

 BOTSWANA EXAMINATIONS COUNCIL	Directorate	Examinations Administration and Certification
	Function	JCE
	Document Type	Manual
	Document No.	BEC/EAC/JCE/Man01.v1
	Effective Date	2016-07-29
Title	Manual for Invigilators	



BOTSWANA
EXAMINATIONS
COUNCIL

Manual for:

JCE Invigilators

Document Reference:

BEC/EAC/JCE/Man01.v1

 BOTSWANA EXAMINATIONS COUNCIL	Directorate	Examinations Administration and Certification
	Function	JCE
	Document Type	Manual
	Document No.	BEC/EAC/JCE/Man01.v1
	Effective Date	2016-07-29
Title	Manual for Invigilators	

DOCUMENT CONTROL SHEET

Preparation

	Name	Date
Prepared by:	Z.T Tau- Bafaletse	2016/07/01

Release

Version	Date Released	Pages Affected	Remarks

Approval - Document Sign off

Name	Role	Date	Signature
Onalenna G. Keatimilwe	Manager Programmes PSLE/JCE	2016.08.02	Signed
Dorcas K. Morake	Director, EAC	2016.08.14	Signed

Revision History

Change Made By	Description	Version	Date

This document is the property of the Botswana Examinations Council (BEC). It is strictly confidential and may on no account be reproduced, copied or divulged to any third party without prior authorisation by BEC Management.
 This document is only valid for the date and the time that it was printed.

© BEC 2016

 BOTSWANA EXAMINATIONS COUNCIL	Directorate	Examinations Administration and Certification
	Function	JCE
	Document Type	Manual
	Document No.	BEC/EAC/JCE/Man01.v1
	Effective Date	2016-07-29
Title	Manual for Invigilators	

TABLE OF CONTENTS

1. INTRODUCTION	2
2. SCOPE	2
3. REFERENCES	2
BEC/EAC/JCE/GO1/.VI - GUIDELINES FOR THE CONDUCT OF JUNIOR CERTIFICATE EXAMINATIONS.....	2
TERMS AND ABBREVIATIONS	2
4.1 TERMS AND DEFINITIONS.....	2
4.4 ABBREVIATIONS	3
BEC BOTSWANA EXAMINATIONS COUNCIL	3
EAC EXAMINATIONS ADMINISTRATION AND CERTIFICATION	3
JCE JUNIOR CERTIFICATE EXAMINATION	3
4. ROLES AND RESPONSIBILITIES	3
5.1 THE ROLE OF THE CHIEF INVIGILATOR.....	3
5.2 THE ROLE OF SENIOR INVIGILATOR.....	5
5.3 THE ROLE OF THE INVIGILATOR.....	6
5.4 THE ROLE OF ROVERS.....	7
5. PREPARATIONS FOR THE EXAMINATIONS	8
6.1 RECEIPT OF QUESTION PAPERS.....	8
6.2 SECURITY OF EXAMINATIONS MATERIAL.....	8
6.3 A DAY BEFORE THE EXAMINATION.....	9
6.3.1 Examinations Materials	9
6.3.2 The Examination Room	10
6.3.3 Examinations Testing Listening Skills	10
6. CONDUCTING THE EXAMINATION	11
7.1 AT THE BEGINNING OF THE EXAMINATION	11
7.2 WHAT TO DO DURING INVIGILATION.....	11
7.2.1 Starting the Examination.....	11
7.2.2 During the course of the examination, the invigilator should:.....	12
7.2.3 Late Candidates/Early Leavers	12
7.2.4 Irregularities.....	13
7.2.5 At the End of the Examination.....	13

 BOTSWANA EXAMINATIONS COUNCIL	Directorate	Examinations Administration and Certification
	Function	JCE
	Document Type	Manual
	Document No.	BEC/EAC/JCE/Man01.v1
	Effective Date	2016-07-29
Title	Manual for Invigilators	

1. Introduction

This manual is intended to standardize the conduct of examinations in all BEC centres and is intended for use by Invigilators. Chief Invigilators are expected to ensure that all invigilators have been taken through the BEC/EAC/JCE/GO1/.v1- Guidelines for the Conduct of Examinations and this manual before they can conduct any examination. Each invigilator is expected to have a copy of this manual during each examination they will be conducting.

