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1. Introduction

The instructions below are intended to standardise the conduct of examinations in all BEC centres and are intended for use by all invigilators. Heads of Centres are expected to ensure that all invigilators have been taken through the **BEC/EAC/JCE/G01 - Guidelines for Conduct of Examinations**, the 'What to say to Candidates' document and the **BEC/EAC/JCE/Man01 - Manual for Invigilators** before they can invigilate any examination. Each invigilator is expected to have a copy of this manual during each examination session they invigilate.

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

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

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


This document should be used in conjunction with the **BEC/EAC/JCE/G01 - Guidelines for Conduct of Examinations**, the **Invigilators' Guide on what to say to Candidates** document, **Access Arrangements and Special Considerations: A Guide to Centres** and any relevant guidelines which we have provided.

2. Roles and Responsibilities


2.1 Duties of the Head of Centre/Chief Invigilator

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

- 2.1.1 being the liaison person between BEC and the Examination Centre;
- 2.1.2 ensuring that all candidates are registered with BEC and that all the registration details are accurate before candidates sit the examinations;
- 2.1.3 ensuring that all candidates who end up sitting our examinations are eligible to sit the examinations.
- 2.1.4 ensuring that the receipt and security of examination materials, the distribution of the examination papers to the candidates, the collection of scripts at the end of each examination and the delivery of the scripts to BEC are all carried out in accordance with our regulations;
- 2.1.5 ensuring that candidates are provided with all of the materials specified on the question paper and the key list of stationery;

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- 2.1.6** the appointment of suitable invigilators and ensuring that they are trained and familiar with the instructions contained in the regulatory documents including this Manual;
- 2.1.7** a day before the start of the examinations, the Chief Invigilator and Senior Invigilator should check that they have all the necessary materials for the examination and that packets containing question papers have not been tampered with;
- 2.1.8** ensure the constant and effective supervision of the candidates;
- 2.1.9** the submission to BEC, in accordance with the instructions given when the information is requested, details of estimated and actual entries, marks for parts of the examination which are assessed in the centre and any other information that we may reasonably require in relation to examinations conducted at the Centre;
- 2.1.10** ensuring that each candidate entered through the Centre receives details of the dates and times of his/her examinations, a Statement of Entry, Statement of Result and any certificate issued by us;
- 2.1.11** ensuring that, in the case of candidates' work which is assessed by the Centre, the work contained in every candidates' assessment is produced, marked, internally moderated and despatched according to the instructions issued by us;
- 2.1.12** the submission of any applications for changes to the venue or timetable in accordance with the Guidelines provided;
- 2.1.13** making applications for Access Arrangements and Special Consideration in accordance with the regulations and guidelines;
- 2.1.14** providing suitable accommodation for candidates to sit the examinations;
- 2.1.15** ensuring that all candidates in the examination, including private candidates, are identified;
- 2.1.16** providing us with reports of any suspected or alleged cases of malpractice by a candidate or malpractice/maladministration by a member of staff discovered by the Centre. The Head of Centre is further required to assist any investigation which ensues from any alleged malpractice either reported by the centre or suspected by us, and to provide such information and advice as we may reasonably require;
- 2.1.17** submitting and processing of enquiries about results in accordance with the regulations;
- 2.1.18** ensuring that we are notified when the Centre changes premises and facilitating inspection and approval of the new premises;
- 2.1.19** facilitating any inspection of the Centre by or on behalf of BEC. We will carry out unannounced inspections when examinations are taking place and centres must co-operate with the inspector, including allowing access to secure storage. We may also inspect the

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arrangements for the secure storage of confidential materials at times when examinations are not taking place;

2.1.20 where required, remit examination fees at the time specified by BEC;

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

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

2.2 Duties of Senior Invigilator

Besides the Chief Invigilator the Head of Centre may assign one Senior Invigilator per every 250 or more candidates as shown in the table below;

Table 1: Invigilation ratio

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


A Senior Invigilator will be tasked with the responsibility to supervise a group of invigilators. Senior invigilators assist the Chief Invigilator in carrying out day to day examination duties. Their duties will include the following:

2.2.1 see to the preparation and readiness of the examination rooms including ensuring that:

- candidates are **not** seated two or more to a desk;
- candidates are seated at least 1.25 metres apart from the centre of one desk to the next in all directions;
- subject matter such as charts, drawings, maps, etc. are removed from the walls;
- chalk boards are cleared of writing, formulae, drawings, etc;
- Examination rooms are sufficiently ventilated and lit.

