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GOVERNMENT NOTICES

DEPARTMENT OF EDUCATION

No. 564

6 July 2007

NATIONAL EDUCATION POLICY ACT, 1996 (ACT NO. 27 OF 1996)

NATIONAL POLICY REGARDING FURTHER EDUCATION AND
TRAINING PROGRAMMES: APPROVAL OF THE DOCUMENT:
*NATIONAL POLICY ON THE CONDUCT, ADMINISTRATION AND
MANAGEMENT OF THE NATIONAL SENIOR CERTIFICATE: A
QUALIFICATION AT LEVEL 4 ON THE NATIONAL QUALIFICATIONS
FRAMEWORK (NQF)*

I, Grace Naledi Mandisa Pandor, Minister of Education, hereby, in terms of *Sections 3(4)(7) and 7* of the *National Education Policy Act, 1996 (Act No. 27 of 1996)*, approve the document, *National policy on the conduct, administration and management of the National Senior Certificate: A qualification at Level 4 on the National Qualifications Framework (NQF)* as set out in the Schedule, as national education policy.

GNM PANDOR, MP

MINISTER OF EDUCATION

DATE:

THE SOUTH AFRICAN SCHOOLS ACT, 1996 (ACT NO. 84 OF 1996) AS
AMENDED

NATIONAL POLICY REGARDING FURTHER EDUCATION AND
TRAINING PROGRAMMES: APPROVAL OF THE DOCUMENT:
*NATIONAL POLICY ON THE CONDUCT, ADMINISTRATION AND
MANAGEMENT OF THE NATIONAL SENIOR CERTIFICATE: A
QUALIFICATION AT LEVEL 4 ON THE NATIONAL QUALIFICATIONS
FRAMEWORK (NQF)*

I, Grace Naledi Mandisa Pandor, Minister of Education, hereby, in terms of *section 6(A)* of the *South African Schools Act, 1996 (Act. No. 84 of 1996)*, approve the document, *National policy on the conduct, administration and management of the National Senior Certificate: A qualification at Level 4 on the National Qualifications Framework (NQF)* as set out in the Schedule, as national education policy.

The policy as contained in the policy document, *National policy on the conduct, administration and management of the National Senior Certificate: A qualification at Level 4 on the National Qualifications Framework (NQF)*, Annexure A, reflects:

- (a) The minimum outcomes and standards; and
- (b) The processes and procedures for the assessment of learner achievement.

The policy document, *National policy on the conduct, administration and management of the National Senior Certificate: A qualification at Level 4 on the National Qualifications Framework (NQF)* is applicable to both public and independent schools.

GNM PANDOR, MP
MINISTER OF EDUCATION
DATE:

ANNEXURE A

SCHEDULE



education

Department:
Education
REPUBLIC OF SOUTH AFRICA

NATIONAL POLICY ON THE CONDUCT,
ADMINISTRATION AND MANAGEMENT OF THE
NATIONAL SENIOR CERTIFICATE: A
QUALIFICATION AT LEVEL 4 ON THE
NATIONAL QUALIFICATIONS FRAMEWORK
(NQF)

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DEFINITIONS

Any definition that is contained in the *General and Further Education and Training Quality Assurance Act, 2001 (Act No. 58 of 2001)* will be applicable to this policy document and will have the same meaning, unless specifically indicated in this text.

Administrative errors**or omissions**

means irregularities that are of a technical nature, where the candidate or an examination official unintentionally fails to follow the prescribed administrative procedure. The candidate may be disadvantaged by this error or omission.

Assessment irregularity

means any event, act or omission, and any alleged event, act or omission, which may undermine or threaten to undermine the integrity, credibility, security, or the fairness of the examination and assessment process.

Behavioural Offence

means misbehaving, creating a disturbance or wilfully disobeying legitimate instructions, which may have an adverse effect on the examination process or the outcome of the examinations.

Candidate

means a learner who has entered for the final National Senior Certificate examination in Grade 12.

Chief Examiner

is the person who manages the process of setting the examination question papers and takes responsibility for the quality and standard of the examination question paper.

- Chief Executive Officer** means the Chief Executive Officer contemplated in section 11 of the *General and Further Education and Training Quality Assurance Act, 2001 (No. 58 of 2001)*.
- Chief Invigilator** is the Principal of a registered examination centre or another person specifically appointed in that capacity who is accountable and responsible for the administration of the examination of the National Senior Certificate and other related assessment matters, at the examination centre.
- Chief Marker** is a person responsible for the marking of an external examination paper written under the auspices of an examination body accredited by Umalusi,
- Department of Education:** means the national department responsible for education.
- Deputy Chief Examiner** is the person assisting the Chief Examiner with the setting, translating, editing and final proof-reading of a national external examination paper, as well as developing memoranda and other assessment material as may be required.
- Deputy Chief Marker** is a person who assists the Chief Marker with the final marking of an external examination paper.
- Examination:** means the National Senior Certificate examination conducted at the end of the year.
- Examination Body** is the body accredited by Umalusi, the Council for General and Further Education and Training Quality Assurance as a body responsible for conducting the National Senior

Certificate examination. This body could be the Department of Education or any other body accredited by Umalusi for this purpose.

Examination Centre	A centre registered by a provincial education department in terms of <i>Section 18</i> of the <i>General and Further Education and Training Quality Assurance Act, 2001 (Act No. 58 of 2001)</i> for the purpose of administering the National Senior Certificate examination.
Examination irregularity	means any event, act or omission, and any alleged event, act or omission, which may undermine or threaten to undermine the integrity, credibility, security, or the fairness of the examination process.
Examination Process	includes the total process of examination that commences with the registration of candidates, the setting of the examination question papers, moderation, the security and integrity of such examination, the marking and processing of results and the certification thereof.
Examination Sitting	is either a main examination sitting or a supplementary examination sitting.
Full-time candidate	is a learner who has enrolled for tuition and who offers a National Senior Certificate in a full-time capacity at a public or independent school or any other registered institution and who presents seven (7) subjects in terms of the National Senior Certificate requirements. Such a candidate must fulfill all internal assessment requirements, including oral and practical requirements where applicable.

Grade	means that part of an educational programme, which a learner may complete in one school year, or any other education programme, which the Member of the Executive Council (MEC) may deem to be equivalent thereto.
Head of Department	refers to the Head of a provincial education department.
Independent school	means a school defined in terms of <i>section 1</i> of the <i>South African Schools Act, 1996 (No. 84 of 1996)</i> .
Internal Assessment	means any assessment conducted by a school or institution, the outcomes of which count towards the achievement of the National Senior Certificate. Internal Assessment thus refers to School-Based Assessment or Site-Based Assessment.
Investigation	encompasses all activities relating to the collection of evidence in respect of a reported irregularity. This may include interviews or submission of written reports from various examination officials, candidates or any other person that may assist in providing information on the reported irregularity. All investigations must be conducted under the auspices of the Provincial Examinations Irregularities Committee (PEIC) and reported to the Head of Department.
Invigilator	is a person appointed and responsible for the conduct of an examination or related examination activity at the examination centre. Invigilators are teachers, deputy principals or reputable members of the community.