The Head of Centre is responsible to BEC for the proper conduct of the examination by observance of this manual and should ensure that all invigilators comply with the regulations here provided. If a situation arises which is not covered by this manual, the advice of BEC should be sought.

This manual refers to the conduct of examinations in all assessments and in all syllabuses/subjects. Additional subject instructions for the conduct of some examinations will be also issued, where appropriate, by BEC.

This document should be used in conjunction with the BEC/EAC/JCE/GO1/.v1- Guidelines for the Conduct of Examinations, BEC.EAC.P05.v1- Access Arrangements and Special Considerations: A Guide to Centres and any relevant guidelines which have been provided by BEC.

2. Scope

The manual is intended to standardize the conduct of examinations in all BEC centres and it is to be used by Invigilators. Each invigilator is expected to have a copy of this manual during each examination they will be conducting.

3. References

BEC/EAC/JCE/GO1/.v1 - Guidelines for the Conduct of Junior Certificate examinations.

BEC/EAC/G01 – Access Arrangement and Special Consideration: A Guide for Centres

4. Terms and Abbreviations

4.1 Terms and Definitions

7.1.1 Examination Centre

A BEC approved institution or place where examinations are conducted in accordance to the Guidelines and or other instructions laid down by BEC.

 BOTSWANA EXAMINATIONS COUNCIL	Directorate	Examinations Administration and Certification
	Function	JCE
	Document Type	Manual
	Document No.	BEC/EAC/JCE/Man01.v1
	Effective Date	2016-07-29
Title	Manual for Invigilators	

7.1.2 Head of Centre

The School Head, the School Principal or the Head of any institution approved by BEC as an Examination Centre.

7.1.3 Invigilator

A person appointed by the Chief Invigilator or BEC to ensure that the examination is conducted in accordance with the guidelines contained in this manual and or any other instructions which may be issued by BEC.

4.1 Abbreviations

BEC Botswana Examinations Council

EAC Examinations Administration and Certification

JCE Junior Certificate Examination

5. Roles and Responsibilities

5.1 The role of the Chief Invigilator

The Chief Invigilator is the person appointed by the Head of Centre to oversee the general running of examinations and assessment in the centre and accounts to the Head of Centre for everything that happens during the examination in the centre. The Chief Invigilator is the liaison person between BEC and the examination centre. The Chief Invigilator is responsible, among other things, for:

- Overall responsibility of the custody of question papers and scripts.
- Examinations conduct in the centre.
- Ensuring adherence to examinations regulations by the centre.
- Keeping daily register of attendances of invigilators.
- Returning of invigilation register to BEC.
- Ensuring that all communication devices e.g. cell phones are switched off during examinations and that they are not permitted in the examination room.

 BOTSWANA EXAMINATIONS COUNCIL	Directorate	Examinations Administration and Certification
	Function	JCE
	Document Type	Manual
	Document No.	BEC/EAC/JCE/Man01.v1
	Effective Date	2016-07-29
Title	Manual for Invigilators	

- Assisting the Head of Centre in the discharge of duties and responsibilities related to examinations.
- Selecting and appointing qualified members of the teaching staff (including those for special needs) as invigilators and rovers in accordance with the instructions issued by BEC.
- Attending examination related workshops and meetings arranged by BEC where Chief Invigilators are briefed regarding the procedures, rules and regulations relating to examinations.
- Training invigilators in the centre on examinations conduct.
- Drawing and implementing invigilation schedules.
- Maintaining strict confidentiality on matters concerning examinations.
- Supervising invigilators and rovers.
- Ensuring that examinations records are in order e.g. attendance registers.
- Secure storage of examination material and dispatch.
- Ensuring submission of candidates' coursework and forecast grades to BEC.
- Submitting reports on any irregularity in the conduct of examinations e.g. malpractice.
- Supporting BEC officers during visits to the centres and trial testing sessions.
- Ensuring that candidates who sit examination are properly identified.
- Ensuring that all examinations are accessible to all eligible candidates.
- Entering coursework marks and forecast grades to Malepa computer application.
- Ensuring that all candidates are properly registered as per BEC guidelines.
- Ensuring that registration entry lists are amended.
- Facilitating cross checking for accuracy of candidate registration detail.
- Ensuring that final version of the timetable is received from BEC and availed to all candidates.