2.2.2 read the instructions to candidates before the commencement of the examination session and inform them that they could be disqualified from the examination should they contravene any of the regulations;

2.2.3 ensure that the question papers being opened and distributed to candidates is correct according to the time and date specified on the examination time table;

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- 2.2.4 visit examination rooms frequently during each session to make sure a high standard of invigilation is maintained;
- 2.2.5 ensure that the seating plan is drawn, indicating the examination room(s) with the desk arrangement and candidate numbers;
- 2.2.6 ensure there are no unauthorised persons in or around examination room(s);
- 2.2.7 ensure that all candidates are advised in time of requisites such as rulers, calculators, drawing instruments to be used in the examination of specific syllabus;
- 2.2.8 make sure that invigilators complete the attendance register appropriately;
- 2.2.9 assist with relief invigilation by escorting and supervising candidates on toilet breaks ensuring no unauthorised material is consulted;
- 2.2.10 ensure that scripts are properly collected, accounted for, batched and packed according to candidates' examination number order once the session has ended;
- 2.2.11 collect, check and sign all invigilation claim forms if applicable;
- 2.2.12 submit written reports on all suspected and other cases of irregularities to the Chief Invigilator without delay.

2.3 Duties of Invigilators


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

2.3.1 An invigilator is responsible for ensuring that:

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

2.3.2 The invigilator must go around from one candidate to another to check each entry, i.e. candidate name, candidate number, centre name, centre number, syllabus name and component code.

2.3.3 Invigilators are required to conduct the examination in accordance with instructions contained in the **BEC/EAC/JCE/G01 - Guidelines for Conduct of Examinations**, related documents and any other instructions which may be issued by us.

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2.3.4 Invigilators shall ensure that candidates understand and follow all instructions and regulations.

2.3.5 Where there is suspicion that any of the question paper packets could have been tampered with, the invigilator must inform the Chief Invigilator who should then notify us immediately.

2.3.6 Invigilators shall check in advance that the exam room and seating arrangements for the candidates are suitable and that materials provided by the Centre/candidates such as pencils, rubbers, rulers etc., are available in sufficient numbers.

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

2.3.8 Invigilators must give their full attention to invigilation during the exam and move around the exam room in order to have a clear view of all candidates.

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

2.3.10 Invigilators shall disengage from unnecessary conversations with non-invigilators outside or inside the examination room or anywhere nearby.

2.3.11 Invigilators must report any suspected cases of malpractice to the Chief Invigilator as soon as possible and submit a written report thereafter.


2.4 Duties of a Rover

Rovers are responsible for ensuring that invigilators and candidates get whatever assistance they require during the examination. The recommended number of rovers is suggested in *table 1* in section 2.2 above.

2.4.1. The following are the duties of the Rover:

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

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

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

3. Preparations for the Examination

3.1 Examination Venue

All candidates must sit for the examination at the Centre where they registered unless prior permission has been obtained from BEC for candidates to take the examination elsewhere. If you need some or all of your candidates to take some exams at a venue that is not your registered Centre, refer to 3.2 on Alternative venue below.


3.2 Alternative Venue

Alternative venues may be used where there is lack of facilities for all candidates to sit practical exams at the designated Centre or lack of an examination room large enough to accommodate all the candidates. We may reject the application for an alternative venue if we think the security of the exam will be at risk. If approved we will provide guidance on how to conduct the exam. This must be given to the Chief Invigilator at the alternative venue. Failure to follow the guidance may be considered Centre malpractice

3.3 Preparing the Examination Room

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

- i) Any room in which an examination is conducted must provide candidates with appropriate physical conditions in which to take the examination. Due attention must be paid to such matters as lighting, ventilation, ceilings, cleanliness and the level of extraneous noise.
- ii) Practical examinations must be conducted under conditions that will provide all candidates with the opportunity to complete their tasks and to display their true level of attainment in the syllabus concerned. Centres should observe seating arrangements for practical examination in this section.
- iii) A reliable clock must be visible to each candidate in the examination room. All clocks must be synchronised before the start of the examination and monitored throughout the session to ensure that they are reporting the same time all time. Regular checks should be carried out to ensure that all clocks are in good working condition. **(New)** For candidates using a computer, checks must be made to make sure that the time is correct on each computer.

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- iv) The Centre number, Syllabus and Component code, the Start, Finish times and the duration of each examination must be displayed and should be visible to all candidates either on the board, a manila sheet or flipchart. The information must be clear and legible to all candidates in the examination room.
- v) No display material (e.g. maps, diagrams, wall charts) which might be helpful to candidates must be visible in the examination room unless the rubric expressly states that candidates are allowed to use reference materials during the examination. Particular care must be taken with examinations which are held in laboratories.

3.4 Notice to Candidates

Notice to candidates must be displayed both inside and outside of each examination room. Each candidate should be provided with the A4 version of the "Notice to Candidates" sent to centres for each candidate to familiarise themselves with what is required of them during the examination.

