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BOTSWANA  
EXAMINATIONS  
COUNCIL

## **Document Title:**

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## DOCUMENT CONTROL SHEET

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Lesang Puddefoot	Review of Key Handling Arrangement at centres to align it to that in the guidelines of Conduct of Examinations.	v2	24/05/2016
Gaone Hirschfeldt & Lorato Sakarea	Key handling arrangement was reviewed and Alarm and CCTV were added as preferable security measures.	v3	12/06/2017
Lesang Puddefoot	Review of Requirements for Secure Storage of Examination Materials at Centres to align with BEC/EAC/BGCSE/G01 Secure Strong Room Requirements, Strong safe or non-portable re-enforced Steel container Requirements; Key Holding Arrangements; Secure storage of Scripts; Secure storage of used live question papers; Security regarding candidates leaving the Examination early; Security regarding personnel Handling of Examinations; Security regarding Malpractice	v4	18/06/2019


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 BOTSWANA EXAMINATIONS COUNCIL	<b>Directorate</b>	Examinations Administration and Certification
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	<b>Effective Date</b>	2022/7/31
<b>Title</b>	<b>Manual for Standards for Secure Storage of Examination Materials at BEC Centres</b>	

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Zipporah Bafaletse	Inclusion of Guidelines for Conduct of PSLE and JCE as references	v5	31/08/20
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Helgah Samu Gaone Hirschfeldt	5.1 Secure strong room Requirements 5.12.8 Outcomes	v7	31/05/2022


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 BOTSWANA EXAMINATIONS COUNCIL	<b>Directorate</b>	Examinations Administration and Certification
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	<b>Effective Date</b>	2022/07/31
<b>Title</b>	<b>Manual for Standards for Secure Storage of Examination Materials at BEC Centres</b>	

## TABLE OF CONTENTS

<b>1.0 ABBREVIATIONS, TERMS AND DEFINITION .....</b>	<b>2</b>
1.1 ABBREVIATIONS .....	2
1.2 TERMS AND DEFINITIONS.....	2
<b>2.0 INTRODUCTION.....</b>	<b>4</b>
2.1 BACKGROUND.....	4
2.2 PURPOSE .....	4
2.3 SCOPE.....	4
<b>3.0 RESPONSIBILITIES OF BEC.....</b>	<b>4</b>
<b>4.0 RESPONSIBILITIES OF THE CENTRE .....</b>	<b>5</b>
<b>5.0 SAFE CUSTODY OF QUESTION PAPERS AND OTHER EXAMINATION MATERIALS .....</b>	<b>5</b>
5.1 SECURE STRONG ROOM REQUIREMENTS.....	5
5.2 STRONG SAFE OR NON-PORTABLE RE-ENFORCED STEEL CONTAINER REQUIREMENTS.....	5
5.3 KEY HOLDING ARRANGEMENTS .....	6
5.4 PRE-EXAM QUESTION PAPER DESPATCHES .....	6
5.5 CHECKING OF CONFIDENTIAL EXAMINATION MATERIALS.....	7
5.6 CAMBRIDGE INTERNATIONAL GCE O LEVEL AND BGCSE FRENCH SYLLABUSES.....	10
5.7 TESTING CD'S.....	10
5.8 SECURITY OF USED LIVE QUESTION PAPERS.....	11
5.9 SECURITY REGARDING CANDIDATES LEAVING THE EXAMINATION EARLY .....	11
5.10 SECURITY REGARDING PERSONNEL HANDLING EXAMINATIONS.....	12
5.11 SECURE STORAGE OF SCRIPTS BEFORE DESPATCH.....	12
5.12 EXAMINATION MALPRACTICE.....	12
<b>6.0 RISK OF NON-COMPLIANCE.....</b>	<b>17</b>
<b>7.0 REFERENCES .....</b>	<b>18</b>

 BOTSWANA EXAMINATIONS COUNCIL	<b>Directorate</b>	Examinations Administration and Certification
	<b>Function</b>	Director, Examinations Administration and Certification
	<b>Document Type</b>	Manual
	<b>Document No.</b>	BEC/EAC/Man01.v7
	<b>Effective Date</b>	2022/07/31
<b>Title</b>	<b>Manual for Standards for Secure Storage of Examination Materials at BEC Centres</b>	

## 1.0 Abbreviations, Terms and Definition

### 1.1 Abbreviations

<b>BEC</b>	Botswana Examinations Council
<b>BGCSE</b>	Botswana General Certificate of Secondary Examinations
<b>DEAC</b>	Director, Examinations Administration and Certification
<b>EAC</b>	Examinations Administration and Certification
<b>GCE O Level</b>	General Certificate of Education Ordinary Level
<b>OMR</b>	Optical Mark Readers

### 1.2 Terms and Definitions

#### 1.2.1 Access Arrangements

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

#### 1.2.2 Centre

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

#### 1.2.3 Component


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

#### 1.2.4 Discrepancy

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

#### 1.2.5 Key Times

Are defined points in a timetabled session when candidates must be in the exam room or under Full Centre Supervision. Candidates must take their exams in the correct Timetabled session. You can start the exam anytime within the session, but you must follow Key Times and Full centre Supervision.

