.2 The Centre must cooperate with and facilitate any visit of or an inspection BEC makes, either arranged or unannounced, including giving the inspectors access to secure storage area and examination area, even if examinations are taking place.


4.7.3 The Centre must cooperate with any quality assurance activities that BEC may request. Centres must respond within the specified timeframes and the answers must accurately describe the Centre 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.

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

4.7.5 Usually the inspections are unannounced and take place during a series. However, BEC may inspect a centre outside the main examination period. A Centre may be inspected in any part of a centre's premises or systems or procedures connected with the delivery of the assessment.

4.7.6 BEC may withdraw centre status if the inspection indicates that the Centre does not meet the standards or regulations.

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

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

## **4.8 Examination Administration**

**4.8.1** To make sure examinations are administered effectively, Centres must abide by the deadlines set out in these guidelines or related documents or otherwise communicated by BEC, send to us or capture in Malepa application:

- (a) Personal details of candidates.
- (b) For application of Special Consideration centres must follow the regulations set out in ***BEC/EAC/G01 - Access Arrangement and Special Consideration; A Guide for Centres.***

**4.8.2** Centres must keep the examination materials secure at all times.

**4.8.3** Centres must check that they have received the correct version of materials for the series.

**4.8.4** Centres must carry out the following in accordance with the guidelines:


- (a) Secure storage of all examination materials.
- (b) Distribution of examination papers to candidates.
- (c) Collection of scripts, question papers and any other material at the end of each examination and secure return of scripts.

**4.8.5** The Head of Centre/Chief Invigilator must appoint suitable invigilators and must ensure examinations are carried out in accordance with these Guidelines. Private centres are responsible for costs associated with conduct of examinations at their centres.

**4.8.6** Candidates must be constantly and effectively supervised during each examination.

**4.8.7** The centre must work with BEC to prevent malpractice and in particular, the Centre must:

- (a) Ensure candidates are aware of unauthorised materials not allowed in the examination room.
- (b) immediately report any established suspected or alleged cases of malpractice.
- (c) assist in any investigation of suspected malpractice.
- (d) promptly provide information and advice regarding any suspected malpractice at their centre.

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**4.8.8** The Centre must submit and process any enquiries about results or appeals in accordance with the regulations set out in these guidelines.

**4.8.9** 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**

### **4.9.1 Correspondence with BEC**

- (a) All correspondence between Centres and BEC must be in English. This applies even when the assessments are offered in a language other than English.
- (b) 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.
- (c) When Centres receive a communication from BEC, which requires a response, they must respond within the specified time frame.
- (d) Centres must include the following in all correspondences to BEC;
  - (i) Centre Name and Centre Number
  - (ii) Name, position and title of the member of staff sending the message and for continuing correspondence, the reference number included in BEC initial response should be reflected.

### **4.9.2 Communication Method and Details**

#### **4.9.2.1 Written**


- (a) For general administrative queries, BEC prefers Centres to use formal written correspondence addressed to the Chief Executive Officer at:

**Botswana Examinations Council**  
**P/Bag 0070, Gaborone**

- (b) Where possible please supply and communicate using a specific email address that is connected to a particular role at the Centre, for example; Bokgonischool@gov.bw or a web based email (ChiefInvigilator@gmail.com).

#### **4.9.2.2 Telephone Communication**

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

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#### 4.9.2.3 Software and Online Services

The Head of Centre must ensure that the usernames and passwords issued are only given to staff authorised to access the relevant online services or software. For Centres that do not comply BEC may suspend all services with the Centre or withdraw their access rights. For Online Services, contact BEC at:

Malepa support  
 malepasupport@bec.co.bw  
 3650839  
 Website: [www.bec.co.bw](http://www.bec.co.bw)  
 Facebook: Botswana Examinations Council  
 Twitter: @ Bots \_Examinations

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

#### 4.10 Ownership of Question Papers

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


- (a) the 24-hour Security rule (see section 8.12 of these Guidelines) or
- (b) regulations specific to the conduct of a particular component.

BEC retain all intellectual property rights to the question papers.

#### 4.11 Copyright in Examination Material

BEC asserts its ownership in the copyright and all other intellectual property rights in all the material which BEC delivers to Centres including syllabuses, question papers and other material relating to the programmes and qualifications, except where BEC has attributed work to a third party. Centres may reproduce copies of past question papers and other material for which BEC hold copyright, for internal purposes provided that copies are:

- (a) limited to one copy per candidate entered for the syllabus.
- (b) used exclusively by candidates at the centre in connection with their class work or internal assessment.
- (c) not offered for sale or distribution under any circumstance.
- (d) reproduced with all BEC copyright symbols, trademarks acknowledgement and notices intact.
- (e) not passed to any other third party.

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- (f) Centres must not distribute past question papers electronically, including websites, intranet etc.
- (g) if staff at centres want to use material owned by BEC in any publications which they are developing, they must ask for permission to do so.

#### 4.12 Ownership of Assessed Material

All material submitted for assessment will become BEC physical property. BEC does not return examination scripts to Centres.

#### 4.13 Declaration of Interest

Heads of Centres/Chief Invigilators whose children or close relatives will be sitting for the examinations should declare their interest by completing **EA/AA/G03/F01 – Declaration of Interest** and send the completed form to the Chief Executive Officer, Botswana Examinations Council (BEC) and copy the correspondence to Regional Directors. All invigilators whose children or close relatives will be sitting for the examinations should declare their interest by writing to the Head of Centre/ Chief Invigilator.

#### 4.14 General Data Protection Regulations


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

**4.14.2** 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 audio or video evidence of candidate performance) for the purposes of delivering our qualification through your centre. This includes processing exam entries and results, marking exam scripts, issuing certificates and processing enquiries about results. You must also obtain their consent for such use. You must make sure you keep a record of the consent given and this record must be made available to us when we ask for it.

**4.14.3** You must also make sure that, when applications for access arrangements, special consideration or the withdrawal of entries are made, candidates (if 16 or over) and their parent/guardian understand that we will use their special categories (sensitive) of personal data for the purposes of processing these applications.

**4.14.4** You must also make sure that candidates (if 16 years or over) and their parents/guardians understand that we will process their personal data for the following legitimate business purposes:

- (a) 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.
- (b) To understand the needs of candidates and other users of our qualifications and to carry

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out marketing.

- (c) To provide training to those involved in the provision of educational services in relation to our qualifications, for example, teachers and examining personnel.
- (d) 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.
- (e) To share the personal data with other functions or parties of our organisation, including agents (e.g. Department of Tertiary Education Financing) and representatives which process the personal data on our behalf for the purposes described in these guidelines.
- (f) To share the personal data with universities and college admissions services and in order to facilitate the candidates' relevant application.
- (g) 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.

**4.14.5** 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.

**4.14.6** 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, results and certificates.


## **5. Examination Timetables**

**5.1** The final timetable will be issued to all examination centres by the month of May each year. All centres should ensure that they have the final timetable by mid-June.

**5.2** All centres should follow the final timetable for the Primary School Leaving Examination. There should be no deviation from the timetable, unless otherwise stated by BEC. **UNDER NO CIRCUMSTANCES SHOULD THE TIMETABLE FROM THE PREVIOUS YEAR BE USED.**

**5.3** Centres are advised to display copies of the timetable in the examination room/rooms throughout the duration of the examination including the room where the question papers are stored.

**5.4** In order to eliminate chances of opening question papers at the wrong time, question paper packets should be placed in timetable order and be checked against the timetable during collection for each session.

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## 6. Preparations for Examinations

### 6.1 Receipt of Question Papers

6.1.1 Question papers and other materials such as answer sheets will be delivered to centres.

6.1.2 The Chief Invigilator will be required to sign the *Delivery Note* to confirm receipt of the materials. The question papers are delivered in boxes which are numbered and labelled with the centre name. The Chief Invigilator is not required to count the question papers but is required to sign the *Delivery Note* to confirm receipt of a total number of boxes with numbers in a certain range.

6.1.3 Question Paper Packets and examination materials should be carefully checked on receipt and BEC notified immediately if there are any problems such as:

- (a) discrepancies between the materials received and the *Delivery Note* or *Despatch Note*;
- (b) materials received appear not to meet the centre's requirements;
- (c) materials have been significantly damaged in transit;
- (d) there appears to have been a possible breach of security whilst the material was in transit;
- (e) the seal of a question paper packet is not intact or there is evidence that a seal may have been tampered with;
- (f) there has been an unexpected delay in delivering the question papers.

6.1.4 Immediately after receipt of the boxes containing the question papers, Chief Invigilators should make a thorough check to ensure that there are sufficient question papers for each of the examinations which will take place at the centre. Question paper packets should also be checked against the *Checklists* provided by BEC and arranged in timetable date order in the secure storage so as to reduce the likelihood of opening a wrong question paper packet. Any discrepancies or any other problem should be reported immediately to BEC.


