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F. Motlhanka H.G. Samu	7.1 Conduct of Practical Examinations 7.5 French Practical Examination 7.6 Practical Examination Schedules ✓ Alignment to new Organisational Structure.	v1	2023/08/31
M. Moalosi G. Nkele	✓ General update of the guidelines by removing ✓ Alignment to the new organisational structure	v2	2024/09/01

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M. Moalosi	✓ General update on numbering and clarity of the guidelines	v3	2025/08/01
C. George	✓ 4.2.7. Invigilation by only those who attended training.		
G. Nkele	✓ 4.2.8 Clarity on once off responsibility fee for Heads of Centres/Chief Invigilators		
K. Champane	✓ 5.2. Inclusion of components 25/03 and 26/03 in the table of coursework components		
	✓ 9.4.3 Spacing from centre of chair rather than desk		
	✓ 9.4.5 Candidate numbers displayed on desks in ascending order		
	✓ 9.6.5 Audio recording media for candidates with scribes		
	✓ 10.2 Use of sworn affidavit for identification where applicable		
	✓ 10.7.6 Invigilator confirms syllabus component received from Chief/Senior Invigilator		
	✓ 12.5. Change of Security Rule from 24 hours to 72 hours		

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## IMPORTANT NOTE

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

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

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## 1.0 Abbreviations, Terms and Definitions

### 1.1 Abbreviations

**AA** Assessment Administration

**BEC** Botswana Examinations Council

**CCTV** Closed Circuit Television

**CD** Compact Disc

**DAA** Director Assessment Administration

**DVD** Digital Versatile Disc

**JCE** Junior Certificate Examinations

**OMR** Optical Mark Readers

### 1.2 Terms and Definitions

#### 1.2.1 Access Arrangements

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

#### 1.2.2 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.

#### 1.2.3 Chief Invigilator

It is the person in a Centre delegated by the Head of Centre to oversee and supervise the administration of examination as per the rules and regulations of BEC.

#### 1.2.4 Component

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

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### **1.2.5 Discrepancy**

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

### **1.2.6 Head of Centre**

The officer in a centre, responsible for all matters relating to the running of an institution including responsibility on all matters relating to examinations at the Centre.

### **1.2.7 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.

### **1.2.8 Main Examination Room**

The primary room where opening of question paper packets and sealing of scripts occurs in the case where candidates sit the examinations in multiple rooms.

### **1.2.9 Main Investigation**

The process of ascertaining the facts relating to an incident.

### **1.2.10 Malpractice**

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

### **1.2.11 Preliminary Investigation**


The initial stage of investigation to establish if indeed the alleged incident constitutes malpractice.

### **1.2.12 Rover**

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

### **1.2.13 Script**

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

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#### **1.2.14 Senior Invigilator**

A member of school management team appointed by the Head of Centre to assist the Chief Invigilator following the criteria of how a centre qualifies to have one.

#### **1.2.15 Syllabus**

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

#### **1.2.16 Standardisation**

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

#### **1.2.17 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.

## **2.0 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 Child Welfare and Basic Education. To this end, BEC has developed regulatory documents that assist the centres in the best practice administration of national 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.

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## 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 phases are:

- (i) Preparation
- (ii) Entries - Registration of Candidates
- (iii) Before the Exams
- (iv) Exam Day
- (v) 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) **CEO/Pol05- Communication Policy**
- (f) **BEC/CEO/Pol06 - Anti-Fraud Policy**

## 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/Man03 - Manual for Invigilators - JCE** and **EA/AA/Man01 – Manual for Standards for Secure storage of Examination materials at 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.

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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 (where applicable), in accordance with the payment terms.

## 2.5 Purpose

This document is intended to guide and regulate the conduct of examinations at junior secondary school level. Heads of Centres or Chief Invigilators are advised to ensure that the procedures in the guidelines are always complied with. 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.


## 3.0 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 spell out the regulations for running the examinations and assessments. They further detail out the responsibilities of centres and forms part of the legal contract between BEC and the Centre.

## 4.0 Responsibility and Authority

### 4.1 Centre Responsibilities

- 4.1.1** A centre through the Head of Centre is responsible for all aspects of the administration and conduct of BEC examinations which take place in the institution. The Head of Centre may delegate responsibility of Chief Invigilator to any appropriate senior member of staff within the institution. However, the overall accountability of the administration remains with the Head of centre.

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4.1.2 A centre responsibilities include among others the following:


- (a) Registration of candidates for the examination and ensuring their details are accurate before they sit the examinations.
- (b) Provision of suitable examination rooms with adequate lighting and ventilation.
- (c) Secure storage of all examination materials.
- (d) Appoint and train invigilators to conduct examinations in accordance with regulations contained in this guideline document. A copy of the **Invigilators Training Attendance Register** must be kept for access by BEC personnel whenever is needed.
- (e) Distribution of examination materials and relevant information to candidates.
- (f) Collection of scripts, question papers and any other material at the end of each exam and secure return of scripts.
- (g) Work with BEC to prevent malpractice and in particular, Centres must
  - (i) make sure candidates are aware of unauthorised materials not allowed in the exam room.
  - (ii) immediately report any established suspected or alleged cases of malpractice.
  - (iii) assist in any investigation of suspected malpractice
  - (iv) promptly provide information and advice regarding suspected malpractice
  - (v) promptly provide information and advice that may be required to assist with any investigation
- (h) Submit and process any enquiries about results or appeals in accordance with the regulations set out in these guidelines.
- (i) Keep unclaimed certificates under secure conditions for a minimum of 24 months from date of issue and not destroy unclaimed certificates.

## 4.2 Head of Centre's/Chief Invigilator's Responsibilities


4.2.1 Acting as a liaison person between BEC and the centre.

4.2.2 Ensuring that the receipt and security of examination materials, distribution of the examination papers to candidates, collection of scripts at the end of examination and delivery of the scripts to BEC are all carried out in accordance with these regulations.



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- 4.2.3** Ensuring he/she is fully conversant with these regulations and is responsible for ensuring that they are correctly observed and applied.
- 4.2.4** Ensuring candidates are provided with all materials specified on the question paper and in any other additional material list provided by BEC.
- 4.2.5** Ensuring the appointment of suitable invigilators and training them so that they are familiar with the procedures contained in these guidelines.
- 4.2.6** Ensuring that all the invigilators who attended the training workshop on invigilation in your centre, completes the **EA/AA/G02/A02 - Invigilators Training Attendance Register** and it is submitted to BEC before the start of the examinations
- 4.2.7** Draws invigilation schedule from a list of personnel that have undergone invigilation. **NEW.**
- 4.2.8** Allocates work related to the administration and conduct of examination to centre personnel whilst assuming overall responsibility of every activity/work done. Head of Centres/Chief Invigilators shall be paid once off fee for their responsibility. **NEW**
- 4.2.9** Constant and effective supervision of the candidates;
- 4.2.10** Submission to BEC, in accordance with the instructions given when the information is requested, details of estimated and actual entries, marks for parts of the examination which are assessed in the centre, Forecast Grades and any other information that BEC may reasonably require in relation to examinations conducted at the Centre;
- 4.2.11** Ensuring that each candidate entered through the Centre receives details of the dates and times of his/her examinations, a statement of the candidate's examination entry, the candidate's provisional results and any certificate issued by BEC.
- 4.2.12** Ensuring that, in the case of candidates' work which is assessed by the centre, the work contained in every candidates' assessment is produced, marked, internally moderated and despatched according to the instructions issued by BEC.
- 4.2.13** Submission of any applications for changes to the venue or timetable in accordance with these guidelines.
- 4.2.14** Making applications for Access Arrangements and Special Consideration in accordance with the regulations and guidance. Making applications for Access Arrangements and Special Consideration in accordance with **BEC/EAC/G01 - Access Arrangements and Special Consideration; A Guide for Centres.**

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**4.2.15** Providing suitable accommodation for candidates to sit the examinations.

**4.2.16** Ensuring that all candidates in the examination, including private candidates, are identified as the provisions of the regulations in this guideline.

**4.2.17** Providing to BEC reports of any suspected or alleged cases of malpractice by a candidate or malpractice/maladministration by a member of staff discovered by the Centre. The Head of Centre is further required to assist any investigation which ensues from any alleged malpractice either reported by the Centre or suspected by BEC, and to provide such information and advice as BEC may reasonably require.

**4.2.18** Forwarding *Statements of Results* to candidates without undue delay.


**4.2.19** Submitting and processing of enquiries about results in accordance with the regulations.

**4.2.20** Ensuring that BEC is notified when the centre changes premises to facilitate inspection and approval of the new premises.

**4.2.21** Facilitate any inspection of the Centre by or on behalf of BEC. BEC will carry out unannounced inspections when examinations are taking place and centres must co-operate with the inspector, including allowing access to secure storage. BEC may also inspect the arrangements for the secure storage of confidential materials at times when examinations are not taking place.

**4.2.22** Distribute all Certificates to candidates without undue delay with a record kept of those issued. Where certificates are not handed to candidates personally, the Head of Centre is responsible for obtaining acknowledgement of receipt from the candidate.

**4.2.23** Retain all unclaimed certificates under secure conditions for a minimum period of 24 (twenty-four) months from the date of issue. At the end of this period, unclaimed certificates should be returned to BEC.

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### 4.3 Senior Invigilator's Responsibilities

**4.3.1** Besides the Chief Invigilator, the Head of Centre may assign one Senior Invigilator as per the ratios indicated in the table below.

**Table 1: Invigilation personnel ratios**

Number of candidates	Chief Invigilator	Senior Invigilator	Rover	Invigilator/s
Up to 249	1	0	2	1 invigilator : 35 candidates
250 to 550	1	1	3	1 invigilator : 35 candidates
551 to 880	1	2	4	1 invigilator : 35 candidates
881 and above	1	3	5	1 invigilator : 35 candidates

**4.3.2** Senior invigilators mainly assist the Chief Invigilator in carrying out day to day examination duties. Their duties will include the following:

(a) see to the preparation and readiness of the examination rooms including that:


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

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

**4.3.4** ensure that the question papers being opened and distributed to candidates are correct according to the time and date specified on the examination timetable.

**4.3.5** visit examination rooms frequently during each session to make sure a high standard of invigilation is maintained.


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

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- 4.3.7** ensure there are no unauthorised persons in or around examination room(s).
- 4.3.8** ensure that invigilators complete **EA/AA/G02/A07 - attendance register** before candidates leave the examination room.
- 4.3.9** assist with relief invigilation by either escorting candidates on toilet breaks or standing in for an invigilator who has to leave the examination room.
- 4.3.10** ensure that scripts are properly batched and packed according to candidates' examination number order once the session has ended.
- 4.3.11** collect, check and sign all **invigilation claim forms** before submitting them to Head of Centre for authorisation.
- 4.3.12** submit written reports on all suspected and other cases of irregularities to the Chief Invigilator without delay.

