 BOTSWANA EXAMINATIONS COUNCIL	Directorate	Examinations and Assessments
	Function	Assessment Administration
	Document Type	Manual
	Document No.	EA/AA/Man04.v1
	Effective Date	2023-08-31
Title	Manual for Invigilators - PSLE - 2023	



BOTSWANA
EXAMINATIONS
COUNCIL

Document Title:


Manual for Invigilators – PSLE - 2023

Document Reference:

EA/AA/Man04.v1

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DOCUMENT CONTROL SHEET

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Revision History

Change Made By	Description	Version	Date
G. Richard K. L. Gwakuba	✓ Changes were made to align the new organisational Structure.	v1	2023/08/31

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1. Abbreviations, Terms and Definitions

1.1 Abbreviations

AA	Assessment Administration
BEC	Botswana Examinations Council
DAA	Director Assessment Administration
OMR	Optical Mark Readers
PSLE	Primary School Leaving Examinations

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 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/BEC.

1.2.5 Main Examination Room

Refers to the Main hall in the case where candidates have to sit the examinations in multiple rooms.

1.2.6 Malpractice

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

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1.2.7 Preliminary investigation

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

1.2.8 Main investigation

It involves any observations, questions and discussion with representatives and or witnesses to establish facts.

1.2.9 Script

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

1.2.10 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.

1.2.11 Standardisation

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

1.2.12 Syllabus

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


2. Introduction

2.1 Background

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

The Head of Centre is responsible to BEC for the proper conduct of the examination by observance of the regulatory documents including this Manual and should ensure that all invigilation personnel comply with the regulations here provided. If a situation arises which is not covered in the regulatory documents provided, our advice should be sought immediately.

This Manual refers to the conduct of examinations in all syllabus components. We will issue additional syllabus instructions for the conduct of some examinations where appropriate.

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This document should be used in conjunction with *the EA/AA/G03 - Guidelines for Conduct of Examinations – PSLE, Annexure 2 - EA/AA/G03/AN02 - What to say to Candidates* document, *BEC/EAC/G01 - Access Arrangements and Special Consideration; A Guide for Centres* and any relevant guidelines which we have provided.

2.2 Purpose

The purpose of this manual is to standardise the conduct of examinations in all BEC centres and are intended for use by all invigilators. Heads of Centres are expected to ensure that all invigilators have been taken through training using the *EA/AA/G03 - Guidelines for Conduct of Examinations– PSLE, EA/AA/G01/AN02 - What to say to Candidates* document, the *EA/AA/Man04 - Manual for Invigilators – PSLE and EA/AA/G03/AN02: A Brief Guide to the Administration Of Examinations Under Contagious Diseases: COVID-19 Environment*, before they can invigilate any examination. Each invigilator is expected to have a copy of this manual during each examination session they invigilate.

This manual is intended to guide and regulate the conduct of examinations at school level. Heads of Centres are advised to ensure that the manual is strictly complied with at all times.

3. Scope

This manual explains all the administrative tasks to carry out during each exam series. It also sets out the regulations for running our exams and assessment. It details the responsibilities of centres and forms part of the legal contract between BEC and the centre.

4. Position Requirements for Invigilation personnel

4.1 Qualifications

To qualify as an Invigilator, Rover, Senior Invigilator or Chief Invigilator, one has to be in possession of a minimum of a Diploma from a recognized institution, its equivalent or a higher teaching qualification.


4.2 Experience

4.2.1 Invigilator and Rover

- (a) No previous experience.
- (b) Previous teaching experience serves only as an added advantage.

4.2.2 Senior Invigilator

- (a) At least three (3) years continuous experience as Invigilator.
- (b) must have served in an examination committee for a period of two (2) years.

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(c) Previous teaching experience will be an added advantage.

4.2.3 Chief Invigilator

Must have;

- (a) Served as an invigilator for a minimum of five (5) years.
- (b) Must have served in an examination committee for a minimum of three (3) years.
- (c) operated at the level of Head of Department or equivalent in a school or learning institution for at least two (2) years.

4.3 Competencies

4.3.1 Invigilator

He/she must have the following competencies:

- (a) Accuracy and attention to detail
- (b) Cooperation and compliance
- (c) Communication skills
- (d) Procedural awareness and understanding
- (e) Achievement of work targets
- (f) Time management
- (g) Initiative Level- 1.


4.3.2 Senior Invigilator

He/she must have the following competencies:

- (a) Accuracy and attention to detail
- (b) Cooperation and compliance
- (c) Communication skills
- (d) Procedural awareness and understanding
- (e) Achievement of work targets (results oriented)
- (f) Time management
- (g) Planning and organising
- (h) Supervisory skills
- (i) Customer focus
- (j) Use of technology
- (k) Initiative Level- 2.

4.3.3 Chief Invigilator

He/she must have the following competencies:

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- (a) Accuracy and attention to detail
- (b) Cooperation and compliance
- (c) Initiative and innovative
- (d) Communication skills
- (e) Procedural awareness and understanding
- (f) Results oriented
- (g) Time management
- (h) Planning, organising and coordinating
- (i) Customer focus
- (j) Team leadership
- (k) Use of technology
- (l) Decisiveness
- (m) Initiative Level- 2.