 BOTSWANA EXAMINATIONS COUNCIL	Directorate	Examinations Administration and Certification
	Function	JCE
	Document Type	Manual
	Document No.	BEC/EAC/JCE/Man01.v1
	Effective Date	2016-07-29
Title	Manual for Invigilators	

- Ensuring that all candidates are taken through the instructions to candidates, roles and responsibilities of the candidate and have copies of the instructions.
- Ensuring that all candidates are sensitized on what constitute malpractice and the consequences thereof.
- Printing reports e.g. statement of entry, statement of results etc.
- Communicating all results enquiries with BEC on behalf of the centre, the candidate or the parents.

5.2 The Role of Senior Invigilator

Senior invigilator will be tasked with the responsibility to supervise a group of invigilators. Senior invigilators assist the chief invigilator in carrying out his/her day to day examinations duties. His/her specific duties will include the following:

5.2.2 See to the preparation and readiness of the examination rooms which include the following:

- Candidates are **not** seated two or more to a desk.
- Candidates are seated at least 1.25 metres apart.
- Subject matter such as charts, drawings, maps etc. are removed from the walls.
- Chalkboards are cleared of writing, formulae, drawing etc.
- Examinations rooms are sufficiently ventilated and illuminated.

5.2.3 Before the commencement of the examination session, the Senior Invigilators should read the instructions to candidates and inform them that they could be disqualified from the examination should they contravene any of the instructions.

5.2.4 Ensure that the question papers being opened and distributed to candidates are correct according to the time and date specified on the examination time table.

5.2.5 Visit examination room(s) frequently during each session to make sure a high standard of invigilation is maintained.

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

5.2.7 Ensure there are no unauthorized persons in or around examination room(s).

 BOTSWANA EXAMINATIONS COUNCIL	Directorate	Examinations Administration and Certification
	Function	JCE
	Document Type	Manual
	Document No.	BEC/EAC/JCE/Man01.v1
	Effective Date	2016-07-29
Title	Manual for Invigilators	

- 5.2.8** Ensure that all candidates are advised in time of requisites such as rulers, calculators, drawing instruments to be used in the examination of specific subjects.
- 5.2.9** Make sure that invigilators complete the attendance register appropriately.
- 5.2.10** Assist with relief invigilation by escorting and supervising candidates on toilet breaks ensuring no unauthorized material is consulted.
- 5.2.11** Ensure that scripts are properly batched and packed according to candidates' examination number once the session is ended.
- 5.2.12** Collect, check and sign all invigilation claim forms if applicable.
- 5.2.13** Submit written reports on all suspected and other cases of irregularities to the chief invigilator without delay.

5.3 The Role of the Invigilator

Invigilators ensure the smooth running of examinations. They will also deal with any problems that arise during an exam, including emergency evacuations, and ensure that no unauthorised materials are present, including mobile phones. An invigilator is responsible for ensuring:

- 5.3.1** The Invigilators must go around from one candidate to another to check each entry, i.e. name, centre name, centre number, student number and the syllabus name.
- 5.3.2** Invigilators are required to conduct the examination in accordance with guidelines contained in this document and any other instructions which may be issued by BEC.
- 5.3.3** Invigilators shall ensure that candidates understand and follow all instructions and regulations.
- 5.3.4** A day before the start of the examinations, Invigilators should check that they have all the necessary materials for the examination and that envelopes containing question papers have not been opened.
- 5.3.5** Where there is suspicion that any of the envelopes could have been tampered with, the invigilator must notify BEC immediately.