 BOTSWANA EXAMINATIONS COUNCIL	<b>Directorate</b>	Examinations Administration and Certification
	<b>Function</b>	Director, Examinations Administration and Certification
	<b>Document Type</b>	Manual
	<b>Document No.</b>	BEC/EAC/Man01.v7
	<b>Effective Date</b>	2022/07/31
<b>Title</b>	<b>Manual for Standards for Secure Storage of Examination Materials at BEC Centres</b>	

### 1.2.6 Full Centre Supervision

Is a defined type of supervision for candidates that is conducted by trained members of staff at your Centre. If candidates are not in their exams at the Key Time, they must be in a room under Full Centre Supervision until the Key Time has passed or until the exam starts.

### 1.2.7 Main Examination Room

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

### 1.2.8 Main investigation

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

### 1.2.9 Malpractice

It is an action by a candidate that breaks the BEC regulations and potentially threatens the integrity of BEC examinations.

### 1.2.10 Preliminary investigation

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

### 1.2.11 Script

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

### 1.2.12 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.

### 1.2.13 Standardisation

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

### 1.2.14 Syllabus

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

 BOTSWANA EXAMINATIONS COUNCIL	<b>Directorate</b>	Examinations Administration and Certification
	<b>Function</b>	Director, Examinations Administration and Certification
	<b>Document Type</b>	Manual
	<b>Document No.</b>	BEC/EAC/Man01.v7
	<b>Effective Date</b>	2022/07/31
<b>Title</b>	<b>Manual for Standards for Secure Storage of Examination Materials at BEC Centres</b>	

## 2.0 Introduction

### 2.1 Background

Security of examination materials is a crucial aspect for the credibility of an assessment system and the entire education system.

In an endeavour to gain full confidence of its stakeholders, the Botswana Examinations Council (BEC) has set out security standards for examination storage facilities to ensure maximum security of the examinations and examination materials. All BEC examination centres are expected to uphold the security standards outlined in this document and to comply with them at all times. Failure to comply with the set standards may compromise the integrity of the examinations and examination process. This document must be read in conjunction with the following documents;

- **BEC/EAC/BGCSE/G01 - Guidelines for Conduct of Examinations** (for BGCSE level)
- **BEC/EAC/JCE/G01 - Guidelines for Conduct of Examinations** (for JCE level)
- **BEC/EAC/PSLE/G01- Guidelines for Conduct of Examinations** (for PSLE level)

Throughout this Manual, 'You' and 'Your' refer to the Centre, 'We' and 'Our' refer to Botswana Examinations Council.

### 2.2 Purpose


The purpose of this Manual is to standardise the security of exams to ensure maximum security of the examinations and examination materials in all our centres. The Manual details the responsibilities of centres and forms part of the legal contract between BEC and the Centre/Private candidates.

### 2.3 Scope

This manual explains all the security standards during the entire examination cycle.

## 3.0 Responsibilities of BEC

- 3.1** We offer free training for all our Chief Invigilators through online/virtual/in-person training. We produce training slides for easy reference and to assist Chief Invigilators in training invigilators. The training slides, guidelines and manuals are essential resource for new Chief Invigilators and are useful refresher for more experienced Chief Invigilators.
- 3.2** It is our responsibility to issue security standards to all examination centres and ensure that all centres are aware of the expectations regarding security of examination materials.

 BOTSWANA EXAMINATIONS COUNCIL	<b>Directorate</b>	Examinations Administration and Certification
	<b>Function</b>	Director, Examinations Administration and Certification
	<b>Document Type</b>	Manual
	<b>Document No.</b>	BEC/EAC/Man01.v7
	<b>Effective Date</b>	2022/07/31
<b>Title</b>	<b>Manual for Standards for Secure Storage of Examination Materials at BEC Centres</b>	

**3.3** We are committed to annually inspect examination centres to check compliance to the secure storage standards and the guidelines on the conduct of examinations.

## 4.0 Responsibilities of the Centre

**4.1** Each examination centre registered with us must ensure that the secure storage room and secure container meets the required standards set out by us.

**4.2** It is your responsibility to ensure that all personnel handling examinations are trained and understand the importance of these secure storage standards and of complying with them at all times.

