

PREFACE

The National Certificates N1 to N6 as well as the National Diplomas have been well established over many years and are recognised qualifications in commerce and industry. Especially the fact that it is a national qualification based on a common national examination is highly appreciated by students and industry alike. These examinations and qualifications are the only system in place for ensuring standards and quality.

The content of the Formal Technical College Instructional Programmes (FTCIP) as well as the accompanying examinations and assessment methodologies are, however, fast becoming outdated in terms of national developments regarding the National Qualifications Framework and the South African Qualifications Authority and the introduction of the principles of outcomes-based education and assessment, and will therefore be subject to major changes in the next five years.

In terms of the Constitution of South Africa, the provincial education authorities are responsible for the actual provision of education in the general and further education bands, including the conducting of examinations for FTCIP in the RSA. Because of practical considerations relating to the specialised nature of these examinations, the provinces have not taken over this function. As a result a Directorate for National Examinations and Assessment (DIR:NEA) has been established from the staff and resources of the former directorates responsible for technical college examinations, which then rendered a service on an agency basis to the nine provinces. On 2 February 1998 the Council of Education Ministers (CEM) formally approved the transfer of the examination function of the FTCIP to the Department of Education.

The Directorate: National Examinations and Assessment has inherited a disparate array of policies and processes from the ex-Departments of Education, which needs to be cleaned up. It has become necessary for a national policy to be formulated in order to establish common policies and practices and to ensure national standards. In developing this national policy for examinations of FTCIP, cognisance was taken of the National Policy on the Conduct of the Senior Certificate Examinations and it was endeavoured to adhere to that policy as far as practically feasible.

Examinations for formal technical college instructional programmes are conducted five times a year for \pm 750 instructional offerings. Approximately 1,3 million examination enrolments by 500 000 students are dealt with for which 1 600 question papers have to be set, moderated, edited, typed, printed, packed and distributed.

It is envisaged that this National Policy will assist examination centres in administering an examination that is credible and efficiently managed and to conduct their examinations in a co-ordinated fashion. All examination centres should comply with the prescriptions as set out in the policy documents.

1. INTRODUCTION

The National Policy on the Examination of Formal Technical College Instructional Programmes provides rules and conditions relating to the conduct and administration of examinations. This will serve to govern the rights and privileges of all persons involved with the examination process, including all the officials who are involved in the administration of the examination, the candidates, parents, institutions and industries that require examination results.

Since the DIR:NEA renders a service to the nine provinces, and with the focus of the policy being the administration of examinations, it will seek to be prescriptive on matters that are essential to the conducting of a successful examination.

2. ADVISORY COMMITTEE ON TECHNICAL COLLEGE EXAMINATIONS (ADCOM)

2.1 INTRODUCTION

The Advisory Committee on Technical College Examinations was established by HEDCOM in 1996 to advise the Minister on matters relating to technical college examinations and to assist with policy formulation and implementation. The ADCOM, which is representative of the various stakeholders/role-players in technical college education, assumes an essential role in the examination process.

2.2 FUNCTIONS OF THE ADCOM

The ADCOM has the following functions:

- To facilitate the process of policy formulation on examinations and related matters
- Responsible for advising the Head of the Department on all matters relating to examinations
- To oversee all matters relating to the conducting of examinations in the 9 provinces

2.3 COMPOSITION OF THE ADCOM

The ADCOM is composed as follows:

- (a) The Chief Director in the Department of Education responsible for technical college examinations
- (b) Representative/s from the following stakeholders:
 - Directorate: National Examinations and Assessment
 - Provincial Education Departments
 - CTCP
 - Teachers' Unions
 - Student bodies

The Director-General: Education will have the right to appoint additional members to the ADCOM if he/she so deems fit.

2.4 GUIDELINES FOR THE OPERATION OF THE ADCOM

The following serve as guidelines for the operation of the Advisory Committee on Technical College Examinations:

- (a) A meeting of the ADCOM should be held after each major examination on dates and places determined by the Chief Director.
- (b) The Chief Director may convene a special meeting if deemed necessary.
- (c) At least fourteen days' notice should be given for all ordinary meetings.
- (d) The Chief Director may delegate the task of chairperson to a Director.
- (e) A quorum should consist of fifty per cent of the members of the ADCOM.
- (f) (i) At least thirty days prior to the date determined for an ordinary meeting, a written notification should be given to members requesting items for inclusion on the agenda. The response to such a request should be submitted to the secretary in writing, within ten days of the date of such notification.

- (ii) An urgent matter that is not included on the agenda may, however, be submitted to an ordinary meeting, and may be dealt with providing none of the members present raise an objection.
- (iii) Notice of special meetings should be given at least seven days prior to such a meeting. The agenda for such a meeting should be mentioned and no other matter may be discussed at the meeting.
- (iv) No member may, without consent of the chairperson, comment on any motion or amendment to the motion more than once, but the proposer of a motion or an amendment has the right to reply. Each member has the right to propose that the committee deals with a matter under discussion and if seconded, the proposal should be presented without further discussion.
- (v) All matters dealt with by the ADCOM are decided by a majority vote of the voting members present. The Chairperson may have a casting as well as a deliberative vote.
- (vi) The decision of the Chairperson on any question of order or procedure will be binding unless challenged immediately by a member, in which case it shall be put without discussion to the meeting, whose decision shall be final.
- (vii) A decision of the ADCOM may not be changed or recalled within fifteen months except by a majority of two thirds of the members present.

3. ADMISSION TO FORMAL TECHNICAL COLLEGE INSTRUCTIONAL PROGRAMME EXAMINATIONS

The admission of candidates is subject to the National Policy on the Examination of Formal Technical College Instructional Programmes.

3.1 ENTRIES

3.1.1 General information

- (a) To write the technical college examination, a candidate should register at an examination centre registered with the DIR:NEA, before the prescribed date. The Head of the Institution, registered as an examination centre, is responsible for the submission of entries of candidates to the DIR:NEA by a date to be determined by the DIR:NEA.
- (b) A candidate should apply for entry to an examination before or on the following dates:
 - (i) 20 January in the case of a supplementary examination which is conducted in February/March in respect of the NSC/N3
 - (ii) 10 February in the case of an examination which is conducted in April in respect of NC(OR) to N6 (Engineering Studies)
 - (iii) 20 March in the case of an examination which is conducted in June in respect of all semester programmes at NC(OR) to N6 level (Business and General Studies), N2/NIC, N3/NSC and the Certificate of Competency for Engineers
 - (iv) 5 June in the case of an examination conducted in July/August in respect of NC(OR) to N6 (Engineering Studies)
 - (v) 10 August in the case of an examination conducted in November in respect of all semester programmes at NC(OR) to N6 (Business and General Studies), and the N2/NIC and N3/NSC year programmes
 - (vi) 25 September in the case of an examination conducted in November in respect of NC(OR) to N6 (Engineering Studies) and the Certificate of Competency for Engineers

If one of the above-mentioned dates falls on a Saturday, Sunday or public holiday, the application for entry of an examination should reach the DIR:NEA on or before the last working day preceding the closing date for applications.

- (c) A candidate may not enter for the examination at more than one level of the same subject simultaneously, unless approval therefor has been granted by the Head of the Institution. The Head of the Institution may grant such permission when a candidate repeats a subject or in other exceptional circumstances for which permission has to be obtained from the DIR:NEA in advance. If the Head of the Institution accepts the entry contrary to these conditions and the candidate passes the examination at more than one level, the Head of the Department may cancel the candidate's examination entry retrospectively and refuse to recognise either the results of such an examination or to issue a certificate.
- (d) The Head of the Institution may not accept a candidate's examination entry before any penalty imposed on the candidate has expired. If such an entry is accepted, the DIR:NEA may reject that entry and any examination fees paid will be refunded to the candidate by the institution.
- (e) The amendment of an examination entry will not be permitted after the dates indicated in (b), except with the approval of the DIR:NEA.
- (f) The DIR:NEA will issue an admission permit indicating the name of the candidate, the examination number, the subjects in which examination is to be written, the examination centre and the dates and times of the examination.

No late entries will be accepted by the DIR:NEA.

3.1.2 Accurate Capture of Registration Details

The accurate capture of the registration details of the candidate is fundamental to the processing of the candidate's final results and therefore the DIR:NEA should ensure that candidates' information is accurately captured. The information furnished on the entries should be processed and preliminary entry schedules sent to examination centres for checking prior to the examination date. Final amendments should be made at this stage.

3.1.3 Cancellation of Entries

The Head of the Institution may recommend to the Head of the Department the cancellation of a candidate's entry after the entry has been accepted, if the candidate has committed a serious misdemeanour.

3.1.4 Transferring of Examination Entries

The DIR:NEA may approve, in a case which in its opinion is exceptional, that a candidate writes an examination in a particular subject or subjects at another examination centre than the examination centre where he/she entered for that examination. In the following cases the examination entry may be transferred:

- (a) If the candidate completes an application on the form "Application for Transfer of Examination Entry" and the Head of the Institution concerned signs the application form and forwards it to the DIR:NEA
- (b) If the application referred to in 3.1.4 (a) reaches the DIR:NEA 21 days before the commencement of the examination conducted in April, June, July/August or November respectively
- (c) If the application is accompanied by a written declaration on which the candidate sets out the reasons for his/her application and, in the case where the application is made because the candidate has been transferred by his/her employer, by a declaration by his/her employer in which the transfer is confirmed
- (d) A transfer fee as determined by the Minister, may be levied per subject entry.

3.2 FEES

3.2.1 Examination fees

The Minister may, in consultation with the Treasury, from time to time determine the fees that a candidate has to pay in respect of an examination.

The DIR:NEA will make such examination fees known to the Heads of Institutions at

least 12 months before the commencement of an amendment of such examination fees.

Examination fees shall be payable on application for entry for an examination, provided that such examination fees may be included in the tuition or course fees of a candidate.