3.5 Seating Arrangements

- 3.5.1 The seating arrangements must be such as to prevent candidates from overlooking, intentionally or otherwise, the work of others. In particular, the minimum distance from the centre of a candidate's desk to centre of the next candidate's desk must be 1.25 metres in all directions.
- 3.5.2 Where candidates sit an exam in a computer laboratory, the minimum distance between the outer edges of one monitor to the other should be 1.25 metres. If you cannot meet this requirement, candidates must sit at alternate monitors or in screened booths. Screened booths may restrict invigilators' view of candidates. In this situation, increase the number of invigilators.
- 3.5.3 Where candidates sit an exam in a language laboratory, the minimum distance in all directions from the centre of one candidate's chair to the centre of another's must be 1.25 metres. If you cannot meet this requirement you must use screened booths instead. Screened booths may restrict invigilators' view of candidates. In this situation, increase the number of invigilators.
- 3.5.4 In cases where Centres use theatre style halls, make sure there is at least a free step between one row and the next to avoid one candidate overlooking the work of another candidate in the front.
- 3.5.5 Where possible, Centres should avoid using desks with storage shelves. Where desks with storage shelves are used, Invigilators must check the shelves for unauthorised notes and other items before the beginning of the examinations.
- 3.5.6 Invigilators must pay close attention during the course of the examination to ensure nothing is placed in the shelves before the start and during the course of the examination.

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3.5.7 Wherever possible, for written examinations:


- i) all candidates should face in the same direction;
- ii) each candidate should have a separate desk or table of sufficient size to accommodate question papers and answer booklets;
- iii) if candidates are not working at individual desks, they must be sufficiently far apart so that their work cannot be seen by, and contact cannot be made with other candidates. The distance from the centre of one candidate's desk to the centre of the next candidate's desk must be 1.25 metres in all directions;
- iv) for multiple choice papers, if desks are spaced 1.25 metres apart, candidates may still be able to see other candidates' work, intentionally or otherwise. Where this is the case, the invigilator must use an alternative method so that no candidates work may be overseen by any other candidates. This can be achieved by:
 - increasing the space between candidates desks;
 - using extra invigilators
- v) when candidates are working on a drawing board set on an easel or other non-horizontal surface, they must, wherever possible, be arranged in an inward-facing circle or in some similar pattern;
- vi) you may hold other examinations in the room at the same time, provided no disturbance is caused;
- vii) Candidates should be seated in candidate/index number order, with candidate numbers/indexes labelled on each desk.

3.5.8 Any candidate suffering from an infectious or contagious disease must take the examination in a separate room in which all regulations can be applied. The candidate's script must be kept separate from other scripts from the centre and it must not be despatched until advice has been sought from us. **(New)**. This also applies to COVID-19 for the 2020 series.

3.6 Invigilation Arrangements


3.6.1 The Head of Centre must ensure that invigilation is carried out by suitably qualified and experienced adults. Whilst the Head of Centre has discretion to decide who is suitably qualified and experienced, any relative of a candidate in the examination room is specifically not eligible to serve as the sole invigilator. The invigilator is required to write a letter to the Head of Centre declaring their interest.

3.6.2 The Head of Centre must ensure that invigilators are fully briefed and trained before carrying out the task of invigilation. Centres must keep records of trained invigilators and send the register to BEC at the end of the examinations.

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3.6.3 Sufficient invigilators must be appointed to ensure that the examination is conducted in accordance with the following requirements:

- i) A ratio of 1:35 invigilator to candidate must be maintained for JCE written syllabuses and 1:20 for practical examinations. For practical tests one invigilator must be present for every twenty (20) candidates
- ii) Arrangements must be such that each candidate in the examination room can be observed by an invigilator at all times.
- iii) Invigilators must give their whole attention to the proper conduct of the examination. Invigilators are not to perform any additional task in the examination room.
- iv) The invigilator, technician, syllabus specialist or rover must not bring cell phones, books, newspapers, magazines or any other electronic devices to the examination room. The invigilators must not attend to anything that is not connected to invigilation duties, while the examination is in progress. The invigilator should be able to move quietly around the room and position themselves at strategic points where they will be able to observe all the candidates in the examination room.
- v) When only one invigilator is present, they must be able to summon assistance easily without leaving the examination room and without disturbing the candidates. That means rovers must be visible, attentive to invigilators and alert at all times.
- vi) Where there are both male and female candidates, you must make sure both male and female invigilators are available to take candidates to the washrooms if required. Where there is a sole invigilator the rover must be of a different sex from the one invigilating.
- vii) Invigilators may be changed during the examination, provided that the number present in the examination room does not fall below the prescribed ratio.
- viii) A teacher who has prepared the candidates for the syllabus of the examination during the academic year of the examination must **not** be the sole invigilator at any time during a written examination in that syllabus.
- ix) For listening exams a member of staff who speaks the language of the test should ideally be present to deal with any technical difficulties.
- x) A reader, scribe, or practical assistant **cannot** be counted as an invigilator.
- xi) In practical examinations, it is essential that a teacher of the syllabus or a technician should be present in the examination room at the start of the test and as necessary thereafter to deal with technical difficulties that may arise, including matters of safety. Syllabus specialists are not allowed to move around the room unless they are summoned for assistance by the invigilator.