**4.3** You must provide the resources needed for the adherence to the standards.

**4.4** It is your responsibility to inform us immediately of any breach of any of these stipulated standards.

## 5.0 Safe Custody of Question Papers and other Examination Materials

### 5.1 Secure Strong Room Requirements


Examination question papers must be locked away in a place of high security, ideally in a fixed building where the walls, ceilings and floors are of solid construction. The room should preferably be windowless. If the room has windows, then they must be burglar barred to the specification provided by us. The doors to the strong room must have robust locking system and burglar barred with robust burglar bars. The strong room should preferably be fitted with alarm system or CCTV cameras which must be switched on at all times. **New**

### 5.2 Strong Safe or Non-portable Re-enforced Steel Container Requirements

The secure container inside the strong room should be a strong safe or non-portable, lockable reinforced steel or metal cabinet or another similar container must be used. The cabinet must be securely fixed to the wall/ground and must be encased in sufficiently strong metal bars. The doors must have robust lockable bars. Robust locks like double throw 5-lever locks must be used to secure both the room and the cabinet. Centres must ensure they have enough space in their secure storage facilities before the question papers are delivered. This is to avoid question paper packets being packed too tightly or forced in and out of the cabinets/shelves which can lead to tearing or damaging of the packets and their contents. Refer to:

- **BEC/EAC/BGCSE/G01 - Guidelines for Conduct of Examinations** (for BGCSE level)
- **BEC/EAC/JCE/G01 - Guidelines for Conduct of Examinations** (for JCE level)



 BOTSWANA EXAMINATIONS COUNCIL	<b>Directorate</b>	Examinations Administration and Certification
	<b>Function</b>	Director, Examinations Administration and Certification
	<b>Document Type</b>	Manual
	<b>Document No.</b>	BEC/EAC/Man01.v7
	<b>Effective Date</b>	2022/07/31
<b>Title</b>	<b>Manual for Standards for Secure Storage of Examination Materials at BEC Centres</b>	


- **BEC/EAC/PSLE/G01- Guidelines for Conduct of Examinations** (for PSLE level)

### 5.3 Key Holding Arrangements

- 5.3.1** Access to the strong room or containers must be restricted to a minimum of two and a maximum of three key holders
- 5.3.2** Key holders do not need to be senior members of staff, but they should have a clear understanding of our regulations. It is up to the Head of Centre to nominate an appropriate member of staff to be a key holder. Only key holders should have access to the secure room and to the secure container holding the question papers and confidential material.
- 5.3.3** Each key holder should be able to access the examination material independently, in case the other key holders are not available for unexpected reasons.
- 5.3.4** Keep the keys and any access code to both the secure container and the room in a safe place where unauthorised people cannot access them, for example, a small metal key safe with a combination lock
- 5.3.5** When storing question papers and confidential materials, the secure container and the secure room must be securely locked at all times.
- 5.3.6** When a candidate is entered for BGCSE or Cambridge Assessment International Education (Cambridge International) GCE O Level and BGCSE French examinations at a centre where a relative is employed, the Head of Centre must ensure that during the examination session the candidate's relative does not have unaccompanied access to examination materials, either before the examination (e.g., question papers) or after the examination (e.g., answer scripts).
- 5.3.7** If the relative in question is acting as the centre's Chief Invigilator, they must complete a **BEC/EAC/BGCSE/G01/F04 - Declaration of Interest Form - Chief Invigilators**, provided by us during training. If the relative is not the Chief Invigilator, they should write a letter of declaration to the Head of Centre. Appropriate arrangements must be made to ensure that other senior personnel in the centre are always present for all the administration relating to the candidate's examinations.

### 5.4 Pre-Exam Question Paper Despatches

We send you the following despatches before the exams. Depending on your entries, these despatches contain all the materials that you need to administer our exams.

 BOTSWANA EXAMINATIONS COUNCIL	<b>Directorate</b>	Examinations Administration and Certification
	<b>Function</b>	Director, Examinations Administration and Certification
	<b>Document Type</b>	Manual
	<b>Document No.</b>	BEC/EAC/Man01.v7
	<b>Effective Date</b>	2022/07/31
<b>Title</b>	<b>Manual for Standards for Secure Storage of Examination Materials at BEC Centres</b>	


- i) **Early material despatch:** This is based on your estimated entries. Question papers, confidential instructions, and examination material for specific components, such as practical, project or speaking components where materials are needed before the main timetable period. Some early items are despatched using final entries only.
- ii) **Main question paper despatch:** This is based on your final entries and contains the following:
- All remaining question papers for the main timetable period.
  - Despatch notice/advice notes from printers: Documents confirming the details of your entries as reflected in the delivery note sent to your centre.
  - Stationery: Exam stationery, including multiple choice answer sheets, key administrative documents, scripts return envelopes and attendance registers for BEC Private Centres.