4.3.4 Initiative Description

a) Level 1

At this level the Invigilator should be able to demonstrate ability to anticipate possible problems and suggest appropriate corrective action to supervisor.

b) Level 2


- (i) At this level, the position holder should be able to identify opportunities for efficient and effective performance of assigned tasks and objectives. Must be able to supervise and guide subordinates for successful completion of assigned work.
- (ii) The position holder should be able to provide leadership and direction for efficient and effective performance of invigilation at the assigned centre. He/she must be able to solve unusual or unique circumstances arising from invigilation at the centre.

4.4 Remuneration

Remuneration will be paid in accordance with the BEC Invigilators Schedule of Fees at rates determined by Council from time to time. See Appendix A for current rates.

At the end of examinations: Invigilators must fill in and signed by both the Invigilator and Chief Invigilator.

The Chief Invigilator must fill in **BEC/EAC/PSLE/Man01/F02 – Chief Invigilators Claim Form**.


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5. Roles and Responsibilities


5.1 Duties of the Head of Centre/Chief Invigilator

The Head of Centre as the Chief Invigilator is responsible for:

- 5.1.1 Being the liaison person between us and the Examination Centre;
- 5.1.2 Ensuring that all candidates are registered with us and that all the registration details are accurate before candidates sit the examinations;
- 5.1.3 Ensuring that all candidates who end up sitting our examinations are eligible to sit the examinations.
- 5.1.4 Ensuring that the receipt and security of examination materials, the distribution of the examination papers to the candidates, the collection of scripts at the end of each examination and the delivery of the scripts to us are all carried out in accordance with our regulations;
- 5.1.5 Ensuring that candidates are provided with all of the materials specified on the question paper and any other additional materials indicated in the list provided by us;
- 5.1.6 The appointment of suitable invigilators and ensuring that they are trained and familiar with the instructions contained in the regulatory documents including this Manual;
- 5.1.7 A day before the start of the examinations, the Chief Invigilator and Senior Invigilator should check that they have all the necessary materials for the examination and that packets containing question papers have not been tampered with;
- 5.1.8 Ensure the constant and effective supervision of the candidates;
- 5.1.9 The submission to us, 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 we may reasonably require in relation to examinations conducted at the Centre;
- 5.1.10 Ensuring that each candidate entered through the Centre receives details of the dates and times of his/her examinations, the candidate's provisional results and any certificate issued by us;

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- 5.1.11** The submission of any applications for changes to the venue or timetable in accordance with the Guidelines provided;
- 5.1.12** making applications for Access Arrangements and Special Consideration in accordance with the regulations and guidelines;
- 5.1.13** Providing suitable accommodation for candidates to sit the examinations;
- 5.1.14** Ensuring that all candidates in the examination, including private candidates, are identified;
- 5.1.15** Providing us with 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 us, and to provide such information and advice as we may reasonably require;
- 5.1.16** Submitting and processing of enquiries about results in accordance with the regulations;
- 5.1.17** Ensuring that we are notified when the Centre changes premises and facilitating inspection and approval of the new premises;
- 5.1.18** Facilitating any inspection of the Centre by or on behalf of BEC. We will carry out unannounced inspections when examinations are taking place and centres must co-operate with the inspector, including allowing access to secure storage. We may also inspect the arrangements for the secure storage of confidential materials at times when examinations are not taking place;
- 5.1.19** Where required, remit examination fees at the time specified by us;
- 5.1.20** inform us about any candidates who might need any special consideration during the examinations;
- 5.1.21** receive parcels containing question papers and answer sheets. As soon as they receive them, they should check to see if there is a sufficient number of question papers in each subject, and enough answer sheets as shown on the outside of each envelope. They should not open the envelopes containing the question papers. They may, however, open the envelope containing the answer sheets and check that they are enough. They will then wrap answer sheets and keep them in safe custody.
- 5.1.22** check to see if they have the right examination material for the entire examination process;
- 5.1.23** ensure proper conduct of the examination in accordance with guidelines in this Manual, and any other guidelines which may be issued by BEC from time to time;

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- 5.1.24** provide adequate and suitable accommodation as well as sufficient and appropriate materials for the candidates;
- 5.1.25** check and sign attendance registers for each of the examinations after completion by invigilators;
- 5.1.26** ensure that all candidates are informed about the requirements of the examination well before the examination starts;
- 5.1.27** ensure that invigilators at the Centre understand their duties and conduct the examination properly in accordance with guidelines in this Manual;
- 5.1.28** go through the Guidelines for Conduct of PSLE with invigilators to ensure common understanding by the invigilators. A mini workshop may have to be conducted for all the invigilators or teachers to ensure that examinations are administered in a fair and credible manner;
- 5.1.29** in case the examinations were received by another person during the absence of the Chief Invigilator, they should check that all envelopes have been received and are intact;
- 5.1.30** ensure that the examination room/s is/are designated for examination purposes only at that time. There should be no teaching aids, maps or papers hanging on ceilings or on walls of the rooms as this may assist candidates in answering questions. Examination rooms should be friendly and conducive for examination purposes;
- 5.1.31** 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/ Chief Invigilator is responsible for obtaining acknowledgement of receipt from the candidate;
- 5.1.32** retain all unclaimed certificates under secure conditions for a minimum period of twenty-four (24) months from the date of issue. At the end of this period, unclaimed certificates should be returned to us.

5.2 Duties of Invigilators


5.2.1 The invigilator is the person in the examination room, trained in the art of invigilation to ensure credible examination processes and is responsible for conduct of examinations.