#### **4.4 Invigilator's Responsibilities**

- 4.4.1** Invigilators are required to conduct the examination in accordance with guidelines contained in this document and any other instructions which may be issued by BEC.
- 4.4.2** The Invigilators must go around from one candidate to another to check each entry, i.e. NAME, CENTRE NAME, CENTRE NUMBER, STUDENT NUMBER and the SYLLABUS NAME.
- 4.4.3** Invigilators shall ensure that candidates understand and follow all instructions and regulations.
- 4.4.4** A day before the start of the examinations, Invigilators should check that they have all the necessary materials for the examination and that envelopes containing question papers have not been opened.
- 4.4.5** Where there is suspicion that any of the question paper packets could have been tampered with, the invigilator must notify the Chief Invigilator who should then notify BEC immediately.
- 4.4.6** Invigilators shall check that the seating arrangements for the candidates are suitable and that materials provided by the centre such as pencils, rubbers, rulers etc., are available in sufficient numbers.

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

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

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


**4.4.10** Invigilator shall not engage in any unnecessary conversation with non-invigilators outside or inside the examination room or anywhere nearby.

## **4.5 Rover's Responsibilities**

The recommended number of additional rovers is suggested in the table under paragraph 4.3.1. above.

**4.5.1** 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 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.
- (d) Not have cell phones, books, newspapers, magazines or any reading material that is not in line with their duties while the examination is in progress.

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## 4.6 Candidate's Responsibilities

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 **Annexure 3 - EA/AA/G02/AN01 – Responsibilities of a Candidate**.

## 4.7 Training on Conduct of Examinations

**4.7.1** BEC offers training for all Chief Invigilators through online/virtual/in-person training.

**4.7.2** 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.

## 4.8 Inspections and Quality Assurance

**4.8.1** 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.

**4.8.2** 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.


**4.8.3** 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 state the Centres premises, systems and procedures. BEC reserves the right to photograph the premises and materials relating to assessments including candidate work, as part of the inspection process.

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

**4.8.5** 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.

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

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

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

## **4.9 Examination Administration**

**4.9.1** 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**.

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

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


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

**4.9.5** A centre must work with BEC to prevent malpractice, and in particular it must:

- (a) ensure candidates are aware of unauthorised materials not allowed in the examination room.
- (b) immediately report any 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.

**4.9.6** A centre must submit and process any enquiries about results or appeals in accordance with the regulations set out in these guidelines.

**4.9.7** A centre must keep unclaimed certificates under secure conditions for a minimum of 24 months from date of issue and not destroy unclaimed certificates.

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## 4.10 Support and Communication with BEC

### 4.10.1 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.

### 4.10.2 Communication Methods and Details

#### 4.10.2.1 Written Communication

- (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) When using electronic mail services, Centres must use a specific email address that is connected to a particular individual at the Centre, for example; [mogokgo@gov.bw](mailto:mogokgo@gov.bw)

#### 4.10.2.2 Telephone Communication

Telephone: 3650700  
Fax: 3164203/3185011  
Toll free no: 0800601025



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#### 4.10.2.3 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](mailto:malepasupport@bec.co.bw) or 3650839

Website: [www.bec.co.bw](http://www.bec.co.bw)

Facebook: Botswana Examinations Council

X (twitter): @ Bots \_Examinations

#### 4.11 Ownership of Question Papers

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


- (a) the 72 -hour Security rule (see regulation 9.19 of this guideline)
- (b) regulations specific to the conduct of a particular component.
- (c) BEC retains all intellectual property rights to the question papers.

#### 4.12 Copyright in Exam Material

**4.12.1** 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.

**4.12.2** 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.

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- (e) not passed to any other third party.
- (f) Centres must not distribute past question papers electronically, including websites.
- (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.

#### 4.13 Ownership of Assessed Material

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

#### 4.14 Declaration of Interest

**4.14.1** Heads of Centres and 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.


**4.14.2** All other invigilators whose children or close relatives will be sitting for the examinations should declare their interest by writing to the Head of Centre.

#### 4.15 General Data Protection Regulations

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

**4.15.2** 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.

**4.15.3** 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.


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**4.15.4** 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 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.

**4.15.5** 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.

**4.15.6** 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.

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## 5.0 Coursework

### 5.1 Coursework Procedure

**5.1.1** Coursework refers to assessment that is carried out by teachers during the course of teaching and learning and contributing to the final certification of the learner in any component specified by the requirement of the syllabus.

**5.1.2** The table below shows JCE Syllabuses with coursework components;

Syllabus	Syllabus Code	Component
Design and Technology	17	03
Home Economics	21	03
Commerce & Office Procedures	25	03
Commerce & Accounting	26	03
Art	33	03
Music	34	04
Physical Education	35	02


**5.1.3** Coursework marks may be used for purposes of final grading, and when used in that manner, the marks are moderated by BEC.

**5.1.4** Coursework marks remain the responsibility of Centres. Centres are responsible for the accuracy, quality and integrity of any marks or data submitted to BEC and agrees to pay all costs in correcting any errors that need correcting.

**5.1.5** By submitting any marks or data, centres are confirming that all accuracy, quality or integrity checks necessary have been carried out and are solely responsible for any direct or indirect consequences of BEC using those marks or data. Revised marks will not be accepted after the release of results.

**5.1.6** Centres are expected to make the necessary preparations for coursework assessment and the submission of coursework marks to BEC.

**5.1.7** BEC is responsible for the training of teachers on the application of assessment criteria.

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**5.1.8** Centres must ensure that candidates' work has been marked in accordance with the assessment criteria provided by BEC. The marking criterion is intended to ensure standardised marking at a national level. It is essential that the marking criterion is adhered to in order to facilitate the moderation of centre scores. Where there are indications that the marking criteria was not being adhered to, centres will be required to re-mark.

**5.1.9** Where a centre has been requested to re-mark its candidates' work, the cost of transport, subsistence allowance and meal allowance for the teachers from the centre will be borne by the centre.

## **5.2 Supervising Coursework**


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

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

**5.2.2** In addition to the provisions of 5.2.1. above, teachers are expected to:

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

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

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

**5.2.5** Teachers must not amend candidates' work.

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

### **5.3 Standardising Marking Within Centres**

**5.3.1** If there is more than one teacher involved in the assessment in a centre, teachers are expected to standardise assessments across teachers and teaching groups to ensure that all candidates have been judged against the same standards for a particular syllabus.

**5.3.2** The centre marks will then be externally moderated by BEC.

**5.3.3** Standardisation within a centre is achieved by all teachers involved in assessing samples of work from across the mark range, coming to an agreement on the marks to be awarded. Marks from some teaching groups may be moved up and down to make sure they are consistent for the whole Centre. Round up all or any part of marks to reach the final total.

**5.3.4** A senior teacher for the syllabus must be responsible for standardising the marking of members of staff for each syllabus. This teacher must make sure that a valid set of marks is produced for candidates from that Centre, for that syllabus.

**5.3.5** Centres are required to ensure that the work presented is the candidate's own work and that the work is only carried out within the school premises.


**5.3.6** Centres should not submit a candidate's mark and/or project if there is any doubt about the authenticity of the candidate's work.

### **5.4 Marking Coursework**

**5.4.1** The teacher must award marks for coursework in line with the criteria specified in the syllabus. They must provide evidence of how they have awarded marks, using the documentation provided for that syllabus.

**5.4.2** The teacher must apply the marking criteria to all pieces of work, without regard to the stage of the candidate's coursework at which they were produced.

**5.4.3** BEC recommends that centres should not communicate marks for internally assessed components to candidates. This is because it is possible for marks to be adjusted during external moderation. BEC does not require centres to grant candidates the right to appeal these internally assessed marks before submitting them for external moderation.

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## 5.5 Incomplete or Extra Coursework

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


## 5.6 Failure to Submit Work and Absent Candidates

- 5.6.1** If a candidate is entered for a coursework component but fails to submit any coursework, they are not eligible for the award of a grade in that syllabus and will receive a 'NO RESULT' outcome.
- 5.6.2** When completing *Summary Mark Sheets* and *Attendance Registers*, the teacher must indicate with 'A' for absent or failing to submit work by candidates and 'P' for present candidates who submitted work in against the candidate number and name in a row. Each candidate should sign against their names and the Chief Invigilator should only sign for absent candidates.

## 5.7 Moderation of Coursework

- 5.7.1** BEC will moderate all coursework marks to ensure that standards have been applied well by all centres. To facilitate the moderation exercise, centres are expected to record candidates' marks on individual candidate mark sheets provided by BEC and Summary Mark Sheets generated from the Malepa application by the dates shown on the schedules at the back of the Timetable sent to centres for the series.
- 5.7.2** Centres are urged to capture the coursework marks in the Malepa application and submit the Summary Mark Sheets to the Chief Invigilator on the dates specified in the timetable or as communicated by BEC.
- 5.7.3** Centres that have not captured their coursework marks in the system by the start of the moderation will not be moderated. There will be penalties to centres that have not captured their coursework marks in the system on the dates specified in the timetable.
- 5.7.4** Centres are to follow the guide below when filling in the forms of marks;
- Include the marks of all candidates entered for a component, not just the marks of the candidates in the sample.
  - The total marks entered on the forms must add up correctly and must not exceed the maximum mark.



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- (c) If only one teacher was involved in the assessment, enter the breakdown of the marks and fill in the “total mark” column of the **Summary Mark Sheet**. The marks in this column must match the marks submitted to BEC through the Malepa application.
- (d) If more than one teacher was involved in the assessment, the standardised marks must also be entered in the “centre mark” column of the **Summary Mark Sheet**. The marks in this column must match the marks submitted to BEC through Malepa application.
- (e) If a candidate has not submitted any work for the component, indicate that they were absent by filling the centre mark field in with an “A”.

## 5.8 Coursework Submission Requirements

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

- (a) A well completed **Summary Mark Sheet** with the following features;
  - (i) Filled in black pen.
  - (ii) Have no blanks.
  - (iii) Have no X as a mark.
  - (iv) Have no zero (0) for an absent candidate.
  - (v) Have no dash as a mark.
  - (vi) Be clean and neat.
  - (vii) Be signed by three people – Chief Invigilator, Senior Teacher for the syllabus and a Teacher who marked the candidate as indicated on the **Individual Candidate Mark Sheet**.
  - (viii) Accurately completed **Attendance Registers**.
- (b) Candidates’ projects, folios and cards where applicable.
- (c) Individual candidates’ mark sheets.
- (d) Completed Coursework Submission Check Form for Centres.