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- xii) A copy of the guidelines must be available in the main examination room. The invigilators must be familiar with the Appendix A - **BEC/EAC/JCE/G01/AN01 - Notice to Candidates**, Appendix K - **BEC/EAC/JCE/G01/AN07 - What to say to Candidates**, this Manual for Invigilators and any specific regulations relating to the syllabuses being examined. Appendix H - **BEC/EAC/JCE/G01/A04 - Checklist for Invigilators** has been provided as part of the **BEC/EAC/JCE/G01 - Guidelines for Conduct of Examinations** to be used as a reminder for invigilators and should only be used in conjunction with this Manual for Invigilators.
- xiii) Main Examination Room here refers to the main hall in the case where candidates have to sit the examinations in multiple rooms. The **BEC/EAC/JCE/G01 - Guidelines for Conduct of Examinations** then acts as a reference material. The other rooms will each have this Manual for Invigilators. However, in the case where candidates sit the exam in just one room, both the Guidelines and the Manual for Invigilators must be available in that room.
- xiv) Centres must keep signed records of the seating plan and invigilation timetable for each examination session. Centres should send the certificate of invigilation to BEC at the end of the examination as well as keep copies for themselves. The records should be kept securely at the centre until end of June following the examination series.

Note: Seating plans should **not** be sent to BEC unless requested.

4. Conducting the Examination

4.1 At the Beginning of the Examination


An examination is deemed to be in progress from the time the candidates enter the examination room until all the scripts and question papers have been collected and accounted for.

4.1.1 Identification of Candidates

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

4.1.1.2 The Head of Centre must ensure that appropriate arrangements are in place to enable all invigilators to carry out adequate checks on the identity of all candidates.

4.1.1.3 Candidates at sixteen (16) years and above must present National Identity card (Oman) if they are citizens or passport for non-citizens for identification. Those under sixteen (16) years should present birth certificates as proof of identity. Each candidate must also present a Statement of Entry. No candidate should be allowed in the examination room without any identification

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

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

4.1.2 Completing the Attendance Registers

4.1.2.1 Attendance registers for all government centres and private school centres must be printed directly from the Malepa application in time. For BEC private centre attendance registers will be sent to the respective Chief Invigilators during the distribution of question papers.

4.1.2.2 The attendance registers must be completed in accordance with the instructions in the **BEC/EAC/JCE/G01 - Guidelines for Conduct of Examinations**.

4.1.2.3 Attendance registers are printed in date and session order for all components.

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

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


4.1.2.6 If a candidate's name is not shown on the attendance register, the candidate number and name of the candidate should be added in the space provided at the end of the Attendance Register. We should be informed of this discrepancy so that, if necessary, a formal entry can be made if this has not already been done. Again, the **BEC/EAC/DP/P02/F03 - Candidate Entry Amendment Form** or Malepa Application can be used for this purpose.

4.1.2.7 At the end of the examination, the attendance register should be checked against the scripts collected, signed and dated by both the Invigilator and the Chief Invigilator. **(New)**

4.1.2.8 If you have candidates taking an examination in a different room from the main examination room, whether in a separate examination room at your centre or at an alternative venue, do not submit a separate attendance register for them. Mark them as "present" on the main attendance register. For packaging of scripts from different rooms refer to section **9.16.2 (IV)** of the **BEC/EAC/JCE/G01 - Guidelines for Conduct of Examinations**.

4.1.2.9 Due care must be taken to ensure that absent candidates are **not** marked present. An invigilator should append a signature against any candidate name marked absent as a form of verification.

4.1.2.10 Please note that by signing on the script return envelope, the Chief Invigilator is verifying that they have checked and assured themselves of the accuracy of the contents of the script return envelope.

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4.1.3 Seating Plans

4.1.3.1 You must produce a seating plan for each examination. A seating plan is a diagram that outlines how the examination room is set up, it shows the position of the tables in the room, the position of each chair and which candidate is seated where. It must also show the position of the invigilators desk and the direction the candidates are facing. **(New)**

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

4.1.4 Unauthorised Entries (New)

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

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

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

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


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

4.1.5 Authorised Personnel

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

4.1.6 Authorised and Unauthorised Materials

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

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4.1.6.1 Authorised Material

Candidates may take into the examination room only those articles, instruments or materials which are expressly permitted in the rubric of the question paper, stationery list or in the syllabus booklet for the syllabus being examined.

4.1.6.2 Unauthorised Materials

Unauthorised materials are those that potentially enable candidates to conceal or access information in the examination room. Having unauthorised materials in the examination room is a breach of examination regulations and may be considered malpractice. You and your invigilators must be alert to candidates attempting to bring unauthorised material in the examination room and must report all instances to us. Unauthorised materials include:

- calculator cases
- instruction leaflets
- dictionaries (except where the rubric specifies)
- bags
- non-transparent
- pencil cases
- mobile phones
- camera
- bluetooth headsets
- tablet
- computers
- smart wear (includes smart watches and smart glasses) **(New)**, or
- any watch capable of electronic storage or communication, or
- any other electronic devices that enables external communication or the storage and retrieval of data should not be brought into the examination room.