If an error concerning an entry for an examination has been made in good faith or for other valid reasons, the DIR:NEA or the Head of the Institution may authorise the refund of examination fees paid by the candidate.

3.2.2 Re-mark fees

The Minister of Education may levy a fee for the re-marking of examination answer books. If a candidate who has formerly failed, passes after the re-marking of his/her examination answer book or if a candidate obtains a distinction, the fee should be refunded to the candidate. If a candidate obtains a condonation, the fees will not be refunded.

3.2.3 Viewing of examination answer books

The Minister of Education may levy a fee for the viewing of examination answer books.

3.2.4 Supplementary examination

The Minister of Education may levy a fee for a supplementary examination for NIC and NSC and such a fee shall be the same as for the November examination. In a case where a candidate is absent from the November examination owing to medical or other reasons, the examination fee paid for the November examination will be carried over to the supplementary examination. In the case of semester and trimester programmes the examination fees will be carried over to the next examination.

3.3 ORAL/PRACTICAL WORK AND TERM MARKS

- 3.3.1 Where applicable, term marks and marks for oral/practical work, in accordance with the prescriptions of the syllabi/unit standards or other relevant documentation, should be submitted by the examination centres to the DIR:NEA on predetermined dates.
- 3.3.2 It is the responsibility of the DIR:NEA to ensure that all educators comply with the method of assessment for the term mark in terms of the relevant policies.
- 3.3.3 The oral/practical and the term mark should be subjected to a moderation mechanism put in place by the DIR:NEA and the SAFCERT standardisation process. Where applicable, the Moderators should agree upon clear and detailed guidelines before they undertake the moderation process to ensure that uniformity of standards is maintained.

3.4 ABSENTEES

- 3.4.1 All medical certificates are to be countersigned by the Head of the Institution concerned before submission to the DIR:NEA. Where the authenticity of a candidate's claim is queried, the Head of the Institution is to advise the DIR:NEA in writing and then investigate the matter further.
- 3.4.2 If a candidate is unable to write (or complete) the examination for reasons other than illness or injury, a written report in which the circumstances are set out should be submitted by the Head of the Institution.
- 3.4.3 Candidates who absent themselves from an examination for no valid reason should not be permitted to enter the supplementary examination.

3.5 SUPPLEMENTARY EXAMINATIONS FOR NSC/N3

- 3.5.1 The following candidates will be allowed to write the supplementary examination:
 - (a) Only candidates who entered for the November examination of the previous year qualify for the supplementary examination.
 - (b) A candidate who becomes ill during the November examination, on condition

that he/she submits a medical certificate issued by a registered medical practitioner to the Head of the Institution within 30 days of the date on which he/she should have written the examination.

- (c) A candidate who failed the examination and who requires one subject to obtain a certificate. Such a candidate will only be allowed to register for a maximum of two subjects.
- (d) In the case of death in the family or other special reasons for absence, admission to the supplementary examination is at the discretion of the DIR:NEA.
- (e) In the case where an irregularity is being investigated, provisional entry may be granted to the candidate concerned, pending the outcome of the investigation.
- (f) A candidate who passed one or more subjects in the preceding November examination for the NSC/N3 and who wants to improve his/her mark, may enter for a supplementary examination only if a certificate from a specific university, technikon or other tertiary institution is submitted to confirm that a specific percentage in that subject is necessary for admission to the course concerned offered at that tertiary institution.

3.5.2 A candidate who did not register for the subject in the November examination may not be permitted to write an examination in that subject in the supplementary examination without the approval of the DIR:NEA.

3.5.3 In cases where the reason for admission to the supplementary examination needs to be supported by documentary evidence, it is imperative that the Head of the Institution be requested to recommend or not recommend the entry of the candidate concerned.

3.6 WRITING OF EXAMINATIONS BY HANDICAPPED CANDIDATES

The DIR:NEA may, at the request of a candidate who is disabled or handicapped, and if such disability or handicap may prejudice that candidate in the writing of his/her examination, grant additional time for the writing of his/her examination. The additional time may not exceed 15 minutes per hour per question paper. It may also be approved that assistance be given to such a candidate or that the candidate may use an aid during the writing of his/her examination, provided that the Head of the Institution is

able to meet the particular needs of the candidate and the DIR:NEA has ascertained that the candidate will not receive an unfair advantage over other candidates. The candidate should submit his/her request to the DIR:NEA at least 30 days before the commencement of the examination concerned.

4. PREPARATION FOR THE EXAMINATIONS

4.1 MANAGEMENT PLAN RELATING TO EXAMINATIONS

4.1.1 The DIR:NEA should have a clear and detailed management plan which may include, amongst others, the following:

- (a) Examination operations
 - (i) Objectives or targets to be achieved
 - (ii) Possible steps and processes that will lead to the achievement of the targets
 - (iii) People responsible/accountable
 - (iv) Time plan
 - (v) Monitoring of the plan
- (b) Special projects regarding new developments

4.1.2 A management plan should be drawn up in conjunction with the key persons involved in the examination process, so that they develop a sense of ownership of the plan. This plan aims to instil a greater degree of accountability in the persons involved.

4.2 ADVANCE PLANNING OF THE EXAMINATIONS

Examinations for FTCIP are conducted 5 times a year, for \pm 750 instructional offerings. Approximately 1,3 million subject enrolments by 500 000 candidates are dealt with for which 1 600 question papers have to be set, moderated, edited, typed, printed, packed and distributed. It is thus understandable that, as far as possible, preparation for the examinations should commence at least eighteen months prior to the commencement of examinations.

The purpose of planning ahead is:

- to eliminate undue pressure on the staff;
- to ensure that deadlines are met; and
- to allow for contingency plans, if necessary.

4.3 EXAMINATION TIMETABLES

- 4.3.1 Examinations shall be conducted during February/March, April, June, July/August and November in accordance with an examination timetable, on the dates and times approved by the DIR:NEA.
- 4.3.2 Officials responsible for the co-ordination and setting of timetables should ensure that no clashes occur on between the core/compulsory subjects within a particular programme.
- 4.3.3 The timetables for the examinations of a specific calendar year should be provided to the examination centres by 30 September of the previous year. The Head of the Institution shall make the timetable known to candidates.
- 4.3.4 The dates and times determined in the timetable should be strictly adhered to and departure from the timetable shall not be allowed without the permission of the DIR:NEA.

4.4 SETTING OF QUESTION PAPERS

4.4.1 Language medium

- (a) A question paper in which the knowledge and the content of, or proficiency in, a specific language is tested, shall be answered in that specific language. All other question papers shall be answered in the language used in the question paper.
- (b) An examination paper other than that referred to in paragraph 4.4.1(a), should be answered in the language specified by the DIR:NEA.

4.4.2 Quality

Question papers that are set by the DIR:NEA should be of a high standard in terms of the following:

- (a) Question papers should be set according to the stipulations of the syllabi/unit standards.
- (b) Language usage in the question papers should be correct and of a high standard.
- (c) The typing and layout of the question papers should be of a high standard.
- (d) The question papers should be printed correctly and neatly.

The DIR:NEA uses External Examiners for the setting of question papers. The instructions and procedures to which Examiners and Moderators should adhere are to be determined by the DIR:NEA.

4.4.3 Appointment of Examiners and Moderators

The DIR:NEA may appoint and terminate the services of Examiners and Moderators. Since there are a large number of instructional offerings and five examinations per year, Examiners and Moderators frequently need to be appointed at short notice. The maintenance of a database of Examiners and Moderators from which appointments can be made is therefore necessary.

With a view to greater representivity and transparency in the appointment of Examiners and Moderators, the following screening and appointment procedures are followed:

- (a) The DIR:NEA advertises all posts for Examiners and Moderators by means of a circular to all examination centres and in the national press.
- (b) Forums are established at examination centres to which applicants should submit their applications for a first screening process. The Forums responsible for the appointment of lecturers at colleges could be used for this purpose.
- (c) The criteria for the appointment of Examiners and Moderators are as follows:

- (i) A recognised three-year post matric qualification that should include the subject concerned at second- or third-year level
- (ii) Preference should be given to serving school- and college-based educators
- (iii) Professional non-teaching experience
- (iv) Experience as a Marker, Examiner or Moderator
- (v) Experience in subject committee work and/or contributions towards curriculum development
- (vi) Motivation by the Principal or Management Forum of the college
- (vii) Representivity
- (viii) The Examiner and Moderator should not be from the same institution, but preferably from the same region or province
- (ix) Extensive experience as an educator in the subject concerned or a related area and at least two years teaching experience within the last five years at the appropriate level. However, certain exceptions will have to be made regarding the nature of the subjects and the involvement of the relevant industries.
- (x) During the time that a certain author's book is prescribed for a course, the author should preferably not act as an Examiner for that subject

If no suitable candidate with the minimum qualifications or experience can be recruited, the DIR:NEA may approve the appointment of a candidate with other appropriate post-school qualifications or with less than the required experience. The final decision with regard to the appointment of Examiners and Moderators rests with the Head of the Department.

- (d) After evaluating the applications in terms of the criteria, the Forum forwards the names of the applicants that have passed the initial screening to their respective provinces.
- (e) After prioritising, the applications should then be forwarded to the DIR:NEA by the provincial authorities.
- (f) The DIR:NEA evaluates the applications in terms of the criteria mentioned and

compiles a priority list of Examiners and Moderators on a database to be submitted to the ADCOM for approval. Appointments of Examiners and Moderators from the database will then merely be an administrative function at the DIR:NEA.