6.1.5 The question paper packets and other examination materials must not be opened until the time appointed for the examination, except where BEC instructs otherwise.

### 6.2 Receipt of other Materials

6.2.1 Other materials will be delivered at the same time as the question papers. The details are as follows:

- (a) Attendance registers
- (b) Return envelopes
- (c) Multiple-choice answer sheets



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- (d) Hard boards
- (e) Rubber bands
- (f) Delivery note

**6.2.2** 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.

### **6.3 Secure Storage of Examination Materials**

**6.3.1** Question papers, scripts and examination stationery must be stored securely at all times. Refer to **EA/AA/Man01 – Manual for Standards for Secure Storage of Examinations Materials at BEC Centres**. Acceptable arrangements include:

- (a) A fixed building where the walls, ceilings and floors are of solid construction.
- (b) Preferably a windowless room, if there are windows they must be burglar barred. The doors to the room must have robust locking system and burglar barred. The ceiling should be made of concrete or there must be a metal mesh below or above it.
- (c) The secure container inside the secure room must be a strong or non-portable, lockable reinforced steel or metal cabinet. An ordinary lockable filing cabinet in a standard office is not to be regarded as satisfactory. The secure container must be securely fixed to the wall and ground and must be encased in sufficiently strong metal bars.

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


**6.3.3** Key holders do not need to be senior members of staff, but they should have a clear understanding of BEC regulations. It is up to the Head of Centre to nominate an appropriate members 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.

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

**6.3.5** Keys and any access code to both the secure container and the room should be kept in a safe place where unauthorised people cannot access them, for example, a small metal key safe with a combination lock.

**6.3.6** BEC must be informed immediately if the security of the question papers or confidential instructions is at risk through fire, theft, loss, damage, unauthorised disclosure or any other circumstances.



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**6.3.7** 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.

**6.3.8** 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.

**6.3.9** Examination stationery and materials must be stored securely at all times so that no unauthorised persons have access to them.

## **6.4 Delivery Note**

**6.4.1** 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 Invigilator should verify the item and the count listed in the *Delivery Note* against materials received and provide comments where necessary.

**6.4.2** The Chief Invigilator and invigilator or another member of staff conversant with examination regulations must **SIGN and DATE** the *Delivery Note* as provided at the bottom.

**6.4.3** 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.

## **6.5 Despatch Note**


**6.5.1** These are documents confirming details of what the centres submit to BEC. The Chief Invigilator should complete a *Despatch Note* indicating the packets enclosed in the consignment to BEC after the examinations.

**6.5.2** 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.

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

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

- (a) Differences between the material received and the delivery note;
- (b) Shortage of material received against centre's requirements;
- (c) Material that has been significantly damaged in transit;
- (d) Faulty media on which pre-recorded confidential material is contained. e.g. CDs
- (e) There seems to have been an excessive delay in the delivery of question papers;

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- (f) The material is for another centre or does not meet your requirements;
- (g) The seal of any question paper packet is not intact or there is any indication of tampering;
- (h) A question paper packet has been opened before the examination.

**6.5.5** Centres should keep the confidential materials secure during these checks, until they are transferred to secure storage.

**6.5.6** *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 read out to candidates at the time of the examination.

## **6.6 Materials for the Examination**

**6.6.1** All materials for each part of the examination, including question papers, will be delivered in good time to enable the Chief Invigilators to check and inform BEC of discrepancies before the examination date.

**6.6.2** All examination materials must be thoroughly checked and kept under lock and key in a secure place to which only the Chief Invigilator has access.

**6.6.3** The Chief Invigilator will be held responsible for any interference with or leakage of examination information and for the disappearance of any examination materials for their centre before and during the examination. Any such instances will be thoroughly investigated and where appropriate, charges will be laid against the culprit, and this may lead to prosecution.


**6.6.4** The Chief Invigilator must ascertain that each subject's answer sheets have been delivered and verify that they are enough for the centre's candidates.

**6.6.5** The following materials will be supplied to each centre by BEC; question papers, answer sheets, return envelopes, and boards.

**6.6.6** The following materials must be supplied by the centre to each invigilator and for each examination room: A reliable visible clock or watch, a board/writing surface and chalk or marker, a pencil sharpener, pair of scissors, HB pencils, rubbers, lined paper or blank sheets of papers.

**6.6.7** The following materials are **not** allowed into the examination room: calculators, cell phones, pagers, watches with calculators and any other materials not included in this Guideline.

**6.6.8** For the composition and letter writing examinations, candidates must use a blue or black pen. **Pencils should not be used.**

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## 7. Preparing the Examination Room

### 7.1 Examinations Venue


- 7.1.1** 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 for an examination.
- 7.1.2** Candidates should not be exposed to noise from outside of the examination room, and the Centre should do all it can to minimise any such noise. The Centre should, for example, manage the movement of students in the vicinity of the examination room. There may be sources of noise over which the Centre has no control of, such as traffic noise in such circumstances the Centre may not be criticised.
- 7.1.3** The examination rooms should be conducive with adequate lighting and ventilation in all areas in which candidates are sitting.
- 7.1.4** Display material(s) (e.g. maps, diagrams, wall charts) which might be helpful to candidates must not be visible in the examination room. All materials should be removed with the exception of the *Notice to Candidates* and a copy of the *Seating Plan*.
- 7.1.5** A working clock must be visible to each candidate in the examination room. In large examination rooms such as multi-purpose halls, several clocks should be displayed at strategic points. Regular checks should be carried out to ensure that all clocks are in good working order.
- 7.1.6** The centre number, date, syllabus name, component code, the start, finish times and duration of each examination must be displayed and visible to all candidates.

### 7.2 Notice to Candidates

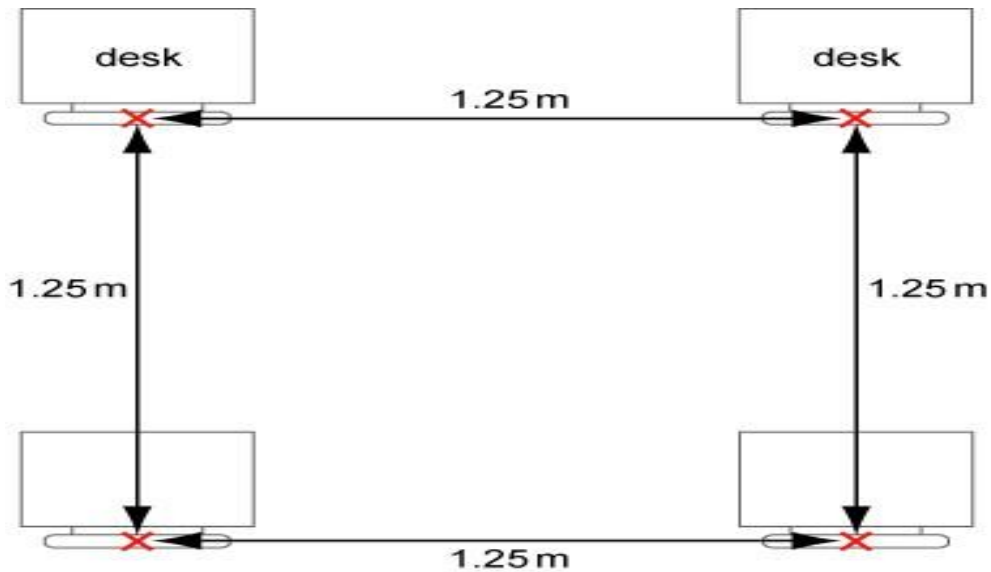
**EA/AA/G03/A01 - Notice to Candidates** must be displayed both inside and outside of each examination room. Each and every candidate should be provided with a copy of the Notice to Candidates before the examination.

### 7.3 Seating Arrangements

- 7.3.1** Candidates should be provided with desks, where possible without drawers. The surface of the desk should be able to provide sufficient space for the question paper, answer booklet and other materials.
- 7.3.2** The distance between the centres of adjacent desks must each be at least 1.25 metres.
- 7.3.3** 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. The spacing of desks in each row and the


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distance between the rows must be sufficient to achieve this minimum separation. See diagram below:



**Figure 1 – Spacing between desks**


- 7.3.4** As part of the preparation for an examination, the Chief Invigilator should ensure that desks are equally spaced in all directions. Centres should be aware that BEC regards the adequate spacing of desks as important, and the Chief Invigilator must make arrangements which allow the minimum separation to be achieved.
- 7.3.5** As part of the preparation for the examination, candidate numbers should be displayed 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.
- 7.3.6** 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.