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

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

4.1.6.2.3 You should use your judgement for any items not on the list above by asking yourself whether the item potentially enables a candidate to conceal or access information in the examination room.

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

IMPORTANT NOTE: Other types of unauthorised material must either be left outside or handed to the invigilator before the examination begins. Materials handed to the invigilator must be placed out of reach and sight of the candidates.

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4.2 Use of Calculators

Calculators can be used in all examinations except where their use is expressly prohibited in the syllabus or in the rubric of the question paper. Calculators must be checked before the start of the examination. When the use of calculators is allowed in examinations, candidates must be informed in advance that:

- the calculator must be of a size suitable for use on the desk at which the candidate will write the examination;
- the power supply for the calculator is the responsibility of the candidate and must be integral to the calculator (e.g. batteries). The candidate may bring spare batteries into the examination room in a transparent package;
- the working condition of the calculator is the responsibility of the candidate;
- the calculator must be silent, with a visual display only;
- a fault in a calculator will not normally be considered as justifying an application for special consideration on behalf of the user.


4.2.1 Calculator cases, instruction leaflets or formulae printed on the lid or cover of a calculator or similar materials must not be in the possession of candidates during the examination. If calculator cases cannot be removed, they should be checked by an invigilator to ensure that it does not contain any unauthorised information.

4.2.2 Calculators must not be borrowed from other candidates in the course of an examination for any reason, although the invigilator may provide a candidate with a replacement calculator.

4.2.3 Candidates are responsible for clearing any information and/or stored programs from the calculator in advance of the examination. Retrieval of prepared information and/or programs during the examination, or removal of question paper content from the examination room is malpractice.

4.2.4 Calculators must be reset before the start of the examination to remove helpful programmes/formulas. The invigilator should check a sample of the candidates' calculators before the start of the examinations to make sure they comply with regulations. Programmable calculators may be used. However, calculators with any of the following facilities are **prohibited** in the examination room, unless otherwise stated in the syllabus.

- data banks
- graphic displays
- dictionaries
- language translators
- retrieval or manipulation of text or formulae
- QWERTY keyboards
- built-in symbolic algebra manipulations
- symbolic differentiation or integration
- capability of remote communication with other machines.

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

4.3 Stationery, Materials and other Equipment

4.3.1 Centres will be provided with a Key List of Stationery in advance of each examination session, which specifies all the materials which are required for each examination and whether the items are to be provided by BEC or by the Centre.

4.3.2 The invigilator must ensure that only the items specified are issued to the candidates. Only answer booklets/continuation sheets, provided by the invigilator should be used in the examination room.

4.3.3 For multiple choice tests, individual pre-printed personalised answer sheets are provided for each candidate, and invigilators must ensure that each answer sheet is given to the candidate whose name appears on it and that the sheets refer to the correct component.

4.3.4 Candidates must:

- provide their own pens, pencils, drawing instruments and erasers;
- write their answers legibly in black or dark blue ink;
- use soft pencil (2B or HB) for multiple choice examinations;
- use protractor, pair of compasses, calculators, rulers, mathematical sets, tracing papers, mathematical tables.


4.3.5 Candidate must not use:

- pencils or pens in other colours. These may only be used for maps and diagrams as specified in the rubric of the question paper;
- red ink or green ink;
- correction fluid;
- highlighter pens on answer sheets, answer booklets or in the answer sections of combined questions and answer booklets

4.4 Checking and Distributing Question Paper Packets in the Examination Room

4.4.1 The invigilator using “What to say to Candidates” announces the following as indicated on the board, the manila sheet or flipchart that is clearly visible to all candidates.

- Centre Number
- Syllabus Name
- Component Code
- Start and finish time
- Duration of the paper

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- 4.4.2** Two members of staff must independently check they have the correct question paper packet before opening it. This includes checking the dates of the exam to make sure they are within the published window. **(New)**
- 4.4.3** The invigilator holds each packet of question papers out to the candidates to confirm that they have not been tampered with.
- 4.4.4** The invigilator gives the question paper packets to a number of candidates to verify that it is the correct component for the date and time and that the packets have not been tampered with.
- 4.4.5** The candidates verify and append their names, signatures and date against the component name.
- 4.4.6** The invigilator collects the question paper packets from the candidates.
- 4.4.7** The invigilator makes the final verification, signs and dates the question paper packet where indicated.
- 4.4.8** The invigilator neatly cuts open the question paper packets using a pair of scissors.
- 4.4.9** Where a Centre conducts examinations in the same syllabus in more than one room, it is permissible to open a packet of question papers in one of the rooms, in the presence of the candidates' representatives from other rooms, and to take some of the papers to the other room(s) on the same site. However, it is not permissible to open the packet of question papers earlier than the time appointed for the examination in order to take some of the papers to another site. Under these circumstances, the centre should make arrangements with us for separate packets of question papers to be supplied.
- 4.4.10** Invigilator distributes question papers according to candidate number order.