All examination material despatches must be checked and verified on receipt by the Chief Invigilator in the presence of senior invigilator.

## 5.5 Checking of Confidential Examination Materials


5.5.1. The Chief Invigilator and Senior Invigilator should check and verify the items and the count listed in the delivery note from us and despatch notices/advice notes from the printers, against materials received and provide comments where necessary.

- (i) **Delivery Note:** is used to verify the list and count of boxes of question papers, stationery, including multiple choice answer sheets, key administrative documents and scripts return envelopes. The Chief and the Senior Invigilators must sign and date the form as provided at the bottom. A copy of the signed records of delivery notes should be sent to us within a week of receipt of examination materials, while the original notes are kept by the centre.
- (ii) **Despatch Notice/Advice Notes from Printers:** these are documents confirming the details of your entries. The Chief and Senior Invigilators must check and confirm with a tick (✓) the count of every syllabus component against the Total Syllabus Entries report from Malepa application and provide comments where necessary. The Chief and the Senior Invigilators should sign and date the form at the bottom of each page. A copy of the signed records of despatch notice/advice notes should be sent to us within a week of receipt of examination materials, while the original notes are kept by the centre.
- (iii) **Appendix E - BEC/EAC/BGCSE/G01/A05 - Additional Materials List** is to be used as a guide to check materials that are required for each component.

 BOTSWANA EXAMINATIONS COUNCIL	<b>Directorate</b>	Examinations Administration and Certification
	<b>Function</b>	Director, Examinations Administration and Certification
	<b>Document Type</b>	Manual
	<b>Document No.</b>	BEC/EAC/Man01.v7
	<b>Effective Date</b>	2022/07/31
<b>Title</b>	<b>Manual for Standards for Secure Storage of Examination Materials at BEC Centres</b>	

- (iv) **Checking of Question Papers** - Question paper packets and other confidential materials must remain unopened and in your secure storage until the time set for the relevant exam. The Chief and the Senior Invigilators must check they have the correct confidential materials before opening them. If you are not sure, contact us.
- (v) **Confidential Instructions** – Confidential instructions for some practical exams are delivered with the early material despatch. You must open some confidential materials, such as instructions for practical exams, before the exam. The instructions on the front of the packet will tell you when to open it. Keep confidential instructions secure at all times and do not remove them from the building. When they are not being used, put them back in your secure storage. Do not make copies of them. The Chief Invigilator is responsible for making sure these materials stay confidential and that no information about them reaches candidates. Never discuss or share the confidential instructions with another centre. Contact us if you have any questions.  
**Important Note:** Do not photocopy confidential instructions
- (vi) **Erratum Notices** – 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 that they address to avoid forgetting them when the examinations are written. Store these in the secure storage until the timetabled date and time of the examination.
- (vii) **Erroneously Registered Candidates** - If you make entries for a component and then withdraw them all, you may still receive the question papers. If this happens, do not open them. Store them securely until we issue certificates.
- (viii) You must keep the confidential materials secure during these checks, until they are transferred to secure storage.
- (ix) Examination stationery and materials must be stored securely at all times so that no unauthorised person can have access to them.
- (x) Examination stationery must be opened and checked on receipt to ensure that enough quantities have been supplied. It is important to have the examination stationery stored in a secure lockable storage. **Appendix E - BEC/EAC/BGCSE/G01/A05 - Additional Materials List** is to be used as a guide for checking materials that is required for each component

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

 BOTSWANA EXAMINATIONS COUNCIL	<b>Directorate</b>	Examinations Administration and Certification
	<b>Function</b>	Director, Examinations Administration and Certification
	<b>Document Type</b>	Manual
	<b>Document No.</b>	BEC/EAC/Man01.v7
	<b>Effective Date</b>	2022/07/31
<b>Title</b>	<b>Manual for Standards for Secure Storage of Examination Materials at BEC Centres</b>	

packets of question papers and other examination materials must not be opened until the time appointed for the examination concerned, except where we instruct that such material should be opened once received.

**Important Note:** Question paper packets must not be tied with an adhesive tape.


#### 5.5.2. In a case where the question paper packet is torn in transit or from storage cabinet

- (i) if a packet is discovered to be torn in transit or from the cabinet storage, the Chief Invigilator should take several pictures of the tear from different angles.
  - The pictures taken should be kept securely for investigative purposes
  - It is the responsibility of the Chief Invigilator to ensure that such pictures are not accessed by unauthorised personnel
- (ii) the torn packet with its contents should be placed in a script return envelope and sealed. The Chief Invigilator and a Senior Invigilator should both sign and date across the seal.
- (iii) the incident must be reported to us immediately. The script return envelope should be stored securely in the same secure storage.