- (g) After approval of the names in the database, 15% of the total number of Examiners and Moderators will be newly appointed annually if at all possible. Vacancies that may occur at other times will be filled from the database.
- (h) Each Examiner is allowed to be appointed to set question papers for a maximum of two question papers, except in special cases where temporary appointments have to be made.
- (i) For the sake of continuity, one Moderator will be responsible for one subject at the N1 - N3 levels and another Moderator will be responsible for the N4 - N6 levels of the same subject. The formation of a team of three Examiners plus the Moderator is encouraged as this provides for consistency in the standards of the papers and the training of new Examiners.
- (j) The Head of the Department may amend or substitute the conditions of appointment, with the exception of remuneration, at any time.

4.4.4 Remuneration

The remuneration for the performance of examination-related duties and the compensation for travel and subsistence costs are contained in the Personnel Administration Measures (PAM).

4.4.5 Responsibilities of Examiners and Moderators

The DIR:NEA should ensure that:

- (a) Examiners of the respective subjects set and translate the question papers and the memoranda for the question papers concerned, for both the final and the supplementary examinations and an additional question paper, if so required;
- (b) the November question paper and the supplementary question paper are set at

- the same time to ensure that the standard of both these papers is the same;
- (c) all the question papers for the trimester and semester programmes for a specific year are submitted before or on 31 August of the previous year;
 - (d) questions conform to the syllabus/unit standard, the weighting of the different sections in the syllabus/unit standard and any other directives relating to the syllabus/unit standard for the subject;
 - (e) the Moderator is satisfied that the question paper conforms to the requirements of the syllabus/unit standard and is of the required standard; and
 - (f) all Examiners and Moderators comply with all instructions issued to them by the DIR:NEA.

The DIR:NEA should provide Examiners and Moderators with guidelines relating to the setting of the question paper. These guidelines include the syllabus/unit standard that contains, *inter alia*, the requirements regarding the:

- duration of the question paper;
- maximum marks;
- number of question papers; and
- format of the question paper.

4.4.6 Moderation of question papers

(a) Moderation

The Moderator should enter into discussion with the Examiners of the three levels of the instructional offering in order to ensure a common approach at the different levels as well as a steady progression in the degree of difficulty of the three levels. In the case of a disagreement between the Examiner and the Moderator, the DIR:NEA should attempt to mediate a consensus position between the Examiner and Moderator. If consensus cannot be reached, the decision of the DIR:NEA is final.

(b) External moderation

It is the responsibility of the DIR:NEA to ensure that question papers for programmes indicated in the National Policy are approved by the SAFCERT Moderators. Question papers should be submitted to the SAFCERT Moderator timeously so as to allow for a thorough moderation of the question paper. It should be borne in mind that the SAFCERT Moderator needs to moderate question papers from other examining bodies as well and therefore the return of question papers in the shortest period cannot always be guaranteed. The DIR:NEA should ensure that all changes recommended by the Moderator are made to the question paper. In the case of a disagreement between the Examiner/Moderator and the SAFCERT Moderator, the Executive Officer of SAFCERT should mediate a consensus position between the Examiner/Moderator and the SAFCERT Moderator. If consensus cannot be reached, the decision of the Executive Officer of SAFCERT, in this case, is final.

4.5 TYPING, PRINTING, STORAGE AND DISTRIBUTION OF QUESTION PAPERS

4.5.1 Typing, editing and printing of question papers

The DIR:NEA should have clear structures and procedures relating to the typing, editing and printing of question papers.

(a) Typing of question papers

A team of selected personnel, supervised by a Chief Typist, types the question papers. The typing is done on PCs linked to an internal network. However, access to the work is limited by means of codes and time restrictions. All their work should be done in a restricted area. A senior staff member, who should be one of the few officials in the Directorate who has access to the question papers,

should supervise this task.

(b) Editing of question papers

Specially appointed Language Editors carry out language editing. The final editing should be the task of the Examiner and he/she, together with the Moderator (where possible), may sign to certify that he/she has checked the question paper in every respect and that the paper is now ready for printing.

(c) Printing of question papers

The DIR:NEA should be located in a building with strict security where the typing, printing, packaging and storage of question papers can take place. All examination activities are then carried out in this safe building, which allows access to specified persons only. The DIR:NEA has established in-house printing facilities for security reasons. Where in-house printing is done, the people involved in the printing may also be involved in the packaging. The printing process should be carried out under close supervision of a senior official. A senior official may be entrusted with the task of approving the quality and standard of the first batch of printed question papers. Where the DIR:NEA chooses to use external agencies for the purpose of printing, the agency concerned should be fully investigated by the DIR:NEA to ensure that, *inter alia*, strict security measures are in place and the quality of the printing is good. The DIR:NEA should, however, attempt to move away from the use of external printers.

4.5.2 Storage of question papers

The safekeeping of question papers prior to them being written is a key function of the DIR:NEA to ensure a credible examination. The DIR:NEA should have a clear policy and management framework for the safekeeping of question papers.

4.5.3 Distribution mechanism

- (a) The DIR:NEA shall provide question papers in separately sealed envelopes for each subject in which an examination is conducted at an examination centre to the Head of the Institution approximately two weeks before the commencement of the examinations. The Head of the Institution should check the number of question papers upon receipt thereof against the enrolments in order to rectify any shortages. Adequate facilities and measures for the safekeeping of the question papers should be in place
- (b) The DIR:NEA should select a secure distribution mechanism best suited to the conditions prevailing.
- (c) Irrespective of the mechanism adopted by the DIR:NEA the following principles should be adhered to at all times:
 - (i) The distribution chain should be as short as possible.
 - (ii) The number of persons involved in the distribution process should be restricted to the minimum.
 - (iii) The transfer of the examination envelopes/boxes:
 - The transfer of the examination envelopes/boxes from one responsible officer to the other should be carefully checked and controlled on receipt.
 - If an official from an institution collects the question papers, he/she should present a letter on an official letterhead of the institution, signed by the Head of the Institution, and his/her identification document.
 - All actions in the transfer process should be recorded at all times.
 - (iv) Any discrepancies that are detected during the transfer process should be

reported to the DIR:NEA immediately.

- (v) All persons involved in the distribution process should complete a Declaration of Secrecy.

5. CONDUCTING THE EXAMINATIONS

5.1 ESTABLISHMENT AND REGISTRATION OF EXAMINATION CENTRES

The DIR:NEA should establish and register examination centres, in accordance with the following guidelines:

- 5.1.1 All institutions that wish to conduct examinations for the formal technical college programmes should register with the DIR:NEA as an examination centre at least 6 months prior to the examination.
- 5.1.2 Application for registration as an examination centre should be accompanied by the approval of the provincial education department.
- 5.1.3 Criteria for the registration of examination centres include the following:
 - (a) Registration of centre as an educational institution with the provincial education department and/or authorities according to national/provincial policy or legislation
 - (b) Suitable venues to accommodate candidates, i.e. sufficient space and appropriate furniture to seat candidates
 - (c) Security of venue
 - (d) Clearance by the local health and fire services in terms of the by-laws
 - (e) Provision of proper lighting
 - (f) Availability of water and toilet facilities
 - (g) Suitably qualified teaching staff or members of the community who could be trained as Invigilators
 - (h) Availability of strong room(s) for the safekeeping of examination material
 - (i) Provision of guarantees to cover the charges relating to electricity, water, taxes

and the rental of the premises for the duration of the examination, in the case of private centres

- 5.1.4 Examination centres should be visited by an official from the District Office of the provincial education department, Regional Office or Head Office, to verify that the necessary facilities required for conducting the examination, are available at the centre.
- 5.1.5 After the application has been processed by the DIR:NEA, and if the examination centre complies with all the prescribed requirements, a centre number should be allocated to the institution and the Head of the Institution and the provincial education department should be informed accordingly.
- 5.1.6 Institutions in foreign countries may apply to be registered as examination centres for formal technical college instructional programmes in the RSA as follows:
 - (a) Obtain the approval of the education department in the specific country
 - (b) Furnish an application to the South African embassy in that country
 - (c) Obtain approval from the relevant Departments of Foreign Affairs
 - (d) Direct the application to the DIR:NEA that will follow the correct procedure to obtain approval to register the institution as an examination centre

5.2 PART-TIME CANDIDATES

- 5.2.1 The provincial education departments and the DIR:NEA are not responsible for providing examination centres for private candidates registered with private institutions which are not registered as examination centres. Private institutions may, however, negotiate with the provincial education departments and registered examination centres to accommodate their students. Registered examination centres should accommodate these students where possible.
- 5.2.2 Institutions registered with the provincial department of education or other relevant authorities, according to national/provincial policy or legislation, to provide tuition to part-time candidates should also apply to be registered as examination centres with the DIR:NEA. These include, amongst others, adult education centres, community colleges, prisons and factories.
- 5.2.3 If an examination centre accepts the enrolment of a part-time candidate, such a centre

should also accept responsibility to provide the DIR:NEA with all data and other information required in terms of particular subjects, for example term marks, practical marks et cetera.

5.3 SATELLITE CAMPUSES

5.3.1 Where examinations are conducted at satellite centres, it is imperative that question papers are not opened on a date prior to the examination. Envelopes containing question papers to be dispatched to satellite centres should be opened on the morning of the examination in front of the Chief Invigilator at the main campus. The number of papers needed should be resealed with a college stamp and dispatched to the satellite campuses. The new seal should be broken in front of the candidates at the satellite campus. The papers remaining at the main campus should also be resealed in envelopes and opened in front of the candidates.

5.3.2 Where it becomes inconvenient or impossible to implement 5.3.1, satellite campuses should register as separate examination centres.

5.4 INVIGILATION

5.4.1 Functionaries

(a) Head of the Institution

The Head of the Institution is principally responsible for all matters relating to examinations at an examination centre.

(b) Chief Invigilators

(i) A Chief Invigilator should manage the conducting of examinations at an examination centre.

(ii) Heads of Institutions should appoint Chief Invigilators.

- (iii) When the Chief Invigilator is absent, an Invigilator should assume full responsibility. This responsibility should be delegated in writing.