IMPORTANT NOTE 1: It is the responsibility of the invigilator to open the question paper packet with a pair of scissors making sure not to cut the question papers contained in the packet.

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

5. Starting the Examination

- 5.1** An examination is deemed to be in progress from the time the candidates enter the examination room until all the scripts and question papers have been collected and accounted for.
- 5.2** For each examination session invigilators should follow the instruction on Appendix K - **BEC/EAC/JCE/G01/A07 – Invigilators Guide on What to say to Candidates**

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

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


5.4 The Invigilator must inform candidates that:

- they must write their answers legibly in blue or black ink or ball-point pen;
- correction fluid and highlighters should **not** be used;
- all work (including any rough work) must be done on the examination stationery provided by the centre and that rough work should be crossed through but not obliterated;
- all rough work must be kept safely at the centre until after the end of Results enquiry period.
- in multiple choice papers, any rough work should be done on the question paper;
- they should enter their names, centre number, candidate numbers and the component code/paper details on their answer booklets where applicable, and complete other details as required;
- they must write their name, candidate number and centre number on any work they want to hand in;
- they may begin to write their answers, specifying the time allowed for the paper(s).

5.5 Procedure to Follow in the Event a Wrong Question Paper Packet is Opened

No centre should ever have to issue the wrong question paper if the procedure stipulated in **BEC/EAC/JCE/G01 - Guidelines for Conduct of Examinations**, as well as in this Manual are adhered to. However, if a wrong question paper packet has been opened for JCE question papers, follow the steps described in section 5.5.1 and 5.5.2 of this Manual as well as in section 9.11.9 of the Guidelines for Conduct of examinations.


5.5.1 If the error is discovered before the question papers are issued out:

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- Draw the attention of the candidates to the error and ask one of them to confirm that the wrong question paper packet has been opened.
- Seal the question paper packets in front of the candidates and ask one of them to sign across the seal of the question paper packet. The packet is then placed inside a large tamper evident envelope and it is sealed and signed by both the invigilator and one of the candidates.
- Apologise to the candidates and quickly replace the wrong question paper and get the examination started.
- The Head of Centre/Chief Invigilator should immediately inform the Director, Examinations Administration and Certification and the Regional Director by phone, followed by a letter.

5.5.2 If the error is discovered after the question papers have been distributed:

- Draw the attention of the candidates to the error.
- Collect all the question papers and ensure that every question paper has been accounted for before you can return them into the question paper packets.
- Explain the seriousness of the situation to candidates and remind them of the consequences of sharing confidential information including electronically.
- Seal the packets in front of the candidates following the same procedure as in 5.3.1 above.
- In this case it is better to spend a bit more time ensuring that the security of the question papers and the integrity of the examination is maintained before issuing the correct question paper out.
- Issue the correct question paper and note the time when the exam started and when it ended but afford the candidates the full examination time.
- The Head of Centre/Chief Invigilator should immediately inform the Director, Examinations Administration and Certification and the Regional Director by phone, followed by a letter.

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6. During the Examination

6.1 Supervision of the Candidates

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

6.2 Supervision of Practical Examinations

During a practical examination, it is recognised that some movement by candidates and spoken instructions may be necessary. These must be limited to those which are essential to achieve the objectives of the examination.


6.3 Late Arrival of Candidates

6.3.1 A candidate who arrives after the starting time for an examination may be allowed to enter the examination room and to sit the examination. A candidate who arrives after the start of the examination must not be allowed any time after the scheduled end of the examination and will finish at the same time as all other candidates. However, candidates who have valid reasons should be allowed the full time for the examination. You should warn the candidate that BEC reserves the right not to accept the script. For Cambridge International syllabuses (Statistics, Additional mathematics and BGCSE French), refer to section 5.1.9 – Late Arrivals in the Cambridge Handbook 2020 (International).

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

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

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


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6.4 Leaving the Examination Room during the Examination

- 6.4.1** The invigilator must ensure that no candidate leaves the examination room until at least one hour after the published starting time if the exam lasts longer than one hour or the duration of the examination, if less than one hour.
- 6.4.2** Candidates who leave the examination room temporarily for to use the rest rooms must be accompanied by a member of the invigilation personnel of the same sex. Such candidates should normally not be allowed extra time on their return.
- 6.4.3** However, in cases where there is an application for special consideration (e.g. illness) such candidates may be allowed extra time to compensate for their temporary absence (Refer to section 13.9 on Examination Administration for Candidates with Special Needs in the **BEC/EAC/BGCSE/G01 - Guidelines for Conduct of Examinations**).
- 6.4.4** The invigilator must ensure that a candidate who has finished work and has been allowed to leave the examination room early must hand in all their work. Such candidates must not be re-admitted into the examination room. **(New)** A list of such candidates must be kept until after the end of the results enquiries period.
- 6.4.5** For those candidates who have finished work for Cambridge International GCE O Levels and BGCSE French early, they must be kept under Full Centre Supervision until the local Key Time.