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- (e) Written coursework on A4 paper, unless stated otherwise in the syllabus;
- (f) For the Music Performing component (34/4) and Physical Education component (35/2), the following should also be submitted;
- (i) a hard drive containing the recordings of the candidate's work.
- (ii) video evidence in a format that is compatible with most devices. Make sure the video evidence is stored securely until submitted.

## 5.9 Packaging of Projects

- 5.9.1** Make sure each piece of work in your internal assessment is clearly identified with the centre number, the candidate number, the syllabus and component.
- 5.9.2** All projects should be packaged in candidate number order, in ascending order.
- 5.9.3** They should be placed in boxes with the following information: Centre Number, Centre Name; Syllabus Name and Syllabus Component.
- 5.9.4** Number of boxes should be indicated e.g. 1 of 2, 2 of 2, etc.
- 5.9.5** Boxes containing projects should be sealed such that no boxes open during transportation.
- 5.9.6** BEC flat boxes should be used to package **only** Art paper 2 (33/2) syllabus and not any other syllabus.
- 5.9.7** Do **not** mix deliverables with projects/folios in boxes. All other deliverables for a specific syllabus component should be packaged in Script Return Envelope labelled Centre Number, Centre Name; Syllabus Name and Syllabus Component.
- 5.9.8** Indicate the type of deliverables enclosed in that envelope e.g. Attendance register, Summary Mark sheets, Individual Candidate Mark sheets.
- 5.9.9** There will be penalty in-case of Courier Company failure to collect projects because of lack of readiness by the Centre. The centre will pay the Courier Company for the trip they would have made to your Centre.
- 5.9.10** In case of projects not collected by the Courier Company, two officers (a senior teacher accompanied by another officer) should submit projects to BEC before projects selection date indicated at the back of the BGCSE Timetable.

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## 5.10 Materials Centres Need to Keep

**5.10.1** Centres must keep the following materials and information until the results enquiries period has elapsed;

- (a) A record of the work sent.
- (b) A summary of how marks were standardised (if applicable).
- (c) Copies of signed *attendance register* of all candidates who did coursework.
- (d) Copy of each individual *candidate mark sheet*.
- (e) Copy of completed and signed *summary mark sheet*
- (f) Artefacts

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


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

## 5.11 Returning Candidates work

No candidates' coursework submitted to BEC shall be returned either to centres or candidates.

## 5.12 Resubmitting Coursework in Later Series

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

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## 6.0 Conduct of Practical Examinations

### 6.1 Introduction

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

#### 6.1.1 JCE Syllabuses with Practical Examination Components

Syllabus	Syllabus Code	Component
Home Economics	21	02
French	32	03
Art	33	02
Music	34	03

**6.1.2** Centres should observe the seating arrangements rule. If the space allows for a greater distance of more than 1.25m between candidates, then this is recommended.

**6.1.3** It is essential that a teacher of the syllabus or a technician should be present in the examination room at the start of the examination and as necessary thereafter, to deal with technical difficulties that may arise including matters of safety.


**6.1.4** Syllabus specialists are not allowed to move around the room unless they are summoned for assistance by the invigilator/examiner.

**6.1.5** Practical examinations must be conducted under conditions that will provide all candidates with the opportunity to complete their tasks and to display their true level of attainment in the syllabus concerned.

**6.1.6** If there are more candidates than can be accommodated in one session, an arrangement has to be made, to ensure that the practical examination is done on the same day. Centres must ensure that the candidates, who have sat the examination, do not get in contact with the ones that have not yet sat the examination (this only applies to Art).

### 6.2 Home Economics Practical Examination

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


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### 6.2.1 Home Economics Planning Session

- (a) Planning session for this practical examination will take place as scheduled in the final JCE Timetable.
- (b) Question papers are sent to centres about two weeks before the planning session starts. Question papers should be stored in timetable order to avoid opening the wrong question paper and or to avoid opening question papers before their scheduled date.
- (c) Question papers must be locked away in a place of high security, ideally a strong room.
- (d) Syllabus specialists should be present in the examination room at the start of the planning session to assist with distribution of planning sheets and /or textbooks that may be requested by candidates.
- (e) Syllabus specialists are not allowed to move around the room unless they are summoned for assistance by the Invigilator.
- (f) Syllabus specialists should be present at the end of planning session to assist the invigilator in collection of candidates' scripts (planning sheets) to be stored by the Chief Invigilator.
- (g) Only the shopping list duplicate should be given to the syllabus specialist for preparation.

### 6.2.2 Home Economics Practical Examination Session

- (a) This usually takes place about two weeks from the planning session. Time is given to allow the Centres to compile the shopping list and be ready for the practical examination.
- (b) Chief Invigilators should prepare for this examination in the same way they do for any other examination. Sufficient invigilators must be appointed to ensure that the examination is conducted well.
- (c) There must be one BEC examiner and one invigilator for every eight (08) to ten (10) candidates for practical examinations. Social distancing must be observed throughout the practical examination and shared utensils must be washed after each use.
- (d) Syllabus specialists are not allowed to enter the examination room unless they are summoned for technical assistance by either the examiner or the invigilator.

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- (e) There must be a rover for this examination to assist in case the BEC examiner or invigilator has to leave the examination room during conduct of the examination.

### 6.3 Art Practical Examination


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

#### 6.3.1 Art Preparatory Work

- (a) Preparatory work for this practical examination will start as scheduled in the final **JCE Timetable**.
- (b) Question papers are sent to centres about two weeks before the preparatory work starts. Question papers should be stored with a timetable order to avoid opening the wrong question paper and or to avoid opening question papers before their scheduled date.
- (c) Question papers must be locked away in a place of high security, ideally a strong room.
- (d) Chief Invigilators should prepare for this examination in the same way they do for any other examinations. Sufficient invigilators must be appointed to ensure that the examination is conducted well.

#### 6.3.2 Art Practical Examination

- (a) This usually takes place about four weeks after commencement of preparatory work. Time is given to allow the candidates to research and produce sketches that will be used as support work for the final script.
- (b) Chief Invigilators should prepare for this examination with the assistance of subject specialists by ensuring all the materials required by candidates are available.
- (c) Sufficient invigilators must be appointed to ensure that the examination is conducted well.
- (d) Syllabus specialists are not allowed to enter the examination room unless they are summoned for technical assistance by either the examiner or the invigilator.
- (e) There must be a rover for this examination to assist in case the invigilator or candidate has to leave the examination room during conduct of the examination.

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## 6.4 Music Practical Examination

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


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

### 6.4.1 Music Preparation

- The Music Practical Examination question paper is sent to centres at least three (3) months before the conduct of the final examination date as per the examination timetable.
- Preparations for the examination are to commence as soon as the examination centre receives the question paper.
- It is the responsibility of the examination centre to ensure that an appropriate room is secured to allow for optimal silence and reduce noise interruption, as well as to ensure that all required examination materials along with musical equipment are both availed and in a functional state for use during the conduct of the live practical examination. This will include copies of clean question papers without any pen or pencil markings, tables and chairs for use by the examiners and functional instruments. For powered instruments, batteries are to be secured and kept accessible at the point of use in the event that there is a power cut.

### 6.4.2 Music Practical Examination Session

- The live examination will be conducted on the date indicated in the schedule that is sent to examination centres.
- Each candidate will be given about 10 minutes, taking turns to perform their two pieces of choice.
- All candidate performances will be scored by a team of external examiners from BEC as per the assessment criteria for performing. Each musical piece performed by candidates will be marked out of a maximum score of 25 marks.

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- (d) Chief Invigilators should prepare for this examination in the same way they do for all other examinations. Sufficient invigilators must be appointed to ensure that the examination is conducted well.
- (e) Syllabus specialists are not allowed to enter the examination room unless they are summoned for technical assistance by either the examiners or the invigilator.


## 6.5 French Practical Examination

The Chief Invigilator shall be required to ensure that suitable rooms are identified for the effective conduct of this examination.

### 6.5.1 French Preparation

Designated areas to be supervised shall include the following rooms:

- (a) **The Quarantine room:** This is a room where candidates shall be housed before they go to the Preparation room. It will serve the purpose of keeping candidates in one place in readiness to be called in for their slot on the speaking examination. This shall ensure that candidates are cordoned off from those that have already taken the examination to reduce any possibilities of interaction.
- (b) **The Preparation room:** This is a room set aside for use by a candidate coming from the Quarantine room to prepare before entry into their examination session. Upon arrival into the preparation room, every candidate will select one role play card which they will be required to study for 10 minutes in preparation for their role play task. The room will be furnished with two desks and two chairs, one set for the invigilator and the other for the candidate. This room will be positioned adjacent to the examination room to enable candidates and examiners to move freely and speedily between the two rooms without much delay.
- (c) **The examination room:** The room shall be arranged such that the examiner is positioned facing the candidate, with a desk or two in between the two of them. The desk(s) must provide ample space for both the candidate and the examiner to be able to place their documents on top of the desk while allowing the unhindered placement of a digital voice recorder in between the two.

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### 6.5.2 French Practical Examination Session

- (a) The examination will be conducted as per the schedule sent out to all Centres.
- (b) Candidates to be examined on the prescribed day are to be kept in a central place in the quarantine room. They will be permitted to enter the room with their notes and books as they may wish to continue revising their work.
- (c) Use of cellphones is prohibited during any part of the examination process.

### 6.5.3 Instructions for Invigilation

- (a) All assigned invigilators are to ensure that candidates are punctual and ready at the scheduled time of assessment.
- (b) Centers may use their discretion to change Invigilators after every session so that morning, mid-morning and afternoon sessions have an invigilator to execute their roles effectively.
- (c) Once the examination has started, invigilators are to ensure that all candidates are present as per the assessment list.
- (d) Invigilators in the Quarantine room are to ensure that candidates are always kept in the quarantine room until it is their turn to be examined. Should they desire to visit the restrooms, all candidates shall be escorted. Candidates may be allowed to read and consult dictionaries while waiting for their turn to go to the preparation room.
- (e) Invigilators in the Preparation room are to ensure that candidates do not enter the room in possession of any written notes, books or dictionaries. All material from the previous candidate shall be cleared off the table before allowing the next candidate into the preparation room. Every candidate shall be provided with a blank sheet of paper for rough work and one role play card which they are to use during their preparation time. They shall however be obliged to submit the lined paper to the invigilator when it is their turn to go into the examination room. Each candidate must carry only his or her role play card into the examination room as they will need it to carry out the tasks on their role play.
- (f) In the event that the 10 minutes for preparation elapses before the candidate is called into the examination room, the invigilator shall take away the role-play card and rough work from the candidate and allow them to wait to be called into the examination room. The invigilator will then hand only the role play card back to the candidate as they enter the examination room.