Learner	refers to any person, including part-time learners, receiving education at a public or independent school or learning institution.
Learner evidence of performance	means the collection of the learner's work that is used to compile his or her internal assessment mark.
Marker	is a person who is appointed to mark an external examination question paper.
Marking Centre Manager	is an official appointed to be responsible for the management and administration of a marking centre.
MEC	the member of the Provincial Executive Council responsible for Education.
Moderator	a person that is responsible for ensuring that the examination question paper complies with the standards and requirements set out in the Subject Statements and Subject Assessment Guidelines.
NEIC	means the National Examinations Irregularities Committee established by the Minister of Education to coordinate the handling of irregularities identified during assessment.
National Senior Certificate	A qualification at Level 4 on the National Qualifications Framework (NQF) that will be awarded in 2008 for the first time to Grade 12 candidates who comply with the national policy requirements set out in the policy document, <i>The</i>

National Senior Certificate: A qualification at Level 4 on the National Qualifications Framework (NQF).

- Part-time candidate a learner who has enrolled at an institution that does not offer tuition on full-time basis. A part-time candidate may enrol for any number of subjects in one examination sitting. Part-time candidates must comply with the internal and external assessment requirements of the National Senior Certificate including evidence of practical work where applicable.
- PEIC is the Provincial Examinations Irregularities Committee established by the provincial education department to investigate, conduct hearings regarding internal and external assessment irregularities and make recommendations to the Head of Department.
- Personnel Administration Measures (PAM) is the policy document which outlines and governs the remuneration and other service conditions of teachers employed in terms of the *Employment of Educators' Act, 1998 (Act No. 76 of 1998)*.
- Provincial education department means the department responsible for education in a province.
- SACE The South African Council for Educators is, in terms of the *Employment of Educators' Act, 1998 (Act No. 76 of 1998)*, a statutory body.

SAIC	is the School Assessment Irregularities Committee established by the school to deal with all irregularities identified during assessment.
Senior Marker	means a person who assists the Chief Marker in the marking process and takes responsibility for a group of markers at the marking centre.
Service Contract	is a binding and legal agreement between a provincial education department and an examination centre in respect of the administration, running and management of the National Senior Certificate examination.
Subject Assessment Guidelines	Guideline documents that specify the internal and external assessment requirements for each of the listed subjects in the <i>National Curriculum Statement (NCS) Grades 10-12 (General)</i> .
Teacher portfolio	means the full and final record of all the tasks that must be presented by the learner in his or her internal assessment mark for a particular subject, for assessment in the National Senior Certificate. The teacher portfolio will also include marking guidelines and assessment rubrics.
Umalusi	the Council for General and Further Education and Training Quality Assurance established in terms of the <i>General and Further Education and Training Quality Assurance Act, 2001 (Act No. 580.(2001))</i> .

CHAPTER I

INTRODUCTION

1. Introduction

- (1) *Section 3(4)(1) of the National Education Policy Act, 1996 (No. 27 of 1996)* makes provision for the determination of national education policy regarding curriculum frameworks, core syllabuses and education programmes, learning standards, examinations and the certification of qualifications. This provision is subject to the provisions of any law establishing a national qualifications framework or a certifying or accrediting body.
- (2) The policy stipulated in this document is only applicable to public schools and those independent schools that write the National Senior Certificate examination set by the Department of Education.
- (3) This policy document forms the basis for the Minister of Education to determine minimum outcomes and standards, as well as the processes and procedures for the assessment of learner achievement as stipulated in *section 6A of the South African Schools Act, 1996 (Act No. 84 of 1996)* which is applicable to public and independent schools.
- (4) The outcomes and standards determined in terms of *section 6(A) of the South African Schools Act, 1996 (Act. No. 84 of 1996)* will be translated into regulations in terms of *section 61 of the said act*. All accredited examination bodies must give effect to the regulations.

-
- (5) This document provides the necessary policy support for developing, organising., structuring and implementing an assessment framework for the National Senior Certificate.
- (6) To facilitate the process of policy formulation on examination and related matters a provincial education department and accredited examination bodies could be assisted by an Examination Board that would have an oversight role for the National Senior Certificate examinations for schools under its jurisdiction. A guideline to establish such an Examination Board is contained in (Annexure A).
- (7) This policy document focuses on assessment policy for both internal assessment (school-based or site-based assessment), and National Senior Certificate examinations.
- (8) This policy provides rules and conditions relating to the conduct and administration of internal assessment and National Senior Certificate examinations. This serves to govern the rights and privileges of all persons involved in the internal assessment and external examination processes, such as officials and teachers.
- (9) This policy document is aimed at quality assurance and must be read in conjunction with the following policy and guideline documents:
- (a) *The National Senior Certificate: A qualification at Level 4 on the National Qualifications Framework (NQF),'*
- (b) *An addendum to the policy document, the National Senior Certificate: A qualification at Level 4 on the National Qualifications Framework (NQF), regarding the National Protocol for Assessment (Grades R - 12),'*

- (c) *An addendum to the policy document, the National Senior Certificate: A qualification at Level 4 on the National Qualifications Framework (NQF), regarding learners with special needs:*
 - (d) Subject Statements for the various subjects in the *National Curriculum Statement (NCS) Grades 10-12 (General)*.
 - (e) Subject Assessment Guidelines for the various subjects in the *National Curriculum Statement (NCS) Grades 10-12 (General)*.
- (10) National policy on assessment is also contained in the following policy documents and all accredited examination bodies must comply with the prescriptions as set out in these documents:
- (a) *Education White Paper 6 on Special Needs Education: Building an Inclusive Education and Training System* that provides a policy framework for the transformation of practices related to examinations and assessment in general with a view to achieving enabling mechanisms to support learners who experience barriers to learning; and
 - (b) Regulations under the *General and Further Education and Training Quality Assurance Act, 2001 (Act No. 58 of 2001)*.
 - (c) Directives issued by Umalusi.
- (11) Considering the above, this document will run concurrently with the *National policy on the conduct, administration and management of the assessment of the Senior Certificate (Government Gazette, Vol. 471, No. 26789 of 17 September 2004)* and the *Regulations for the conduct,*

administration and management of assessment for the Senior Certificate, during the transitional phase until March 2011.