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## 7.4 Invigilators Arrangements

**Important: There must be at least one invigilator present for every 35 candidates.**

- 7.4.1** The Chief Invigilator must ensure that invigilation is carried out by suitably qualified and experienced adults (refer to **EA/AA/Man04 – Manual for Invigilators - PSLE**). Whilst the Chief Invigilator 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 Chief Invigilator must ensure that invigilators are fully briefed and trained before carrying out the task of invigilation.
- 7.4.2** Invigilators must give their whole attention to the proper conduct of the examination. Invigilators are not to perform any additional task in the examination room except invigilation.
- 7.4.3** Sufficient invigilators must be appointed to ensure that the examination is conducted in accordance with the following requirements:
- At least one invigilator must be present for every 35 candidates. Arrangements must be such that each candidate in the examination room can be observed by an invigilator at all times.
  - 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, they 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.
  - A teacher who has prepared the candidates for the subject of the examination during the academic year should not invigilate a written examination in that subject.
  - A copy of the guidelines must be available to each invigilator in the examination room, and the invigilators must be familiar with **EA/AA/G03/A01 - Notice to Candidates** and any specific regulations relating to the subjects being examined.
- 7.4.4** Centres must keep records of the invigilation arrangements for each examination session, and the Chief Invigilator should ensure that each invigilator signs **EA/AA/G01/A06 - Certificate of Invigilation**. A copy of the **Certificate of Invigilation** has been provided as **Appendix F**. Completed Certificates of Invigilation should be retained in the Centre or returned according to instructions issued by BEC.
- 7.4.5** Chief Invigilators should make arrangements for **Seating Plans** to be prepared in each of the rooms being used for the examination.
- 7.4.6** **EA/AA/G01/A03 - Checklist for Invigilators** has been included in the guidelines as **Appendix C**. The checklist summarises the duties and responsibilities of invigilators.


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## 7.5 Examination Administration for Candidates with Medical Emergencies and Special Needs

- 7.5.1 If a candidate falls sick some days before the examination starts and is admitted to a health facility, the Chief Invigilator must inform BEC and complete the *Application for Special Consideration Form*. Arrangements can be made with the health facility so that the candidate sits the examination at the health facility or at a nearby school.
- 7.5.2 The answer sheets for such a candidate must be sent separately (if the candidate sat the examination at the health facility) or together with the answer sheets of the school where the candidate sat for the examination but under a separate cover.
- 7.5.3 A report on the candidate should then be written providing detail of the examination.
- 7.5.4 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.
- 7.5.5 Centres that have requested for oral response format and the use of a scribe/writer must record the responses in addition to producing a written script. All recorded responses must be saved and submitted to BEC using a USB device (external hard drives, memory stick), memory card or voice recorders. Furthermore, a *Writer Coversheet* must be completed and submitted to BEC.

**NOTE:** *No examination taken orally will be presented without recording the candidates' audio responses.*

- 7.5.6 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.
- 7.5.7 The candidate must be familiar with any special equipment authorised for use in an examination. If support from a scribe, a reader, prompter, practical assistant or communicator is required, the candidate must practice with the person acting in this capacity before the examination.
- 7.5.8 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.
- 7.5.9 Any difficulties that arise from the nature of the special arrangements, or any unforeseen difficulties encountered by the candidate, should be reported to BEC.

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**7.5.10** The Head of Centre/Chief Invigilator 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.

**7.5.11** 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.

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

**7.5.13** 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.

**7.5.14** 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, the use of the computer might have on the reliability of the assessment of the candidate in each subject for which the candidate is entered.

## **7.6 Packaging of Special Needs Scripts**

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


- (a) The use of a Reader with extra-time
- (b) Modified Learning Disability and Hearing Impairment scripts.
- (c) Braille Scripts
- (d) Extra-time of 30% and above
- (e) 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.

## **7.7 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



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further clarification, please contact the Special Needs office at 3650700/831/896/757 or email [AASpecialNeeds@bec.co.bw](mailto:AASpecialNeeds@bec.co.bw) .

## 7.8 At the Beginning of the Examination

At the scheduled examination time, invigilators should admit candidates into the examination room. If there are candidates who have made a late transfer in, they should be assigned the last candidate number, their names should be written at the bottom of the **Attendance Register** and the Chief Invigilator must notify BEC. **They should not use the numbers they were given at their previous centres.**

### 7.8.1 Identification of Candidates

The invigilators must be satisfied as to the identity of every candidate attending each examination, and arrangements must be made to carry out adequate checks whenever it is necessary to do so. Out of School Education and Training (OSET) candidates must be positively identified by means of a national identity card or passport. The evidence must be presented each time they attend an examination.

## 7.9 Completing the Attendance Registers

**7.9.1** Attendance Registers for all centres must be printed from Malepa application on time.


**7.9.2** The invigilator must complete the **Attendance Register** during the course of the examination in accordance with the instructions provided. If a candidate who is present for the examination is not shown on the attendance register, the candidate's details must be added, again according to the instructions provided.

**7.9.3** For each examination, the Chief Invigilator must ensure that the absent candidates are carefully marked according to the instructions in the Guidelines.

**7.9.4** The **Attendance Register** should be completed at least thirty minutes after the examination has been in progress so that late arrivals can be accommodated. When all candidates are seated, the invigilator should make an exact count of those actually present and compare the count with the number in the attendance register. Candidates who did not sit for the examination should be marked ABSENT or marked 'X' in the **Attendance Register**. Under no circumstances should the **Attendance Register** be completed after the candidates have left the examination room.

**7.9.5** Completed **Attendance Registers** should be sent to BEC immediately after the last examination has taken place. The **Attendance Register** should not be enclosed with the scripts, but rather packaged separately and dispatched with scripts. The candidate numbers of absent candidates should also be listed in the space provided on the script return envelope. Where more than one envelope is used, all candidates should be listed on the first envelope. Where all candidates are absent for an examination, an envelope with the attendance register in which the absent candidates have been marked should be submitted to BEC.



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## 7.10 Seating Plan

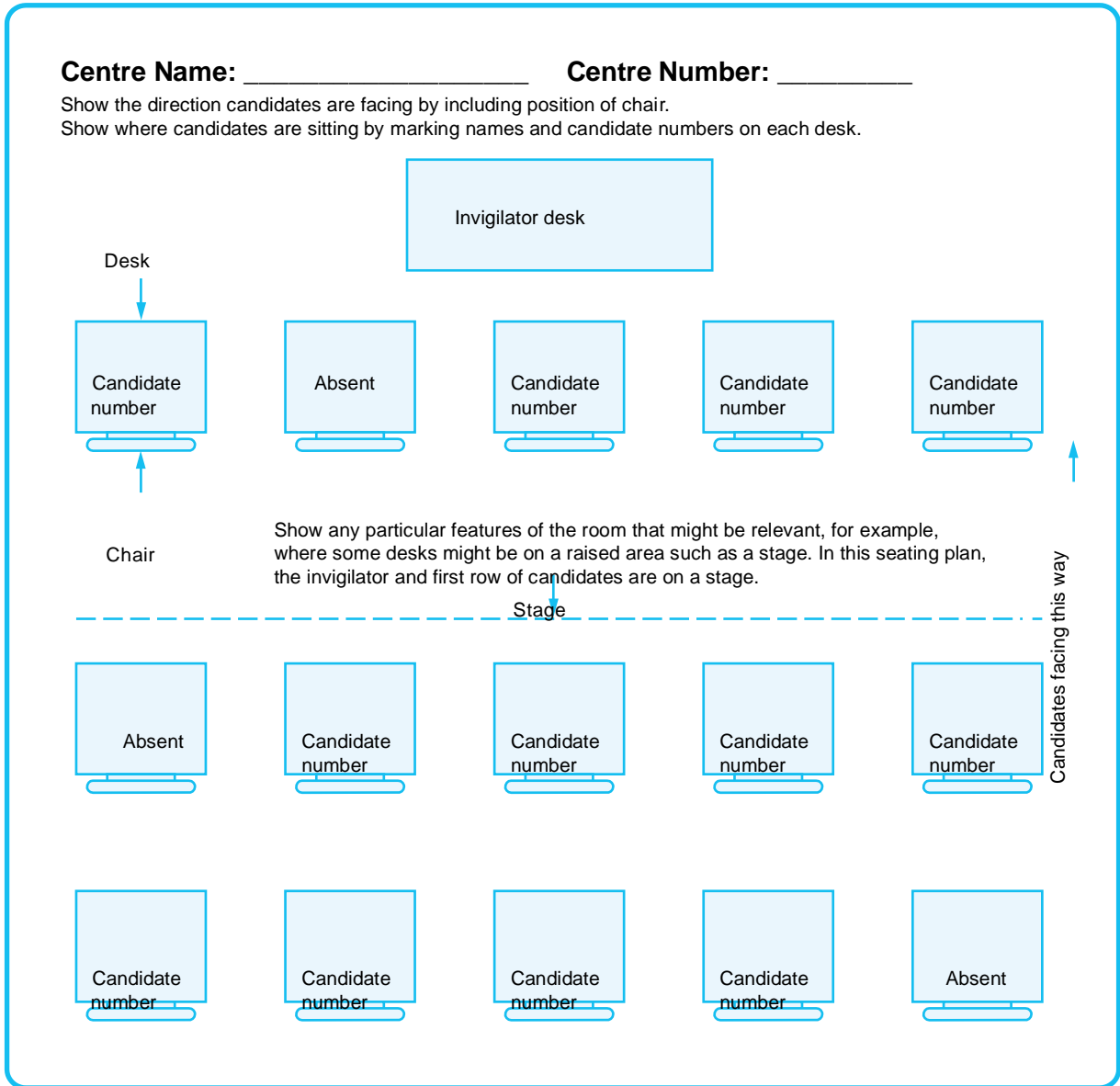
**7.10.1** Centres must produce a seating plan for each examination. A seating plan is a diagram that outlines how the examination room is set up. It shows the positions of tables in the room, the position of each chair and where each candidate is seated. It shows the position of the invigilator’s desk and the direction candidates are facing in the examination room. The Seating Plan should further indicate the centre name and number. The **Seating Plan** should be completed during the examination and absent candidates marked ‘A’ on the diagram.