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- (g) Invigilators are to constantly consult the examination list for candidates to ensure that all candidates stick to the schedule in their order of appearance.
- (h) Invigilators must ensure that the candidates do not make any writings or markings on the role-play cards during preparation time.

#### 6.5.4 Recording of The Speaking Examination

- (a) Examiners are to ensure that all candidate assessment sessions are recorded.
- (b) The recording device should be positioned in such a way that it does not become a hindrance or distraction to the candidate.
- (c) At the start of the examination, the examiner shall press 'record' on the recording equipment. Once the Speaking examination has begun, the recording must run without interruption and shall not be stopped or paused at any point during a particular candidate's examination session.
- (d) Each candidate will have a separate recording of their interview as they attempt all the questions of the examination. All the recordings of the examination shall be collected by the team of examiners and for further reference when they are submitted to the Botswana Examinations Council.

### 6.6 Practical Examinations Schedules


**6.6.1** Schedules for the following components will be shared with centres at least two months before scheduled dates for the practical examinations

- (a) Home Economics - 21/2
- (b) French - 32/3, and
- (c) Music 34/3

**6.6.2** The schedule for Art – 33/2 will be scheduled in the final *JCE Timetable* and Chief Invigilators should follow the date without fail.

### 7.0 Examination Timetables

**7.1** The final timetable will be issued to all examination centres by March each year of examination. All centres should ensure that they have the final timetable by the time the examination is written. If by the time the examination starts, your centre has not received the final timetable please notify BEC first by phone or fax followed by a letter.


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- 7.2** The timetable provides full details of all starting times. Examinations scheduled for the morning will start at **8.00 am** and examinations scheduled for the afternoon will start at **2.00 pm**. Any deviation from these starting times can only take place if the written agreement of BEC has been obtained in advance of the examination.
- 7.3** All centres should follow the final timetable for the Junior Certificate Examinations.
- 7.4** Centres are advised to display copies of the timetable in the examination room(s) including the room where the question papers are stored. This helps to avoid opening of the question papers at the wrong time.
- 7.5** The Timetable must be strictly adhered to. Any deviation from the prescribed dates or times will, as a rule, invalidate the examination. The exact length of time allotted for each paper, as shown on the front cover of the question paper, and on the Timetable, must be allowed.
- 7.6** If the time duration on the question paper differs from that shown on the Timetable, then the Timetable should be followed. Should, for unavoidable reasons, any departure from the published Timetable appear necessary, the candidates involved should be isolated and the Director, Examinations Administration and Certification contacted immediately.

## **8.0 Preparations for Examinations**

### **8.1 Receipt of Question Papers**

- 8.1.1** Question papers and other materials such as answer sheets will be delivered to centres.
- 8.1.2** 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.
- 8.1.3** 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.
- 8.1.4** Immediately after receipt of the question papers, the Chief Invigilator must carefully check that the correct question papers for each component (i.e., Paper 1, Paper 2 etc.) of every syllabus being written at the centre have been received; the total number of question papers (as indicated on the outside of the envelopes), for each component of every syllabus, is sufficient for the number of registered candidates.

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**8.1.5** If any discrepancy is noticed, or if any envelope of question papers is not correctly sealed, a centre must immediately notify BEC within 24 hours by telephone or fax followed by a written submission.

**8.1.6** 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.


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

## **8.2 Receipt of other Material**

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

- (a) Return of scripts envelopes
- (b) Multiple Choice answer sheets
- (c) Head boards
- (d) Rubber bands
- (e) Answer booklets
- (f) Continuation sheets

**8.2.2** 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.

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### 8.3 Secure Storage of Question Papers

**8.3.1** Question papers, scripts and examination stationery must be stored securely at all times. Refer to ***EA/AA/Man01 - Manual for Secure Storage of Examination Materials at BEC Centres*** issued by BEC. 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.

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


**8.3.3** 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.

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

**8.3.5** 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.

**8.3.6** 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.

**8.3.7** 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.

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**8.3.8** 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.

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

## **8.4 Delivery Note**

**8.4.1** The **Delivery Note** is used to verify the list and count of boxes of question papers, stationery, including multiple choice answer sheets and script return envelopes. The Chief and Senior Invigilator/Invigilator should verify the item and the count listed in the **Delivery Note** against materials received and provide comments where necessary.

**8.4.2** The Chief and the Senior Invigilator should **SIGN and DATE** the form as provided at the bottom.

**8.4.3** A copy of the signed records of **Delivery notes** should be sent to BEC within a week of receipt of examination materials, while the original notes are kept by the centre.

## **8.5 Despatch Note**


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

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

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

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

- (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;
- (f) The material is for another centre or does not meet your requirements;

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- (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.

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

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

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

## **8.6 Materials for the Examination**

**8.6.1** Examination Stationery supplied by BEC;

**8.6.1.1** Answer booklets, continuation paper, computer answer sheets, and envelopes for the return of scripts will be supplied by BEC. When received at the Centres, all stationery should be carefully checked and any discrepancy reported to BEC as soon as possible.


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

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

**8.6.2 Materials to be supplied by the Candidates/Centre.**

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

**8.6.2.2** Use only a **HB pencil** and a clean, soft eraser on the computer answer sheets. Ink must not be used on these answer sheets.

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**8.6.2.3** In addition, candidates taking any of the following subjects must provide themselves with the requirements listed below:


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

## 9.0 Preparing the Exam Room

### 9.1 Examinations Venue

- 9.1.1** All candidates must sit for the examination at the Centre unless prior permission has been obtained from BEC for candidates to take the examination elsewhere. Any room in which an examination is conducted must provide candidates with appropriate conditions in which to take the examination.
- 9.1.2** Any room in which an examination is conducted must provide candidates with appropriate physical conditions in which to take the examination. Due attention must be paid to such matters as lighting, ventilation, ceilings, cleanliness and the level of extraneous noise.
- 9.1.3** A reliable clock must be visible to each candidate in the examination room. All clocks must be synchronised before the start of the examination and monitored throughout the session to ensure that they are reporting the same time all the time. Regular checks should be carried out to ensure that all clocks are in good working condition
- 9.1.4** Centre number, Syllabus and Component code, the Start, Finish times and the duration of each examination must be displayed and should be visible to all candidates either on the board, a manila sheet or flipchart. The information must be clearly legible to all candidates in the examination room.
- 9.1.5** The Notice to Candidates should be displayed in a number of locations. The Chief Invigilator should ensure that all candidates have the opportunity of reading the Notice. A copy of the Notice to Candidates is reproduced in these guidelines and each candidate should have a copy of the Notice.



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

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

**9.1.8** Centres must keep signed records of the seating plan and **EA/AA/G02/A07 - Certificate of Invigilation** for each examination session. The seating plan and invigilation records may be required by BEC at any time. The records should be kept securely at the centre until BEC has completed the results enquiries process.

## **9.2 Alternative Venue**

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

## **9.3 Notice to Candidates**

**EA/AA/G02/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.


## **9.4 Seating Arrangements**

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

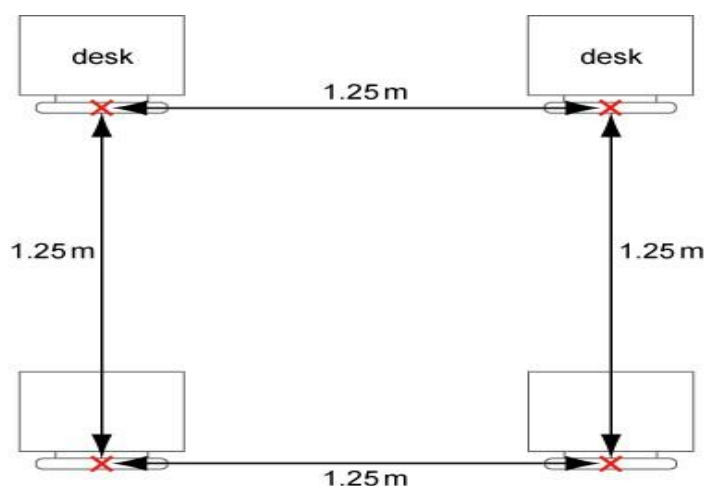
**9.4.2** Desks should be able to provide sufficient space for the question paper, answer booklet and other materials.

**9.4.3** The spacing of between candidates must be such that it is impossible for one candidate to look over the work of another, either intentionally or otherwise to prevent malpractice. In order to achieve this, the distance between the centre of one candidate's chair and the centre of the other candidate's chair must be at least 1.25 metres in all directions. The spacing of desks in each row and the distance between the rows must be sufficient to achieve this minimum separation. **NEW**



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See diagram below:



- 9.4.4** As part of the preparation for an examination, the Chief Invigilator should ensure that desks are equally spaced in all directions. Candidates should be instructed not to move the desks during the course of the examination. Centres should be aware that BEC regards the adequate spacing of desks as important, and the Chief Invigilator must make arrangements which allow the minimum separation to be achieved.
- 9.4.5** As part of the preparation for the examination, candidate numbers should be labelled/shown on the candidates' desks in ascending candidate number order. **NEW**
- 9.4.6** Any candidate suffering from an infectious or contagious disease must take the examination in a separate room in which all regulations can be applied. The candidate's script must be kept separate from other scripts from the centre and it must not be despatched until advice has been sought from BEC.

## 9.5 Invigilators Arrangements

- 9.5.1** The Head of Centre must ensure that invigilation is carried out by suitably qualified and experienced adults. Whilst the Head of Centre has discretion to decide who is suitably qualified and experienced, any relative of a candidate in the examination room is specifically not eligible to serve as the sole invigilator.
- 9.5.2** The Head of Centre must ensure that invigilators are fully briefed and trained before carrying out the task of invigilation. A copy of the attendance register **EA/AA/G02/A02 – Invigilation Training Attendance Register** for workshop attendants should be signed and sent to BEC before commencement of examinations at your centre.

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**9.5.3** Invigilators must give their whole attention to the proper conduct of the examination. Invigilators are not to perform any additional tasks in the examination room.