5.2.1.1 An invigilator is responsible for ensuring that:

- (a) our regulations are complied with;
- (b) examinations start and finish at the specified times;
- (c) examination papers are secure whilst in their care;
- (d) attendance registers and seating plans are accurately completed;
- (e) no cheating/collusion takes place.

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- 5.2.2** The invigilator must go around from one candidate to another to check each entry, i.e. candidate name, candidate number, centre name, centre number, syllabus name and component code.
- 5.2.3** Invigilators are required to conduct the examination in accordance with instructions contained in the **EA/AA/G03 - Guidelines for Conduct of Examinations - PSLE**, related documents and any other instructions which may be issued by us.
- 5.2.4** Invigilators shall ensure that candidates understand and follow all instructions and regulations.
- 5.2.5** Where there is suspicion that any of the question paper packets could have been tampered with, the invigilator must inform the Chief Invigilator who should then notify us immediately.
- 5.2.6** Invigilators shall check in advance that the exam room and seating arrangements for the candidates are suitable and that materials provided by the Centre/candidates such as pencils, rubbers, rulers etc., are available in sufficient numbers.
- 5.2.7** The invigilator 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, he/she must never assist or encourage the candidate towards the choice of an answer.
- 5.2.8** Invigilators must give their full attention to invigilation during the exam and move around the exam room in order to have a clear view of all candidates.
- 5.2.9** Invigilators must not bring cell phones, books, newspapers, magazines or any reading material into the examination room nor, write or read anything that is not in line with their duties while the examination is in progress.
- 5.2.10** Invigilators shall maintain silence throughout the examination as even whispered conversation may distract candidates.
- 5.2.11** Invigilators shall disengage from unnecessary conversations with non-invigilators outside or inside the examination room or anywhere nearby.
- 5.2.12** Invigilators must report any suspected cases of malpractice to the Chief Invigilator as soon as possible and submit a written report thereafter.

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5.3 Duties of a Rover

4.3.1 Rovers are responsible for ensuring that invigilators and candidates get whatever assistance they require during the examination. The roving invigilator should be easily accessible to invigilators at all times.

5.3.1 The following are the duties of the Rover:

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

5.3.1.2 Ensure as far as possible that no disturbance occurs outside the examination room which could distract the candidates from their work;

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

6. Preparations for the Examination

6.1 Examination Venue


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

6.2 Preparing the Examination Room

The room in which examinations are undertaken should satisfy certain conditions as indicated below:

6.2.1 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.

6.2.2 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 time. Regular checks should be carried out to ensure that all clocks are in good working condition. For candidates using a computer, checks must be made to make sure that the time is correct on each computer.

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6.2.3 The date, 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 clear and legible to all candidates in the examination room.

6.2.4 No display material (e.g. maps, diagrams, wall charts) which might be helpful to candidates must be visible in the examination room. Ideally, all materials should be removed with the possible exception of the Notice to Candidates and perhaps a copy of the Seating Plan.

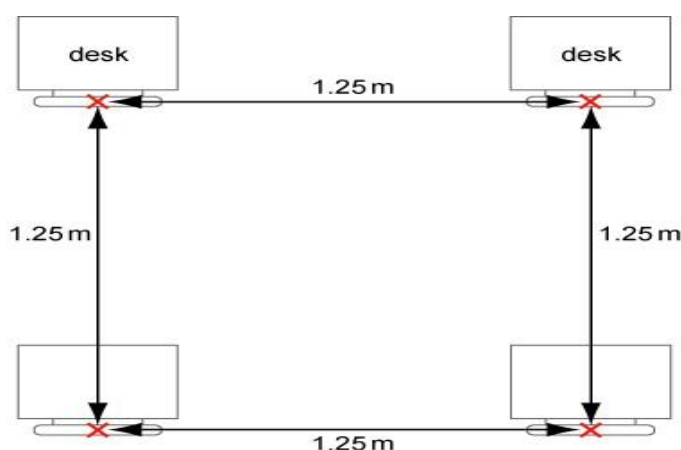
6.3 Notice to Candidates

The Notice to Candidates should be displayed in a number of locations. In small Centres, the notice should be displayed both inside and outside the examination rooms. In larger Centres where several rooms are used, the notice should be displayed in a number of prominent locations. The Chief Invigilator should ensure that all candidates have the opportunity of reading the notice.


6.4 Seating Arrangements

6.4.1 Candidates should be in their seats at least 15 minutes before an examination session starts.

6.4.2 The seating arrangements must be such as to prevent candidates from overlooking, intentionally or otherwise, the work of others. In particular, the minimum distance from the centre of a candidate's desk to centre of the next candidate's desk must be 1.25 metres in all directions.




6.4.3 Where candidates sit an exam in a language laboratory, the minimum distance in all directions from the centre of one candidate's chair to the centre of another's must be 1.25 metres. If you cannot meet this requirement, candidates must sit at alternate monitors or in screened booths.

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Screened booths may restrict invigilators' view of candidates. In this situation, increase the number of invigilators.