(c) Invigilators

- (i) Chief Invigilators may appoint suitably qualified teachers/lecturers as Invigilators. Where the need arises and, where applicable, with approval of the relevant authorities, appointments may also be made from unemployed teachers, retired teachers and/or select members of the community.
- (ii) Invigilators should be appointed in writing by the Chief Invigilator before the commencement of the examination.
- (iii) In addition to the Chief Invigilator, one Invigilator may be appointed per 30 candidates or part thereof.

Example:	0 - 30 candidates:	1 Invigilator
	31 - 60 candidates:	2 Invigilators
	61 - 90 candidates:	3 Invigilators

- (iv) Teachers/lecturers should not be appointed to invigilate or even to relieve other Invigilators when the instructional offering that he/she offered to the candidates, is being written except where the subject demands it, for example Typing, Drawing and computer-related subjects.
- (v) Relief invigilators may be appointed for sessions of two hours or longer. The relief may be a minimum period of 10 minutes and a maximum period of 20 minutes during the session.
- (vi) Where the need arises, private invigilators may be appointed to assist with invigilation.

These functionaries are not appointed or remunerated by the DIR:NEA. Their appointment and remuneration (where applicable) are dealt with at local level.

5.4.2 Training of Chief Invigilators and Invigilators

- (a) Chief Invigilators should be invited to a meeting where they are briefed thoroughly regarding the procedures, rules and regulations relating to examinations.
- (b) Invigilators should be fully trained in invigilation and examination administration by the Chief Invigilator before they assume their duties in the examination room.

5.4.3 Invigilation duties of the various functionaries

(a) Duties of the Chief Invigilator

The Chief Invigilator is fully responsible and therefore accountable for the examinations conducted at his/her examination centre. He/She should be present at the examination centre for the duration of every examination session. His/Her specific examination related duties include the following:

- (i) Selecting and appointing Invigilators.
- (ii) Supervision of Invigilators and ensuring that they execute their duties according to this policy.
- (iii) Drawing up invigilation and relief invigilation timetables and submitting these for approval to the Head of the Institution.
- (iv) Checking that the correct question papers, the correct number of papers and enough stationery have been received \pm 2-3 weeks before the examination commences. Any problems should be reported to the DIR:NEA immediately.
- (v) Ensuring that all candidates are advised in time of requirements such as rulers and drawing instruments to be used in the examining of specific subjects, e.g. Technical Drawing.
- (vi) Drawing up plans of the examination room(s) with the desk arrangement

and the examination numbers of candidates and submitting this to the management of the institution for each question paper written. If the Chief Invigilator prefers to combine groups in one hall/room to economise, the arrangement will have to be reflected on the plan.

- (vii) Ensuring that all equipment (e.g. computers, printers, typewriters, drawing boards, etc.) to be used by candidates is serviced in time and is in perfect working condition and available at the examination venue on the day of the examination.
- (viii) Seeing to the preparation and readiness of the examination room(s), which include the following:
 - Candidates may not sit two to a desk or table.
 - Candidates should be seated at least one metre apart and the Invigilator should be able to see every candidate.
 - When an examination is conducted in different subjects at the same time, candidates who write the same subject should not be seated near one another.
 - Subject matter such as drawings, etc. should be removed from the walls.
 - Chalkboards should be cleared of writing, formulae or drawings, etc.
 - Examination rooms should be sufficiently ventilated and illuminated.
- (ix) Handing the question papers to the Invigilators in the sealed envelopes on the date on which the examination in that subject is to be conducted.
- (x) Ensuring that, where papers need to be dispatched to satellite campuses, the following rules are adhered to:
 - The papers may not be opened on a date prior to the examination date.
 - Envelopes should be opened on the morning of the examination in the Chief Invigilator's presence.
 - The number of papers needed for the satellite campuses and the opened envelopes should be resealed with the college stamp.
 - The new seal should be broken in front of the candidates.

- (xi) Visiting the examination room(s) frequently during each session and making sure that a high standard of invigilation is maintained.
- (xii) Ensuring that there are no unauthorised persons in and around the examination room(s).
- (xiii) Assisting with relief invigilation at centres.
- (xiv) Ensuring that examination answer books are batched and packed properly according to the candidates' examination numbers on conclusion of the session. The mark sheet belonging to a specific batch of examination answer books should be included with that batch.
- (xv) Collecting the examination answer books and dispatching the examination answer books to the marking centres, as arranged by the DIR:NEA.
 - Examination answer books should either be fetched from the examination centre by an examination official or delivered/dispatched to the marking centre or any other point of collection by the Chief Invigilator or by a designated official.
 - A register should be kept at all points where examination answer books are dispatched or received. Officials involved in the transfer of examination answer books should sign this register, which should be kept at the examination and marking centres until the next examination.
 - Examination answer books should be dispatched on the day of the examination or early the following day.
 - Examination answer books should also be sealed in a special envelope to prevent them from being tampered with.
- (xvi) Submitting written reports on all suspected and other cases of irregularities to the Head of the Institution who should endorse the documents and dispatch them to the DIR:NEA without delay.

(b) Duties of the Invigilator

(i) Admission and exit of candidates to and from the examination room

- (aa) Every session should commence and terminate according to the time specified on the examination timetable.
- (bb) Every candidate should produce his/her admission permit as well as proof of identity, preferably his/her official identity document, driver's licence or passport, on admission to the examination room. Invigilators should enforce this requirement rigorously. If a candidate fails to produce the required documents, an irregularity will be declared. The candidate will be allowed to write the examination and to present the required documents to the Invigilator after the examination, failing which the normal procedure that pertains to irregularities should be followed.
- (cc) A candidate should be in his/her seat at least 15 minutes before the commencement of the examination session. The Invigilator should be present in the examination room from the time that the examination room is opened to the candidates up to the end of the session.
- (dd) In exceptional circumstances only may a candidate be admitted to the examination room after the commencement of an examination, however, after an hour has lapsed no candidate will be admitted.
- (ee) Only a candidate who has registered for the examination, the Invigilator concerned, the relief invigilator, the Chief Invigilator, the Head of the Institution and authorised representative(s) of the Department may be present during an examination. An Examiner who has to conduct an oral examination, or a reader of test passages may be present in the examination room/centre for the period required for the execution of his/her duties. During practical examinations the

internal/external Examiner/Moderator may be present in accordance with the prescriptions of the syllabus/unit standard and/or other documentation.

- (ff) All persons not officially concerned with the examination should leave the examination room before the envelopes containing question papers are opened, and such persons may not enter the examination room during the examination.
- (gg) In an emergency a candidate may temporarily leave the examination room but only under supervision.
- (hh) A candidate shall not leave the examination room until an hour has elapsed since the time fixed for commencement of the examination, nor during the last 15 minutes of the time fixed for the duration of the examination. When the time fixed for the duration of the examination has elapsed, all the candidates should stay seated until all the examination answer books have been collected.

(ii) Instructions to candidates

The Invigilator should read the following instructions relating to the examination and *inform candidates that they could forfeit their results and be suspended from writing examinations for a period of 11 months, should they contravene any of the instructions.*

- (aa) Examinations will now be conducted in this room in the following subjects: (the Invigilator then announces the actual instructional offerings and levels to be written). Candidates who did not enter for these subjects should now leave the examination room.
- (bb) No explanations of examination questions may be requested or given.
- (cc) As soon as you have handed in your examination answer book,

you should leave the examination room. You will not be allowed to hand in your examination answer book and/or leave the examination room during the first hour and the last 15 minutes of the examination session. In an emergency a candidate will be allowed to leave the examination room under supervision.

- (dd) You should carefully read and comply with the main instructions on the examination timetable, the instructions that appear on the front cover of your answer book and also those on the question paper.
- (ee) You are not allowed to assist another candidate or try to help him/her to get help or communicate with anybody other than the Invigilators. Any questions should be directed to the Invigilator.
- (ff) You may not create a disturbance in the examination room or behave in an improper or unseemly manner.
- (gg) You may not disregard the instructions of the Invigilator.
- (hh) Unless otherwise stipulated for an examination, you may not have a book, memorandum, notes, maps, photos or other documents or papers (including unused paper), or other material which may be of help to you in the examination, other than that provided to you by the Invigilator and the admission permit in your possession, while you are in the examination room. The excuse that you have forgotten that you had it in your possession will not be accepted.
- (ii) You may use a calculator in the examination, except in instructional offerings where it is expressly indicated on the question paper as being prohibited.
- (jj) If you do not obey these instructions, you render yourself liable to suspension from future examinations, and the Department may, in such a case, refuse to give you credit for your answers.
- (kk) All used and unused aids and answer books as well as answer

sheets issued to you should be handed in before you leave the examination room. Examination answer books or any other answer sheets which you omit to hand in immediately at the end of the examination in the paper concerned will not be recognised.

- (ll) No smoking shall be permitted in the examination room while the examination is being conducted.
- (mm) Read any errata regarding a specific question paper to the candidates concerned.

(iii) Examination answer books

- (aa) An Invigilator should ensure that all work, including rough work, is to be done in examination answer book/papers provided. Candidates may not be given answer books especially for rough work and all used and unused answer books, including spoiled answer books, are to be collected. Under no circumstances may a candidate be allowed to remove either a used or an unused answer book from the examination room.
- (bb) Invigilators should pay strict attention to the instructions, if any, printed at the top of a question paper on the use of separate answer sheets for the different sections or parts of a paper.
- (cc) Invigilators may not issue a second answer book to a candidate before they are satisfied that the first answer book is full, except where sub-paragraph (bb) is applicable. Steps are to be taken to ensure that candidates do not receive more answer books than they require. Where more than one answer book is used, every answer book is to be numbered to indicate the number of the answer book and the total number of answer books handed in, for example, 1 of 1 (only one answer book was handed in), 2 of 3 (the second answer book of a total of 3), etc. The Invigilator should place the second and subsequent answer books inside the

first answer book.