**9.5.4** Sufficient numbers of Invigilators must be appointed to ensure that the examination is conducted in accordance with the following requirements:

- (a) 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.
- (b) For practical examinations, there must normally be one invigilator to every 15 candidates. In these examinations it is essential that a teacher of the subject should also be present in the examination room at the start of the examination and as necessary thereafter to deal with technical difficulties that may arise, including matters of safety. Subject teachers will not be considered as part of the invigilators.
- (c) The Chief Invigilator must make arrangements to ensure that no examination room is left unattended at any time. In particular, when only one invigilator is present in an examination room, he/she must be able to summon assistance easily without leaving the examination room and without disturbing the candidates. A rover should be readily available to assist the Invigilator.
- (d) A teacher who has prepared the candidates for the subject of the examination during the academic year of the examination must not be the sole invigilator at any time during a written examination in that subject.
- (e) A copy of these guidelines must be available in the examination room, and the Invigilators must be familiar with **EA/AA/G02/AN01 - Notice to candidates** and any specific regulations relating to the subjects being examined.

**9.5.5** Centres must keep signed records of the seating plans and invigilation timetable for each examination session using **EA/AA/G02/A07 - Certificate of Invigilation**. The seating plans and the Certificate of Invigilation should be sent to BEC at the end of the examination. They should not be enclosed with the scripts.

## **9.6 Candidates with Medical Emergencies and Special Needs**

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

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

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

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

**9.6.5** Centres that have requested for oral response format and the use of a scribe/amanuensis must record the responses and submit them to BEC using a USB device (external hard drives, memory stick, memory card or voice recorders) in addition to producing a written script. Furthermore, a **Writer Coversheet** must be completed and sent back to BEC. **NEW**

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

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


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

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

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

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

**9.6.11** It is recommended that a Scribe and/or Reader who has been assisting a candidate before the examinations should be appointed to continue giving a assistance to the same candidate with approved access arrangement.

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

**9.6.13** It is not permissible for the Scribe or Reader to also act as the Invigilator.

**9.6.14** Eligibility to claim for the role of a scribe and/or reader shall be limited to one having done at least fifty percent (50%) scribing/reading for one candidate for the series.

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


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

## **9.7 Packaging of Special Needs Scripts**

**9.7.1** 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 when unsure. Multiple Choice answer sheets should not be separated and if this cannot be avoided, the answer sheets must be packaged between hardboards, placed in the correct envelope and correctly labelled.

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## 9.8 Labelling of Envelopes Containing Scripts of Candidates with Special Needs

**9.8.1** Script return envelopes containing scripts of candidates with special needs should be counted amongst the envelopes for the centre for a particular syllabus component.

**9.8.2** Script return envelopes for special needs candidates should not be labelled as 1/1 but rather as 1 of the total number of envelopes for the particular centre, e.g. 1 of 4 for the component. The envelopes for the centre should be secured together and sent back to BEC as one consignment.

For further clarification, please contact the special needs office at **3650700/831/896/727**.


## 10.0 At the Beginning of the Examination

### 10.1 Introduction

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.

### 10.2 Identification of Candidates

- The invigilators must be satisfied as to the identity of every candidate attending each examination session.
- The Head of Centre must ensure that appropriate arrangements are in place to enable all invigilators to carry out adequate checks on the identity of all candidates.
- Candidates at sixteen (16) years and above must present National Identity card (Oman) if they are citizens or passport for non-citizens for identification. Those under sixteen (16) years should present birth certificates accompanied by a sworn affidavit (where applicable) as proof of identity. Each candidate must also present a Statement of Entry. No candidate should be allowed in the examination room without any identification. **NEW**

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### 10.3 Completing the Attendance Registers

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

**10.3.2** The *Attendance Registers* must be completed in accordance with the instructions printed on them and in these guidelines. All candidates must sign attendance registers against their names.

**10.3.3** Candidate's names are printed on *Attendance Registers* exactly as they will appear on the Statements of Results and certificates.

**10.3.4** Any errors in the names should be reported immediately using the *BEC/EAC/DP/P02/F03 - Candidate Entry Amendment Form*. Alternatively, the name can be amended directly on the Malepa application.

**10.3.5** If a candidate's name is not shown on the attendance register, the candidate number and name of the candidate should be added in the space provided at the end of the attendance register.

**10.3.6** At the end of the examination, *Attendance Register* should be checked against the scripts collected and signed.


### 10.4 Seating Plans

**10.4.1** Centres must produce a seating plan before each examination. A seating plan is a diagram that outlines how the examination room is set up. It shows the position of the tables in the room the position of each chair and where each candidate is seated. It must also show the position of the invigilators desk and the direction the candidates are facing.

**10.4.2** During each examination the seating plan should be checked for accuracy and should be updated if necessary.

**10.4.3** Seating plans must not be produced after the exam has finished.

**10.4.4** Centres should keep signed records of the seating plans for each examination session.

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**10.4.5** 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, and the room number.

## **10.5 Unauthorised Entries**

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

- The candidate is able to take all the components required for the syllabus option they wish to enter. This means the centre must have enough spare question papers so the candidates can sit all the components required for the syllabus option at the appropriate time, not just the specific examination.
- The centre adds 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 BEC immediately.
- The candidate's script will be marked, entered for the entry option and issue a grade in the syllabus. The centre will be charged a late entry for any unauthorised entries.
- If a Centre does not have enough spare question papers for each of the relevant components, contact BEC immediately and extra question papers may be sent to your centre. Each request will be considered on a case-by-case basis.
- BEC reserves the right to decline any request received after the late entry deadline, if it is not possible for BEC to despatch the extra question papers in time for the examinations. In this case the centre must tell the candidate that they cannot sit the examination as they have not been entered for it. Centres must not photocopy question papers.


## **10.6 Authorised Personnel**

Only persons authorised by the Head of Centre are to be allowed in the examination room. **EA/AA/G02/A08 - Exam Room Entry Register** should be used to capture details of personnel that enter the exam room during a live exam session. Records of such information should be maintained.

## **10.7 Authorised and Unauthorised Materials**

It is essential that a centre makes sure no candidate brings unauthorised materials in the examination room.



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### 10.7.1 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.

### 10.7.2 Unauthorised Materials

Unauthorised materials are those that potentially enable candidates to conceal or access information in the examination room. Having unauthorised materials in the examination room is a breach of examination regulations and may be considered malpractice.

Invigilators must be alert to candidates attempting to bring unauthorised material in the examination room and must report all instances to us. Unauthorised materials include:


- (a) calculator cases
- (b) instruction leaflets
- (c) dictionaries (except where the rubric specifies)
- (d) bags
- (e) non-transparent pencil cases
- (f) mobile phones
- (g) camera
- (h) Bluetooth headsets
- (i) tablet
- (j) computers
- (k) smart watches, or any watch capable of electronic storage or communication or any other electronic devices that enable external communication or the storage and retrieval of data should not be brought into the examination room.
- (l) Other watches can be worn at the discretion of the centre.

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

### 10.7.3 Bringing Food into the Exam room

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.




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**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.

#### 10.7.4 Use of Calculators

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

- (a) the calculator must be of a size suitable for use on the desk at which the candidate will write the examination;
- (b) the power supply for the calculator is the responsibility of the candidate and must be integral to the calculator (e.g. batteries). The candidate may bring spare batteries into the examination room;
- (c) the working condition of the calculator is the responsibility of the candidate;
- (d) the calculator must be silent, with a visual display only;
- (e) a fault in a calculator will not normally be considered as justifying an application for Special Consideration on behalf of the user;
- (f) calculator cases, instruction leaflets or formulae printed on the lid or cover of a calculator or similar materials must not be in the possession of candidates during the examination, or must be securely covered if they cannot be removed;
- (g) calculators must not be borrowed from other candidates in the course of an examination for any reason, although the invigilator may provide a candidate with a replacement calculator;
- (h) Programmable calculators may be used, but no prepared programs may be taken into the examination room. Candidates are responsible for clearing any information and/or stored programs from the calculator in advance of the examination;
- (i) Calculators with any of the following facilities are prohibited:
  - i. graphic display;
  - ii. data banks;
  - iii. dictionaries;

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- iv. language translators;
- v. retrieval or manipulation of text or formulae;
- vi. QWERTY keyboards;
- vii. built-in symbolic algebra manipulations;
- viii. symbolic differentiation or integration;
- ix. capability of remote communication with other machines.

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

### 10.7.5 Stationery and Other Materials

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. A 'Key List of Stationery' will be issued to all Centres before the examination commences. It will indicate the type of stationery required for each syllabus component.
- (b) Candidates take into the examination room only those articles, instruments and materials which are required for the examination. Such articles and instruments include calculators, pens, pencils, rulers, erasers and mathematical instruments.
- (c) Candidates may also take into the examination room any articles, instruments or materials which are expressly permitted in the rubric of the question paper, Additional Materials list or in the syllabus for the subject being examined.
- (d) In the case of objective tests, invigilators must make sure that all candidates have an HB pencil and an eraser.
- (e) 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;
- (f) In the case of objective tests, candidates must be provided with a pre-printed answer sheet.
- (g) 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.
- (h) There are no circumstances in which an answer sheet can be used by any other candidate. Personalised answer sheets cannot be transferred from one candidate to another or from one component to another.

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- (i) Candidates who might not have personalised answer sheets should be provided with blank answer sheets.

#### 10.7.6 Collecting the Question Paper to Administer an Examination

- (a) The Chief invigilator, Senior Invigilator and Invigilators must check to confirm component to be written on the timetable in the secure storage room.
- (b) The team agrees on the number of question paper packets to be picked for the particular date and time.
- (c) Chief invigilator collects and confirms the component and the date of question paper packets from the storage cabinet.
- (d) Chief invigilator passes the packets to the Senior Invigilator/Invigilator to verify.
- (e) The Chief and Senior Invigilators should both sign on the timetable against the component to indicate that verification was done and that they have satisfied themselves that they have the right question paper before they leave the secure storage room.
- (f) Date and time of verification should be next to the signature on the timetable.
- (g) The Chief and Senior Invigilator/Invigilator take the packets to the examination rooms.
- (h) The Invigilator checks the packet received from the Chief/Senior Invigilator to confirm that the have been issued with the correct question paper for that examination session. **NEW**

#### 10.7.7 Checking and Distributing Question Paper Packets in the Examination Room

- (a) The Invigilator, using **EA/AA/G02/AN01 - What to Say to Candidate**, announces the following as indicated on the board, the manila sheet or flipchart that is clearly visible to all candidates;
  - i. Centre Number
  - ii. Syllabus Name
  - iii. Component Code
  - iv. Start and finish time
  - v. Duration of the paper

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- (b) The invigilator holds each packet of question papers out to the candidates to confirm that they have not been tampered with.
- (c) The Invigilator gives the question paper packets to a number of candidates to verify that it is the correct component for the date and time and that the packets have not been tampered with.
- (d) The candidates verify and append their names, signatures and date against the component name on the question paper packets.
- (e) The Invigilator collects the question paper packets from the candidates.
- (f) The Invigilator makes the final verification, signs and dates the question paper packet where indicated.
- (g) The Invigilator neatly cuts open the question paper packets using a pair of scissors.
- (h) The Invigilator distributes question papers according to candidate number order.
- (i) Invigilator distributes question papers according to candidate number order.