 BOTSWANA EXAMINATIONS COUNCIL	Directorate	Examinations Administration and Certification
	Function	JCE
	Document Type	Manual
	Document No.	BEC/EAC/JCE/Man01.v1
	Effective Date	2016-07-29
Title	Manual for Invigilators	

- 5.3.6** Invigilators shall check that the seating arrangements for the candidates are suitable and that materials provided by the centre such as pencils, rubbers, rulers etc., are available in sufficient numbers.
- 5.3.7** The Invigilators may not assist the candidates with answering examination questions. Once the candidate has begun answering the questions, the invigilator must not repeat instructions, nor explain difficult words, phrases or concepts contained in the questions. He/she should not in any way indicate to the candidate whether the question has been answered correctly or incorrectly. In short, she/he must never assist or encourage the candidate towards the choice of an answer.
- 5.3.8** The invigilators must not bring cell phones, books, newspapers, magazines or any reading material to the examination room nor write anything that is not connected with his/her duties while the examination is in progress.
- 5.3.9** Invigilators shall maintain silence throughout the examination as even whispered conversation may distract candidates.
- 5.3.10** Invigilator shall disengage from unnecessary conversation with non-invigilators outside or inside the examination room or anywhere nearby.

5.4 The Role of Rovers

Rovers are responsible for ensuring that invigilators and candidates get whatever assistance they require during the examination. The following are the duties of a rover:

- 5.4.1** Take up a suitable position outside the examination rooms in order to provide assistance to the invigilators. He/she may not be in the examination room unless summoned by the invigilator during the period of the examination. In no circumstance should he/she distribute question papers or stationery nor assist with the collection of candidates answer books following each examination.
- 5.4.2** Ensure as far as possible that no disturbance occurs outside the examination room which could distract the candidates from their work.
- 5.4.3** The additional invigilator must not leave his/her position for any reason other than when he/she is 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.

 BOTSWANA EXAMINATIONS COUNCIL	Directorate	Examinations Administration and Certification
	Function	JCE
	Document Type	Manual
	Document No.	BEC/EAC/JCE/Man01.v1
	Effective Date	2016-07-29
Title	Manual for Invigilators	

6. Preparations for the Examinations

6.1 Receipt of Question Papers

6.1.1 Question papers and other materials such as answer sheets will be delivered to centres or collected by centres and invigilators are expected to assist the Chief Invigilator in the checking of the question papers according to the registration lists to ensure that all materials are received prior to the examinations

6.1.2 Question paper packets and examination materials should be carefully checked on receipt and BEC notified immediately if there are any problems such as:

6.1.2.1 Discrepancy between the materials received and the delivery note or dispatch note;

6.1.2.2 The materials received appear not to meet the centre's requirements

6.1.2.3 The materials have been significantly damaged in transit;

6.1.2.4 There appear to have been a possible breach of security whilst the material was in transit;

6.1.2.5 The seal of a question paper packet is not intact or there is evidence that a seal may have been tampered with;

6.1.2.6 There has been an unexpected delay in delivering the question papers.

6.1.3 Question paper packets should also be checked against the checklists provided by BEC and arranged in timetable date order in the secure store so as to reduce the likelihood of opening a packet of question papers at the wrong time. Any discrepancies or any other problem should be reported immediately through the Chief Invigilator to the Director of Examination Administration and Certification at BEC.

6.2 Security of Examinations Material

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

6.2.2 The packets of question papers and other examination materials must not be opened until the time appointed for the examination, except where BEC instructs otherwise.

 BOTSWANA EXAMINATIONS COUNCIL	Directorate	Examinations Administration and Certification
	Function	JCE
	Document Type	Manual
	Document No.	BEC/EAC/JCE/Man01.v1
	Effective Date	2016-07-29
Title	Manual for Invigilators	

6.2.3 Where a Centre conducts examinations for the same component in more than one room, it is permissible to open a packet of question papers in one of the rooms, in the presence of the candidates, and to take some of the papers to the other room(s) on the same site. However, it is not permissible to open the packet of question papers earlier than the time appointed for the examination in order to take some of the papers to another site. Under these circumstances, the Centre should make arrangements with BEC for separate packets of question papers to be supplied.

6.2.4 Where confidential materials such as instructions for practical examinations are required to be opened in advance of the examination, strict precautions must be taken to safeguard the materials after the packets have been opened. They must not be removed from the Centre and when not in use must be kept secure under the conditions described in the BEC/EAC/JCE/GO1/.v1- Guidelines for Conduct of Examinations.