**7.10.2** The Chief Invigilator and invigilator must sign completed seating plans for each examination session and room. Records of **Seating Plan** and **Invigilation Timetable** must be kept for each examination session. We may require the seating plan and invigilation records at any time up to the end of results enquiry period. The records should be kept securely at the Centre until end of June following the examination series.


### 7.10.3 Completion of Seating Plan

The invigilator’s table, (on which the testing materials must be laid out), should be at the front of the candidates. Each **Seating Plan** must have centre name and number. (*See an example of the Seating Plan on the next page*)

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**Figure 2 - An Example of a Seating Plan**

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## 7.11 Unauthorised Entries

7.11.1 If a candidate arrives for an examination they have not been entered for, you can allow them to take the examination providing that:


- (a) 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 candidate can sit all the components required for the syllabus option at the appropriate time, not just the specific examination.
- (b) 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.
- (c) 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.
- (d) 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.
- (e) 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.

## 7.12 Authorised Personnel

Only persons authorised by the Head of Centre/Chief Invigilator are to be allowed in the examination room. *EA/AA/G03/A09 - Examination Room Entry Register* should be used to capture details of personnel that enter the examination room during a live examination session. Records of completed *EA/AA/G03/A09 - Examination Room Entry Register* should be maintained.

## 7.13 Unauthorised Persons

The invigilator must not allow unauthorised persons to enter the room where an examination is in progress, nor allow the question papers to be read by anyone other than the candidates until twenty-four hours after the administration of that examination. Only persons authorised by the Head of Centre/Chief Invigilator are allowed in the examination room.

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## 7.14 Authorised and Unauthorised Materials

### 7.14.1 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.

### 7.14.2 Unauthorised Materials

- (a) It is essential that you make sure candidates do not bring unauthorised materials in the examination room.
- (b) Unauthorised materials are those that potentially enable candidates to conceal or access information in the examination room.
- (c) Having unauthorised materials in the examination room is a breach of examination regulations and may be considered as 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 BEC. Unauthorised materials include:
  - (i) calculator cases
  - (ii) instruction leaflets
  - (iii) dictionaries (except where the rubric specifies)
  - (iv) bags
  - (v) non-transparent pencil cases
  - (vi) mobile phones
  - (vii) camera
  - (viii) Bluetooth headsets
  - (ix) Tablet
  - (x) computers
  - (xi) smart watches, or
  - (xii) any watch capable of electronic storage or communication or
  - (xiii) any other electronic devices that enable external communication or the storage and retrieval of data should not be brought into the examination room.
  - (xiv) Other watches can be worn at the discretion of the centre.
- (d) If a centre allows 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”.
- (e) The centre should use their judgement for any items not on the list above by checking whether the item potentially enables a candidate to conceal or access information in the examination room.

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- (f) All **electronic** items, including cell phones and Bluetooth devices, must be switched off and left outside the examination room.

## 7.15 Stationery and Other Materials


7.15.1 The invigilator must take all reasonable steps to ensure that:

- (a) 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.
- (b) Candidates take into the examination room only materials which are required for the examination. Such materials include pens, pencils, and erasers.
- (c) In the case of objective tests, invigilators must make sure that all candidates have an HB pencil and an eraser, candidates must be provided with a pre-printed answer sheet.
- (d) 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.
- (e) 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.
- (f) There are no circumstances under 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.
- (g) Candidates who might not have personalised answer sheets should be provided with blank answer sheets.

## 7.16 Bringing Food into the Exam room

7.16.1 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 BEC regulations on packaging and labelling and that other candidates are not disturbed.

**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.

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## 7.17 Collecting the Question Paper to Administer to Candidates

7.17.1 The Chief Invigilator and Invigilator must check to confirm the component to be written on the timetable in the secure storage room.

7.17.2 The Chief Invigilator and Invigilator should confirm the number of question paper packets that should be picked for that particular date and time.

7.17.3 The Chief Invigilator collects and confirms against the timetable the date on the question paper packets.

7.17.4 Chief Invigilator passes over the packets to the Invigilator to verify the date and time.

7.17.5 The Chief Invigilator and Invigilator should **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.**

7.17.6 The date and time of verification should be next to the signature on the timetable.

7.17.7 The Chief Invigilator and Invigilator take the packets to the examination rooms.

## 7.18 Checking Question Paper Packets in the Examination Room

7.18.1 The invigilator announces;

- (a) the syllabus name
- (b) the component code
- (c) duration of the paper


7.18.2 The Invigilator holds each packet of question papers out to the candidates to confirm that the packets have not been tampered with.

7.18.3 The invigilator hands over 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.

7.18.4 The candidates verify and append their names, signatures and date against the component name.

7.18.5 The invigilator collects the question paper packets from the candidates once verification is done.

7.18.6 The Invigilator makes the final verification and signs next to the candidates' signatures.

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**7.18.7** The Invigilator carefully and neatly cuts open the question paper packets using a pair of scissors.

**7.18.8** The Invigilator distributes question papers accordingly to the candidates in number order.

**Note:** It is the responsibility of the Invigilator to make sure that the question papers are not damaged during opening of the packets. 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.


## **7.19 Starting the Examination**

**7.19.1** An examination is deemed to be in progress from the time the candidates enter the room until all the scripts have been collected. Before candidates are permitted to start work the invigilator must:

- (a) ensure that candidates are seated in accordance with the prescribed seating arrangements.
- (b) inform the candidates that they are now subject to the regulations of the examination.
- (c) warn candidates that any unauthorised materials must be handed in.
- (d) check that candidates have all the necessary materials to enable them to complete the examination.
- (e) open the packets of question papers and issue the papers to candidates.
- (f) 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.
- (g) ensure that details of any erratum notices are brought to the attention of candidates.

**7.19.2** inform candidates that:


- (a) they must write their answers legibly in blue or black ink or ball-point pen.
- (b) correcting fluid and highlighters should not be used.
- (c) 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.

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Candidates should be made aware that all rough work will be included with the answers and sent to BEC.


- (d) In multiple choice papers, any rough work should be done on the question paper.
- (e) 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.
- (f) Announce clearly to the candidates when they may begin to write their answers, specifying the time allowed for the paper(s).
- (g) Remind candidates that they are forbidden from communicating in any way with or seek assistance from or give assistance to another candidate, whilst they are in the examination room.
- (h) The sealed envelopes containing the question papers must be shown to all the candidates in the examination room. Candidates should confirm that the envelopes containing the question papers have not been tampered with.
- (i) 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 question papers for other rooms can then be counted and delivered to the rooms by one of the invigilators in the company of a candidate. This distribution of question papers should take place about 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.
- (j) 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.
- (k) In the case of objective examinations for PSLE, it may be necessary to ensure that all candidates are able to complete the details on the answer sheets properly and some practice may be required, this could be done in advance of the examinations. In any case, the invigilator should read the instructions to the candidates. The invigilator should speak loudly, clearly and slowly so that all candidates can hear and understand what is being said. The candidates should be instructed to write their names in the space provided on the answer sheet and then shade the ovals which indicate gender, centre number and student number. In order to enable the candidate to complete the form correctly, the invigilator should instruct the candidates to complete each step in turn, and



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the invigilator should move amongst the candidates to check that the instructions are being carried out correctly.