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


## 11.0 Starting the Examination

### 11.1 Introduction

- 11.1.1 An examination is deemed to be in progress from the time the candidates enter the examination room until all the scripts and question papers have been collected and accounted for. Please refer to **EA/AA/Man03 - Manual for Invigilators - JCE** document provided with these guidelines.
- 11.1.2 For each examination session, the invigilator should follow the instructions on **EA/AA/G02/AN01 - What to say to candidate**. Before candidates are permitted to start work the invigilator must:
- 11.1.3 Ensure that candidates are seated in accordance with the prescribed seating arrangements;

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- 11.1.4** Inform the candidates that they are now subject to the regulations of the examination;
- 11.1.5** Warn candidates that any unauthorised materials must be handed in;
- 11.1.6** Check that candidates have all the necessary materials to enable them to complete the examination;
- 11.1.7** Open the packets of question papers and issue the papers to candidates. Question paper packets must normally remain sealed so that they may be opened in the presence of the candidates. It is the responsibility of the invigilator to report to the Head of Centre any grounds for suspicion about the security of the examination papers. In such cases, the Head of Centre must notify BEC immediately and submit a full written report.
- 11.1.8** 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;
- 11.1.9** Ensure that details of any *erratum notices* (where applicable) are brought to the attention of candidates.
- 11.1.10 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.
- 11.1.11** All rough work must be kept safely at the centre until after the end of results enquiry period.
- 11.1.12** In multiple choice papers, any rough work should be done on the question paper.
- 11.1.13** 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;
- 11.1.14** Announce clearly to the candidates when they may begin to write their answers, specifying the time allowed for the paper(s);

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**11.1.15** Inform the candidates that they should enter their names, centre number, candidate numbers and the component code/paper details on their answer booklets where applicable and to complete other details as required.

**11.1.16** 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.

**11.1.17** This distribution of question papers should take place about ten (10) minutes before the scheduled starting time of the examination. This should allow sufficient time for the question papers to be distributed to the candidates so that the examination can start at the same time in all rooms.

**11.1.18** 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.


**11.1.19** Chief Invigilators are responsible for ensuring that all private candidates produce identity cards (Oman), passports bearing the full name and photographs, at each session of the examination. In addition, private candidates must produce their individual Statements of Entry. Chief Invigilators must be sure that the person writing the examination is in fact the candidate who entered for the examination.

## **11.2 Procedure to be followed in the event a wrong question paper packet is opened.**

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

**11.2.1** If the error is discovered before the question papers are issued out.

- (a) 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.

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- (b) Seal the question paper packets in front of the candidates and ask one of them to sign across the seal of the question paper packet. The packet is then placed inside a tamper evident envelope and it is sealed and signed by both the invigilator and one of the candidates.
- (c) Apologise to the candidates and quickly replace the wrong question paper and get the examination started.
- (d) The Head of Centre/Chief Invigilator should immediately inform the Director, Assessment Administration and the Regional Director by phone, followed by a letter.

#### **11.2.2 If the error is discovered after the question papers have been distributed.**

- (a) Draw the attention of the candidates to the error.
- (b) 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.
- (c) Explain the seriousness of the situation to candidates and remind them of the consequences of sharing confidential information including electronically.
- (d) Seal the packets in front of the candidates.
- (e) In this case it is better to spend time ensuring that the security of the question paper and the integrity of the examination are maintained before issuing out the correct question paper.
- (f) Issue the correct question paper and note the time when the exam started and when it ended but afford the candidates the full examination time.
- (g) The Head of Centre/Chief Invigilator should immediately inform the Director, Assessment Administration and the Regional Director by phone, followed by a letter.

### **11.3 Late Arrival of Candidates**

**11.3.1** Under normal conditions, a question paper should not be issued to any candidate who arrives more than thirty (30) minutes after the starting time for the examination. However, invigilators should apply this rule with discretion and aim to lessen, as far as possible, hardships caused by, for example, transport delays or illness.

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**11.3.2** If, through late arrival, a candidate either loses a substantial amount of time or is allowed to make up for this lost time at the end of the period allotted to the paper, the matter must be reported to the Director, Assessment Administration and a “special consideration form” must be filled in and sent to BEC.

**11.3.3** In determining whether any of the work completed by a candidate who arrives late can be accepted, BEC will pay particular attention to the extent to which it can regard the security of the examination as having been maintained, with particular regard to the time at which candidates leave the examination room and question papers cease to be confidential.

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


- (a) The script must be sent to BEC in the normal way;
- (b) A full written report must be sent to BEC as soon as possible. The report should include the reason for the late arrival of the candidate, including any details of special arrangements made for the candidate to reach the Centre. The report should also contain details of the actual start and finish times of the examination and the time at which the candidate started the examination;
- (c) 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.
- (d) Where a candidate arrives late for the examination and after the scheduled finishing time, the candidate must be recorded as 'absent'. In such cases, the candidate should be advised that no grade will be issued for the subject.

#### **11.4 Leaving the Examination Room Before the end of the Examination**

**11.4.1** No candidate may leave the examination room **before half the time allowed for that examination has elapsed**. Candidates leaving the examination room before the end of the examination must not be allowed to take the question papers with them.

**11.4.2** If a candidate is compelled to leave the examination room temporarily for any personal reason, an invigilator/rover or a person of appropriate status authorised by an invigilator must accompany him/her. No extra time will be allowed for a routine trip to the bathrooms.



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**11.4.3** However, in cases where there is an application for special consideration (e.g. illness) such candidates may be allowed extra time to compensate for their temporary absence.

**11.4.4** The invigilator must ensure that a candidate who has finished work and has been allowed to leave the examination room early must hand in all their work. Such candidates must not be re-admitted into the examination room. A list of such candidates must be kept until after the end of the results enquiries period.

## **11.5 Irregular Conduct**

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


**11.5.2** It is the duty of the Head of Centre to ensure that all cases of irregularity or misconduct in connection with the examination are reported to us as soon as possible. The Head of Centre is empowered to expel a candidate from the examination room, but such action should only be taken when it is felt that it is essential or when the continued presence of a candidate would cause disruption to other candidates.

**11.5.3** Any infringement of the regulations may lead to a disqualification of the candidate. The decision on disqualification rests with BEC. All candidates must be made aware that any attempt to cheat or disturb another candidate during an examination may lead to their disqualification.

**11.5.4** Where an invigilator suspects any kind of collusion or misconduct, he/she should warn the candidate and report the matter to the Chief Invigilator who should in turn immediately notify us in writing.

**11.5.5** Where an invigilator is reasonably sure that a candidate is being dishonest, he/she should confiscate the candidate's answer script and any other evidence available. At the bottom of the script, the invigilator should write 'Confiscated at' (and quote the time and date). The candidate may then be given a fresh answer paper on which he/she may continue writing their answers.

**11.5.6** The invigilator should indicate at the top of the fresh paper the time at which the paper was given to the candidate. The confiscated and fresh answer scripts, any available evidence, a full report from the Chief Invigilator and report/statement from the candidate should be enclosed together with the Centre report. This should be sent to us in a separate envelope and not enclosed with other scripts.

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**11.5.7** In the event of a candidate being deliberately disobedient or unruly, s/he may be expelled from the examination room and forbidden to sit that paper. The Chief Invigilator may use his/her discretion on whether to admit such a candidate to a subsequent examination. Full reports in all such cases must be forwarded to us.

**11.5.8** At the discretion of the Chief Executive Officer the candidate may be disqualified if that candidate introduced or tried to introduce unauthorised material into the examination room or the candidates has communicated, or tried to communicate in any way with another person during the examination, or if the candidate was wholly or partially responsible for any other misconduct or disruption in connection with the examination which might compromise the integrity of the examination.


**11.5.9** At the discretion of the Chief Executive Officer the candidate may be disqualified from all or part of the current examination, including papers written before and after the time at which the offence was committed.

**11.5.10** If the Chief Executive Officer is satisfied that breaches of regulations or any irregularity, misconduct or dishonesty whatsoever in connection with the examination have been widespread at any centre, or that the circumstances in which the examinations are held at any centre are unsatisfactory, s/he may at her/his discretion cancel the entire examination at that centre, or any one or more papers or the results thereof, in relation to all the candidates at that centre.

## **11.6 Emergencies**

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

- (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 materials leave the room.
- (c) Ensure that the candidates are supervised as closely as possible whilst they are out of the examination room so as to ensure there is no collusion or external communication.
- (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;

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- (e) Note the time and duration of the interruption;
- (f) allow the candidates the full working time prescribed for the examination;
- (g) In the event of there being only a small number of candidates, consider the possibility of taking the candidates with question papers and scripts to another place in order to complete the examination;
- (h) Make a full report of the incident and of the action taken. The Head of Centre should submit any such report to the Centre Quality Assurance office at [centrequality@bec.co.bw](mailto:centrequality@bec.co.bw)

## 11.7 Request for Special Consideration

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

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

**11.7.3** 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.


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

**11.7.5** 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.

## 12.0 At the end of the Examination

### 12.1 Stopping the Exam

At twenty (20) minutes and at five (5) minutes before the end of the examination the Invigilator should inform the candidates of the time remaining. At the end of the examination, the candidates should be told to stop writing (**See EA/AA/G02/AN01 - What to Say to Candidate**).

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## 12.2 Before Collection of Scripts

The invigilator, using *What to Say to Candidates* must instruct the candidates to;

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

## 12.3 Collection of Answer Scripts

- 12.3.1** At the end of the period allotted to a paper, the answer scripts or answer sheets must be collected in the order of the candidate numbers with the smallest number on top. They must be counted, verified and any discrepancies investigated before the envelopes are sealed. This should be done in the presence of the candidates, the invigilators, and the Chief Invigilator.
- 12.3.2** All answer scripts must be collected and accounted for before candidates are allowed to leave the room.
- 12.3.3** Any sheets of extra paper a candidate wants to hand in to be marked should be inserted within the main script.
- 12.3.4** The invigilator must sort the answer scripts into the order shown on the attendance register in candidate number order.
- 12.3.5** Check that all answer scripts are present and that candidates have used correct centre and candidate numbers.
- 12.3.6** 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.
- 12.3.7** If the same examination is taking place in different rooms, invigilators from the small rooms should place the scripts in an envelope (which does not need to be sealed) and take the scripts to be collated with the scripts from the other rooms at the main examination room. Candidates' representatives must witness the sealing of the scripts at the central collation point.