- 6.4.4** In cases where Centres use theatre style halls, make sure there is at least a free step between one row and the next to avoid one candidate overlooking the work of another candidate in the front.
- 6.4.5** Where possible, Centres should avoid using desks with storage shelves. Where desks with storage shelves are used, Invigilators must check the shelves for unauthorised notes and other items before the beginning of the examinations.
- 6.4.6** Invigilators must pay close attention during the course of the examination to ensure nothing is placed in the shelves before the start and during the course of the examination.
- 6.4.7** Wherever possible, for written examinations:
- (a) All candidates should face in the same direction;
 - (b) Each candidate should have a separate desk or table of sufficient size to accommodate question papers and answer booklets;
 - (c) if candidates are not working at individual desks, they must be sufficiently far apart so that their work cannot be seen by, and contact cannot be made with other candidates. The distance from the centre of one candidate's desk to the centre of the next candidate's desk must be 1.25 metres in all directions;
 - (d) for multiple choice papers, if desks are spaced 1.25 metres apart, candidates may still be able to see other candidates' work, intentionally or otherwise. Where this is the case, the invigilator must use an alternative method so that no candidates work may be overseen by any other candidates. This can be achieved by:
 - (i) increasing the space between candidates desks;
 - (ii) using extra invigilators.
 - (e) Candidates should be seated in candidate/index number order, with candidate numbers/indexes labelled on each desk.
- 6.4.8** 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 us. This also applies to COVID-19.


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6.5 Key Times

Examinations scheduled for the first session will start at **08:00 am** and the second session will start at **11:00 am**.

6.6 Invigilation Arrangements

- 6.6.1** The Chief Invigilator must ensure that invigilation is carried out by suitably qualified and experienced adults. Whilst the Chief Invigilator has discretion to decide who is suitably qualified and experienced, any relative of a candidate in the examination room is specifically not eligible to serve as the sole invigilator. The invigilator is required to write a letter to the Chief Invigilator declaring their interest.
- 6.6.2** The Chief Invigilator must ensure that invigilators are fully briefed and trained before carrying out the task of invigilation. Centres must keep records of trained invigilators and send the register to BEC at the end of the examinations.
- 6.6.3** Sufficient invigilators must be appointed to ensure that the examination is conducted in accordance with the following requirements:
- (a) A ratio of one invigilator for every 35 candidates.
 - (b) Arrangements must be such that each candidate in the examination room can be observed by an invigilator at all times.
 - (c) Invigilators must give their whole attention to the proper conduct of the examination. Invigilators are not to perform any additional task in the examination room.
 - (d) The invigilator and rover must not bring cell phones, books, newspapers, magazines or any other electronic devices to the examination room. The invigilators must not attend to anything that is not connected to invigilation duties, while the examination is in progress. The invigilator should be able to move quietly around the room and position themselves at strategic points where they will be able to observe all the candidates in the examination room.
 - (e) When only one invigilator is present, they must be able to summon assistance easily without leaving the examination room and without disturbing the candidates. That means rovers must be visible, attentive to invigilators and alert at all times.
 - (f) Where there are both male and female candidates, you must make sure both male and female invigilators are available to take candidates to the washrooms if required. Where there is a sole invigilator the rover must be of a different sex from the one invigilating.

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- (g) Invigilators may be changed during the examination, provided that the number present in the examination room does not fall below the prescribed ratio.
- (h) A teacher who has prepared the candidates for the syllabus of the examination during the academic year of the examination should **not** be the sole invigilator at any time during a written examination in that syllabus.
- (i) A reader, scribe, or practical assistant **cannot** be counted as an invigilator.
- (j) A copy of the guidelines must be available in the examination room. The invigilators must be familiar with the Notice to Candidates, this Manual for Invigilators and any specific regulations relating to syllabuses being examined.
- (k) Main Examination Room here refers to the main hall in the case where candidates have to sit the examinations in multiple rooms. The **EA/AA/G03 - Guidelines for Conduct of Examinations - PSLE** then acts as a reference material. The other rooms will each have this Manual for Invigilators. However, in the case where candidates sit the exam in just one room, both the Guidelines and the Manual for Invigilators must be available in that room.
- (l) Centres must send records of the invigilation and seating plan arrangements to BEC for each examination session, and the Chief Invigilator should ensure that each invigilator signs. Completed Certificates of Invigilation should be sent in a separate envelope labelled outside packaged together with the rest of the scripts in a box to BEC.
- (m) Chief Invigilators should make arrangements for seating plans to be prepared in each of the rooms being used for the examination.

7. At the Beginning of the Examination


7.1 General

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.

7.2 Identification of Candidates

7.2.1 Invigilators must be satisfied as to the identity of every candidate attending each examination session. Identity checks must not disturb any candidates who are already taking their examinations.

7.2.2 The Chief Invigilator must ensure that appropriate arrangements are in place to enable all invigilators to carry out adequate checks on the identity of all candidates.

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7.2.3 Candidates at sixteen (16) years and above must present National Identity card (Oman) if they are citizens or passport for non-citizens for identification. Those under sixteen (16) years should present birth certificates as proof of identity.

7.2.4 In the case of small Centres, candidates who are in attendance at the school will be known to the invigilators and identification of these candidates is probably unnecessary. In larger schools, this might not be the case, and checks on the identity of candidates should be carried out. All private candidates must be positively identified by means of a national identity card or passport.

7.2.5 The identity evidence must be presented each time they attend an examination session.

7.2.6 Candidates should be seated in candidate/index number order, with candidate numbers/indexes labelled on each desk.

7.3 Completing the Attendance Registers

7.3.1 Centres will receive a computer listing of the candidates registered for each examination which is to be used as an attendance register. The invigilator must complete the attendance register during the course of the examination.

7.3.2 The attendance registers must be completed in accordance with the guidelines in the **EA/AA/G03 - Guidelines for Conduct of Examinations - PSLE**.


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

7.3.4 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 for Private Centres.