#### 5.5.3. We must be notified immediately about any discrepancies, for example if:

- (i) the question papers have not arrived within two (2) working days after despatch from us.
- (ii) the confidential despatch does not show the correct centre number and address. If this is the case, do not open the box/ outer courier packaging.
- (iii) the material does not relate to your entries.
- (iv) differences between the material received and the delivery note or advice note/despatch notice.
- (v) material that has been damaged in transit.
- (vi) the seal of any question paper packet is not intact, or if there is any indication of tampering.
- (vii) a question paper packet has been opened before the examination.
- (viii) shortage of material received against centre's requirements.
- (ix) faulty media on which pre-recorded confidential material is contained e.g., CDs.

**Important Note:** For Cambridge International GCE O Level and BGCSE French question papers follow the instructions on Section 4.3 (e) and (i), then complete and submit to us the “Before the

 BOTSWANA EXAMINATIONS COUNCIL	<b>Directorate</b>	Examinations Administration and Certification
	<b>Function</b>	Director, Examinations Administration and Certification
	<b>Document Type</b>	Manual
	<b>Document No.</b>	BEC/EAC/Man01.v7
	<b>Effective Date</b>	2022/07/31
<b>Title</b>	<b>Manual for Standards for Secure Storage of Examination Materials at BEC Centres</b>	

exams – Form 2” (Missing Question Paper Packets) or “Before the exams – Form 3” (Damaged or Open Question Paper Packet). The forms should be accessed from the Cambridge International website: [www.cambridgeinternational.org/forms](http://www.cambridgeinternational.org/forms). There are specific instructions on these forms which must be followed.

## 5.6 Cambridge International GCE O Level and BGCSE French Syllabuses


For Cambridge International borrowed syllabus examinations Additional Mathematics, Statistics and BGCSE French the following are provided:

- 5.6.1. Question Paper Packets:** These must be checked against the despatch notes provided by Cambridge International and arranged in timetable date order so as to reduce the likelihood of opening a packet of question papers at the wrong time.
- 5.6.2. Attendance Registers:** These are printed in duplicate by Cambridge International and these must be confirmed to be present during the checking and verification of materials. If not notify us immediately.
- 5.6.3. Notice to Candidates:** These must be posted both inside and outside of the examination room where a Cambridge International examination is taking place.
- 5.6.4. Candidate Warning Poster:** Must be posted both inside and outside of an examination room where Cambridge International examination is taking place.

For Cambridge International GCE O Level and BGCSE French syllabus examinations centres must have a copy of the full Cambridge Handbook 2022 in the Main examination room and a copy of section 4 and 5, and the Key Times and Full centre supervision section in any other exam room.

## 5.7 Testing CD’S

- 5.7.1.** Where confidential material is pre-recorded on CD’s or other media, arrangements must be made immediately, for such material to be spot checked on receipt (not played in full, but check the start, the middle and the end to ensure that the CD works) according to the instructions issued by us. Any defects must be reported to us immediately. To test for “Acoustics,” the spot testing should be done at the appropriate volume in the same room that will be used for the live examination.
- 5.7.2.** For Computer Studies CD: the CD is checked to establish whether the CD can be opened and run.

 BOTSWANA EXAMINATIONS COUNCIL	<b>Directorate</b>	Examinations Administration and Certification
	<b>Function</b>	Director, Examinations Administration and Certification
	<b>Document Type</b>	Manual
	<b>Document No.</b>	BEC/EAC/Man01.v7
	<b>Effective Date</b>	2022/07/31
<b>Title</b>	<b>Manual for Standards for Secure Storage of Examination Materials at BEC Centres</b>	

5.7.3. The testing of the CD's 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 EXCEPT FOR MUSIC.

5.7.4. Two members of staff must independently check they have the correct question paper packet before opening it. This includes the syllabus component and the dates of the exam to make sure they are within the published window.

## 5.8 Security of Used Live Question Papers

### 5.8.1 72 -Hour Security Rule

5.8.1.1 You must collect and account for all question papers before candidates leave the exam room. No copy of a question paper may be taken from the examination room.


5.8.1.2 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. Such question papers must be stored securely in the centre strong room until at least seventy-two (72) hours after the published finishing time for the paper. (This means seventy-two (72) hours not just the next day).

5.8.1.3 In the case of Cambridge International GCE O Level and BGCSE French examinations, the invigilator must collect all unused question papers at the end of the exam and store them securely until at least seventy-two (72) hours has passed after the end of the exam. After seventy-two (72) hours have passed, you can return question papers to candidates/centre staff at your discretion.