2. Assessment in the National Senior Certificate

- (1) The *National Curriculum Statement Grades 10-12 (General)* is the curriculum that underpins the policy for the National Senior Certificate.
- (2) Assessment refers to gathering evidence to make a judgment or describe the status of learning of an individual or group. Assessment should be linked to learning and teaching and not be viewed or conducted in isolation. The main aim of assessment is not simply to judge the outcome of learning, but to provide a supportive and positive mechanism that helps learners to improve their learning and teachers to improve their teaching.
- (3) Assessment in the National Senior Certificate comprises internal assessment and external examinations.
- (4) Internal assessment allows for learners to be assessed on a regular basis during the school year and also allows for the assessment of skills that cannot be assessed under examination conditions. Internal assessment includes a variety of assessment methods.
- (5) The purpose of external examinations is to provide reliable and fair measures of the achievements of learners across the country in the subjects offered.
- (6) Internal assessment and external examinations are designed to address the learning outcomes, assessment standards, content competencies, skills, values and attitudes of the subject, and to provide learners, parents and

teachers with results that are meaningful indications of what the learners know, understand and can do at the time of the assessment.

CHAPTER 2

FUNCTIONS ACCORDED TO VARIOUS QUALITY ASSURANCE AND EXAMINATION BODIES

3. Bodies involved in quality assurance or assessment of the National Senior Certificate

- (1) The *General and Further Education and Training Quality Assurance Act, 2001 (Act No. 58 of 2001)* lists the following bodies to be involved with quality assurance or assessment of the National Senior Certificate:
 - (a) Umalusi, the Council for General and Further Education and Training Quality Assurance is accredited by the South African Qualifications Authority (SAQA) in terms of *section 5(1)(b)(i) of the South African Qualifications Authority Act, 1995 (Act No. 58 of 1995)* as the body responsible for establishing education and training standards or qualifications for Further Education and Training institutions.
 - (b) Provincial education departments are accredited by the Umalusi Council in terms of *section 22 of the General and Further Education and Training Quality Assurance Act, 2001 (Act No. 58 of 2001)* as examination bodies responsible for the conduct, administration and management of the National Senior Certificate examination in their respective provinces.
 - (c) Provincial education departments are responsible for the administration of the National Senior Certificate examination for

all public schools in the respective provinces and any other school that registers with the provincial education department to write the National Senior Certificate examination.

- (d) Examination bodies accredited by Umalusi in terms of *section 16(6) of the General and Further Education and Training Quality Assurance Act, 2001 (Act No. 58 of 2001)* as examination bodies, are responsible for the conduct of the National Senior Certificate examination for schools registered with these accredited examination bodies for the administration of the National Senior Certificate.
- (e) Independent schools writing the National Senior Certificate examination question papers set by the Department of Education, must enter into a contract that governs the relationship between the provincial education department and the school.

CHAPTER 3

CONDUCT OF INTERNAL ASSESSMENT

4. General requirements: Minimum Norms and Standards
 - (1) In assessing a learner for promotion or certification, there are two components of assessment, namely internal assessment and an external examination. Internal assessment and external examinations are each allocated a weighting.
 - (2) The requirements for internal assessment are specified in the Subject Assessment Guidelines for the subjects listed in the *National Curriculum Statement Grades 10-J2 (General)*.
 - (3) An internal assessment mark based on school-based or site-based assessment is a compulsory component of the final promotion mark for all full-time and part-time candidates registered for a National Senior Certificate.
 - (4) The internal assessment mark counts 25% of the final promotion mark in Grade 12 and is a prerequisite for the issuing of the National Senior Certificate.
 - (5) Life Orientation is all exception. The final promotion mark will be based on internal assessment, which will be externally moderated as exemplified in the Subject Assessment Guidelines.
 - (6) The composition of the internal assessment of all subjects is outlined in the Subject Assessment Guidelines.

- (7) In Grade 12 internal assessment must be subjected to a moderation mechanism put in place by the provincial education departments and Umalusi.
 - (8) The absence of an internal assessment mark in any subject will result in the candidate registered for that particular subject receiving an "incomplete" result.
 - (9) In the case of a learner not complying with the requirements of internal assessment and valid reasons, as contemplated in *paragraph 5(7)*, of this document, are provided, he or she must be granted another opportunity to be assessed in the assigned tasks. In such a case the Head of Department will grant the learner three calendar months, from the date on which the concession is granted, to submit outstanding work or present himself or herself for internal assessment.
5. Compilation of the internal assessment mark: Minimum Norms and Standards
- (1) The compilation of the internal assessment mark must be done in accordance with the Subject Assessment Guidelines of the various subjects listed in the *National Curriculum Statement Grades 10-12 (General)*.
 - (2) All directives issued by Umalusi in respect of internal assessment, as stipulated in *section 17(1)* of the *General and Further Education and Training Quality Assurance Act (No. 58 of 2001)*, must be strictly adhered to.

- (3) Learner evidence of performance:
- (a) The learner's evidence of performance comprises assessment tasks that will constitute his or her internal assessment mark.
 - (b) Every learner must have an internal assessment mark per subject.
 - (c) The learner's evidence of performance must:
 - (i) Consist of the assessment components as specified for each subject in the relevant Subject ASSESSment Guidelines; and
 - (ii) Provide evidence for moderation.
 - (d) All assessment tasks must be evaluated, checked and authenticated by the teacher before being presented as the learner's evidence of performance.
- (4) Teacher portfolio of assessment tasks:
- (a) The teacher portfolio of assessment must be a complete record of assessment in the particular subject.
 - (b) Teachers must maintain a portfolio for every subject taught in respect of the National Senior Certificate.
 - (c) Failure by the teacher to maintain a portfolio of assessment constitutes an act of misconduct and will be dealt with in accordance with the *Employment of Educators' Act, 1998 (Act No. 76 of 1998)*.

- (d) Where two or more teachers are responsible for the teaching of the same subject, each teacher must maintain a separate portfolio.
 - (e) The teacher portfolio must be available when monitoring and moderation, at whatever level, take place.
- (5) Where a learner fails to comply with the minimum requirements of any component of the internal assessment mark, the following must apply:

In the event of a valid reason for failure to comply, the learner should be allowed the opportunity to redo the task or, where impractical, the mark for that particular component of the internal assessment mark should not be taken into consideration.

"Valid reason", in this context, constitutes the following:

- (a) Medical reasons as supported by a valid medical certificate issued by a registered medical practitioner;
 - (b) Humanitarian reasons, e.g. the death of an immediate family member, if supported by valid written evidence;
 - (c) The learner appearing in a court hearing supported by written evidence: or
 - (d) Any other reason as may be declared valid by the Head of Department or his or her nominee.
- (6) In the event of a learner failing to comply with the internal assessment requirements of a particular subject on the basis of valid reasons, evidence

of such valid reasons must be included in the learner's evidence for that subject.

- (7) Where the learner does not comply with the minimum requirements for internal assessment for a subject without a valid reason, the candidate must receive an incomplete result in that subject (Annexure B).
- (8) Where the subject teacher does not comply with the minimum requirements for internal assessment in the subject that he or she is responsible for, and learners are disadvantaged through no fault of their own, this constitutes an act of misconduct and must be dealt with in accordance with the provisions of the *Employment of Educators' Act* and related Assessment Regulations. Learners affected in this way will be accommodated in terms of fair administrative practice and marks adjusted appropriately as explained in the directives of Umalusi.
- (9) Umalusi may Issue directives for internal assessment to ensure the reliability of assessment outcomes. These directives must include measures for verification.
- (10) Provincial departments of education must monitor the implementation of internal assessment and report any irregularity in writing, without delay to Umalusi and the Director-General of the Department of Education. This report should indicate steps taken to deal with the irregularity.