6.5 Irregular Conduct

- 6.5.1** Wherever practicable, the invigilator should remove and retain any unauthorised material discovered in the possession of a candidate during examination. It is the duty of the Head of Centre to ensure that all cases of irregularity or misconduct in connection with the examination are reported to us as soon as possible. The Head of Centre is empowered to expel a candidate from the examination room but such action should only be taken when it is felt that it is essential or when the continued presence of a candidate would cause disruption to other candidates. Any infringement of the regulations may lead to a disqualification of the candidate. The decision on disqualification rests with us. All candidates must be made aware that any attempt to cheat or disturb another candidate during an examination may lead to their disqualification.
- 6.5.2** Where an invigilator suspects any kind of collusion or misconduct, they should warn the candidate and report the matter to the Chief Invigilator who should in turn immediately notify us in writing.
- 6.5.3** Where an invigilator is reasonably sure that a candidate is being dishonest, they should confiscate the candidate's answer script and any other evidence available. At the bottom of the script they should write 'Confiscated at' (and quote the time and date). The candidate may then be given a fresh answer paper on which they may continue their answers.


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- 6.5.4** The invigilator should indicate at the top of the fresh paper the time at which the paper was given to the candidate. The confiscated and fresh answer scripts, any available evidence, a report from the invigilator, a report/statement from the candidate should be enclosed together with a full report from the Chief Invigilator. This should be sent to us in a separate envelope and **not enclosed with other scripts**.
- 6.5.5** In the event of a candidate being deliberately disobedient or unruly, they may be expelled from the examination room and forbidden to sit that paper. The Chief Invigilator may use their discretion on whether to admit such a candidate to a subsequent examination. Full reports in all such cases must be forwarded to us.
- 6.5.6** At the discretion of the Chief Executive Officer the candidate may be disqualified if that candidate introduced or tried to introduce unauthorised material into the examination room or the candidates has communicated, or tried to communicate in any way with another person during the examination, or if the candidate was wholly or partially responsible for any other kind of misconduct or disruption in connection with the examination which might affect their own results or the results of other candidates.
- 6.5.7** At the discretion of the Chief Executive Officer the candidate may be disqualified from all or part of the current examination, including papers written before and after the time at which the offence was committed.
- 6.5.8** If the Chief Executive Officer is satisfied that breaches of regulations or any irregularity, misconduct or dishonesty whatsoever in connection with the examination have been widespread at any centre, or that the circumstances in which the examinations are held at any centre are unsatisfactory, they may at their discretion cancel the entire examination at that centre, or any one or more papers or the results thereof, in relation to all the candidates at that centre.
- 6.5.9** If a candidate is expelled you cannot apply for special consideration.

6.6 Emergencies

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

- evacuate the examination room;
- ensure that all the question papers and examination scripts are left in the examination room, and that the room is secured so that no exam materials leave the room;
- ensure that the candidates are supervised as closely as possible whilst they are out of the examination room so as to ensure there is no collusion, or external communication;
- after the candidates have returned to the examination room and before the examination is resumed, where it is feasible to do so, indicate on the candidates' work the point at which the interruption occurred;
- note the time and duration of the interruption;

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- allow the candidates the full working time prescribed for the examination;
- in the event of there being only a small number of candidates, consider the possibility of taking the candidates with question papers and scripts to another room in order to complete the examination but ensure that the safety of the candidate is a priority;
- make a full report of the incident and of the action taken for direct submission to the Executive Secretary at BEC.

7. Five (5) Minutes Warning

Twenty (20) and five (5) minutes before the end of the examination the invigilator should inform candidates of the time remaining. Refer to Appendix K - **BEC/EAC/JCE/G01/A07 – Invigilators Guide on What to Say to Candidates**.

8. At the End of the Examination

8.1 Finishing the Examination

8.1.1 At the end of the examination, candidates should be told to stop writing. (Refer to Appendix K - **BEC/EAC/JCE/G01/A07 – Invigilators Guide on What to Say to Candidates**).

The invigilator, using “What to Say to Candidates” must instruct the candidates to:

- ensure that all the required information has been entered on their scripts;
- check that their answers are correctly numbered;
- insert any continuation papers inside the answer booklets. Paper clips or staples should **not** be used to hold papers together as they could get dislodged causing the scripts to be mixed up.


8.2 Collection of Answer Scripts

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

8.2.2 Any sheets of extra paper a candidate wants to hand in to be marked should be inserted inside the answer booklet.

8.2.3 The invigilator must:

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

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- iii) place the scripts in a script return envelope and seal the packet in front of the candidates. The invigilator and one candidate should sign and date the script return envelope;
- iv) if the same examination is taking place in different rooms, invigilators from the small rooms should place the scripts in an envelope (which does not need to be sealed) and take the scripts to be collated with the scripts from the other rooms at a central point. Candidates' representatives must witness the sealing of the scripts at the central collation point;
- v) mark the outside of the script return envelopes with the centre number, the syllabus and component code (e.g. 12/01), the number of scripts enclosed and the range of candidate numbers in each packet. Absent candidates' numbers must be reflected on the packet that contains their range;
- vi) label the packets according to numbering indicated in the example below; e.g. if there are 5 packets they should be labelled as 1 of 5, 2 of 5, 3 of 5, 4 of 5 and 5 of 5.