## 5.9 Security Regarding Candidates Leaving the Examination Early

5.9.1. 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 Statements 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

5.9.2. For Cambridge International GCE O Level and BGCSE French examinations, if an examination ends before the Key Time, candidates must be kept under Full Centre Supervision until the Key Time has passed. If a candidate does not attend a required period of Full Centre Supervision, you must inform us, and we will consider this as possible malpractice. Refer to section 11.2 on Key Times and Full Centre Supervision in the **BEC/EAC/BGCSE/G01 - Guidelines for Conduct of Examinations** (for BGCSE level).

 BOTSWANA EXAMINATIONS COUNCIL	<b>Directorate</b>	Examinations Administration and Certification
	<b>Function</b>	Director, Examinations Administration and Certification
	<b>Document Type</b>	Manual
	<b>Document No.</b>	BEC/EAC/Man01.v7
	<b>Effective Date</b>	2022/07/31
<b>Title</b>	<b>Manual for Standards for Secure Storage of Examination Materials at BEC Centres</b>	

## 5.10 Security Regarding Personnel Handling Examinations

**5.10.1.** Only authorised examination personnel must have access to examination materials i.e., Chief Invigilators, Senior Invigilators, invigilators, rovers and appointed examination committee members.

**5.10.2.** Activities such as receiving of examinations, opening of examination question paper packets, sealing of candidate's scripts and despatch to and from BEC must be witnessed by at least two senior officers; the Chief Invigilator and any Senior Invigilator (the Senior Invigilator may not be the same person all the time).

All examinations transactions must be documented, signed for and dated e.g., receiving of examination materials, conduct of examinations, and despatch of materials.

## 5.11 Secure Storage of Scripts before Despatch

Examination scripts and answer sheets must be collected, count verified, sealed and, if you have to keep answer scripts in storage before despatching them, they must be sealed and stored under the same secure conditions as question paper packets and other confidential examination materials.

## 5.12 Examination Malpractice

### 5.12.1 Definition


Malpractice is any action that occurs which may threaten the integrity of our examinations and certificates. Malpractice can happen before, during or after timetabled exams or other assessments.

Malpractice can be:

- intentional and aim to give an unfair advantage in an exam or assessment.
- caused by people being careless, forgetful or unaware of our regulations.
- beyond anyone's control and be a result of circumstance.

A variety of people could be involved in malpractice, for example:

- candidates.
- centre staff, for example, exams officers, teachers, invigilators, management, consultants and people who help with access arrangements.
- other people, for example, the candidates' relatives or friends.

 BOTSWANA EXAMINATIONS COUNCIL	<b>Directorate</b>	Examinations Administration and Certification
	<b>Function</b>	Director, Examinations Administration and Certification
	<b>Document Type</b>	Manual
	<b>Document No.</b>	BEC/EAC/Man01.v7
	<b>Effective Date</b>	2022/07/31
<b>Title</b>	<b>Manual for Standards for Secure Storage of Examination Materials at BEC Centres</b>	

**The Head of Centre must:**


- make sure candidates and centre staff know their individual responsibilities as set out in our regulations.
- tell us straight away about any potential malpractice you become aware of or that is reported to you

**5.12.2 Candidate Malpractice**

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

- (i) altering, falsifying or misrepresenting any results information, including certificates.
- (ii) Failing to follow the instructions or advice of an invigilator or other supervisor in relation to BEC regulations which apply to examinations and assessments.
- (iii) Failure to abide by the conditions of invigilation or supervision which is intended to maintain the security of the examination or assessment.
- (iv) Collusion
- (v) plagiarism: not giving sources and/or submitting another person's work as if it is their own.
- (vi) Copying from another candidate.
- (vii) Allowing work to be copied by another candidate.
- (viii) The deliberate destruction of another candidate's work.
- (ix) Seeking, obtaining, exchanging or passing on confidential 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.
- (x) Looking for, getting, receiving, exchanging or passing on confidential or fake exam material in any way.
- (xi) Making a false declaration of authenticity in relation to coursework.
- (xii) Either giving or receiving assistance in the production of coursework.
- (xiii) Being in possession of confidential material in advance of an examination.
- (xiv) Bringing into the examination room unauthorised materials such as notes, study guides, electronic dictionaries, cell phones, etc. refer to section 14.6.2 for unauthorised materials of **BEC/EAC/BGCSE/G01 - Guidelines for Conduct of Examinations** (for BGCSE level)
- (xv) Disruptive behaviour in the exam room (including talking to or attempting to talk to other candidates and or using offensive language).
- (xvi) Including threatening, offensive, or obscene material in scripts or coursework.