- (dd) The Invigilator should ensure that the candidate's examination number and the centre number, which appear on his/her timetable are written at the top of each examination answer book and at the top of each loose sheet of paper before a candidate uses such an answer book or sheet of paper in any way.
- (ee) Under no circumstances may the names of the candidates or the name of the institutions where they are enrolled appear anywhere on their answer books.
- (ff) Candidates may only use a pen that writes with black or blue ink for writing in the examination answer book unless the nature of the question paper requires other means.
- (gg) The Invigilator should ensure that the candidates hand in all used and unused aids and answer books as well as answer sheets before they leave the examination room.

(iv) Handling of question papers

- (aa) Before opening the question papers in the examination room, the Invigilator should ascertain that the question paper is correct according to the time and date specified on the examination timetable (e.g. level, paper number, language, etc.).
- (bb) The question paper envelopes should be opened in front of the candidates and then the question papers are issued to the candidates.
- (cc) Question papers may be given to the relevant candidates only and not to anybody else inside or outside the examination room before the examination has been concluded. Copies of question papers may not be made and be given to anybody before the session has ended and the candidates have left the room.

- (dd) If the Invigilator suspects that the envelopes containing question papers have already been opened or tampered with:
- the Invigilator should open the envelopes in the presence of the candidates and hand the question papers to them without revealing his/her suspicion to them;
 - he/she should ensure that the candidates write the examination;
 - he/she should notify the Chief Invigilator in this regard immediately; and
 - the Chief Invigilator should hand the envelopes to the Head of the Institution who should, on conclusion of the examination, send the envelopes together with his/her report on the matter to the DIR:NEA.
- (ee) After the question papers have been distributed to candidates, the Invigilator should ask the candidates to go through the question paper with him/her, page by page, checking it against the certified copy, to ensure that on each page the:
- number of the page is correct;
 - number of the question paper is the same on each page; and
 - basic content of each page is correct.
- (ff) Invigilators are to check against a checklist (mark sheet) that every candidate receives the correct question paper for the subject and level for which he/she has entered. A paper is thus not to be issued simply on the show of hands. The presence or absence of candidates should be indicated on the mark sheet.
- (gg) Invigilators may not, on any account, read aloud to a candidate any question or part of a question, or draw attention to any error which he/she may have observed in any of the examination questions unless they have been previously instructed by the DIR:NEA to do so or where there are problems with the printing on a paper. Problems with the formulation of questions on a

paper, or other problems on a question paper should first be communicated to the DIR:NEA. Invigilators may not respond to any enquiry from a candidate in a manner that would be regarded as an explanation of the question.

- (hh) Invigilators may not effect any amendments to an examination paper without the prior consent of the DIR:NEA.

(v) Packing of the examination answer books by the Invigilators after each session

Invigilators should:

- (aa) Check that candidates who were present and wrote the paper are marked present and those who were absent are marked absent.
- (bb) Ensure that a candidate's examination number appears at the top of each examination answer book and at the top of each loose sheet of paper used by that candidate during the examination.
- (cc) Arrange the examination answer books that belong to a specific mark sheet in numerical order according to the examination numbers appearing on the mark sheet and indicate the absent candidates on the mark sheet. (For example, if there are 150 candidates, there should be three mark sheets and three piles of examination answer books.)
- (dd) Place the mark sheet that belongs to a pile of examination answer books on top of the pile of examination answer books.
- (ee) Wrap the examination answer books and the mark sheets and write down the centre number, subject, level and the number of examination answer books on the wrapper. Consideration should also be given to sealing examination answer books on return.
- (ff) Place the examination answer books of subjects where computer printouts are submitted in the envelope that contained the question papers originally.

- (gg) Make sure that all the examination answer books are handed in and that the relevant mark sheet accompanies each parcel of examination answer books. Sign the 'Invigilator's Certificate'. Pack the examination answer books into boxes.
- (hh) Hand the examination answer books, together with the 'Invigilator's Certificate' to the Chief Invigilator who will dispatch the examination answer books to the Marking Centre Manager on a daily basis according to the prescriptions of the DIR:NEA. A register should be kept of all parcels, the number of examination answer books dispatched, the dates on which the examination answer books were dispatched and the addresses of the recipients.
- (ii) Ensure that no unauthorised person has access to the examination answer books or has them in his/her possession.

(vi) Dealing with mark sheets

The mark sheet is a very important document that is of vital importance to the smooth running of the examination process. It should be completed correctly by the invigilators on duty in the examination rooms. The following should be noted about mark sheets:

- (aa) There should be at least one mark sheet for each subject written at a centre.
- (bb) If there are more than 50 candidates writing a certain subject, there should be more than one mark sheet (one mark sheet is used for every 50 candidates or part thereof).
- (cc) The examination numbers of the candidates appear on the mark sheets.
- (dd) It is imperative that mark sheets are accompanied by the correct set of examination answer books.
- (ee) The ONLY 'writing' which invigilators should do on the mark

sheet, is the completion of the "absent/present" column and the signature of the Invigilator to certify the mark sheet. Under no circumstances should information be added to the mark sheet. Information appearing on a mark sheet or a copy of a mark sheet may not be deleted or changed.

- (ff) All mark sheets should be returned to the marking centre, even if no candidates wrote the particular paper.
- (gg) If a mark sheet is not included with the answer books, the Head of the Institution or the Chief Invigilator should report this to the DIR:NEA.
- (hh) In instances where mark sheets are not included with the answer books, hand-written copies should be completed and submitted.

(c) General rules regarding invigilation

- (i) An Invigilator may not leave the examination room during an examination or leave the candidates unattended, unless another Invigilator relieves him/her.
- (ii) An Invigilator may not sit down and has to move around continually in the examination room to ensure that each candidate complies with the examination instructions. This should be done without disturbing the candidates.
- (iii) An Invigilator should position him/herself inside the examination room facing the candidates and may not invigilate from outside the examination room looking through the windows.
- (iv) An Invigilator may not sleep, knit, read, mark or do any work that will hamper him/her in his/her duties as Invigilator.
- (v) All cellular phones should be switched off.
- (vi) Invigilators may not speak to one another or cause any disturbance for the candidates.
- (vii) Invigilators should adhere to the special examination requirements of certain subjects.
- (viii) The Invigilator should collect all the aids that were handed to candidates and

return them, together with all the unused examination material, to the Chief Invigilator.

- (ix) With the consent of the Head of the Institution/Chief Invigilator the Invigilator may act as he/she deems fit or necessary in emergencies or in circumstances for which no provision have been made in the policy. If an Invigilator has acted in terms of this provision, he/she should submit a report on the emergency to the Head of the Institution/Chief Invigilator and the Head of the Institution should send a copy of the report to the DIR:NEA.
- (x) Any candidate contravening the rules and regulations of the examination should be referred to the Chief Invigilator without delay.

5.5 EXAMINATION MONITORING TEAMS

The DIR:NEA should establish a structure to monitor examinations.

5.5.1 Functions of the Monitoring Team

The main function of the Examination Monitoring Team is to ensure that the examination is conducted in accordance with the National Policy on the Examination of Formal Technical College Instructional Programmes and other rules and procedures determined by the DIR:NEA.

The Monitoring Team should visit the examination centres while the examination is in progress and report on, amongst others, the following:

- Security
- General management of the examination
- Invigilation
- Condition of examination rooms
- Identification of candidates
- Seating of candidates
- Return of the examination answer books

The marking process, as described in paragraph 6, should also be monitored. The Monitoring Team should visit the marking centres to observe the marking process.

5.5.2 Composition of the Monitoring Team

The DIR:NEA should determine the composition of the Monitoring Team. The Monitoring Team may include representatives from the provincial departments of education so as to ensure the credibility of the Monitoring Team.

6. THE MARKING PROCESS

6.1 MARKING CENTRES

The DIR:NEA will establish marking centres where answer books will be marked. The following are guidelines for the establishment and management of marking centres:

6.1.1 Marking centre facilities

The marking centre should cater adequately for the needs of the marking personnel. The following aspects need to be considered before a marking centre is selected:

- Marking space
- Catering facilities
- Overnight accommodation (if required)
- Security
- Prevention of access to unauthorised persons

6.1.2 The allocation of marking centres

- (a) Marking centres are allocated where Examiners are clustered. A central college nearest to where they are employed is chosen.
- (b) Where there are more than 4 000 enrolments the examination answer books are divided and the surplus is placed at another marking centre where adequate facilities are available and other people will get the opportunity to build capacity.
- (c) The ideal is that no marking centre will have to handle more than 10 000 examination answer books.
- (d) The aim is to spread marking centres reasonably, even to as many regions as possible.
- (e) Marking centres are compensated according to a specific formula for costs incurred.

6.2 MARKERS

6.2.1 Job description

- (a) A Marker is responsible for the marking of ± 300 (maximum 400) examination answer books of the instructional offering for which he/she has been appointed.
- (b) After the Marker has marked the examination answer books, he/she should submit the examination answer books to the Internal Moderator, who should re-mark 10% of the examination answer books. If there is no Internal Moderator appointed at the marking centre, the examination answer books are dispatched to the DIR:NEA for moderation purposes.
- (c) No Marker who marks 300 examination answer books of one instructional offering, will be allowed to mark another instructional offering
- (d) No Marker shall remove any examination answer books from a marking centre to be marked at a venue other than the designated marking centre itself.

6.2.2 The appointment of Additional Markers

The DIR:NEA should provide the Marking Centre Manager with the number of examination enrolments for instructional offerings to enable the Marking Centre Manager to determine the number of Markers needed for each instructional offering. The Marking Centre Manager should establish a forum of representatives from all the stakeholders from neighbouring examination centres and advertise the vacancies for Additional Markers at the neighbouring centres by means of this forum. The applicants should submit their applications to the Marking Centre Manager who should involve the Internal Moderator for each instructional offering marked at the centre. The Marking Centre Manager will submit the names of the Additional Markers in priority order to the forum to screen the applications of Additional Markers timeously and furnish the DIR:NEA with the names and particulars of the persons that they recommend. The forum should endeavour to rotate the Additional Markers in order to ensure that all qualified lecturers in the region will have an opportunity to mark within a ± 4 -year cycle.