- 7.19.3** The envelopes containing the question papers for the subject stated on the examination timetable should be opened for the first time in the presence of the candidates.
- 7.19.4** If there is more than one examination room and more than one envelope, all the envelopes must be opened in one classroom and then the question papers distributed to the invigilators for the other classrooms. In a case where several classrooms are used for examinations, the opening of question papers should be rotated such that each classroom becomes a base room for opening and sealing of envelopes.
- 7.19.5** The invigilator should place a question paper on each candidate's desk face down. They must absolutely make sure that each candidate receives only one question paper and leaves it face down until they are instructed otherwise.
- 7.19.6** In case there is a shortage of multiple-choice question papers, and they cannot be obtained from BEC or a nearby primary school, the Chief Invigilator must divide the candidates into two groups. The first group would write the examination while the other group would be kept in a classroom under examination conditions except that they will not be writing. The candidates who would not be writing should be detained in one of the rooms and should not be allowed to read any books.
- 7.19.7** The candidates who are first to use the question papers should be instructed not to write anything on the question papers. The second group of students may later use the question papers. The Chief Invigilator must make a report of such an incident to the BEC.
- 7.19.8** In the case of structured response papers like Agriculture Paper 1, the Chief Invigilator should inform BEC and in the meantime keep the candidates under strict supervision while the shortfall is being addressed.
- 7.19.9** The candidates and the invigilators should not be in contact with anybody except co-invigilators and the candidates during the time of waiting.
- 7.19.10** No copy of a question paper may be taken from the examination room before the end of the period allotted to that paper. The paper should be kept in safe custody until at least **24 hours** after the scheduled finishing time. 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. 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.

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## **7.20 Procedure to Follow in the Event a Wrong Question Paper Packet is Opened**


No centre should ever have an issue of opening a wrong question paper if the procedure as stipulated in these guidelines is adhered to. The procedures to follow in case a wrong question paper packet has been opened for PSLE question papers are outlined below.

### **7.20.1 If the error is discovered before the question papers are issued out;**

- 7.20.1.1** 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;
- 7.20.1.2** 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 large tamper evident envelope, and it is sealed and signed by both the invigilator and one of the candidates;
- 7.20.1.3** Apologise to the candidates and quickly replace the wrong question paper and get the examination started;
- 7.20.1.4** The Head of Centre/Chief Invigilator should immediately inform the Director, Assessments Administration and the Regional Director by phone, followed by a letter.

### **7.20.2 If the Error Is Discovered After the Question Papers Have Been Distributed:**

- 7.20.2.1** Draw the attention of the candidates to the error;
- 7.20.2.2** 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;
- 7.20.2.3** Explain the seriousness of the situation to candidates and remind them of the consequences of sharing confidential information including electronically;
- 7.20.2.4** Seal the packets in front of the candidates following the same procedure as in 7.20.1.2 and 7.20.1.3 above;
- 7.20.2.5** In this case it is better to spend a bit more time ensuring that the security of the question papers and the integrity of the examination are maintained before issuing the correct question paper out;
- 7.20.2.6** Issue the correct question paper and note the time when the examination started and when it ended but afford the candidates the full examination time;

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**7.20.2.7** The Head of Centre/Chief Invigilator should immediately inform the Director, Assessment Administration and the Regional Director by phone, followed by a letter.

## **8. During the Examination**

### **8.1 Supervision of Candidates**

Invigilators must supervise the candidates throughout the whole time the examination is in progress and always give complete attention to this duty.

### **8.2 Invigilation of Examination**

**8.2.1** The invigilator must keep moving during the examination period in order to do their job effectively and not stand for too long behind or next to a candidate as it may embarrass or disturb them.

**8.2.2** If a candidate is permitted to leave the room at any time, the invigilator must make sure that their examination paper is left behind closed on their desk with the answer sheet or booklet inserted after the front cover.

**8.2.3** Two or more candidates should not be allowed to leave the room at the same time.

**8.2.4** A roving invigilator must accompany the candidate to make sure they are supervised for the duration of the time that they have left the examination room.

**8.2.5** No extra time will be allowed to make up for a routine absence such as a trip to the toilet. The only exception to this is where a candidate is allowed supervised breaks as part of agreed Access Arrangements.


**8.2.6** The roving invigilator must make sure that noise from outside the examination room does not disturb candidates as they write.

**8.2.7** If, during the examination, the invigilator or candidates find that a question has no answer, the invigilator should allow candidates to answer in the normal way. There would be no need to contact BEC. After the examination, the Chief Invigilator should report the problem to BEC.

### **8.3 Timing**

**8.3.1** At the beginning of each examination session the invigilator must ascertain how much time is allotted to that examination paper and must follow it.

**8.3.2** The time for each examination session must be written on the board so that candidates know the starting and finishing times.

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**8.3.3** The amount of time left as the candidates' progress with the examination must not be announced until **twenty (20) minutes and five (5) minutes** before the end of the examination.

**8.3.4** The time between the invigilator's announcements: 'START!' and 'STOP!' must be the exact allotted time. No matter how clear directions are for an examination, one or more candidates are sure to misunderstand or misread them. They may mark their answers on the question paper instead of on the answer sheet, or they may fail to continue an examination in the belief that they have finished. **Time lost by a candidate through their own failure to understand or follow instructions will not be considered during marking.**


#### **8.4 Late Arrival of Candidates**

**8.4.1** A candidate who arrives after the starting time for an examination may be allowed to enter the examination room and sit for the examination. However, the candidate will not be given any time after the scheduled end of the examination and as such will finish at the same time as all other candidates. However, candidates who have valid reasons should be allowed the full time for the examination. You should warn the candidate that BEC reserves the right not to accept the script.

**8.4.2** In determining whether any of the work completed by a candidate who arrives late can be accepted, we will pay particular attention to the extent **to which the security of the examination was maintained**, with regard to the time at which candidates leave the examination room.

**8.4.3** In all cases where a candidate is admitted late into the examination room, the following rules apply:

- (a) the script must be sent to us in the normal way;
- (b) **EA/AA/G03/F02 – Late Arrivals Form** must be completed for candidates arriving late. In addition, a full written report must be sent to us as soon as possible containing the following information:
  - (i) the reason for the late arrival of the candidate, including any details of Access Arrangements made for the candidate to reach the centre;
  - (ii) the actual starting and finishing times of the examination;
  - (iii) the time at which the candidate started the examination;

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(iv) 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.

**8.4.4** 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 RESULT' may be issued for the syllabus.

## **8.5 Leaving the Examination Room**

**8.5.1** Candidates should not be allowed to leave the examination room before the end of the examination. Candidates leaving early cause disruption to other candidates and can lead to an unsatisfactory end to the examination.

**8.5.2** If the centre decides to allow candidates to leave before the scheduled end of the examination, the invigilator must ensure that no candidate leaves the examination room until at least one hour after the published starting time if the exam lasts longer than one hour or the duration of the examination, if less than one hour.

**8.5.3** A candidate who has finished work and is allowed to leave the examination room early must hand in their work and must not take the question paper out of the examination room nor be re-admitted into the examination room.

## **8.6 Irregular Conduct**


**8.6.1** Wherever practicable, the invigilator should remove and retain any unauthorised material discovered in the possession of a candidate in the examination.

**8.6.2** It is the duty of the Chief Invigilator to ensure that all cases of irregularity or misconduct in connection with the examination are reported to BEC as soon as possible. The Chief Invigilator is empowered to expel a candidate from the examination room, but such action should only be taken when it is felt that the continued presence of a candidate would cause disruption to other candidates (e.g. the presence of an intoxicated candidate or a candidate with emotional and behavioral problems).

**8.6.3** Any infringement of the regulations may lead to the disqualification of the candidate. Decisions on any such disqualification will be taken by BEC.

## **8.7 Emergencies**


**8.7.1** The invigilator must take the following action in the event of an emergency such as a fire alarm:

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- (a) evacuate the examination room;
- (b) 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 material leave the room.
- (c) ensure that the candidates are supervised as closely as possible whilst they are outside the examination room to ensure there is no collusion.
- (d) 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.
- (e) record the time and duration of the interruption; and allow the candidates the full working time prescribed for the examination.
- (f) in the event of there being only a small number of candidates, consider the possibility of moving the candidates and the question papers and scripts to another room in order to complete the examination.
- (g) make a full report of the incident and of the action taken. The Chief Invigilator should submit any such report to the Chief Executive Officer at BEC.

## 8.8 Request for Special Consideration

- 8.8.1** 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 *Application for Special Consideration*.
- 8.8.2** 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 *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.
- 8.8.3** 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.
- 8.8.4** A report on the candidate should then be written providing details of the examination.
- 8.8.5** 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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## 8.9 At the End of the Examination

### 8.9.1 Finishing the Examination

- (a) At the end of the examination, the candidates should be told to stop writing. The candidates should then be instructed to:
- (i) ensure that all the required information has been entered on the script, answer booklet or answer sheet;
  - (ii) make sure that their answers have been correctly numbered;
  - (iii) arrange any supplementary answer sheets in the order in which the questions have been attempted. The sheets should then be attached to the back of their answer booklet or question paper using the string or tags provided by the Centre. Paper-clips or staples should not be used.