6.2.5 Where confidential material is pre-recorded on tapes or other media such as CD-ROM, arrangements must be made, prior to the examination, for such material to be tested according to the instructions issued by BEC and any deficiencies notified immediately to BEC.

6.2.6 Examination stationery and materials must be stored securely at all times so that no unauthorised person has access to them.

6.3 A Day before the Examination

An invigilator has to ensure that all that is needed for the examination they will be invigilating is ready a day before the examination.

6.3.1 Examinations Materials

To run the examination, you will need:

- Candidate list
- Question Papers - Ensure that question papers for the examination are sufficient for the expected number of candidates according to the candidate list for the examination. Check each and every package to ascertain that the number of copies packed is correct and that each packet has not been tampered with.
- Answer sheets for multiple-choice papers. Check that these are sufficient for the expected number of candidates.

 BOTSWANA EXAMINATIONS COUNCIL	Directorate	Examinations Administration and Certification
	Function	JCE
	Document Type	Manual
	Document No.	BEC/EAC/JCE/Man01.v1
	Effective Date	2016-07-29
Title	Manual for Invigilators	

- A functional wall clock.
- Hard boards for multiple-choice examinations
- A functional CD-player for examinations testing listening skills
- Rubber bands
- Answer booklets and/or continuation sheets for written examinations
- Permanent marker (for labeling)
- Masking tape for sealing of the packets
- Attendance register
- Seating plan

6.3.2 The Examination Room

6.3.2.1 Ensure that the examination room is ready with well-labeled desks. The desks should be labeled in order according to the numbers of the candidates. The distance between the centre of one desk and the centre of adjacent desks must be at least 1.25 meters.

6.3.2.2 The room should have adequate lighting and ventilation.

6.3.2.3 Display material (e.g. maps, diagrams, wall charts) which might be helpful to candidates must not be visible in the examination room except for The Notice to Candidates which should be displayed somewhere in the room for all candidates to see.

6.3.2.4 A reliable clock must be visible to each candidate in the examination room.

6.3.3 Examinations Testing Listening Skills

Special arrangements need to be made for examinations intended to test listening skills like in the case of Music, French and English language. For these components additional instructions will be issued by BEC and these need to be read before the examinations for adequate preparations to be made. Check the instructions and familiarize yourself with them to ensure compliance.

 BOTSWANA EXAMINATIONS COUNCIL	Directorate	Examinations Administration and Certification
	Function	JCE
	Document Type	Manual
	Document No.	BEC/EAC/JCE/Man01.v1
	Effective Date	2016-07-29
Title	Manual for Invigilators	

7. Conducting the Examination

7.2 At the Beginning of the Examination

7.2.1 The invigilators must be satisfied as to the identity of every candidate attending each examination, and arrangements must be made to carry out adequate checks whenever it is necessary to do so.

7.2.2 All private candidates must be positively identified by means of a national identity card or passport.

7.2.3 Ensure that no unauthorized person is present in the examinations room. Only persons authorised by the Head of Centre are allowed in the examination room.

7.2.4 Before you administer the examination, make sure:

7.2.4.1 No bags or unauthorized materials are allowed into the testing room.

7.2.4.2 All books have been removed from the desk.

7.2.4.3 The walls have been cleared of all charts etc.

7.2.4.4 The chalkboard has been cleared of all writing.

7.2.4.5 Pupils are seated quietly, according to their candidate numbers, with nothing on their desks.

7.2.4.6 Complete the attendance register as soon as candidates are seated according to the seating plan.

7.3 What to do During Invigilation

7.3.1 Starting the Examination

7.3.1.1 Inform and warn the candidates that;

- The examination is deemed to be in progress from the time the candidates enter the room until all the scripts have been collected.

 BOTSWANA EXAMINATIONS COUNCIL	Directorate	Examinations Administration and Certification
	Function	JCE
	Document Type	Manual
	Document No.	BEC/EAC/JCE/Man01.v1
	Effective Date	2016-07-29
Title	Manual for Invigilators	

- Once in the room they are subject to the regulations of the examination.
- any unauthorized material should be handed in

7.3.1.2 Distribute the stationery needed for the examination and ensure that all candidates have all that is necessary to enable them to complete the examination.