The Additional Markers will be appointed directly by the DIR:NEA, taking into account the recommendations made by the forums. An Additional Marker will be responsible for the marking of ± 300 (maximum 400) examination answer books of the instructional offering for which he/she has been appointed.

The criteria for the appointment of Additional Markers are as follows:

- A recognised three-year post matric qualification that should include the subject concerned at second or third year level or other appropriate post matric qualifications
- Appropriate teaching experience, including teaching experience at the appropriate level in the subject concerned
- Language competency
- Representivity
- Preference should be given to serving educators who are presently teaching the subject concerned

6.2.3 Examiners appointed as Markers

- (a) An Examiner may also be appointed to perform duties relating to marking.
- (b) Examiners for instructional offerings with fewer than 400 enrolments will act as Marker for those instructional offerings.

6.2.4 Guidelines for the marking process

Clear guidelines for the marking process should be formulated by the Internal Moderator taking the following into consideration:

- Marking question by question;
- Marking examination answer books as a whole, not question by question;
- Staggered marking; and
- Marking on the conclusion of the examination, i.e. after all the question papers have been written

Marking can either commence at the termination of the examination or a staggered approach, where marking commences while the examination is in progress, can be adopted. In this approach the examination answer books are marked soon/immediately after they are written. The advantage of this approach is that it eliminates the pressure associated with marking at the end of the examination and the problems associated with assembling a large number of Markers during a stipulated period at marking centres. However, this approach to marking has implications for schools/colleges as Markers are withdrawn from schools/colleges while the school/college examinations are in progress. It also has repercussions relating to the conditions of service of educators, since marking is done during the school term.

The marking procedure in terms of the different subjects should be left to the Internal Moderator. 'Examination answer book marking', rather than 'question marking', may be preferred in certain subjects. The question marking approach creates logistical problems but it is probably beneficial to standardisation in the marking process.

6.3 INTERNAL MODERATORS

6.3.1 Job description

- (a) An Internal Moderator is responsible for the maintenance of the academic standard of the marked examination answer books at each marking centre by:
 - (i) holding memorandum discussion meetings with Markers to ensure a uniform interpretation of the memorandum; and
 - (ii) re-marking 10% of the examination answer books marked by each Marker during the marking process.

There should be continual interaction between the Internal Moderator and Markers to ensure that uniformity and standards are maintained.

- (b) If an instructional offering is marked at different centres, the Internal Moderators of the different centres should communicate with each other to ensure a uniform standard of marking at the various centres.

6.3.2 Examiners appointed as Internal Moderators

- (a) If there are between 400 and 1 200 examination answer books and the Moderator of the question paper is not in close proximity of the marking centre, the Examiner usually becomes the Internal Moderator if he/she resides within close proximity of the marking centre. He/she is allowed to mark 300 examination answer books in addition to the 10% of examination answer books that he/she has to moderate.
- (b) If there are between 1 200 and 1 800 examination answer books, the Examiner, acting as Internal Moderator, may mark 200 examination answer books in addition to the 10% of the examination answer books that he/she has to moderate.
- (c) If there are more than 1 800 examination answer books, the Examiner, who is acting as Internal Moderator, should not mark more than 100 examination answer books in addition to the examination answer books that he/she has to moderate.

6.3.3 Moderators appointed as Internal Moderators

- (a) A Moderator may also be appointed to perform duties related to marking.
- (b) Moderators for instructional offerings with fewer than 400 enrolments will be appointed as Internal Moderators and moderate 20 of the examination answer books marked by the Examiner. Moderators for instructional offerings with more than 400 enrolments who resides in close proximity of the marking centre should be appointed as Internal Moderators for that subject.
- (c) Where more than one marking centre is used for the marking of a particular instructional offering, the Moderator can be appointed as Internal Moderator at one of these centres.

6.3.4 The appointment of additional Internal Moderators

If there are more than 4 000 examination answer books, an additional Internal Moderator, who, in fact, could also be the Moderator, is appointed at a different marking centre for every 3 000 additional examination answer books. These additional Internal Moderators will be appointed in the provinces with the most enrolments for the specific subject.

6.4 MARKING CENTRE MANAGERS

6.4.1 Job description

- (a) The Marking Centre Manager is responsible for the arrangement of marking sessions at the marking centre and the smooth running of all activities at the marking centre. This includes aspects regarding the physical facilities of the centre, the management of the marking personnel as well as the other personnel who render services at the centre and the timeous and successful completion of the marking of the examination answer books in general.
- (b) The Marking Centre Manager receives all examination answer books from the

various examination centres and checks them against the relevant mark sheet.

- (c) The Marking Centre Manager distributes the examination answer books proportionally to individual Markers in consultation with the Internal Moderator, where applicable.
- (d) The Marking Centre Manager receives all marked and moderated examination answer books from the individual Markers and checks the mark and control sheets.
- (e) The Marking Centre Manager should ensure that the marking is done efficiently and completed as soon as possible to enable the DIR:NEA to capture and process the marks so that results can be released on the first day of each new term.
- (f) The Marking Centre Manager should keep records and dispatch the examination answer books with the mark sheets to the DIR:NEA.
- (g) The Marking Centre Manager should verify and process the claims for remuneration and compensation of marking and other personnel. The Head of the Institution that acts as a marking centre should verify the claims of the Marking Centre Manager.
- (h) The Marking Centre Manager may also have some delegated powers to enable him/her to deal with disciplinary problems at the centre.

6.4.2 The appointment of Marking Centre Managers

A Marking Centre Manager is appointed for each marking centre. This person is appointed by the rector of the technical college that serves as marking centre, but may preferably not be the rector him/herself. The Marking Centre Manager may appoint a Deputy Marking Centre Manager if more than 6 000 examination answer books are marked at the centre. An assistant may be appointed if more than 12 000 examination answer books are marked at the centre. The Head of the Institution should notify the DIR:NEA who has been appointed as Marking Centre Manager as well as Deputy Marking Centre Manager.

Marking centres that do not comply with these requirements will be de-registered as a marking centre by the DIR:NEA.

7. PROCESSING OF MARKS

The DIR:NEA should establish or have access to a fully-fledged Information Technology component/consultants that takes into consideration the following:

7.1 COMPUTER SYSTEMS

The computer system should be used in the processing of marks and should provide an easy-to-use mechanism for the capture of marks.

7.2 DATA CAPTURE

The marks obtained by candidates, as reflected on the mark sheets, should be captured by reliable staff. Verification of all data captured using the double capture method, is recommended.

7.3 MARK ADJUSTMENTS

Mark adjustments are decided upon at a standardisation meeting where SAFCERT, the provincial education departments, the DIR:NEA, the CTCP and teacher unions are represented. The distribution of raw marks on a data set as well as a set of graphs that represents the distribution of the raw marks and the adjusted marks are to be provided to the standardisation meeting who make the adjustments according to approved policies.

7.4 PASS REQUIREMENTS

The details relating to the pass requirements in the formal technical college programmes examination are contained in the policy documents, *Formal technical college instructional programmes in the RSA, Report 191* and *Report – NATED 02-190* or other relevant documentation.

7.5 RELEASE OF RESULTS

The publishing date of results shall be determined by the opening dates of centres for the next term. The results should be available at the opening of the centres for the next term. The DIR:NEA shall send the examination results, followed by the statements of results for each candidate at a later stage, to the Head of the Institution, who shall display the results at the examination centre and issue the statements of results to the candidates concerned. A summary of the results of the institutions within a particular province is provided to the provincial education department.

7.6 ANALYSIS OF RESULTS

Results are analysed in terms of performance per subject as well as per examination centre and provided to centres and provinces for intervention and remedial purposes and to assist the developing processes of quality assurance.

8. RE-MARKING AND RE-CHECKING OF EXAMINATION ANSWER BOOKS

8.1 A candidate who has not passed an examination in any of the formal technical college instructional programmes or who is of the opinion that he/she had achieved a higher mark than the mark awarded to him/her, has the following recourses:

- Apply, through the Head of the Institution, for re-checking of the examination answer book, which entails that the DIR:NEA will verify that all the questions have been marked and the calculation and transfer of marks have been done correctly.
- Apply, through the Head of the Institution, for re-marking of the examination answer book, which entails that the examination answer book will be sent to the Moderator

or another official appointed for this purpose for a complete re-marking.

- All applications for re-checking and re-marking should be made before an expiry date determined by the DIR:NEA and be accompanied by the fee levied for re-marking or re-checking.

8.2 A re-marking or re-checking fee as determined by the Minister, may be levied.

9. DEALING WITH IRREGULARITIES

9.1 INTRODUCTION

It is essential that examination irregularities be handled in an appropriate and uniform manner in accordance with an approved policy. Since all irregularities have legal implications, it is vital that the policy be applied with great circumspection.

9.2 IRREGULARITIES COMMITTEE

Senior officials from the Education Specialist Section as well as Administrative Sections in the DIR:NEA serve on the Irregularities Committee. The Director: National Examinations & Assessment has the mandate to approve the recommendations of the Committee.