## 8.10 Collection of Answer Scripts

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


**8.10.2** 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.

**8.10.3** The invigilator must:

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



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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;

- (e) 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;
- (f) 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.

## 8.11 Collection of Question Papers

### 8.11.1 Before candidates can leave, the invigilator must:

- (a) collect, count and verify that every question paper that was issued out has been accounted for and place them in the original packets.
- (b) hand over the question papers and empty packets to the Chief Invigilator for safe custody before despatch of scripts to BEC.
- (c) dismiss the candidates ensuring that they leave the room in an orderly manner.
- (d) empty question paper packets must be stored securely until the certificates are issued. We may need them for investigations into suspected malpractice.
- (e) 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.

## 8.12 24-Hour Security Rule

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

**8.12.2** 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).



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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.

### 8.13 Leaving the Exam Room


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

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

### 8.14 After the Examination

#### 8.14.1 Collecting Examination Materials

- (a) Immediately after each session, the invigilator should arrange the answer sheets in numerical order/ascending order.
- (b) The Chief Invigilator should then check if the invigilators have arranged the answer sheets in numerical order and that there are no missing answer sheets or scripts.
- (c) They should also check to see if the information required, that is the surname, first name, centre and candidate number and sex have been correctly written and shaded. This must be done in the examination room that was used for opening the envelopes and in front of the invigilators and candidates.
- (d) They will then place the answer sheets between boards and secure them with rubber bands. The boards containing the answer sheets may now be placed in envelopes and then sealed in the presence of candidates.
- (e) If possible, all the script packets for a given component should be tied together to make a single package. Thoroughly check the syllabus code and component code before sealing as failure to do so creates problems of missing packets.
- (f) Chief Invigilator should enter outside the envelopes the centre number (e.g. PS2701), the syllabus code and component code (e.g. 01/01), the number of scripts enclosed (e.g. 50 scripts) and the range of candidate numbers (e.g. 0002-0079). Where only one packet is used, enter "Packet 1 of 1", where two packets are used, enter "Packet 1 of 2" on the first envelope and "Packet 2 of 2" on the second envelope, and so on if more than two packets are used. Any SPED envelopes should be counted amongst all the centre envelopes.

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(g) Under no circumstances must any correspondence, including requests for Special Consideration, be included with the examination scripts. All such correspondence should be sent separately to BEC.

(h) The envelopes must be sealed in a box and the box addressed to:

**The Chief Executive Officer  
 Botswana Examinations Council  
 Private Bag 0070  
 Gaborone**

## **8.15 Despatch of Scripts**

**8.15.1** The scripts and answer sheets will be collected by BEC at the end of the examination. Any scripts which are retained in the Centre awaiting collection must be held in secure conditions. Centres will be notified of the collection times.

**8.15.2** A dispatch form provided by BEC must be completed with the details of the consignment and signed by the Chief Invigilator and sent to BEC with the scripts but in a separate envelope.


## **8.16 Unused Stationery**

**8.16.1** All unused stationery in the examination room must be collected and checked for any used loose sheets which candidates may have overlooked. The stationery should then be returned to the Chief Invigilator and stored under secure conditions until required for a subsequent examination.

**8.16.2** However, all the remaining multiple choice answer sheets should be safely DESTROYED by the office of the Chief Invigilator AFTER the issuing of certificates for the examination series unless advised otherwise.

## **8.17 Report on the General Administration of Examination**

**8.17.1** Centres are expected to each write a detailed report on the administration of the examination. BEC is interested in the Centre's comments on all aspects of the examination. The report should cover, but not limited to the following areas: delivery of examination materials, timetable and schedules, invigilation and written examinations, maladministration and malpractice.

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## 9. Examination Malpractice

### 9.1 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.

### 9.2 Individuals Involved

The individuals involved in malpractice may be:


- (a) Candidates.
- (b) Teachers or other centre staff members responsible for the conduct and quality assurance of examinations and assessment processes.
- (c) Those involved in the assessment of candidates' work such as assessors, examiners and moderators.
- (d) 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.

### 9.3 Candidate Malpractice

**9.3.1** 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:

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


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- (f) Allowing work to be copied by another candidate.
- (g) The deliberate destruction of another candidate's work.
- (h) 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.
- (i) Making a false declaration of authenticity in relation to coursework.
- (j) Either giving or receiving assistance in the production of coursework.
- (k) Being in possession of confidential material in advance of an examination.
- (l) Bringing into the examination room unauthorised materials such as notes, study guides, electronic dictionaries, cell phones, etc.
- (m) The inclusion of offensive or obscene material in scripts or coursework.
- (n) Pretending to be someone else in the examination (impersonation) or arranging for another person to take one's place in an examination.
- (o) The inclusion in coursework of material which is copied from another source but which is not acknowledged.
- (p) Theft of another candidate's work.
- (q) Behaving in such a way as to undermine the integrity of the examination.

## **9.4 Centre Staff Malpractice – Breach of Security**

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

- (a) Failing to keep examination materials secure prior to an examination.
- (b) Revealing secure information.
- (c) Moving the time or date of an examination without the prior written approval of BEC.
- (d) 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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- (e) Permitting, facilitating or obtaining unauthorised access to examination material prior to an examination.
- (f) Failing to retain and secure examination material/candidates where the examination is to be taken in a later session due to a timetable deviation.
- (g) Tampering with candidates' scripts or coursework after collection and before despatch to BEC or before making the work available to a moderator.

## **9.5 Centre Staff Malpractice – Deception**

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

- (a) 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.
- (b) Entering fictitious candidates for examinations or assessments or otherwise subverting the certification process for financial gain.


## **9.6 Centre Staff Malpractice – Improper Assistance to Candidates**

**9.6.1** 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:

- (a) Assisting candidates in the production of coursework beyond what is permitted by the regulations.
- (b) Making candidates' coursework available to other candidates.
- (c) Assisting candidates with the production of answers.
- (d) 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.

## **9.7 Centre Staff Malpractice – Maladministration**

**9.7.1** 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:

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- (a) Failing to ensure that candidate's coursework is adequately supervised.
- (b) Failure to train invigilators adequately, leading to non-compliance with BEC regulations.
- (c) Failing to issue appropriate notices or warnings to candidates in accordance with BEC regulations.
- (d) Failing to post notices relating to examinations and assessments as required by BEC regulations.
- (e) Ensuring that the rooms used for examinations meet BEC requirements as specified in the regulations.
- (f) The introduction of unauthorised material into the examination room, either during or prior to the examination.
- (g) Failing to remind candidates that unauthorised materials must be handed to the invigilator before the start of an examination.
- (h) Making access arrangements available to candidates where prior approval has not been obtained from BEC.
- (i) Failure to despatch candidates' scripts or coursework to BEC or failure to make coursework available to moderators when required to do so by BEC.
- (j) 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.
- (k) Failing to keep candidate's computer files secure.
- (l) Failing to conduct an investigation into suspected malpractice when asked to do so by BEC.
- (m) Retaining or destroying of certificates contrary to BEC regulations.

## **9.8 Rights of Individuals Suspected of Malpractice**

**9.8.1** The Head of Centre, preferably in writing, must make any individual suspected of malpractice aware of this as soon as possible.

**9.8.2** We may instruct the Head of Centre to share relevant evidence with the individual.

**9.8.3** Any individual suspected of malpractice must be;

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- (a) told what it is they are accused of,
- (b) given the opportunity to submit a written statement,
- (c) made aware of the possible consequences if malpractice has occurred, and
- (d) informed of our appeals procedure.

## **9.9 Making a Decision**

**9.9.1** 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.


**9.9.2** At our discretion we may consider mitigating factors supported by appropriate evidence.

**9.9.3** As we make no assumptions on intended actions, decisions are only based on the information presented.

## **9.10 Responsibilities of BEC**

**9.10.1** In order to meet its responsibilities, BEC will:

- (a) Oversee all investigations into alleged or suspected malpractice.
- (b) Withhold the results of the candidates involved until the investigation is complete.
- (c) Withhold the results of candidates permanently if the circumstances warrant such action.
- (d) Apply sanctions and penalties where the malpractice is proven.
- (e) Report the circumstances to the Botswana Police Services if a criminal act may have been committed as part of the malpractice.
- (f) Use its own personnel to investigate cases which involve a suspected malpractice or maladministration.
- (g) Require the Head of Centre to provide full details of any suspected or confirmed breach of security.

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## 9.11 Responsibilities of the Head of Centre

9.11.1 Heads of Centres are required to:

- (a) Report to BEC any incident of actual malpractice or suspicion of malpractice as a matter of urgency.
- (b) Respond openly and speedily to all requests for an investigation into an allegation of malpractice.
- (c) Ensure full cooperation during the investigation into an allegation of malpractice by all concerned parties within the centre.
- (d) Pass on to the individuals concerned any warnings or notification of penalties.
- (e) 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.