 BOTSWANA EXAMINATIONS COUNCIL	<b>Directorate</b>	Examinations Administration and Certification
	<b>Function</b>	Director, Examinations Administration and Certification
	<b>Document Type</b>	Manual
	<b>Document No.</b>	BEC/EAC/Man01.v7
	<b>Effective Date</b>	2022/07/31
<b>Title</b>	<b>Manual for Standards for Secure Storage of Examination Materials at BEC Centres</b>	

- (xvii) Impersonation: Pretending to be someone else or arranging for another person to take one's place in an examination.
- (xviii) Stealing another person's work.
- (xix) deliberately destroying another person's work
- (xx) Behaving in such a way as to undermine the integrity of the examination

### 5.12.3 Centre Staff Malpractice

The following are examples of malpractice by centre staff. This is not a complete list:


- (i) not keeping exam material confidential.
- (ii) not storing exam material securely.
- (iii) not keeping candidates under Full Centre Supervision in relation to the Key Time.
- (iv) not invigilating properly.
- (v) helping or prompting candidates with answers.
- (vi) not keeping candidates' work confidential.
- (vii) moving the session or date of a timetabled exam without telling us and getting our written permission.
- (viii) helping candidates with coursework more than the regulations allow.
- (ix) allowing candidates unsupervised access to coursework exemplar materials, whether this is the work of former candidates or material we have provided.
- (x) not keeping candidate computer files secure.
- (xi) behaving in a way that undermines the integrity of the exam

### 5.12.4 Suspected Malpractice you discover

The Head of Centre must report any suspected malpractice to us on the same day. Use the relevant malpractice forms.

#### The Head of Centre must:

- (i) Tell us straight away about suspected malpractice they become aware of or that is reported to them. If they do not do this, it might be considered malpractice in itself.
- (ii) Report suspected malpractice with all relevant information including:
  - (i) statements from relevant centre staff, for example, the Head of Centre, Chief Invigilator, invigilators or teachers. Statements should include a detailed account of the circumstances and any investigation the Head of Centre has carried out.
  - (ii) statements from all candidates involved in the suspected malpractice, giving their account of events in their own words or confirmation that they do not want to give a statement.

 BOTSWANA EXAMINATIONS COUNCIL	<b>Directorate</b>	Examinations Administration and Certification
	<b>Function</b>	Director, Examinations Administration and Certification
	<b>Document Type</b>	Manual
	<b>Document No.</b>	BEC/EAC/Man01.v7
	<b>Effective Date</b>	2022/07/31
<b>Title</b>	<b>Manual for Standards for Secure Storage of Examination Materials at BEC Centres</b>	

(iii) evidence of any unauthorised material the candidate had, e.g., a photograph of the unauthorised material.

(iv) seating plans.

(v) any other relevant evidence or information.

(iii) All statements must be in English or Setswana.

(iv) We take all reports of suspected malpractice seriously. We will write to let you know we have received your report. In our response we will do one of the following:

(vi) confirm that you do not need to do anything further.

(vii) provide you with guidance.

(viii) open a suspected malpractice investigation

#### 5.12.5 Suspected malpractice investigations

(i) When we open a suspected malpractice investigation, we will write to you with the details, including actions and instructions. We will try to find all relevant information to help us decide whether malpractice has happened or not.

(ii) You must complete all actions and cooperate with all instructions in the timescales we give.

(iii) We oversee all investigations. We expect the Head of Centre to personally supervise and collect information for us.

(iv) If you do not do what we ask in suspected malpractice investigations this might be considered malpractice in itself.

(v) We can withhold results during investigations. We will tell you if we do this.

(vi) We can deal directly with the candidate or the candidate's representative. In these cases, we will tell the Head of Centre.

(vii) We may extend an investigation if we have further concerns.

(viii) We may send representatives to your centre to investigate.

(ix) You must treat malpractice cases as confidential between your centre, the individuals involved and us.


(x) You must treat correspondence about suspected malpractice as confidential between your centre and us.

(xi) The Head of Centre can share concerns and/or requests for information with the candidate(s) involved and their parents/guardians/carers.

(xii) If the Head of Centre is implicated in the suspected malpractice, we may ask someone else to collect information, for example, the Regional Education Directors.

(xiii) We may suspend your centre's ability to make entries while an investigation is ongoing.

(xiv) Candidates involved in a malpractice investigation cannot withdraw from the relevant syllabus

 BOTSWANA EXAMINATIONS COUNCIL	<b>Directorate</b>	Examinations Administration and Certification
	<b>Function</b>	Director, Examinations Administration and Certification
	<b>Document Type</b>	Manual
	<b>Document No.</b>	BEC/EAC/Man01.v7
	<b>Effective Date</b>	2022/07/31
<b>Title</b>	<b>Manual for Standards for Secure Storage of Examination Materials at BEC Centres</b>	

### 5.12.6 Rights Of Individuals Suspected of Malpractice

If someone is suspected of malpractice the Head of Centre must tell them as soon as possible, preferably in writing. We may tell the Head of Centre to share relevant evidence with them.