9.3 PHASES WHEN DEALING WITH IRREGULARITIES

There are three main phases when dealing with irregularities:

- Identification of an irregularity (i.e. at the examination centre or at the marking centre)
- Investigation and confirmation of an irregularity (i.e. the gathering of evidence or the investigation required in respect of the irregularity)
- Verdict regarding the particular irregularity (i.e. the action to be taken with regard to particular irregularities)

9.4 NATURE OF IRREGULARITIES

The Head of the Institution is responsible for the safeguarding of the question papers and no person other than the Head of the Institution may have a sealed/unsealed examination paper and/or memorandum and/or part thereof in his/her possession on a date prior to an examination. No person may buy, sell, reproduce or in any other manner copy or distribute such an examination paper and/or memorandum or part thereof. Any person who gives or agrees to give or offers any gift or consideration to any other person, or accepts or obtains or agrees to accept or attempts to obtain from any other person for him/herself or for any other person, any gift or consideration, as an inducement or reward for the commission of any act calculated to obtain for or confer upon any person any unfair advantage or commits any act calculated to obtain for or confer upon any person any unfair advantage or contravenes or fails to comply with any regulation relating to such examination, shall be guilty of an offence.

9.4.1 Irregularities involving candidates

The following is a list, amongst others, of the irregularities that may involve candidates:

- (a) Access to question papers or unauthorised information about question papers before the examination is written
- (b) Candidate in possession of unauthorised material in the examination room
- (c) Candidates copying from notes, textbooks or other sources
- (d) Candidates copying from fellow candidates
- (e) Candidates trying to obtain assistance from other candidates/people
- (f) Attempts to assist another candidate
- (g) Creating a disturbance
- (h) Disregarding the instructions of the Invigilator
- (i) Writing an examination in a subject at a level not registered for
- (j) Failure to produce identification documents
- (k) Late arrival at the examination centre
- (l) The erroneous handing in of blank examination scripts

- (m) Assistance provided by Invigilator to candidates
- (n) Examination written by another candidate/person
- (o) The answer book submitted being different from the one issued by the Invigilator
- (p) Any other action which is a contravention of the rules governing the administration of examinations

9.4.2 Irregularities involving examination officials

Irregularities relating to examination officials may be identified during the following stages of the examination process:

- (a) Setting and moderating of question papers
- (b) Typing, printing, packing and distribution of question papers
- (c) Invigilation
- (d) Conducting the examination
- (e) Marking, i.e. incorrect information provided by Markers
- (f) Divulging confidential information to unauthorised persons
- (g) Data processing
- (h) Release of results

9.5 PROCEDURE TO BE FOLLOWED WHEN DEALING WITH IRREGULARITIES

9.5.1 Irregularities involving candidates

The procedure to be followed when dealing with irregularities involving learners will depend on when the irregularity is identified and the nature of the irregularity.

Irregularities may be identified -

- before the examination paper is written;
- while the examination paper is being written; or
- while the examination answer books are being marked.

All personnel at the examination and marking centres are expected to adhere to the measures as stipulated in the National Policy on the Examination of FTCIP in the RSA. Failure to follow proper procedures could jeopardise the irregularity process and failure to adhere to this policy may lead to misconduct charges.

(a) Before the examination paper is written

This will apply to candidates obtaining information on the examination paper before the question paper is written. The first step will be to verify the leakage of the question paper and the extent of the leakage, i.e. is it confined to a particular institution, group of institutions, a region or is it widespread? This can be done via the DIR:NEA and if necessary with the assistance of the provincial education departments. If the leakage is widespread, then the Head of the Department should arrange for the question paper to be re-written on a date following the completion of the examination. If the Irregularities Committee is convinced that the leakage is confined to a single or extremely limited number of institutions, then the committee may recommend to the Head of the Department that the action taken be limited to candidates at those particular institutions.

(b) While the examination paper is being written

The following procedures should be followed when the Invigilator suspects an irregularity:

- (i) The Invigilator should inform the Chief Invigilator or another Invigilator if the Chief Invigilator is not available, where possible.
- (ii) The Invigilator should remove the candidate's examination answer book and write the word "IRREGULARITY" on the cover, noting the time of the removal. The candidate should be issued with another answer book. The second answer book should also be endorsed with the words "NEW ANSWER BOOK" and the time.

- (iii) The Invigilator should also take possession of any unauthorised material that the candidate might have in his/her possession. Such material and the examination answer book become the property of the Department and the candidate or his/her parent/guardian shall not have the right to demand the return thereof.
- (iv) The candidate should be informed of the fact that although he/she may continue with the examination, it is not a condonation of his/her contravention of the examination rules and that the incident will be reported to the DIR:NEA.
- (v) The Head of the Institution/Chief Invigilator shall offer the candidate concerned the opportunity to state his/her case orally or in writing in the presence of the Invigilator.
- (vi) Immediately following the examination the Invigilator/Chief Invigilator should bring the irregularity to the attention of the Head of the Institution and complete a full report concerning the irregularity on the form 'Special Report concerning Examination Papers'. The Head of the Institution should endorse this report.
- (vii) The candidate should also be requested to hand in a written response to any irregularity charge during the examination. This written response should be signed by one of the candidate's parents or guardian, should he/she be a minor. If the candidate refuses to submit a written response, this should be noted and the candidate should sign to that effect.
- (viii) All the above-mentioned documentation should accompany the candidate's examination answer book to the marking centre, from where it will be dispatched to the DIR:NEA with the marked examination answer books. The examination centre should retain copies of the documentation.
- (ix) A candidate who, having been subjected to the procedure described above, persists in contravening the rules of the examination, may be removed from the examination room and have his/her examination answer book confiscated. The exact date and time of confiscation should

be noted on the script. The same procedure should apply to a candidate who, after the first warning, continues to cause a disturbance or continues to contravene other examination rules.

- (x) The DIR:NEA should stipulate a time period within which all irregularity reports should be submitted.

(c) While the examination answer books are being marked

- (i) When a Marker suspects that there has been an irregularity, e.g. between candidates, or where the Invigilator reports an irregularity, the Marker should consult with the Examiner/Internal Moderator concerned.
- (ii) If the Marker and the Examiner/Internal Moderator are convinced that an irregularity has taken place, a report should be written concerning the matter. The whole examination answer book should be marked in the usual way regardless of the suspected irregularity. The candidate should not in any way be penalised by the Marker. The report, the marked examination answer book and, where applicable, the documentation from the Invigilator should then be handed to the DIR:NEA who will submit it to the Irregularities Committee.
- (iii) Examination answer books that are being investigated for possible irregularities should be handled separately.

(d) Handling of irregularities by the Directorate: National Examinations and Assessment (DIR:NEA)

- (i) Owing to the fact that the DIR:NEA conducts examinations in ALL nine provinces, complications arise with regard to the logistics of the different activities involved in dealing with irregularities related to these examinations. As a rule no hearings are conducted at the local venues where the alleged irregularities took place. When the examination centre, marking centre, etc. reports an alleged irregularity

to the DIR:NEA, the Irregularity Committee at the DIR:NEA informs the candidate, the examination centre as well as the provincial education department that there is a pending irregularity which is being investigated. Additional evidence, affidavits, reports, etc. are requested from the candidate, examination centre or any other interested party to be submitted within twenty-one days of the date on the letter in order to provide the candidate or other interested parties with the opportunity to present their case. The Committee should also have access to any room or place at an examination centre and may examine any book, register or other document and may take possession of any book, record, document or any article which, in the Committee's opinion, may in any way be connected with the investigation.

- (ii) After the stipulated time the Irregularity Committee will evaluate all available evidence and all reports relating to the irregularities reported. The Committee will make a recommendation as to whether the candidate is guilty or not, as well as disciplinary measures, where applicable, to the Head of the Department or his/her delegate who has to make the decision. If the examination centre or candidate fails to make representation to the DIR:NEA after the stipulated time, the Head of the Department or his/her delegate will make a decision based on available evidence, without the candidate's statement. If the Head of the Department or his delegate is convinced that a candidate is guilty, he/she may refuse to recognise the result that the candidate has obtained, order the withdrawal of any success in a subject with which the candidate has been credited and/or refuse the candidate admission to an examination centre for a period of 11 months. The candidate, examination centre as well as the provincial department of education are advised accordingly.

(e) Student enrolments while irregularities are being investigated

- (i) When an irregularity is referred to the DIR:NEA, the results of the candidate will not be released, but the indication PX (the symbol) is registered on the statement of results. At this stage candidates may still enrol provisionally for the following examination pending the outcome of the investigation. The candidates should, however, be informed that if they enrol, all results and/or certificates obtained during the investigation would be withheld pending the outcome.
- (ii) If a candidate is found not guilty, the provisional registration becomes final. The candidate may either continue with his/her studies, or end his/her studies if the irregularity in question involves a final examination that the candidate now passes. The candidate, the examination centre as well as the province will be informed accordingly.
- (iii) If a candidate is found guilty and disciplinary measures are applied, the candidate will not be allowed to sit for any national examination, in accordance with the conditions of the disciplinary measures. It is recommended that all monies be refunded to the candidate in order to avoid a double penalty. The candidate, the examination centre as well as the provincial education department will be notified.

9.5.2 Irregularities involving examination officials

All irregularities involving Examination Officials should be handled in terms of the procedures relating to misconduct of employees.

9.6 DISCIPLINARY MEASURES

9.6.1 The DIR:NEA may:

- (a) refuse to recognise the result that the candidate obtained in the examination;
- (b) order the withdrawal of any success in a subject with which the candidate has been credited in the examination concerned;
- (c) refuse the candidate concerned admission to an examination for a period of 11 months; or
- (d) require a candidate referred to in 9.6.1(a), to repeat the examination in the subject concerned either entirely or in part on the date, and at a time and place, determined by him/her.

9.6.2 The DIR:NEA may de-register an examination centre that does not comply with the regulations.

10. SUSPENSION OR EXPULSION FROM A COLLEGE

If a candidate is suspended or expelled from an institution, the Head of the Department may refuse to recognise the result that the candidate obtained in a subject, forbid the candidate to write an examination, or order that any success in a subject with which the candidate has been credited, be withdrawn.