6. Monitoring and moderation of internal assessment: Minimum Norms and Standards

- (1) All internal assessment must be subject to monitoring and moderation by the provincial education departments, as well as external moderation by Umalusi.
- (2) Monitoring should determine whether the minimum requirements for internal assessment in a particular subject, in terms of components and frequency, have been met.
- (3) Moderation should ensure that the minimum requirements of the internal assessment as contemplated in the National Subject Assessment Guidelines, have been met.
- (4) Guidelines aimed at providing assistance to teachers in ensuring greater reliability and validity to internal assessment must be issued by accredited examination bodies.

CHAPTER 4

LEARNERS TO BE ASSESSED

7. Admission: General

- (1) Public and independent schools and learning institutions as well as accredited examination bodies must ensure that full-time and part-time candidates have complied with the internal assessment requirements as stipulated in the various Subject Assessment Guidelines.
- (2) Public and independent schools and learning institutions as well as accredited examination bodies must ensure that full-time and part-time candidates are admitted for the final National Senior Certificate examination.
- (3) All learners attending public schools are obliged to enter for the National Senior Certificate examination of the Department of Education, except in cases where a subject offered is not examined by the Department of Education but by another accredited examination body.

8. Admission of full-time and part-time candidates: Minimum Norms and Standards

(1) Full-time candidate

A full-time candidate who enters for the National Senior Certificate examination must comply with the following requirements:

- (a) Enrol for tuition as a full-time learner at a public or independent school or any other registered institution, offering an NSC course of study;
- (b) Enrol for a NSC course of study that will be completed prior to the date of commencement of the examination;
- (c) Enrol for seven or more *National Curriculum Statement Grades 10-12 (General)* subjects; and
- (d) Comply with all internal assessment, oral and practical requirements where applicable.

(2) Full-time learners in Grade 12 may register for additional subjects for the National Senior Certificate, subject to the following conditions:

- (a) The candidate has obtained written permission from the Head of Department or his or her nominee;
- (b) The candidate has offered and passed the additional subject/s in Grade 10 and Grade 11;

- (c) The candidate will meet the requirements for internal assessment for the specific subjects;
- (d) If the additional subject that the candidate wishes to offer is not presented at the centre of registration, the candidate must obtain the approval of the head of the centre where he or she has registered, as well as the permission of the head of the institution or accredited examination body where the additional subject will be offered.
- (e) The institution offering the additional subject must forward the internal assessment mark to the centre of registration prior to commencement of the written examination; and
- (f) The school or learning institution where the learner is registered must capture all internal assessment marks of the learners correctly and the relevant forms on which these marks are captured must be signed by the principal, to confirm the correctness thereof.
- (g) A candidate registered for an additional subject must sit for the final examination at the centre of registration. Where this is not possible, special permission must be obtained from the Head of Examinations,

- (3) A part-time candidate is a learner who has enrolled at an institution that does not offer tuition on a full-time basis.
- (a) A part-time candidate may enroll for any number of subjects in one examination sitting.
- (b) A part-time candidate must:
- (i) Complete the programme requirements for Grades 10., 11 and 12 separately;
 - (ii) Comply with the internal assessment requirements for Grades 10., 11 and 12 and the practical and oral work where applicable; and
 - (iii) Comply with the external assessment requirements of Grade 12 as contemplated in the Subject Statements and the Subject Assessment Guidelines of the various subjects.
9. Requirements for the offering of subjects of other examination bodies that are approved by the Minister of Education for this purpose: Minimum Norms and Standards
- (1) Provincial education departments that wish to offer additional subjects as part of the National Senior Certificate must comply with the requirements set out in Annexure C.
- (2) The Minister of Education approves additional subjects to be offered by learners, subject to certain conditions, as part of the 7-subject package (Annexure D).

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10. Entrance requirements of the Endorsed National Senior Certificate as stipulated in the Addendum to the policy document, the National Senior Certificate: A qualification at Level 4 on the National Qualifications Framework (NQF): Minimum Norms and Standards
- (1) Learners with special needs who have obtained a Grade 9 certificate or its equivalent, may enroll for the Endorsed National Senior Certificate in Grade 10. The qualification will only be available to:
- (a) Learners with extensive special needs who are in special schools;
or
- (b) Learners in mainstream who have been identified and assessed for placement in special schools and who are on the waiting list for admission to special schools; or
- (c) Learners in mainstream who have been identified and assessed for placement in special schools, but who have opted to remain in mainstream schools.
- (2) The evaluation of learners with special needs as contemplated in *sub-paragraphs (a), (b) and (c)* must be verified by the relevant support structures at the various provincial education departments. The final approval is the decision of the Head of Education.
11. Entries: Minimum Norms and standards
- (1) The deadline for the registration of candidates for the National Senior Certificate examination is 15 March of the year of the examination. No registrations should be accepted after this date unless the Head of

Department or his or her representative approves such registration based on exceptional circumstance.

- (2) Candidates who write a supplementary examination and are unsuccessful will be given 15 working days following the release of the supplementary results to register for the examination.
- (3) The registration details of the candidate are required for the processing of the candidate's final results and therefore provincial education departments must ensure that candidates' information is accurately captured. The information furnished on the entry forms must be processed by the relevant provincial education departments and sent back to examination centres for checking prior to the start of the National Senior Certificate examination, At this stage only corrections should be made. Entry forms developed by the Department of Education in consultation with the provincial education departments, should be used.
- (4) Transfer of a candidate from one province to the other must be *mutually* agreed upon by the provincial education departments concerned. If no mutual agreement is obtained, the matter must be referred to the Director-General of the Department of Education for intervention.

12. Entries: Guidelines

- (1) Learners should be provided with appropriate advice and guidance with regard to subject choices at school and this should commence not later than Grade 9.
- (2) The Head of the Institution may recommend to the Provincial Head of Department the cancellation of an entry of a candidate after the entry has been accepted., if the candidate is irregular in attendance and/or has

committed a serious misdemeanour, The Provincial Head of Department must apply his or her mind to the circumstance and his or her decision is final.

13. Fees: Minimum Norms and Standards

- (1) The Minister of Education, after consultation with the MECs, may determine fees for -
 - (a) Re-marking of answer scripts, which must be refunded to the candidate if the re-marking results in an improvement of the symbol;
 - (b) Writing of the examinations;
 - (c) Re-checking of examination scripts;
 - (d) Viewing of examination scripts; and
 - (e) The re-issuing of a statement of results.
- (2) The Director-General of the Department of Education, after consultation with the Heads of the various provincial education departments may determine the fees provided for in *paragraph 1*.
- (3) Candidates may be exempt from paying examination-related fees, if the candidate can prove that he or she has been exempt from the payment of school fees in terms of the poverty-ranking formula or attended a no-fee-school.