8.3 Collection of Question Papers

8.3.1 Before candidates can leave, the invigilator must:

- i) collect, count and verify that every question paper that was issued out has been accounted for and place them in the original packets;
- ii) hand over the scripts and question papers to the Chief Invigilator for safe custody before despatch to BEC;
- iii) dismiss the candidates ensuring that they leave the room in an orderly manner.


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

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

IMPORTANT NOTE: Answer scripts are confidential between the candidate and BEC. They should not be read or photocopied by any person prior to despatch. By signing the outside of each script return envelope the Chief Invigilator is verifying the contents of the envelope and therefore there should be no discrepancy at the opening and verification of contents before the start of marking.

8.4 24-Hour Security Rule

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

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8.4.2 All question papers must be stored securely in the centre strong room until at least 24 hours after the published finishing time for the paper. (This means 24 hours not just the next day).

8.5 Leaving the Exam Room

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

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

8.5.3 Whether or not they leave the examination room early, candidates must not remove any question papers or transcribed content of question papers. This includes writing questions on Statement of Entry, inserting question content into calculators etc. This is not an exhaustive list. You must apply the 24-hour rule for the security of question papers and their contents.

9. Examination Malpractice

9.1 Definition

Malpractice is any action that occurs which may threaten the integrity of our examinations. This may occur before, during or after the examinations and may not necessarily be confined to events during timetabled examinations.


9.2 Individuals Involved

The individuals involved in malpractice may be:

- Candidates.
- Teachers or other staff members responsible for the conduct and quality assurance of examinations and assessment processes.
- Those involved in the assessment of candidates' work such as assessors, examiners and moderators.
- Others such as parents or friends of the candidate.


IMPORTANT NOTE: Regardless of the circumstances or the people involved, we have a statutory duty to investigate all allegations of malpractice relating to our examinations and assessments. We also have a duty to protect the integrity of all our qualifications. Section 11 of the **BEC/EAC/JCE/G01 - Guidelines for Conduct of Examinations** describes the procedures which must be followed in the investigation of all such allegations.

9.3 Candidate Malpractice

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

- i) The alteration of any results document, including Statement of Results and certificates.
- ii) Failing to follow the instructions or advice of an invigilator or other supervisor in relation to BEC regulations which apply to examinations and assessments.
- iii) Failure to abide by the conditions of invigilation or supervision which is intended to maintain the security of the examination or assessment.
- iv) Working in collusion with other candidates, beyond what is permitted by the regulations.
- v) Copying from another candidate.
- vi) Allowing work to be copied by another candidate.
- vii) The deliberate destruction of another candidate's work.
- viii) Seeking, obtaining, exchanging or receiving (or attempting to obtain or receive) information which is examination related from another candidate in the examination room, or passing any such information to another candidate in the examination room. This includes communication by speech and in writing and other non-verbal communication.
- ix) Making a false declaration of authenticity in relation to coursework.
- x) Either giving or receiving assistance in the production of coursework.
- xi) Being in possession of confidential material in advance of an examination.
- xii) Bringing into the examination room unauthorised materials such as notes, study guides, electronic dictionaries, cell phones, etc.
- xiii) The inclusion of offensive or obscene material in scripts or coursework.
- xiv) Pretending to be someone else in the examination (impersonation), or arranging for another person to take one's place in an examination.
- xv) The inclusion in coursework of material which is copied from another source but which is not acknowledged.
- xvi) Theft of another candidate's work.
- xvii) Behaving in such a way as to undermine the integrity of the examination.

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9.4 What to do in Case of Suspicion of Malpractice

Invigilators who suspect malpractice in a BEC examination are required to report their suspicions to Chief Invigilator immediately, who will then provide BEC with a full account of the circumstances which has given rise to the suspicions. Failure by the centre to notify us of suspected malpractice constitutes malpractice in itself.

9.4.1 Report cases of suspected malpractice with all relevant information. This includes:

- Statements from relevant invigilators. Statements should include a detailed account of the circumstances surrounding the suspected malpractice, including any details of investigation that has been carried out by the invigilator.
- Statements from all candidates involved in the suspected malpractice, giving their account of events in their own words.
- Evidence of any unauthorised material found in a candidate possession e.g a photograph of the unauthorised material.
- Seating plans
- Any additional evidence or information that is relevant.

9.4.2 Provide all statements in English. If the level of English of the person writing the statement would undermine their ability to produce a fair statement, we may accept the statements in Setswana.

9.4.3 We take all reports of suspected malpractice seriously. We will acknowledge reports in writing. In our response we will either:

- confirm no further action,
- issue guidance, or
- open a suspected malpractice investigation.