7.3.5 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. The Centre should inform BEC of this discrepancy so that, if necessary, a formal entry can be made if this has not already been done. Again, the **BEC/EAC/DP/P02/F03 – Candidate Entry Amendment Form** and Malepa Application can be used for this purpose.

7.3.6 At the end of the examination, the attendance register should be checked against the scripts collected, signed and dated by both the Invigilator and the Chief Invigilator.

7.3.7 If you have candidates taking an examination in a different room from the main examination room, do not submit a separate attendance register for them. Mark them as "present" on the


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main attendance register. For packaging of scripts from different rooms refer to **EA/AA/G03 - Guidelines for Conduct of Examinations - PSLE**.

- 7.3.8** Due care must be taken to ensure that absent candidates are **not** marked present. An invigilator should append a signature against any candidate name marked absent as a form of verification.
- 7.3.9** Please note that by signing on the script return envelope, the Chief Invigilator is verifying that they have checked and assured themselves of the accuracy of the contents of the script return envelope.
- 7.3.10** Completed attendance registers should be sent to BEC immediately after the last examination has taken place. The attendance registers should not be enclosed with the scripts, but rather packaged separately and dispatched with scripts.
- 7.3.11** The candidate numbers of absent candidates should be listed in the space provided on the script return envelope. Where more than one envelope is used, all candidates should be listed on the first envelope. Where all candidates are absent for an examination, an empty envelope on which the absent candidates have been listed by candidate number should be submitted to BEC.

7.1 Seating Plans

- 7.1.1** You must produce a seating plan for each examination. A seating plan is a diagram that outlines how the examination room is set up, it shows the positions of tables in the room, the position of each chair and where each candidate is seated. It must also show the position of the invigilator's desk and the direction the candidates are facing.
- 7.1.2** Show the direction candidates are facing by including position of chair.
- 7.1.3** Show where candidates are sitting by marking names and candidate numbers on each desk.

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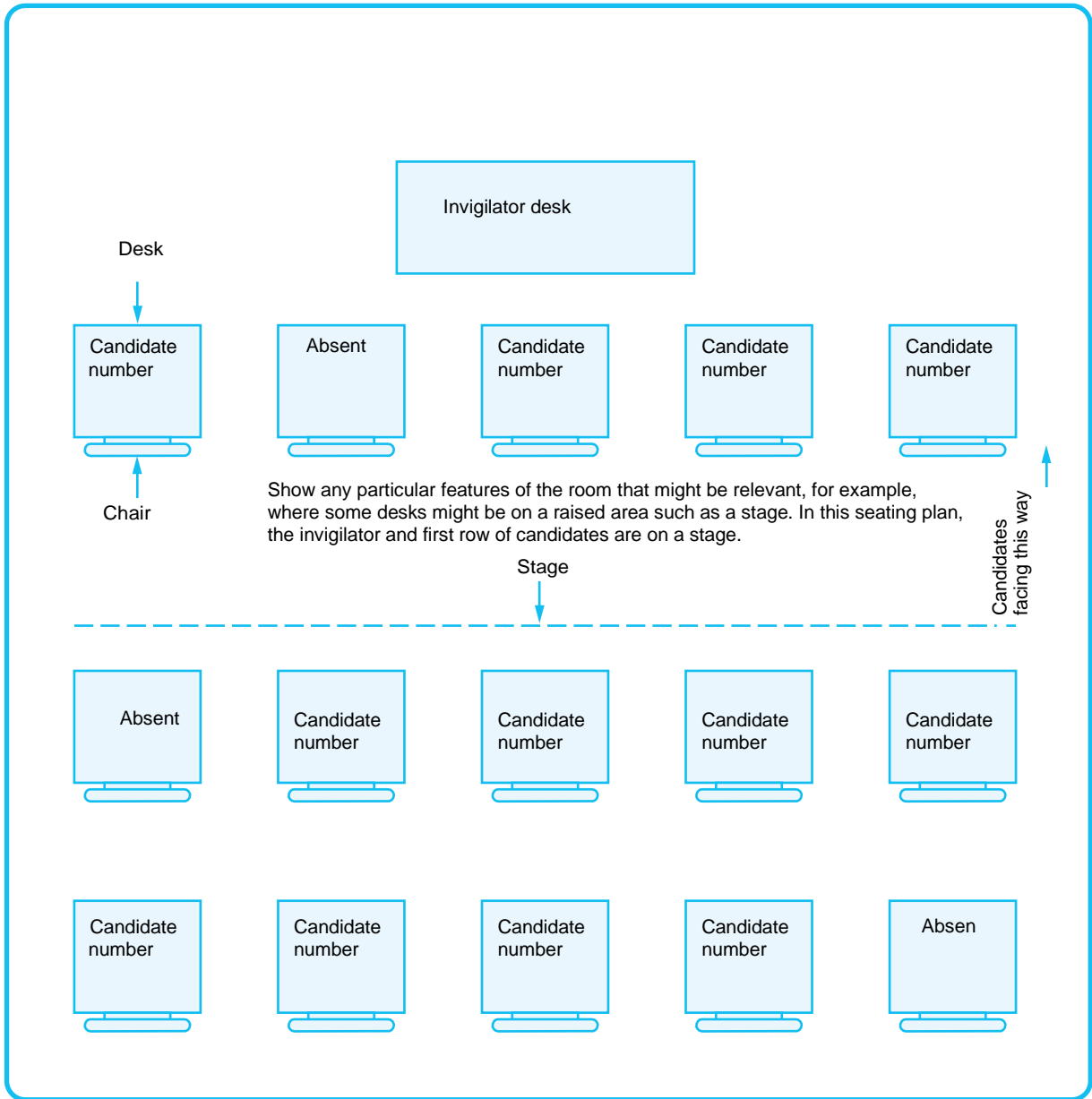



Figure 1 - An Example of a Seating Plan

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7.1.4 You must keep signed records of the seating plans for each examination session. We may ask to see the seating plans at any time until we issue certificates.