- (4) The Minister, in consultation with the Council of Education Ministers, will consider appeals relating to examination fees.

14. Assessment policies and guidelines: Minimum Norms and Standards

- (1) Accredited examination bodies must comply with the policy document, *An addendum to the policy document, the National Senior Certificate: A qualification at Level 4 on the National Qualifications Framework (NQF), regarding the National Protocol for Assessment (Grades R - 12)*, and with the Subject Assessment Guideline documents of the Department of Education.

15. Language Medium: Minimum Norms and Standards

- (1) Examination question papers must be set in the language of learning and teaching (LOLT). Unless otherwise directed in the examination question paper, candidates must answer all questions in the language of instruction applicable to the candidate.
- (2) Examination questions in other languages must be answered in the language specified.

16. Concessions: Minimum Norms and Standards

- (1) The following concessions in respect of languages may be applied to candidates who experience barriers related to deafness, aphasia and dyslexia:
- (a) Deaf candidates may offer only one (1) official language at First Additional level, provided that another subject from Group B is offered in lieu of the one official language that is not offered,

provided further that such deaf candidate complies with the promotion requirements as contemplated in *paragraph 11(1)(e)* of the *National Senior Certificate: A qualification at Level 4 on the National Qualifications Framework (NQF)*.

- (b) Aphasic and dyslectic candidates may offer only one (1) official language at First Additional level, provided that another subject from Group B, listed in the document, *National Senior Certificate: A qualification at Level 4 on the National Qualifications Framework (NQF)*, is offered in lieu of the one official language that is not offered.
- (c) Candidates suffering from a mathematical disorder such as dyscalculia may be exempted from the offering of Mathematical Literacy or Mathematics, provided that another subject from Group B, listed in the document., *National Senior Certificate: A qualification at Level 4 on the National Qualifications Framework (NQF)*, is offered in lieu of Mathematical Literacy or Mathematics, provided further that such candidate complies with the promotion requirements as contemplated in *paragraph 11(1)(e)* of the *National Senior Certificate: A qualification at Level 4 on the National Qualifications Framework (NQF)*.
- (d) All applications for the concessions listed in *paragraph 16(1)(a), (b) and (c)* must be directed to the relevant provincial education departments when the learner enters Grade 10, or immediately after the learner has been identified with the learning disorder as contemplated in *paragraph 16(1)(a), (b) and (c)*.
- (e) All requests must be substantiated by evaluations by the provincial internal structures responsible for learners with special education

needs, as well as external professional registered expertise in the relevant fields contemplated in *sub-paragraphs (a); (b) and (c)*.

- (f) *White Paper 6 on Special Needs Education: Building an Inclusive Education and Training System (2001)*, guides policies related to learners experiencing barriers to learning.

17. Absentees: Minimum Norms and Standards

- (1) In the case of illness or any other circumstances beyond the control of the candidate, medical certificates, affidavits or acceptable proof are to be provided by the candidate and countersigned by the Head of the Institution concerned before submission to the provincial education department. Where the authenticity of a candidate's claim is in doubt, the Head of the Institution is to advise the Head of Department in writing, and then investigate the matter further.
- (2) Candidates who absent themselves from the end-of-year external examinations or scheduled internal assessment tasks for no valid reason, must not be permitted to enter the supplementary examination.
- (3) If a candidate is unable to write (or complete) one or more of the National Senior Certificate examination question papers for reasons other than illness or injury., a written report in which the circumstances are set out, must be submitted by the Head of the Institution.

18. Supplementary examination: Minimum Norms and Standards

A supplementary examination will be granted under the following conditions:

- (1) If a candidate has not met the minimum promotion and certification requirements in the final external examination, as contemplated in paragraphs 11 and 12, of the policy document, *The National Senior Certificate: A qualification at Level 4 on the National Qualifications Framework (NQF)*, but requires two subjects to obtain a National Senior Certificate, he or she may register for a maximum of two subjects in the supplementary examinations in the following year. These two subjects must be subjects that the candidate sat for in the previous end-of-year examination.
- (2) If a candidate is medically unfit and as a result is absent from one or more external examinations, he or she may register for the supplementary examination.
- (3) If a candidate who provides documentary evidence that he/she qualifies for admission to university or any other higher education institution or an occupation but does not satisfy the higher education faculty/department/subject/occupational requirements. Such a candidate will be allowed to register for a maximum of two subjects.
- (4) If there is a death in the immediate family of a candidate, or he or she has other special reasons for absence, he or she may register for the supplementary examinations. Immediate family for this purpose means father, mother, brother, sister, grandparents, husband, wife, legal partner and children.

- (5) In cases contemplated in *sub-paragraphs (a), (b) (c), and (d)* above the internal assessment of the Grade 12 year will be used, including practical/oral assessment marks where applicable to meet the internal assessment requirements.
 - (6) In the case where an irregularity is being investigated, provisional entry may be granted to the candidate concerned, pending the outcome of the investigation.
 - (7) A candidate may not change a subject in the supplementary examination.
 - (8) A candidate who did not write the examination or part thereof due to the reasons stated in paragraph 2(b) and (d), may be granted permission to write the supplementary examination only in the paper or papers that he or she did not write.
 - (9) In cases where the reason for admission to the supplementary examination needs to be supported by documentary evidence, the Head of the Institution must recommend or not recommend the registration of the candidate concerned for the supplementary examination.
19. Conduct of the National Senior Certificate examination beyond the borders of the Republic of South Africa: Minimum Norms and Standards
- (1) The following candidates will be considered for the National Senior Certificate examination outside the borders of the country:
 - (a) Candidates abroad who are citizens of the Republic of South Africa and have registered for the National Senior Certificate examination and who have fully complied with the internal

assessment requirements as contemplated In the Subject Assessment Guidelines of the various subjects;

- (b) Children of diplomats or personnel of the Embassy/Consulate; or
 - (c) Candidates who represent the country/province in a recognised and registered code of sport/cultural event.
- (2) Applications will only be considered if:
- (a) Candidates have registered for the National Senior Certificate examination.
 - (b) A motivation in writing requesting permission to be examined at an approved venue outside of South Africa in accordance with the prescribed schedule has been submitted.
- (3) Examination centres outside the borders of the Republic of South Africa will be South African Diplomatic Missions or centres approved by the relevant provincial education department.
- (4) The following criteria will be used to select a centre outside the borders of the Republic of South Africa:
- (a) A suitable room with sufficient light and ventilation and suitable furniture, e.g. a chair and table for the candidate(s) and the invigilator, should be available for the conducting of the examination.
 - (b) A vault or safe should be available for the safekeeping of the examination question papers and examination material.

- (5) Invigilation must be conducted in accordance with this policy.