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**12.3.8** 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.

**12.3.9** 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.

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

**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.


## **12.4 Collection of Question Papers**

**12.4.1** 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 scripts and question papers 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.

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

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

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## 12.5 72-Hour Security Rule **NEW**

**12.5.1** All question papers must be stored securely in the secure storage cabinet until at least 72 hours after the published finishing time for the paper. The question papers that have been opened but have not passed the 72-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.

**12.5.2** After the 72 hours have elapsed, question papers may be accessed in the secure storage room only and returned to the secure storage cabinet until six (6) weeks after release of results.

## 12.6 Leaving the Exam Room

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

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


**12.6.3** Whether or not they leave the examination room early, candidates must not remove any question papers or transcribed content of question papers. This includes writing questions on Statement of Entry, inserting question content into calculators etc. This is not an exhaustive list. You must apply the 72-hour rule for the security of question papers and their contents.

## 13.0 After the Examination

### 13.1 Despatch of Scripts

**13.1.1** 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 stored in secure storage cabinet. Centres will be notified of the collection times.

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

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### 13.2 Despatch of Attendance Registers

**13.2.1** During the course of the examination period, attendance registers must be completed in date and session order and then put together in a single envelope marked '**ATTENDANCE REGISTERS**' at the end of the examination series for despatch to BEC.

**13.2.2** The envelope should come with the last despatch of examination scripts submitted to BEC.

**13.2.3** Attendance Registers should never be placed in the same returning envelopes as the scripts.


### 13.3 Unused Stationery

**13.3.1** All unused stationery in the examination room must be collected including any spoiled answer sheets. The stationery should then be returned to the Chief Invigilator and stored securely until required (where applicable) for a subsequent examination.

**13.3.2** 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.

### 13.4 Report on the General Administration of Examination

**13.4.1** 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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## 14.0 Examination Malpractice

### 14.1 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.

### 14.2 Individuals Involved

The individuals involved in malpractice may be:

- (a) Candidates.
- (b) Invigilators, teachers or other centre staff 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.

### 14.3 Candidate Malpractice

**14.3.1** 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) Failing to follow the instructions or advice of an invigilator or other supervisor in relation to BEC regulations which apply to examinations and assessments.
- (b) Failure to abide by the conditions of invigilation or supervision which is intended to maintain the security of the examination or assessment.
- (c) Working in collusion with other candidates, beyond what is permitted by the regulations.
- (d) Copying from another candidate.
- (e) Allowing work to be copied by another candidate.




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

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

**14.4.1** 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) Disclosing confidential examination information.
- (c) Removing examination materials (e.g. question papers) from the examination room(s) whilst the examination is on

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

#### **14.5 Centre Staff Malpractice – Deception**


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

- (a) Entering fictitious candidates for examinations or assessments or otherwise subverting the certification process for financial gain.
- (b) Tempering with candidates' examinations scripts/work after submission
- (c) Deliberately concealing examination malpractice related incidents

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

**14.6.1** 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 with the production of answers. E.g. a Scribe writing answers not pronounced by a candidate.
- (b) 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.

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## 14.7 Centre Staff Malpractice – Maladministration

**14.7.1** Failure to follow the regulations regarding the conduct of examinations and assessments or malpractice in the conduct of examinations and assessments. For example:

- (a) Failure to train invigilators adequately, leading to non-compliance with BEC regulations.
- (b) Failing to issue appropriate notices or warnings to candidates in accordance with BEC regulations.
- (c) Failing to display notices relating to examinations and assessments as required by BEC regulations.
- (d) Ensuring that the rooms used for examinations meet BEC requirements as specified in the regulations.
- (e) The introduction of unauthorised material into the examination room, either during or prior to the examination.
- (f) Failing to remind candidates that unauthorised materials must be handed to the invigilator before the start of an examination.
- (g) Making access arrangements available to candidates where prior approval has not been obtained from BEC.
- (h) Improper handling of examination materials, candidate scripts, mark sheets, etc
- (i) Wrong packaging of examination scripts e.g. putting Mathematics scripts into social studies return envelope (where return envelopes are appropriately labelled / barcoded).
- (j) Failure to despatch candidates' scripts and other administrative materials
- (k) 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.
- (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.

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## **14.8 Rights of Individuals Suspected of Malpractice**

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

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

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

- (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.

## **14.9 Making a Decision**

**14.9.1** We will consider all available information/evidence and use the balance of probabilities to reach a decision on whether the suspected malpractice has occurred or not.


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

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

## **14.10 Responsibilities of BEC**

**14.10.1** 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 appropriate 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.

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- (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.

#### **14.11 Responsibilities of the Head of Centre**

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.

#### **14.12 Communication**

**14.12.1** 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.

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

**14.12.3** BEC will communicate directly with a candidate only if the circumstances warrant such communication or if the candidate is a private candidate. In such cases, the Head of Centre will be informed in writing that BEC intends to deal directly with the candidate and will be asked not to communicate further with the candidate.

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### **14.13 Allegations of Malpractice**

#### **14.13.1 Suspected malpractice identified by examiners or moderators**

Examiners and moderators who suspect malpractice in a BEC examination or assessment are required to provide a written report of 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.

#### **14.13.2 Suspected malpractice identified by a Centre.**

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


#### **14.13.3 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/victimisation of the individual. In view of this BEC will normally not disclose the identity of the informant unless legally required to do so.

### **14.14 Reporting cases of suspected malpractice**

#### **14.14.1 All relevant information must be provided 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) Statements from all candidates involved in the suspected malpractice, giving their account of events in their own words.

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- (c) Evidence of any unauthorised material found in a candidate possession e.g. a photograph of the unauthorised material.
- (d) Seating plans.
- (e) Any additional evidence or information that is relevant.
- (f) All statements should be provided 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) We take all reports of suspected malpractice seriously. We will acknowledge reports in writing. In our response we will either;
  - (i) Issue guidance or
  - (ii) Confirm malpractice or no case to answer
  - (iii) Open a suspected malpractice investigation.

## **14.15 Suspected Malpractice Investigations**

- 14.15.1** 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.
- 14.15.2** You must complete all actions and cooperate with all instructions in the timescales specified.
- 14.15.3** We oversee all investigations. We expect the Head of Centre to personally supervise and collect information on our behalf.
- 14.15.4** Failure to take actions or cooperate in suspected malpractice.
- 14.15.5** We reserve the rights to withhold results while investigations are on-going. We will notify you if we do this.
- 14.15.6** 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.
- 14.15.7** During our investigation further concerns may be identified. In these instances, we may extend the scope of our investigation as needed.

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**14.15.8** We may send BEC representatives to your centre to conduct an investigation.

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

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

**14.15.11** 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.

## **14.16 Sanctions and Penalties**

**14.16.1** BEC may impose a number of sanctions and/or penalties in response to malpractice cases

**14.16.2** After we carry out investigations, we may impose sanctions and penalties on individuals, centre staff, candidates and the Centre suspected of malpractice. Sanctions and penalties are imposed to:


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

**14.16.3** 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.

**14.16.4** 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 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.

**14.16.5** 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 their employer.



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- 14.16.6** Sanctions and penalties applied must be reasonable and based only on the evidence.
- 14.16.7** Penalties must be consistent in their application, and we may take into 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.
- 14.16.8** 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.
- 14.16.9** Some outcomes will mean that components are not eligible for enquiries about results requests. We will confirm this in our outcome letter.

#### **14.17 Possible Sanctions and Penalties**


Possible sanctions and penalties that may be impose on individuals where malpractice has been established may include;

- (a) Written warning.
- (b) Loss of marks for part of a component or the whole component
- (c) Candidate debarred from writing BEC examinations.
- (d) Imposition of special conditions.
- (e) Suspension from participation in examination related activities.
- (f) Additional inspection.
- (g) Restrictions on the storage of examination materials.
- (h) Withdrawal of Centre status.
- (i) Withdrawal of results.
- (j) Reporting the case to the police or other law enforcement agencies

**IMPORTANT NOTE:** We reserve the right to apply sanctions and penalties not listed above.

#### **14.18 Communicating Malpractice Outcome Decisions**

- 14.18.1** The Head of Centre 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.
- 14.18.2** 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 Child Welfare and Basic Education will be informed. The department will be provided with a report on the nature of the malpractice together with details of the action taken against the Centre or individuals at the Centre.

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## 15.0 Publication of Results

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

### 15.1 Online Results

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

- (a) Grade listing – School Version
- (b) Statement of Results
- (c) Centres ordered by percentages of passes
- (d) National grade frequencies by syllabus
- (e) Summary of results by Centre by Syllabus
- (f) Summary of results by Syllabus by Centre

### 15.2 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.


### 15.3 Provisional Results Despatch- Private candidates

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

### 15.4 Syllabus Grades on Provisional Results documents

#### 15.4.1 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.

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

## **15.5 Statement of Results**


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

- (a) The candidate's name and examination number
- (b) The name and number of the centre at which the examination was taken.
- (c) The year in which the examination was taken.
- (d) The grade obtained in each subject taken.
- (e) The overall grade obtained.
- (f) Whether the candidate was Type 1 (took the seven core subjects and at least two optional subjects) or Type 2 (took less than the subjects required for a certificate).

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

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

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

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## 15.6 Award of a Certificate

- 15.6.1** School candidates must, in the same examination series, have taken a minimum of seven syllabuses to qualify for the award of a certificate.
- 15.6.2** Private candidates must, within a period of not more than five years, have taken a minimum of seven syllabuses for the award of a certificate.
- 15.6.3** When a private candidate has completed the requirements for the award of a Certificate, he/she may return his/her Statements of Results to the BEC with a request that a Certificate be issued.
- 15.6.4** If the Statements of Results is not available, the candidate must submit the following information with their request for the issue of a Certificate.
- (a) Full name **printed in capital letters** for each examination taken;
  - (b) The year in which the examination was taken
  - (c) The centre at which it was taken
  - (d) Their candidate number

## 15.7 Grades


- 15.7.1** 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'.
- 15.7.2** Candidates who fail to obtain the minimum grade will be awarded a 'U'.
- 15.7.3** Grades available at overall are Merit, A, B, C, D, E and U. Candidates who fail to satisfy requirements for grading will be awarded X.

## 15.8 Awarding

- 15.8.1** Candidates will be awarded an overall grade if they have satisfied requirements for grading. To determine the overall grade, the seven syllabuses are required, depending on whether a candidate has Setswana as one of them.