7.2 Unauthorised Entries

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

- (a) the candidate is able to take all the components required for the syllabus option they wish to enter. This means you must have enough spare question papers so the candidates can sit all the components required for the syllabus option at the appropriate time, not just the specific examination; and
- (b) you add them to the attendance register for each component they take that they were not previously entered for. Once they have completed all the components required for the entry, contact us immediately.

7.2.2 We will then mark the candidate's script, enter them for the entry option and issue a grade in the syllabus. You will be charged a late entry for any unauthorised entries.

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

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


7.3 Authorised Personnel

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

7.4 Authorised and Unauthorised Materials

7.4.1 General

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

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7.4.2 Authorised Material

The invigilator must take all reasonable steps to ensure that:

- (a) the official examination stationery for the particular syllabus examination is issued to candidates and that no other stationery, including paper for rough work, is provided.
- (b) 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.


7.4.3 Unauthorised materials

7.4.3.1 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. The Chief Invigilator and 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 wear (includes smart watches and smart glasses), or
- (l) any watch capable of electronic storage or communication, or
- (m) any other electronic devices that enables external communication or the storage and retrieval of data should not be brought into the examination room.

7.4.3.2 Other watches can be worn at the discretion of the centre.

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

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7.4.3.4 You should use your judgement for any items not on the list above by asking yourself whether the item potentially enables a candidate to conceal or access information in the examination room or areas accessed by the candidate during an exam including the bathrooms.

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

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.

7.5 Stationery, Materials and other Equipment

7.5.1 For multiple choice examinations, invigilators must make sure that all candidates have an HB pencil and an eraser.

7.5.2 Individual pre-printed personalised answer sheets are provided for each candidate, and invigilators must ensure that each sheet is given to the candidate whose name appears on it and that the sheets refer to the correct component.


7.5.3 Under no circumstances should an answer sheet be used by a candidate other than the one specified or for the component. Answer sheets cannot be transferred from one candidate to another or from one component to another. Candidates who might not have personalised answer sheets should be provided with un-personalised answer sheets.

7.5.4 Candidates **must**:

- (a) write their answers legibly in black or dark blue ink;
- (b) use soft pencil (2B or HB) for multiple choice examinations;

7.5.5 Candidate **must not use**:

- (a) pencils or pens in other colours.
- (b) red ink or green ink;
- (c) correction fluid or tap;
- (d) highlighter pens on answer sheets, answer booklets

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7.6 Checking and Distributing Question Paper Packets in the Examination Room

7.6.1 The invigilator announces the following as indicated on the board, the manila sheet or flipchart that is clearly visible to all candidates.

- (a) Date
- (b) Centre Number
- (c) Syllabus Name
- (d) Component Code
- (e) Start and finish time
- (f) Duration of the paper

7.6.2 Before opening the question paper packet, invigilators must check it is undamaged and check that the details on the label are correct; this includes checking the Centre number, exam dates, session, syllabus title and component number.

7.6.3 The invigilator holds each packet of question papers out to the candidates to confirm that they have not been tampered with.

7.6.4 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.


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

7.6.6 The invigilator collects the question paper packets from the candidates.

7.6.7 The invigilator makes the final verification, signs and dates the question paper packet where indicated.

7.6.8 The invigilator neatly cuts open the question paper packets using a pair of scissors.

7.6.9 Where a Centre conducts examinations in the same syllabus 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' representatives from other rooms, and to take some of the papers to the other room(s) on the same site. 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

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papers to another site. Under these circumstances, the Centre should make arrangements with BEC for separate packets of question papers to be supplied.

7.6.10 When all these checks have been completed, the invigilator distributes question papers according to candidate number order.

Important Note 1: 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.

Important Note 2: The invigilator should report to the Chief Invigilator any grounds for suspicion about the security of the question papers. In such cases, the Chief Invigilator must notify BEC immediately and submit a full written report.

7.7 Starting the Examination


7.7.1 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.

7.7.2 For each examination session invigilators should follow the instructions.

7.7.3 Before candidates are permitted to start writing, the invigilator must:

- (a) Ensure that candidates are seated in accordance with the prescribed seating arrangements according to candidate number order.
- (b) Inform the candidates that they are now subject to examinations regulations.
- (c) Warn candidates that any unauthorised materials must be handed in.
- (d) Check that candidates have all the necessary materials to enable them to complete the examination.
- (e) Draw to the candidates' attention the guidelines printed on the front of the question paper, and ask them to check that they have been given the examination paper for the correct syllabus and component.
- (f) Ensure that details of any erratum notices are brought to the attention of candidates. The invigilator must not give any information to candidates about suspected errors in the question paper except as stated on any erratum notices.