- (6) The candidate will be responsible for all expenses, e.g.:
 - (a) Packaging and postage;
 - (b) Invigilator for invigilating;
 - (c) Renting of venue if applicable; and
 - (d) Any other incidental costs.

- (7) It will be the responsibility of the provincial education department to supply the examination question papers and all material needed.

- (8) The provincial education department will be responsible for the confirmation of the delivery of all examination materials. Costs regarding this correspondence will be borne by the candidate.

- (9) Adherence to the South African Standard Time requirements:

Examinations must be conducted in terms of the South African Standard Time requirements for the respective examination question papers.

CHAPTERS

PREPARATION FOR THE NATIONAL SENIOR CERTIFICATE EXAMINATION

20. Management plan relating to the examination: Minimum Norms and Standards
- (1) Accredited examination bodies must have a clear and detailed management plan that must include the following relating to examination and monitoring:
- (a) Objectives or targets to be achieved pertaining to the examination process;
 - (b) Steps and processes that will lead to the achievement of the targets;
 - (c) Persons responsible/accountable;
 - (d) Time frame;
 - (e) Monitoring process.
 - (f) Process for moderation and verification of School-Based Assessment; and
 - (g) Process for identification, reporting and dealing with irregularities.

21. Management plan relating to the examination: Guidelines

A management plan may be drawn up in conjunction with the key persons involved in the examination process.

22. The Examination Cycle: Minimum Norms and Standards

- (1) The provincial education department must develop a management plan in respect of the entire examination cycle.
- (2) The examination cycle commences with the appointment of Examiners and Internal Moderators to set and moderate the examination question papers for the scheduled examinations and concludes with the release of the examination results.
- (3) Planning and preparations for the conduct of external examinations must commence at least 24 months prior to the scheduled examination date.
- (4) All relevant processes related to the preparation of the external examination, as contemplated in *paragraph 20(1)* of this document, must be concluded at least six months prior to the commencement of the external examination,
- (5) The Department of Education will monitor the entire examination cycle to ensure the delivery of a credible examination.

23. Examination Timetable: Minimum Norms and Standards

The Department of Education must develop an examination timetable for the National Senior Certificate examination to be conducted in Grade 12 in the subjects listed in the *National Curriculum Statement Grades 10-12 (General)*.

24. Appointment of Examiners and Internal Moderators: Minimum Norms and Standards

- (1) The criteria for the appointment of educators as examiners are contained in the Personnel Administration Measures (PAM), determined by the Minister of Education in terms of the *Employment of Educators' Act, 1998 (Act No. 76 of 1998)* and the regulations in terms of the Act (Annexure E).
- (2) Examiners and Internal Moderators must be appointed by accredited examination bodies and the Department of Education for a maximum period of four (4) years with a mechanism in place to terminate the appointment of an examiner if he or she is unable to comply with the necessary requirements and standards. If a panel is appointed, the Chief Examiner who takes responsibility for the standard and quality of the examination question paper prior to its submission to the Internal Moderator, may be appointed. The Internal Moderator takes responsibility for the standard and quality of the examination question paper prior to its submission to the External Moderator (Annexure F).
- (3) 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) determined by the Minister of Education in terms of the *Employment of Educators' Act, 1998 (Act No. 76 of 1998)* and the Regulations developed in terms of the Act.

- (4) All persons appointed as Examiners and Internal Moderators must declare if a near relative (son, daughter, brother or sister) is sitting for a National Senior Certificate examination in the year of appointment.
 - (5) The Director-General of Education and the Heads of accredited independent examination bodies should ensure that Examiners and Moderators do not participate in any activity that may compromise confidentiality clauses in their contracts.
25. Responsibilities of Chief Examiners, Examiners and Internal Moderators: Minimum Norms and Standards
- (1) The Department of Education must ensure that:
 - (a) Chief Examiners and Examiners in the respective subjects set the examination question papers and prepare the memoranda for the examination question papers concerned, for the final and the supplementary examination as well as an additional examination question paper which serves as a backup paper;
 - (b) The final examination question paper, the back-up examination question paper and the supplementary examination question paper are set at the same time to ensure comparability of standards across these examination question papers;
 - (c) Examination question papers conform to the Subject Assessment Guidelines of the *National Curriculum Statement Grades 10-12 (General)*;
 - (d) The Internal Moderator is satisfied that the examination question papers conform to the requirements of the nationally approved

Subject Statements and Subject Assessment Guidelines for the various subjects listed in the *National Curriculum Statement Grades 10-12 (General)*; and

- (e) All Examiners and Internal Moderators comply with all instructions and deadlines for submission of examination question papers issued to them by the Department of Education.
- (2) Where an Internal Moderator is appointed, he or she may not be involved in the setting of the examination question paper, since he or she is required to provide an objective and critical review of the examination question paper in terms of its coverage of the Subject Statements, the correct and accessible use of language, and the overall standard.
- (3) It is the responsibility of the accredited examination bodies to ensure that all examination question papers are approved by the Internal and External moderators. The accredited examination bodies must ensure that all changes recommended by the Internal and the External Moderator(s) are made to the examination question paper. In the case of a disagreement between the Examiner and the Moderator the following procedure must be followed:
- (a) If the disagreement is between the Internal Moderator and the Examiner the Department of Education should attempt to mediate a consensus position between the Examiner and the Internal Moderator. If consensus cannot be reached, the decision of the Department of Education is final.
 - (b) If the disagreement is between the Examiner/Internal Moderator and the External Moderator, the Chief Executive Officer of Umalusi should mediate a consensus position between the

Examiner/Internal Moderator and the External Moderator. If consensus cannot be reached, the decision of the Chief Executive Officer of Umalusi, in this case, is final.

- (4) The Department of Education must comply with Umalusi's requirements regarding the external moderation of examination question papers.
- (5) Examiners and Internal Moderators must be provided with clear guidelines relating to the setting of examination question papers. These guidelines must at least include the following:
 - (a) The duration of the examination question paper;
 - (b) The maximum marks;
 - (c) The number of examination question papers; and
 - (d) The format of the examination question paper.
- (6) Examiners must provide Internal Moderators with an analysis of the examination question paper in which evidence is provided that:
 - (a) The examinable curriculum is adequately covered;
 - (b) A range of different and appropriate question types have been used;
 - (c) The identified range of relevant competencies has been adequately covered; and
 - (d) That there is a balance in respect of different cognitive levels in the examination question paper.

- (7) Internal Moderators must perform the following functions:
- (a) Ensure that the examination question paper is of the appropriate standard and quality and that correct and accessible language has been used;
 - (b) Ascertain that an examination question paper conforms to the Subject Statement and Subject Assessment Guidelines for the various subjects listed in the *National Curriculum Statement Grades 10-12 (General)*, adequately provides for differentiation, and includes questions addressing different cognitive levels;
 - (c) Approve and sign off the examination question papers prior to printing;
 - (d) Attend the memoranda discussions;
 - (e) Approve and sign off the finally agreed upon memoranda after the memoranda discussion;
 - (f) Moderate the marked examination scripts;
 - (g) Liaise with External Moderators;
 - (h) Give advice, support and guidance to Examiners;
 - (i) Recommend the necessary changes to the examination question papers; and
 - (j) Submit a report to the External Moderator.