## 9.12 Communication

9.12.1 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.

9.12.2 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.

9.12.3 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.



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## 9.13 Allegations of Malpractice

### 9.13.1 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.

### 9.13.2 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.

### 9.13.3 Suspected malpractice identified by others.

- (a) 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.
- (b) 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.

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


- (a) Statements from relevant centre staff, for example, the Head of Centre, the Chief Invigilators, Invigilators or teachers. Statements should include a detailed account of the circumstances surrounding the suspected malpractice, including any details of investigation that has been carried out by the Head of Centre.
- (b) Statement of all candidates involved in the suspected malpractice, giving their account of events in their own words.
- (c) Evidence of any unauthorised material found in a candidate possession e.g. a photograph of the unauthorised material.
- (d) Seating plans.

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- (e) Any additional evidence or information that is relevant.
- (f) 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.
- (g) If the malpractice is discovered after final entries have been made, the details must be **reported** to BEC.
- (h) We take all reports of suspected malpractice seriously. We will acknowledge reports in writing. In our response we will either;
  - (i) confirm no further action,
  - (ii) issue guidance, or
  - (iii) open a suspected malpractice investigation.

## 9.15 Suspected Malpractice Investigations

- 9.15.1** 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.
- 9.15.2** You must complete all actions and cooperate with all instructions in the timescales specified.
- 9.15.3** We oversee all investigations. We expect the Head of Centre to personally supervise and collect information on our behalf.
- 9.15.4** Failure to take actions or cooperate in suspected malpractice investigations as required by us is malpractice in itself.
- 9.15.5** We reserve the rights to withhold results while investigations are on-going. We will notify you if we do this.
- 9.15.6** 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.
- 9.15.7** During our investigation further concerns may be identified. In these instances, we may extend the scope of our investigation as needed.
- 9.15.8** We may send the representatives to your centre to conduct an investigation.

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**9.15.9** Malpractice cases are confidential between the individual centre, the individuals involved and us.

**9.15.10** Correspondence about suspected malpractice is confidential between the centre and us.

**9.15.11** The Head of Centre can share concerns and/or requests for information with the candidate(s) involved and their parents/guardian.

**9.15.12** 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.

## **9.16 Penalties that May be Sanctioned by BEC in Response to Malpractice Cases**


**9.16.1** After we carry out investigations, we may impose sanctions and penalties on individuals and Centres suspected of malpractice as per **EA/AAP03/A01 – Application of Sanctions and Penalties in Cases of Malpractice in Examinations and Assessments**. Sanctions and penalties are imposed in order to:

- (a) minimise the risk to the integrity of our qualifications, both in the present and in the future;
- (b) maintain the confidence of the public in our qualifications; and
- (c) deter others from committing malpractice.

**9.16.2** We may impose sanctions and penalties on 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.

**9.16.3** 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.

**9.16.4** 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.

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**9.16.5** Note that sanctions and penalties are not fixed but are selected from a range of available penalties in relation to the particular circumstances of the case, and any mitigating circumstances will be taken 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.

**9.16.6** Sanctions and penalties applied must be reasonable and based only on the evidence.

**9.16.7** Penalties must be consistent in their application, and we will take no account 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.

**9.16.8** 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.


**9.16.9** Some outcomes will mean that components are not eligible for enquiries about results requests. We will confirm this in our outcome letter.

## **9.17 Possible Sanctions and Penalties**

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

- (a) Written warning;
- (b) Loss of marks for part of a component;
- (c) Loss of marks for a component;
- (d) Candidate debarred from writing BEC examinations;
- (e) Imposition of special conditions;
- (f) Suspension from participation in examination related activities;
- (g) Additional inspection;
- (h) Restrictions on the storage of examination materials;
- (i) Withdrawal of Centre status;
- (j) Withdrawal of results;
- (k) No further action.

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

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## 9.18 Communicating Decisions

**9.18.1** 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.

**9.18.2** Cases of malpractice will normally remain confidential between the Centre and BEC. However, in cases of serious malpractice, where the circumstances outweigh the duty of confidentiality, the appropriate department of the Ministry of Education and Skills Development 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.

## 10. Publication of Results

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

### 10.1 Online Results

Private centres that registered through online can access their results from Malepa application. The online results are available in the form of Statements of Results.

### 10.2 Candidates Results Service

This service gives your candidate access to their results directly via a secure website [www.bec.co.bw](http://www.bec.co.bw) and “SMS” technology as advertised.


### 10.3 Provisional Results Despatch

This arrangement is for BEC Centres. BEC sends the provisional results to centres by courier unless instructed otherwise. BEC does not email or fax results to centres or anybody else.

### 10.4 Syllabus Grades on Provisional Results documents

**10.4.1** We report syllabus grades on provisional results documents as follows:

- (a) “UNGRADED” shows that the candidate failed to reach the standard for grade E (e).
- (b) “NO RESULTS” or “X” means one of the following:
  - (i) 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.

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(ii) 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.

(iii) We disqualified the candidate. Where this is the case, we would have contacted the centre separately explaining the reasons for the disqualification.

(c) "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.

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

## 10.5 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'.

## 10.6 Awarding

Candidates will be awarded an overall grade if they have satisfied requirements for grading.

## 10.7 Candidate Certificates


The following information will be shown on the Certificate:

- (a) The candidate's name and examination number;
- (b) The grade of Certificate awarded;
- (c) The year in which the examination was taken;
- (d) The name of the centre where the examination was taken;
- (e) The grade obtained in each subject taken.

## 10.8 Enquiries About Results

**10.8.1** The results enquiries period starts immediately on the day of release of results and runs for six weeks after the release. All enquiries about results must be submitted to BEC within this period. The start and end dates are communicated with the results release.

**10.8.2** BEC carries out extensive quality checks before results are issued. However, Centres can submit enquiries about results if they would like BEC to check the results for a particular candidate.

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**10.8.3** Enquiries on behalf of school candidates and candidates at OSET centres should be made to BEC through the Chief Invigilator **NOT** a guardian nor parent. The centre has to complete – **BEC/EAC/P16/F01 – Form L – PSLE/JCE/BGCSE Results Enquiry form**. Enquiries on behalf of private candidates may be made directly to BEC by the candidate.

**10.8.4 All enquiries that involve the checking of results must be made within six (6) weeks after the publication of results.**

(a) 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 **P250.00** per component but this only applies to written components, that is; Agriculture, English and Setswana Composition and Letter. A valid explanation for requesting for the re-marking must be given. BEC reserves the right to refuse a request for re-marking when it considers that the reasons advanced are frivolous or not valid.

(b) Outcomes from Enquiries about Results will be communicated to the Head of Centre.

**NOTE: All work specified for the examinations is the property of the Botswana Examinations Council.**

## 11. Certification


### 11.1 Issue of Certificates to Candidates

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

- (a) this certificate must be returned to us on request;
- (b) this certificate should be kept in a safe place;
- (c) we will not issue a copy of this certificate;
- (d) any alterations to this certificate invalidates the certificate and BEC does not certify any such alterations;
- (e) use of an altered certificate is a criminal offence and BEC may also take civil action for damages caused;
- (f) 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.

**11.1.2** 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.



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**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.

**11.1.3** 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.

**11.1.4** 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.

**11.1.5** 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.

## **11.2 Incorrect Details of Certificates**

**11.2.1** 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 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:

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



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**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 the paragraph below.

### 11.3 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.

### 11.4 Combining Grades from Different Examination Series

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

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

### 11.5 Lost Certificates


**11.5.1** 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.

**11.5.2** 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 stated below (*See clause 11.7*).

### 11.6 Damaged Certificates

**11.6.1** 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:

- (a) 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 clause 11.7 below.
- (b) The damaged certificate must be returned to us before any replacement will be provided.
- (c) A fee will be charged for issuing a replacement certificate. The fee to be charged will be determined by us from time to time.

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## 11.7 Certifying Statements

### 11.7.1 Conditions for application of a Certifying Statements

- (a) A letter of confirmation for collection of original certificate is required from the centre.
- (b) An Affidavit as proof of loss/damage of certificate.
- (c) A fee determined by us from time to time will be charged for issuing certifying statements.
- (d) Proof of Identity in the form of a National Identity Card for citizens and passport for non-citizens.
- (e) 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.
- (f) 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.

## 11.8 Verification of Results


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

## 11.9 Migration Certificate

**11.9.1** 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 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.

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

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## 12. Appeals Process

**12.1** 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.

**12.2** 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.

- (a) The Head of Centre (or private candidate) who wishes to appeal against the outcome of a decision listed below 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.
- (b) 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.
- (c) 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).