7.7.4 The Invigilator must inform candidates that:

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- (a) they must write their answers legibly in blue or black ink or ball-point pen;
- (b) correction 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;
- (d) all rough work must be kept safely at the Centre until after the end of Results enquiry period.
- (e) in multiple choice papers, any rough work should be done on the question paper;
- (f) they should enter their names, Centre number, candidate numbers and the component code/paper details on their answer booklets where applicable, and complete other details as required;
- (g) they must write their name, candidate number and Centre number on any work they want to hand in;
- (h) they may begin to write their answers, specifying the time allowed for the paper(s).
- (i) The Chief Invigilator must take note that;

7.8 Procedure to follow in the Event a Wrong Question Paper Packet is opened

No Centre should ever have to issue the wrong question paper if the procedure stipulated in **EA/AA/G03 – Guidelines for Conduct of Examinations - PSLE**, as well as in this Manual are adhered to. However, if a wrong question paper packet has been opened for PSLE question papers, follow the steps described in clause **7.8.1** and **7.8.2** of this Manual as well as in section **8.22** and **8.23** of the **EA/AA/G03 – Guidelines for Conduct of Examinations - PSLE**.

7.8.1 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.
- (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 large 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.

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(d) The Chief Invigilator must take several pictures of the tear from different angles and this must be witnessed by the invigilator.

(i) The pictures taken must be kept securely for investigation purposes.

(ii) It is the responsibility of the Chief Invigilator to ensure that such pictures are not accessed by unauthorised personnel.

(e) The Chief Invigilator should immediately inform the Director, Examinations Administration and Certification and the Regional Director by phone, followed by a letter.

7.8.2 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 following the same procedure as in Error! Reference source not found. above.

(e) In this case it is better to spend a bit more time ensuring that the security of the question papers and the integrity of the examination is maintained before issuing the correct question paper out.


(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 Chief Invigilator must take several pictures of the tear from different angles and this must be witnessed by the invigilator.

(i) The pictures taken must be kept securely for investigation purposes.

(ii) It is the responsibility of the Chief Invigilator to ensure that such pictures are not accessed by unauthorised personnel.

(h) The Chief Invigilator should immediately inform the Director, Examinations Administration and Certification and the Regional Director by phone, followed by a letter.

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8. During the Examination

8.1 Supervision of the Candidates

Invigilators must supervise the candidates throughout the whole time the examination is in progress and give complete attention at all times to this duty. They must not read through any question papers.

8.2 Late Arrival of Candidates

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


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

- (a) The script must be sent to us in the normal way;
- (b) A full written report must be sent to us as soon as possible containing the following information:
- (c) The reason for the late arrival of the candidate, including any details of Access Arrangements made for the candidate to reach the centre;
- (d) The actual starting and finishing times of the examination;
- (e) The time at which the candidate started the examination;
- (f) A statement regarding any possible breach of examination security arising from the candidate's late arrival, including information about the extent to which the candidate was under staff supervision from the actual starting time of the examination.

8.2.3 Where a candidate arrives late for the examination and after the scheduled finishing time, the candidate must be recorded as 'Absent'. In such cases, the candidate should be advised that 'NO RESULT' may be issued for the syllabus.

8.3 Leaving the Examination Room during the Examination

8.3.1 The invigilator must ensure that no candidate leaves the examination room until at least one hour after the published starting time if the exam lasts longer than one hour or the duration of the examination, if less than one hour.

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8.3.2 Candidates who leave the examination room temporarily for to use the rest rooms must be accompanied by a member of the invigilation personnel of the same sex. Such candidates should normally not be allowed extra time on their return.

8.3.3 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.

8.3.4 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.

8.4 Irregular Conduct


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

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

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

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

8.4.5 In the event of a candidate being deliberately disobedient or unruly, they may be expelled from the examination room and forbidden to sit that paper. The Chief Invigilator may use their

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discretion on whether to admit such a candidate to a subsequent examination. Full reports in all such cases must be forwarded to us.

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

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


8.4.8 If the Chief Executive Officer is satisfied that breaches of regulations or any irregularity, misconduct or dishonesty whatsoever in connection with the examination have been widespread at any Centre, or that the circumstances in which the examinations are held at any Centre are unsatisfactory, they may at their 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.

8.4.9 If a candidate is expelled you cannot apply for special consideration.

8.5 Emergencies

8.5.1 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 exam 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;
- (e) Note the time and duration of the interruption;
- (f) Allow the candidates the full working time prescribed for the examination;

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- (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 room in order to complete the examination but ensure that the safety of the candidate is a priority;
- (h) Make a full report of the incident and of the action taken for direct submission to the Chief Executive Officer at BEC.

8.6 Five (5) Minutes Warning

Twenty (20) and five (5) minutes before the end of the examination the invigilator should inform candidates of the time remaining.

9. At the End of the Examination

9.1 Finishing the Examination

9.1.1 At the end of the examination, candidates should be told to stop writing.

9.1.2 The invigilator 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) insert any continuation papers inside the answer booklets. Paper clips or staples should **not** be used to hold papers together as they could get dislodged causing the scripts to be mixed up.

9.2 Collection of Answer Scripts


9.2.1 All answer scripts, and any other examination material must be collected and accounted for before candidates are allowed to leave the room.

9.2.2 Any sheets of extra paper a candidate wants to hand in to be marked should be fastened to the main script using a treasury tag or string provided.