26. Processing of examination question papers: Minimum Norms and Standards

- (1) Accredited examination bodies must have clear structures and procedures in place relating to the typing, editing, translation and printing of examination question papers.
- (2) Examination question papers must be submitted to the External Moderator timeously so as to allow for thorough moderation, changes, adaptations and final duplication of the examination question papers. Examination question papers must be ready for external moderation at least six months prior to the commencement of the external examination.
- (3) Examination question papers must be free of typographical, language or spelling errors, and checked for the suitability of the language used.

27. Processing of examination question papers: Guidelines

The processing of examination question papers is explained in Annexure G.

28. Storage and distribution of examination question papers: Minimum Norms and Standards

- (1) The safekeeping of examination question papers prior to them being written is a key function of the Department of Education and the provincial education departments. Provincial education departments must have clear policies and management frameworks in place for the safekeeping of examination question papers.
- (2) Each provincial education department may select the distribution mechanism best suited to the schools under their jurisdiction.

- (3) Irrespective of the mechanism adopted the following principles must be adhered to at all times:
- (a) The distribution chain should be as short as possible.
 - (b) The number of persons involved in the distribution process should be restricted to the minimum.
 - (c) The transfer of the examination question papers from one responsible officer to the other should be carefully checked and signed on receipt.
 - (d) Any discrepancies that are detected during the transfer process should be reported immediately to the provincial Head of examinations.
 - (e) All persons involved in the distribution process should complete a Contract of Confidentiality.

CHAPTER 6

CONDUCTING THE EXAMINATION

29. Establishment and registration of examination centres: Minimum Norms and Standards
- (1) Examination centres must be registered by the provincial education departments in accordance with the criteria developed by the Department of Education. These criteria should include the following:
- (a) Suitable venue to accommodate candidates, i.e. sufficient space and appropriate furniture to seat candidates;
 - (b) Security of venue;
 - (c) Clearance in terms of the local health and fire services by-laws;
 - (d) Provision of proper lighting;
 - (e) Availability of water and toilet facilities;
 - (f) Suitably qualified teaching staff or members of the community who can be trained as invigilators;
 - (g) Availability of a strong room or safe for the safekeeping of assessment material; and
 - (h) The capacity to assess learners experiencing barriers to learning (Annexure H).

- (i) The history regarding irregularities of the centre seeking registration. Reference should also be made to the nature and outcome of the irregularity.
- (2) All examination centres must be evaluated by an official from the district office, regional office or head office, to verify that the necessary facilities required for conducting the examination, are available at the centre.
- (3) Independent schools, learning institutions, distance learning centres, and prisons preparing candidates for the National Senior Certificate external examination must be registered as examination centres under their own name with the provincial education departments and must adhere to, and be subjected to, all monitoring and moderation procedures, regulations or other requirements.
- (4) All public schools must be evaluated by provincial education departments for registration as examination centres to conduct the National Senior Certificate external examination.
- (5) If the centre/institution/venue is approved as an examination centre, a centre number should be issued and the head of the centre/venue/institution informed accordingly.
- (6) Independent institutions may negotiate with the provincial education departments to accommodate their learners, where possible.
- (7) The heads of examination centres for part-time candidates must register with the provincial education department on or before the closing date that will be announced by the Head of Department. Centres must apply and register on an annual basis in October of the year prior to the examination.

(8) The total number of candidates at an examination centre may not exceed 500 candidates for anyone session.

(9) Application for registration of an examination centre must be made on the prescribed form of the provincial education department that should be available from the regional offices/district offices of the provincial education department.

30. Provincial education departments' agreement with independent schools:
Guidelines

The *pro forma* contract between a provincial education department and an independent school at Annexure I serves as an example of a contract between an independent school and the Department of Education.

31. De-registration of examination centres: Minimum Norms and Standards

Examination centres will be de-registered for the following reasons:

(1) Physical relocation of the examination centre from the premises approved by the provincial education department to other premises. All examination centres are required to operate on the premises, which, after inspection, were approved for this purpose by the provincial education department.

(a) The following procedure should be followed when a centre relocates to new premises:

(i) The onus is on the owner or management (centre manager/principal) to inform the Head of Department timeously of his/her intention to relocate.

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- (ii) The Head of Department or his or her nominee shall inform the owner or management, in writing, of the course to be followed.
 - (iii) If the application for the registration of the centre at the new premises is unsuccessful, the Head of Department or his or her nominee shall inform the owner or management of the deregistration of the centre.
 - (iv) The owner or management shall have the right to respond to the decision and furnish reasons why the centre should not be de-registered.
 - (v) The Head of Department shall consider such representation and make a final decision. This decision must be conveyed to the owner or management, in writing. The decision of the Head of Department is final in this regard.
- (2) Intentional undermining of the integrity of the examination
- (a) Examination centres, where there is clear evidence that "ghost writers" were permitted; of collusion between Chief Invigilators/Invigilators and candidates; of examination question papers in the care of the centre being given to persons for perusal before the examination; and other related irregularities should be de-registered and the guilty parties prosecuted. It is not sufficient for an offending centre to deploy a replacement staff member to act as Chief Invigilator.
 - (b) The following procedure should be followed when it is found that irregular practices occurred at an examination centre:
 - (i) Officials of the provincial education department should investigate the reported irregularities.

- (ii) If clear evidence of an irregularity emerges from such investigations, disciplinary action should be instituted and steps taken to de-register the centre.
- (iii) The owner or management must be informed, in writing, of the intention of the Head of Department to close the centre due to the irregularities.
- (iv) The owner or management should be asked to furnish a motivation why the centre should not be closed.
- (v) The Head of Department shall consider such representations and, in the best interests of the integrity of the examination, take a decision whether or not to close the centre. Such a decision shall be final.
- (vi) The decision must be communicated in writing to the owner or management.

(3) Maladministration

- (a) Examination centres may be de-registered if maladministration results in any advantage or disadvantage to candidates or affects the integrity of the examination or impacts negatively on the ability to render a service.
- (b) The following procedure should be followed when maladministration at an examination centre occurs:
 - (i) The owner or management of such an examination centre shall be made aware of the situation in writing and given an opportunity to correct the matter.
 - (ii) Should maladministration at the centre continue, the centre may be placed on probation for a period determined by the Head of Department (not longer than one academic year)

during which time, if the owner or management again demonstrates an inability to administer the examination process adequately during the probation period, the centre may be de-registered at the end of the academic year.