If someone is suspected of malpractice you must:


- (i) tell them what they are accused of.
- (ii) give them the opportunity to write a statement.
- (iii) tell them the possible consequences if it is decided that malpractice has occurred.
- (iv) tell them about our appeals procedure

### 5.12.7 Making A Decision

- (i) We will look at all available information and use a balance of probabilities to decide whether the suspected malpractice has occurred or not.
- (ii) We may consider mitigating factors supported by suitable evidence.
- (iii) We only base our decisions on the information we have and make no assumptions about the intended actions.

### 5.12.8 Outcomes

- (i) All outcomes will be justifiable and reasonable.
- (ii) We may:
  - a) take no further action.
  - b) give a warning to candidate(s) and/or the centre staff.
  - c) deduct marks or award no marks for a component.
  - d) disqualify candidates from the subject (in serious cases this may extend to all syllabuses taken in the series).
  - e) ban a candidate from entering our exams for up to five years. Imposition of special condition.
  - f) ban members of staff from any involvement in administering our exams for a specified period of time.
  - g) not allow your centre to make entries for specific exams.
  - h) remove your centre status and terminate our Agreement with you.
- (iii) We can apply outcomes not listed above.
- (iv) If we decide malpractice has occurred but cannot decide who was responsible, we may decide not to accept the work submitted and/or issue the relevant results.
- (v) We will write to the Head of Centre with the outcome.
- (vi) When the Head of Centre has received our outcome, they can decide whether to take further action with their candidate(s) and/or staff.

 BOTSWANA EXAMINATIONS COUNCIL	<b>Directorate</b>	Examinations Administration and Certification
	<b>Function</b>	Director, Examinations Administration and Certification
	<b>Document Type</b>	Manual
	<b>Document No.</b>	BEC/EAC/Man01.v7
	<b>Effective Date</b>	2022/07/31
<b>Title</b>	<b>Manual for Standards for Secure Storage of Examination Materials at BEC Centres</b>	

- (vii) Some outcomes will mean that components do not qualify for enquiries about results. We will confirm this in our outcome letter.
- (viii) We will do our best to make sure candidates are neither advantaged nor disadvantaged by centre staff malpractice. In some cases, we may not be able to issue results.
- (ix) Centres should keep records of malpractice outcomes for future reference. Where appropriate redacted versions of these should be shared with new members of staff, including centre leadership and management, and exam teams, such as a new Head of Centre or Chief Invigilator. **New**

### 5.12.9 Communicating Outcomes to Members of Staff and Candidates

The Head of Centre must tell the people concerned about the outcome(s). The Head of Centre is also responsible for telling them that we may share information as described in section 18.1.0 of **BEC/EAC/BGCSE/G01 - Guidelines for Conduct of Examinations** (for BGCSE level).

### 5.12.10 Exchanging Information with Awarding Bodies and Other Authorities

We will treat malpractice cases as confidential. However, where serious malpractice may affect the integrity of other awarding bodies' assessments, we may exchange information with them or other regulators. In cases of serious centre staff malpractice, we can share information with professional organisations. We can tell the relevant police authorities if there are suspected criminal activity. For example, cases involving theft, impersonation, or falsifying documents.

### 5.12.11 Appeals

To appeal against a decision, we have made in malpractice cases, please see section 22.5 of **BEC/EAC/BGCSE/G01 - Guidelines for Conduct of Examinations** (for BGCSE level).


### 5.12.12 Allegations

If we receive a report of alleged malpractice, we will look at any available information. This may lead to a suspected malpractice investigation. We will only reveal the identity of the person making the allegation if we have to do this for legal reasons. During an investigation we will try to limit the risk of them being identified.

## 6.0 Risk of Non-Compliance

The following are risks of non-compliance to this manual:

- a) Loss of integrity
- b) Reputational damage to the organisation's image

 BOTSWANA EXAMINATIONS COUNCIL	<b>Directorate</b>	Examinations Administration and Certification
	<b>Function</b>	Director, Examinations Administration and Certification
	<b>Document Type</b>	Manual
	<b>Document No.</b>	BEC/EAC/Man01.v7
	<b>Effective Date</b>	2022/07/31
<b>Title</b>	<b>Manual for Standards for Secure Storage of Examination Materials at BEC Centres</b>	

- c) Loss of examination credibility
- d) Results being nullified
- e) Centre disqualification and or withdrawal of centre status
- f) Huge cost to replacement of question papers

## 7.0 References

- a) Cambridge International (2022), Cambridge Handbook 2022 - *Regulations and Guidance for Administering Cambridge*, United Kingdom.
- b) BEC (2022), BEC/EAC/BGCSE/G01 - *Guidelines for Conduct of Examinations*, Gaborone.