9.3 Packaging of the Scripts

The invigilator must:

- (a) sort the answer scripts into the order shown on the attendance register in candidate number order;

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- (b) check that all answer scripts are present and that candidates have used correct centre and candidate numbers;


IMPORTANT NOTE: All scripts must be returned to us in the Pre-bar-coded script return envelopes that we will send to your Centre. The number of script return envelopes for each component is already pre-determined for each centre. All the bar-coded script return envelopes must be returned to us, even if they are empty.

Example

If your Centres has been issued with three script return envelopes for 150 candidates and you were supposed to put 50 scripts in each envelope but only 100 candidate actually turned up for the exam, the envelopes should be labelled as, 1 of 3, with 50 scripts, 2 of 3 with 50 scripts and 3 of 3 with 0 scripts. You should also indicate the count on the outside of all the three envelopes. In this case, envelope 3 of 3 will have a count of zero (0) but must still be returned to us as it needs to be scanned into the system.

IMPORTANT NOTES:

- (i) You must never tape scripts packets together which contain different components.
- (ii) Scripts packets must not be tied with an adhesive tape.
- (g) 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;
- (h) if the same examination is taking place in different rooms, invigilators from the small rooms should place the scripts in an envelope (which does not need to be sealed) and take the scripts to be collated with the scripts from the other rooms at a central point. Candidates' representatives must witness the sealing of the scripts at the central collation point;
- (i) mark the outside of the script return envelopes with the centre number, the syllabus and component code (e.g. 02/1), 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;
- (j) label the packets according to numbering indicated in the example below; e.g. if there are 3 packets they should be labelled as 1 of 3, 2 of 3 and 3 of 3.

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9.4 Packaging of Special Needs Scripts

9.4.1 Specialised script return envelopes will be provided for Centres to package scripts of candidates who have been approved for 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.

IMPORTANT NOTE: Unnecessary separation of candidates' scripts should be avoided and clarity must be sought from our Special Needs office. Multiple Choice answer sheets should not be separated and if this cannot be avoided, the answer sheets must be packaged between hard boards, placed in the correct envelope and correctly labelled.

9.5 Collection of Question Papers

9.5.1 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 to us;
- (c) dismiss the candidates ensuring that they leave the room in an orderly manner.


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

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

IMPORTANT NOTE: Answer scripts are confidential between the candidate, BEC and Cambridge International. 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.

9.6 72 Hour Security Rule New

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

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

9.7 Leaving the Exam Room

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

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

9.7.3 Whether or not they leave the examination room early, candidates must not remove any question papers or transcribed content of question papers. You must apply the 72 hour rule for the security of question papers and their contents.

10. Examination Malpractice

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


10.2 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) and other people, for example, the candidates' relatives or friends.

10.3 The Chief Invigilator must make sure candidates and centre staff knows their individual responsibilities as set out in our regulations. They must tell us straight away about any potential malpractice you become aware of or that is reported to you.


10.1 Candidate Malpractice

10.1.1 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) Altering, falsifying or misrepresenting any results information, including certificates..
- (b) Failing to follow the instructions or advice of an invigilator or other supervisor in relation to BEC regulations which apply to examinations and assessments.

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- (c) Failure to abide by the conditions of invigilation or supervision which is intended to maintain the security of the examination or assessment.
- (d) Collusion
- (e) plagiarism: not giving sources and/or submitting another person's work as if it is their own.
- (f) Copying from another candidate.
- (g) Allowing work to be copied by another candidate.
- (h) The deliberate destruction of another candidate's work.
- (i) 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.
- (j) Looking for, getting, receiving, exchanging or passing on confidential or fake exam material in any way.
- (k) Being in possession of confidential material in advance of an examination.
- (l) Bringing into the examination room unauthorised materials such as notes, study guides, electronic dictionaries, cell phones, etc.
- (m) Disruptive behaviour in the exam room (including talking to or attempting to talk to other candidates and or using offensive language).
- (n) Impersonation: Pretending to be someone else, or arranging for another person to take one's place in an examination.
- (o) Stealing another person's work.
- (p) Deliberately destroying another person's work.
- (q) Behaving in such a way as to undermine the integrity of the examination.

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10.2 Centre Staff Malpractice


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

- (a) not keeping exam material confidential.
- (b) not storing exam material securely.
- (c) not invigilating properly.
- (d) helping or prompting candidates with answers.
- (e) not keeping candidates' work confidential.
- (f) moving the session or date of a timetabled exam without telling us and getting our written permission.
- (g) behaving in a way that undermines the integrity of the exam.

10.3 Suspected Malpractice you discover

The Chief Invigilator must report any suspected malpractice to us on the same day. Use the relevant malpractice forms. The Chief Invigilator must:

- (a) 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.
- (b) Report suspected malpractice with all relevant information including:
 - (c) statements from relevant centre staff, for example, the Chief Invigilator, invigilators or teachers. Statements should include a detailed account of the circumstances and any investigation the Chief Invigilator has carried out.
 - (d) 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.
 - (e) evidence of any unauthorised material the candidate had, e.g. a photograph of the unauthorised material.
 - (f) seating plans.
 - (g) any other relevant evidence or information.

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- (h) All statements must be in English or Setswana.
- (i) 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:
- (i) confirm that you do not need to do anything further.
 - (ii) provide you with guidance.
 - (iii) open a suspected malpractice investigation

11. 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.
- 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.

12. References

- a) BEC (2023) EA/AA/G03 - *Guidelines for Conduct of Examinations - PSLE*, Gaborone.
- b) BEC (2023) EA/AA/Man02 – *Manual for Invigilators – BGCSE*, Gaborone.