### 12.3 Appeals May be Made Against;

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

### 12.4 Who can Appeal

**12.4.1** Only the following can appeal against our decision;

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

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

## 12.5 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.

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

**12.6.1** 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.

#### **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 results for. You may not include other candidates. You may only appeal for a whole group if you have made enquiries about results for all candidates in the group.

**12.6.2** 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 will not accept late appeals submissions. When making an appeal, you must explain your reasons for appealing against the decision and provide any extra information or evidence that you want

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to be considered. Centres and private Candidates should note that the appeals process will 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.

**12.6.3** We reserve the right to reject an appeal if the criteria in paragraph 12.6.2 are not met or where we deem the grounds for the appeal to be inappropriate.


**12.6.4** Appeals can only be made against decisions where a sanction has been imposed.

**12.6.5** You must show you have grounds for appeal. The grounds that we will consider are that either:

- (a) We did not use procedures which were consistent with the commitments made in our guidelines, or
- (b) We did not apply our internal procedures properly and fairly in arriving at our judgements.
- (c) We will not consider appeals based on any other grounds. For example, the following are not sufficient on their own:
  - (i) Disagreement with marking or moderation judgment made by markers and examiners, either originally or as part of an enquiry about results.
  - (ii) Disagreements with our judgements on thresholds at either a component or syllabus level.
  - (iii) Differences between candidates' results and their results in other assessments.

**12.6.6** 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:

- (a) used the procedures which were consistent with the commitments made in our guidelines, and
- (b) applied our internal procedures properly and fairly in arriving at our judgement

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**12.6.7** We will notify you in writing within fourteen days of receiving the appeal whether it was fully successful, partly successful or un-successful.

**12.6.8** You must inform school candidates and parents/guardians of the outcome of the appeal as soon as it is received.

**12.6.9 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.

**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.


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

**12.7.1** 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.

**12.7.2** 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.

**12.7.3** 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.

**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.

**12.7.4** 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).

**12.7.5** 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:

- (a) it is satisfied that the procedures followed by us were appropriate,
- (b) the procedures were properly and fairly applied, and
- (c) the original enquiry, application or report from the Centre (or from some other source) was dealt with appropriately.

**12.7.6** 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.


**12.7.7** 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.

## **12.8 Appeals against access arrangements, special consideration and late arrival decisions**

**12.8.1** 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.

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



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- (a) 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 1<sup>st</sup> 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.


- (b) 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.
- (c) BEC reserves the right to reject an appeal if the criteria in paragraph 12.8.2 (a) are not met or where BEC deems the grounds for the appeal to be inappropriate.
- (d) Appeals can only be made against decisions where a sanction has been imposed.
- (e) You must show you have grounds for appeal. The grounds that we will consider are that either:
- (i) we did not use procedures which were consistent with the commitments made in our Guidelines for conduct of examinations, or
  - (ii) we did not apply our internal procedures properly and fairly in arriving at our judgements.
- (f) We will notify you in writing within fourteen (14) days of receiving the appeal whether it was fully successful, partly successful or un-successful.
- (g) You must inform school candidates and parents/guardians of the outcome of the appeal as soon as it is received.
- (h) We will not consider appeals based on any other grounds.

### **12.8.3 Making a stage 2 appeal against access arrangement, special consideration or late arrival decision**



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- (a) 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.
- (b) 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 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.
- (c) 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).
- (d) 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:
- (i) it is satisfied that the procedures followed by BEC were appropriate,
  - (ii) the procedures were properly and fairly applied, and
  - (iii) the original enquiry, application or report from the Centre (or from some other source) was dealt with appropriately.
- (e) 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.
- (f) 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.

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## 12.9 Appeals against Malpractice Decisions


Decisions relating to cases of malpractice are based on the principles and procedures defined in section 9 of these guidelines.

### 12.9.1 Making a stage 1 appeal against malpractice decision

- (a) 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 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 1<sup>st</sup> March, telling you the outcome of the malpractice case. You have until 15 March to make your stage 1 appeal.

- (b) 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.
- (c) We reserve the right to reject an appeal if the criteria in paragraph 12.9.1 (a) are not met or where BEC deems the grounds for the appeal to be inappropriate.
- (d) Appeals can only be made against decisions where a sanction has been imposed.
- (e) You must show you have grounds for appeal. The grounds that we will consider are that either:
- (i) we did not use procedures which were consistent with the commitments made in our guidelines, or
  - (ii) we did not apply our internal procedures properly and fairly in arriving at our judgements.
- (f) We will not consider appeals based on any other grounds. For example, the following are not sufficient on their own:
- (i) The individual did not mean to commit Malpractice.

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- (ii) The individual has a good academic record.
- (iii) The individual could lose a university place.
- (iv) The individual regrets their action.

(g) On receipt of an appeal, we will send a letter of acknowledgement within five (5) 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:

- (i) Used the procedures which were consistent with the commitments made in our Guidelines
- (ii) Applied our internal procedures properly and fairly in arriving at our judgement.
- (iii) We will notify you in writing within fourteen working days of receiving the appeal whether it was fully successful, partly successful or unsuccessful.
- (iv) You must inform school candidates and parents/guardians of the outcome of the appeal as soon as it is received.

### **12.9.2 Making a stage 2 appeal against a malpractice decision**

- (a) 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.
- (b) 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.
- (c) 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

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the evidence, comments and reports provided to us and the observations made by the Head of Centre (or Private candidate).

(d) 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:

- (i) it is satisfied that the procedures followed by BEC were appropriate,
- (ii) the procedures were properly and fairly applied, and
- (iii) the original enquiry, application or report from the Centre (or from some other source) was dealt with appropriately.

(e) 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.

(f) 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.


### 13. 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.

### 14. Risks of Non-Compliance

The following are risks of non-compliance to these guidelines;

- (a) Loss of integrity
- (b) Reputational damage to the organisation's image
- (c) Loss of examination credibility
- (d) Results being nullified
- (e) Centre disqualification and or withdrawal of centre status
- (f) Huge cost to replacement of question papers

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## 15. Records

The following when completed must be maintained as records.

- a) Appendix F - EA/AA/G03/A07 *Certificate of Invigilation*
- b) Appendix G - EA/AA/G03/A08 *Invigilators Training Attendance Register*
- c) Appendix I - EA/AA/G03/A10 *Exam Room Entry Register*
- d) EA/AA/G03/F01 – *Declaration of Interest Form*
- e) EA/AA/G03/F02 – *Late Arrivals Form*
- f) *Delivery Note*
- g) *Despatch Note*
- h) *Seating Plan*
- i) *Invigilation Timetable*
- j) *Attendance Register*
- k) *Report on Conduct of Examinations*
- l) *Statement of Results*

## 16. Annexures

### 16.1 Annexure 1 – EA/AA/G03/AN01 – *What to Say to Candidates*


This document is intended to standardise the experience of candidates taking the same exam. It guides the invigilator on what to say during certain periods of the exam. Each invigilator should be in possession of this document to start an exam.

### 16.2 Annexure 2 – EA/AA/G03/AN02 – *Responsibilities of a Candidate*

The purpose of this document is to ensure that candidates are aware of their responsibilities towards the qualifications they have registered for during a particular series.

## 17. Appendices

- 17.1 Appendix A – EA/AA/G03/A01 – *Notice to Candidates*
- 17.2 Appendix B - EA/AA/G03/A02 – *Examination Instructions for Candidates - PSLE*
- 17.3 Appendix C - EA/AA03/G03/A03 – *Checklist for Invigilators*
- 17.4 Appendix D - EA/AA/G03/A04 – *Completing the Answer Sheets*
- 17.5 Appendix E - EA/AA/G03/A05 – *List of Question Paper Codes*
- 17.6 Appendix F - EA/AA/G03/A06 – *Certificate of Invigilation*
- 17.7 Appendix G - EA/AA/G03/A07 – *Invigilators Training Attendance Register*

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**17.8** Appendix H - EA/AA/G03/A08 – *A Brief Guide to the Administration of Examinations Under Contagious Disease Environment*

**17.9** Appendix I - EA/AA/G03/A09 – *Exam Room Entry Register*

## **18. Associated Documents**

**18.1.** EA/AA/Man04 - *Manual for Invigilators*

**18.2.** EA/AA/Man01- *Manual for Secure storage of Examination Materials at BEC centres*

**18.3.** Annexure 1 - EA/AA/G03/AN01 – *What to Say to Candidates*

**18.4.** Annexure 2 - EA/AA/G03/AN02 – *Responsibilities of A Candidate*

**18.5.** EA/AA/P03/A01 – *Application of Sanctions and Penalties in Cases of Malpractice in Examinations and Assessments*

**18.6.** BEC/EAC/G01 - *Access Arrangements and Special Consideration; A Guide for Centres*

## **19. References**

**19.1.** BEC (2023) EA/AA/G02 - *Guidelines for Conduct of Examinations - JCE, Gaborone*