### 15.8.2 For candidates with Setswana:

- (i) Setswana
- (ii) Mathematics
- (iii) English

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- (iv) Science/General Science
- (v) The best optional syllabus from any of the optional syllabuses
- (vi) The best two from the remaining syllabuses (core or optional)

For candidates with Setswana exemption:

- (i) Mathematics
- (ii) English
- (iii) Science/General Science
- (iv) The best optional syllabus from any of the optional syllabuses
- (v) The best three from the remaining syllabuses (core or optional)


## 15.9 Candidate Certificates

For school and Type 1 Private Candidate:

- (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.

For Type 2 Private Candidates:

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

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## 16.0 Enquiries about Results

- 16.1** Enquiries on behalf of school candidates should be made to the Director, Assessment Administration through the Head of Centre where the candidates sat for the examination. The centre has to complete – [BEC/EAC/P16/F01 – Form L – PSLE/JCE/BGCSE Results Enquiry form](#).
- 16.2** Enquiries on behalf of private candidates may be made directly to the Director, Assessment Administration by the candidate.
- 16.3** All enquiries that involve the checking of results must be made within six (6) weeks of the publication of results.
- 16.4** Requests for re-marking of a script must be made within six weeks of the publication of the results and must be accompanied by a prescribed fee as determined BEC upon enquiry. A valid explanation for requesting the remarking must be given.
- 16.5** For practical subjects, i.e. Art, Home Economics, Design & Technology, Music, Agriculture, Physical Education, Commerce and Accounting and Commerce and Office Procedures, re-marking of the practical components and coursework components of these subjects will not be undertaken. The Director, Assessment Administration reserves the right to approve a request for re-marking considering the validity of the reasons thereof.
- 16.6** For school candidates, requests for re-marking must be supported in writing by the Head of Centre. The Head of Centre must be convinced that the candidate could have done better and provide some proof to that effect.
- 16.7** The re-marking Fee will be refunded if, as a result of the re-marking, the candidate's individual subject grade is changed and/or the overall grade changes.


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

## 17.0 Certification

### 17.1 Issue of Certificates to Candidates

- 17.1.1** A certificate is always and remains the property of the Botswana Examinations Council (BEC) and is issued subject to the following conditions:

- (a) this certificate must be returned to us on request;

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- (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 invalidate 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.


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

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

**17.1.3** 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.

**17.1.4** 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.

**17.1.5** 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.

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

## 17.2 Incorrect Details of Certificates

**17.2.1** 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.

**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.

## 17.3 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.


## 17.4 Combining Grades from Different Examination Series

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

## 17.5 Lost Certificates

**17.5.1** 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.



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**17.5.2** 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 in paragraph 16.7 below.

## **17.6 Damaged Certificates**


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 paragraph 13.7 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.

## **17.7 Certifying Statements**

The following conditions are required when 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.

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- (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.

## 17.8 Verification of Results

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

The following conditions will apply:

- (a) 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.

## 17.9 Migration Certificate


**17.9.1** 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.

**17.9.2** 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**.

## 18.0 Appeals Process

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

- 18.1** 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 and by us;
- (a) The Head of Centre 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/private candidate of the outcome within fourteen (14) days of receiving the appeal.

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- (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 communicated to the Head of Centre/ Private Candidate).

## **18.2 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.

## **18.3 Who can Appeal**

- (a) A Head of Centre on behalf of individual candidates or groups of candidates in the centre or a private candidate.
- (b) Members of staff at a centre or, personnel contracted to a centre (e.g. invigilators) or any individual against who sanctions have been applied personally.
- (c) Third parties who have been barred from our qualifications.
- (d) Appeals may not be made by School Candidates or their parents or guardians.


## **18.4 Appeals against the outcome of Enquiries about Results**

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

### **18.4.1 Making a stage 1 appeal against the outcome of an Enquiry about Results**

**18.4.1.1** All appeals must be made by the 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. Centres may only submit a stage 1 appeal after receipt of the initial enquiry about results.

**18.4.1.2** Once a decision has been received, the Head of Centre 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 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 to be considered.

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**18.4.1.3** Centres should note that the appeals process will investigate compliance with the set procedures 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.

**18.4.1.4** We reserve the right to reject an appeal if the criteria in paragraph 18.5.5. are not met or where we deem the grounds for the appeal to be inappropriate.


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

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

- (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.

**18.4.1.7** On receipt of an appeal, we will send a letter of acknowledgement within seven (7) 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 consider the submission of the Head of Centre and will include a review of all relevant procedures and evidence that you sent. 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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**18.4.1.8** We will notify you in writing within fourteen (14) days of receiving the appeal whether it was fully successful, partly successful or un-successful.

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

#### **18.4.2 Making a stage 2 appeal against the outcome of Enquiries about Results**

**18.4.2.1** The stage 2 appeals process is designed to provide the Head of Centre the opportunity of presenting their case to an impartial body appointed from the committees of BEC identified as the Appeals Committee for the purposes of these guidelines.

**18.4.2.2** 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 and addressed to the Chief Executive Officer. We do not accept appeals directly from parents, guardians and school candidates.


**18.4.2.3** 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.

**18.4.2.4** 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.

**18.4.2.5** 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.

**18.4.2.6** 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.

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**18.4.2.7** The communication of the decision to the Head of Centre concludes the appeals process. The outcome of the appeal is regarded as final, and we will not enter into further correspondence about an appeal.

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

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

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

**18.5.1.1** Once a decision has been received, the Head of Centre 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 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.

**18.5.1.2** When making an appeal, you must explain your reasons for appealing against the decision and provide any extra information or evidence that you want to be considered. Centres should note that the appeals process will investigate compliance to the set procedures which have been followed by us.


**18.5.1.3** 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.

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

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

- (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.

**18.5.1.6** We will notify you in writing within fourteen (14) days of receiving the appeal whether it was fully successful, partly successful or un-successful.

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

**18.5.1.8** We will not consider appeals based on any other grounds.

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

**18.5.2.1** The Stage 2 Appeals process is designed to provide the Head of Centre 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.


**18.5.2.2** 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 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.

**18.5.2.3** 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.

**18.5.2.4** 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.



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**18.5.2.5** The decision of the Appeals Committee will be communicated to the Head of Centre in writing within Five (5) working days of the conclusion of the hearing.

**18.5.2.6** The communication of the decision to the Head of Centre concludes the appeals process. The outcome of the appeal is regarded as final, and BEC will not enter into further correspondence about an appeal.

### **18.5.3 Appeals against Malpractice Decisions**

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

#### **18.5.4 Making a stage 1 appeal against malpractice decision**

**18.5.4.1** Once a decision has been received, the Head of Centre 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 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.

**18.5.4.2** 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 should note that the appeals process will investigate the procedures which have been followed by BEC.


**18.5.4.3** 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.

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

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

- (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.



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**18.5.4.6** 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.
- (ii) The individual has a good academic record.
- (iii) The individual could lose a university place.
- (iv) The individual regrets their action.


**18.5.4.7** 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 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.

**18.5.5** Making a stage 2 appeal against a malpractice decision

**18.5.5.1** The Stage 2 Appeals process is designed to provide the Head of Centre 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.

**18.5.5.2** 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 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.

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**18.5.5.3** As at Stage 1 appeal, every effort will be made to establish whether we followed proper procedures in coming to our decisions. The Appeals Committee is not authorised to re-assess whether a malpractice has occurred but instruct us to carry out further investigations. The hearing of the appeal will take the form of an examination of the evidence, comments and reports provided to us and the observations made by the Head of Centre.

**18.5.5.4** 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.

**18.5.5.5** The decision of the Appeals Committee will be communicated to the Head of Centre in writing within five working days of the conclusion of the hearing.

**18.5.5.6** The communication of the decision to the Head of Centre concludes the appeals process. The outcome of the appeal is regarded as final, and BEC will not enter further correspondence about an appeal.


## 19.0 Fees and Costs

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

## 20.0 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.

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- (d) Results being nullified.
- (e) Centre disqualification and or withdrawal of centre status.
- (f) Huge cost to replacement of question papers.

## 21.0 Records

The following when completed must be maintained as records.

- 21.1 Appendix G - EA/AA/G02/A07 *Certificate of Invigilation*
- 21.2 Appendix B - EA/AA/G02/A02 *Invigilators Training Attendance Register*
- 21.3 Appendix H - EA/AA/G02/A08 *Exam Room Entry Register*
- 21.4 EA/AA/G03/F01 – *Declaration of Interest Form*
- 21.5 EA/AA/G03/F02 – *Late Arrivals Form*
- 21.6 *Delivery Note*
- 21.7 *Despatch Note*
- 21.8 *Seating Plan*
- 21.9 *Invigilation Timetable*
- 21.10 *Attendance Register*


## 22.0 Appendices

- 22.1 Appendix A - EA/AA/G03/A01 – A Brief Guide to the Administration of Examinations Under Contagious Disease Environment
- 22.2 Appendix B - EA/AA/G02/A02 – Attendance Register/Training Invigilators
- 22.3 Appendix C - EA/AA/G02/A03 – *Notice to Candidates*
- 22.4 Appendix D - EA/AA/G02/A04 - *List of Question Paper Codes*
- 22.5 Appendix E - EA/AA/G02/A05 – *Checklist for Invigilation*
- 22.6 Appendix F - EA/AA/G02/A06 – Multiple Choice Papers; A Brief Guide to Invigilators
- 22.7 Appendix G - EA/AA/G02/A07 - *Certificates of Invigilators*
- 22.8 Appendix H - EA/AA/G02/A08 - *Exam Room Entry Register*
- 22.9 Appendix I - EA/AA/G02/A09 - Report on Conduct of Examinations

## 23.0 Annexures

### 23.1 Annexure 1- EA/AA/G02/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 period of the exam. Each invigilator should be in possession of this document from the start an exam.

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### 23.2 Annexure 2 – EA/AA/G02/AN03 – *Responsibilities of a candidate.*

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

## 24.0 Associated Documents

- 24.1 EA/AA/Man03 - Manual for Invigilators – JCE
- 24.2 EA/AA/Man01 - Manual for Secure storage of Examination Materials at centres
- 24.3 EA/AA/G02/AN02 – *What to Say to Candidate*
- 24.4 BEC/EAC/JCE/G01/AN01 - Coursework *Malpractice Information for Candidates*
- 24.5 BEC/EAC/G01 - Access Arrangements and Special Consideration - A Guide for Centres

## 25.0 References

- 25.1 BEC (2024), Guideline for Conduct of Examinations – JCE – 2024, Gaborone.
- 25.2 BEC (2024), EA/AA/Man03 - *Manual for Invigilators – JCE*, Gaborone.
- 25.3 BEC (2024), EA/AA/Man01- *Manual for Secure storage of Examination Materials at BEC Centres*, Gaborone