11. VIEWING OF EXAMINATION ANSWER BOOKS

The Head of the Institution may apply in writing that a lecturer/teacher accompanied by two student representatives may view a sample of no more than 10% of the examination answer books of that institution to determine the approach of the Markers and to enable the lecturers/teachers to improve their teaching skills.

Viewing of examination answer books will only be allowed under the following conditions:

- (a) An application to view the examination answer books should be made in writing within thirty days of the publication of the results to the DIR:NEA, providing clear reason(s) for the request.
- (b) The examination answer books will be viewed in the presence of an examination official and may not be removed from the viewing room.
- (c) No other document besides the examination answer books will be allowed in the room where the viewing takes place.
- (d) An administrative fee, as determined by the Minister, may be levied for the viewing of examination answer books.
- (e) The examination centre will be given a period of seven days to lodge a complaint on the basis of the viewing. The DIR:NEA will respond to this complaint with a final decision on the matter.

The procedure to be followed in the viewing of examination answer books should be determined by the DIR:NEA.

12. SECURITY AND CONFIDENTIALITY

Security of information and security of all venues utilised in the examination process is of utmost importance. The DIR:NEA should take all reasonable steps to ensure the security and confidentiality of the question papers, examination answer books, mark sheets and other examination documents.

All officials involved in managing and administering the examinations should sign a declaration of secrecy relating to examination matters.

13. USE OF OUTSIDE AGENTS/INSTITUTIONS IN THE EXAMINATION PROCESS

When the need arises to make use of outside agents or institutions in the examination process, issues relating to security, cost-effectiveness and capacity building should be taken into consideration before an outside agency or institution is engaged.

14. EXAMINATION ANSWER BOOKS AND MATERIAL REQUIRED FOR THE WRITING OF EXAMINATIONS

The DIR:NEA shall supply candidates with (an) examination answer book(s) and any other material that is necessary for the writing of the examination free of charge. An examination shall be written in an examination answer book and a candidate shall use the material supplied only, unless the DIR:NEA determines otherwise. All examination answer books and material used for the conducting of an examination shall remain the property of the DIR:NEA. It is the responsibility of the examination centre to order the necessary answer books and material from the DIR:NEA TWO EXAMINATIONS IN ADVANCE.

15. ACCESSIBILITY OF EXAMINATION INFORMATION

The DIR:NEA should use a proper filing system for examination answer books and mark sheets, since access to these documents after the marking process may be necessary. Examination answer books should be filed per subject, level, in centre order, etc.

These examination answer books are used for re-checking, re-marking, finding of lost marks or solving queries. The examination answer books should be filed for six months for year and semester programmes, and four months for trimester programmes from the date on which results were published.

16. DOCUMENT AND DOCUMENT CONTROL OF THE COMPUTER SYSTEM

Documentation on the specifications of the computer system is essential for use by the DIR:NEA and should be available to them. This information is used for reference purposes to maintain and further develop the computer system.

Documents printed by the computer system are the responsibility of the DIR:NEA. The accountable official should check the signatures and the descriptions on these documents.

17. ISSUE OF DIPLOMAS, CERTIFICATES AND STATEMENTS OF RESULTS

- 17.1 The first diploma or certificate will be issued free of charge without any marks, signs of erasure or alteration, to a candidate who has passed the examination.
- 17.2 The DIR:NEA may withdraw and cancel a certificate or diploma which has been damaged, by drawing two parallel lines across it with the word 'cancelled' between the lines, and replace the diploma or certificate with the same particulars as the original diploma or certificate. A diploma or certificate may also be replaced if the person to whom it was issued, claims that the original has been destroyed or lost, whether such diploma or certificate can be produced or not.
- 17.3 The DIR:NEA may replace a lost or damaged statement of results in subjects on application of the candidate to whom it was issued. A fee may be charged by the DIR:NEA in this regard.
- 17.4 Anyone who falsifies or tampers with a diploma, a certificate or a statement of results shall be guilty of an offence.

18. EXEMPTION, RECOGNITION AND THE GRANTING OF STATUS TO INSTRUCTIONAL OFFERINGS

Exemption from and recognition of instructional offerings for certification purposes and the granting of the required status to instructional offerings for admission to another instructional programme may be undertaken by the DIR:NEA according to the national policy document, *Formal technical college instructional programmes in the RSA*,

Report 191 and the *NATED Report 02-190*.

19. HISTORICAL RECORDS AND DATA RETENTION

Historical records are a national asset and should be the responsibility of the national Department of Education.

Access to historical records is an integral part of the functioning of any examination section. The provinces that want access to the centralised database should have the computer infrastructures and should apply to the DIR:NEA for access to the centralised database. These records can be used for queries, combination of results and checking of fraudulent cases.

20. MINIMUM REQUIREMENTS FOR A COMPUTER SYSTEM

The DIR:NEA should formulate the minimum requirements for a computer program used in the examination process taking into account the following:

- 20.1 **Browse Information on Files:** Enable the user to browse through information available on all data files, e.g. look through candidates registered at a specific centre to find a candidate's ID number.
- 20.2 **Entries:** Candidate entries are registered per examination by means of electronic/magnetic media or directly within the on-line environment. Full candidate validation takes place according to the rules and regulations set out by National Education.
- 20.3 **Mark Sheets:** Generation of mark sheets, capturing of marks (with the aid of electronic media or directly within the on-line environment) and controlling of mark sheets. The flow of mark sheets should be controlled at strategic points, e.g. with the aid of bar codes.
- 20.4 **Examination Results:** All results are processed programmatically in accordance with the rules and regulations stipulated in the national policies.

- 20.5 Mark Adjustment: Also known as 'standardisation of marks', compares the marks of the subject written to a five-year norm and recommends adjustments to bring the standard of the question paper in line with the norm.
- 20.6 Statistical moderation entails that the average term mark of an instructional offering is brought in line with the average examination mark of the centre.
- 20.7 Maintenance of programme structures: The system should make provision for the maintenance of instructional programme structures according to national policies.
- 20.8 Irregularities: The system should make provision for the effective control and administration of irregularities.
- 20.9 Examination Centres: To enable users to register examination centres and allocate them to the respective provinces.
- 20.10 Candidates and Document History: The information of candidates who enrol for subsequent examinations should be processed along with their historical information for possible certification. The system should cater for candidates who apply for exemption, acknowledgement, Certificate of Competency and granting of status.
- 20.11 Documentation: The system should make provision for the control and administration of all documents related to qualifications and results.
- 20.12 Administration of Funds: The system should make provision for the administration of examination fees.
- 20.13 Re-marking and Re-checking: The system should make provision for the control of applications for the re-marking and re-checking of examination answer books.
- 20.14 Supplementary Examinations: Automatic registration of candidates who qualify for supplementary examinations.
- 20.15 Stationery and Examination Aids: The system should be able to administer the issuing of stationery to examination centres on the basis of the number of enrolments.
- 20.16 Question Paper Stock Maintenance: Used to monitor the reproduction of examination papers and to highlight shortages.
- 20.17 Packing of stationery/question papers: Reports need to be generated to assist with the packing and distribution of question papers and examination stationery supplied by the

DIR:NEA.

- 20.18 Statistics: All statistics and management information to be extracted per province or at a national level, and made available for press releases and quality assurance purposes.
- 20.19 Timetable: Maintain dates, times and duration of each question papers are maintained for candidate admission permits, payment of Examiners, etc.
- 20.20 System Parameter and System Index Maintenance Indexes: Standard names used etc. to be maintained.
- 20.21 Word Processor: The system should contain word processing facilities.
- 20.22 Examination Officials: Appointment and control of all examination officials' personal information.
- 20.23 Job Control and General Functions: Control of batch processes, bulk printing, task scheduling, etc.
- 20.24 User Request System: Users can request to change current functions, implement new developments, et cetera.
- 20.25 Manuals, documentation and on-line information to support the system functions and procedures.
- 20.26 Readily accessible on-line help for users.
- 20.27 Expert support for the human/computer interface.

21. DISCRETIONARY POWER

The Head of the Department may exercise his/her discretion in respect of examination matters in circumstances that are justified in his/her opinion.

GLOSSARY

the Act means the Further Education and Training Act, 1998 (Act No. 98 of 1998).

Advisory Committee on Technical College Examinations

is a body established by HEDCOM comprising stakeholders and role-players in formal technical college instructional programmes and particularly with respect to examinations. The body is responsible for facilitating the process of policy formulation on examinations and related matters and is responsible for advising the Head of the Department on all matters relating to examinations.

Candidate is a person who writes or intends to write an examination that is conducted in respect of a formal technical college instructional programme.

Chief Invigilator

is appointed by the Head of the Institution and is accountable and responsible for the conducting of examinations at the examination centre.

Directorate: National Examinations and Assessment (DIR:NEA)

is the directorate in the Department of Education responsible for conducting examinations of formal technical college instructional programmes at exit points.

Examination Centre

is the venue registered with the DIR:NEA where the examinations of formal technical college instructional programmes are conducted.

Full-time candidate

is a learner who has enrolled for tuition in a full-time capacity at a technical college/school or any other registered institution, offering a formal technical college programme.

Head of the Department

refers to the head of the Department of Education.

Head of the Institution

is a person who, by registration of the institution as an examination centre, accepts overall responsibility for all matters concerning examinations at an examination centre.

Institution is a learning site where formal technical college instructional programmes are being offered.

Invigilator is appointed by the Head of the Institution and is responsible for the conducting of the examination in the examination room. Invigilators would be educators or reputable members of the community.

Personnel Administration Measures (PAM)

This policy document outlines the remuneration and other service conditions of educators who are employed in terms of the Educators' Employment Act.

Stakeholder

refers to an organisation or body with a direct and continuing interest in the education institution, programme, phase or sector in question.

South African Certification Council (SAFCERT)

is the council established in terms of the South African Certification Council Act No. 85 of 1986, to issue certificates at points of withdrawal and to ensure that the certificates issued by the council represent the same standard of education and examination.