7.3.1.3 Open the question paper packets in front of the candidates. Lift up each packet in front of the candidates for them to ensure that each packet is intact.

7.3.2 During the course of the examination, the invigilator should:

7.3.2.1 Handle queries from candidates both quickly and efficiently

7.3.2.2 Go immediately to candidates who raise their hands

7.3.2.3 Take details of candidate's queries. Do not attempt to answer the query yourself.

7.3.2.4 Contact the Chief Invigilator who in turn will consult with the Council on the matter.

7.3.2.5 While the examination is in progress the invigilators should **not**:

- ❖ Disturb the candidates by walking unnecessarily or noisily to and fro in the examination room.
- ❖ Engage in unnecessary conversation with fellow invigilators
- ❖ Read any question paper or discuss it with colleagues
- ❖ Read any candidates answers or give unfair assistance
- ❖ Eat or read newspapers/books etc. in the examination room make any remarks on any candidate either in or outside the examination room
- ❖ Use any communication devices (mobile phone, pager etc) during the examination.

7.3.3 Late Candidates/Early Leavers

7.3.3.1 Candidates who arrive more than thirty minutes late for the examination should not be admitted to the examination room but due discretion may be excised by the invigilator in cases where they are exceptional circumstances affecting the candidate. If accepted the invigilator is asked to assist the candidate to settle as quickly as possible. The invigilator

 BOTSWANA EXAMINATIONS COUNCIL	Directorate	Examinations Administration and Certification
	Function	JCE
	Document Type	Manual
	Document No.	BEC/EAC/JCE/Man01.v1
	Effective Date	2016-07-29
Title	Manual for Invigilators	

should note against the candidate's name and number, the time of arrival on both attendance register.

7.3.3.2 If a candidate arrives late and inquires if extra time may be allowed, the candidate's name and number should be noted, the title of the examination paper and details of the reason for late arrival. This note should be passed immediately to the Chief Invigilator/ senior invigilator who will take the appropriate action and in due course notify the candidate of a decision. Meanwhile the candidate should be told that a decision will be made as quickly as possible and she/he should continue with the examination.

7.3.3.3 Prevent candidates leaving the hall/room during the first 30 minutes and last 15 minutes of the examination or any candidates instructed to stay behind at the end of the examination.

7.3.3.4 Collect examination scripts from early leavers. Ensure that they have entered their details including candidate number on the answer book and note what time they left on the two copies of attendance register.

7.3.4 Irregularities

7.3.4.1 Always be alert, vigilant and on the lookout for possible irregularities.

7.3.4.2 Where there is clear evidence of a candidate referring to unauthorized material, it must be removed immediately. The candidate should be allowed to continue working but be told that they will have to remain behind at the end of the examination.

7.3.4.3 If no such clear evidence exists, the invigilator must maintain a discreet vigilance. In this case it would be advisable to inform the Chief Invigilator/ senior invigilator.

7.3.5 At the End of the Examination

7.3.5.1 Take the examination script from the candidates, ensuring that each candidate has completed the cover sheet of the answer booklet, including candidate number, title of paper, date and numbers of questions attempted.

7.3.5.2 Collect any spare answer booklets, exam papers or supplementary answer booklets.

7.3.5.3 Assist the Chief Invigilator/ senior invigilator to count exam scripts and release students when ALL scripts have been collected. Check whether the names in the scripts correspond with the names on the attendance registers.

 BOTSWANA EXAMINATIONS COUNCIL	Directorate	Examinations Administration and Certification
	Function	JCE
	Document Type	Manual
	Document No.	BEC/EAC/JCE/Man01.v1
	Effective Date	2016-07-29
Title	Manual for Invigilators	

7.3.5.4 Collect rubbish and dispose it as appropriate.

7.3.5.5 As some exams may still be in progress, invigilators might be required to supervise leaving candidates to ensure that remaining candidates are not disturbed.

7.3.5.6 In case of fire alarm, Invigilators should make an announcement to candidates in a calm and clear voice they should accompany the candidates to the outside of the building through fire exits. Discourage candidates from standing in the road. Chief Invigilator should advise candidates about any alternative assembly point.