- (iii) The owner or management must be informed, in writing, of the intention of the Head of Department to de-register the centre and asked to furnish reasons why this should not be done. The owner or management may respond to this, whereafter the Head of Department may, in the best interests of candidates and the integrity of the examination process, decide to de-register the centre. Such a decision shall be final.
- (4) The flouting of assessment policies and guidelines
- (a) Examination centres where officials flout rules and regulations and instructions issued by the Department of Education may be closed.
 - (b) The following procedures should be followed when policies and guidelines are flouted by an examination centre:
 - (i) Instances where it is alleged that officials at centres flout examination rules and regulations and/or instructions issued, shall be investigated.
 - (ii) Should evidence be found of the flouting of rules and regulations, the owner or management shall be warned in writing, specifying exactly the nature of the contravention of rules, regulations and instructions. The owner or management shall be given an opportunity to rectify the situation.

- (iii) Should the flouting of examination policies and guidelines continue, the centre may be placed on probation for a period determined by the Head of Department (not longer than one academic year) during which time, if a further offence occurs, the centre may be de-registered at the end of the academic year.
- (iv) The owner or management must be informed, in writing, of the intention of the Head of Department to de-register the centre and asked to furnish reasons why this should not be done. The owner or management may respond to this, whereafter the Head of Department may, in the best interests of candidates and the integrity of the process, decide to de-register the centre. Such a decision shall be final.

32. Appointment and duties of Chief Invigilators and Invigilators: Minimum Norms and Standards

- (1) Provincial education departments must formulate guidelines with regard to the appointment and duties of Chief Invigilators and Invigilators and ensure that all Invigilators are appropriately trained (Annexure J).
- (2) In respect of admission of candidates to the examination room, Invigilators must ensure that every candidate produces his or her admission letter as well as proof of his or her identity number on admission to the examination room. Invigilators must enforce this admission requirement rigorously.
- (3) If a candidate fails to produce the required documentation it must be reported and an irregularity will be declared and the candidate will be allowed to present the required documentation to the Invigilator after the

examination. Failing this, the normal procedure pertaining to irregularities must be followed.

33. Information to candidates: Minimum Norms and Standards

- (1) When candidates are required to answer only a selected number of questions from those given in a examination question paper, an instruction to this effect should appear on the examination question paper to indicate to the candidate that if he or she should have answered more than the required number of questions, only the first number of questions fulfilling the requirement of the number of questions required will be marked.
- (2) All examination question papers that are not in English or Afrikaans must have an instruction page in English as well as in the language of the examination question paper.
- (3) A period of ten (10) minutes before the official commencement of the examination must be allowed for reading of the examination question paper over and above the reading of any instructions that may be necessary. No writing may take place during this time.
- (4) The return of examination scripts directly to the provincial head office or any other collection point, must be handled with the same care and security as the examination question papers, and therefore provincial education departments must have clear procedures that must be followed in the return of examination scripts (Annexure K).

34. Examination monitoring team: Minimum Norms and Standards

- (1) It is the responsibility of the Department of Education and provincial education departments to develop and implement a monitoring policy. Umalusi will verify the monitoring system and ensure that the outcome of the system is valid.
- (2) The Department of Education must establish a structure to monitor National Senior Certificate external examinations in all provinces.
- (3) Monitoring by the Department of Education must cover all stages of the examination, commencing with the preparatory phase and concluding with the release of the results.
- (4) Provincial education departments must establish a structure to monitor National Senior Certificate examinations in their respective provinces. The provincial education departments must determine the composition of their monitoring teams. The provincial monitoring teams may include representatives from outside the provincial education departments.
- (5) The monitoring teams of the Department of Education and provincial education departments must visit examination centres while the examination is in progress and report on, amongst others, the following:
 - (a) General management of the examination;
 - (b) Invigilation;
 - (c) Condition of examination rooms;
 - (d) Seating of candidates;
 - (e) Handing out of examination question papers;
 - (f) Control of ten (10) minutes reading time;
 - (g) Collection of examination question papers; and

- (h) Return of examination scripts.

 - (6) The marking process, as described in Chapter 8, should be monitored. The monitoring team of the provincial education department should visit the marking centres to observe the marking process.
35. Examination monitoring team: Guidelines

The main function of the Department of Education and provincial examination monitoring teams is to ensure that the examination is conducted in accordance with the rules and procedures determined by the Department of Education and the provincial education departments.

CHAPTER 7

RECORDING AND REPORTING OF ASSESSMENT IN THE
NATIONAL SENIOR CERTIFICATE

36. Scale of Achievement: Minimum Norms and Standards

- (1) Seven levels of competence have been described for each subject in the National Senior Certificate. These descriptions will assist teachers to assess learners and grade them at the correct level. The various achievement levels and their corresponding percentage bands are shown in Table 1 below. Teachers/examiners must record learners' results in marks and report them as percentages. The percentage obtained will determine which rating code in the scale of achievement will be allocated to a learner.

TABLE 1: SCALE OF ACHIEVEMENT FOR THE NATIONAL
CURRICULUM STATEMENT GRADES 10-12 (GENERAL)

RATING CODE	RATING	MARKS %
7	Outstanding achievement	80 - 100
6	Meritorious achievement	70-79
5	Substantial achievement	60-69
4	Adequate achievement	50 -59
3	Moderate achievement	40-49
2	Elementary achievement	30-39
1	Not achieved	0-29

CHAPTER 8

THE MARKING PROCESS

37. Appointment of Markers: Minimum Norms and Standards

- (1) The provincial education departments are responsible for the appointment of Markers. Markers are appointed in terms of the Personnel Administration Measures (PAM) (Annexure L), and any other additional criteria as determined and approved by HEDCOM.
- (2) The process of appointing Markers must commence at least six months prior to the commencement of the specific marking session.
- (3) The information provided by the applicant for the position of marker must be verified by his or her employer.
- (4) All persons appointed in the marking process must declare if a relative (son, daughter, brother or sister) is sitting for a National Senior Certificate examination in the year of appointment.
- (5) Provincial education departments must select additional markers in case of appointed markers failing to report for duty.
- (6) Markers, Senior Markers and Chief Markers must be appointed annually.
- (7) In exceptional cases Markers, Senior Markers and Chief Markers, who are outside the employ of the provincial education department, may be appointed at the discretion of the Head of Department.

- (8) All selection panels for Markers for provincial education departments must be chaired by the relevant provincial Head of Department or his or her designee.

38. Appointment of Markers: Guidelines

- (1) Provincial education departments should commence with the appointment of Markers early in the year so that adequate time is available for the verification of information and the selection procedure. Additional Markers must be placed on a reserve list, in the event of appointed Markers failing to report during the marking session.
- (2) The information on the Markers' application form must be verified by the district manager, or a designated official.
- (3) Persons appointed as Markers fall under the *Employment of Educators' Act, 1998 (Act No. 76 of 1998)*.
- (4) Persons appointed as Markers must show proof of registration with the South African Council for Educators (SACE).

39. Marking centres: Minimum Norms and Standards

Each provincial education department must have criteria relating to the establishment and management of marking centres.

40. Marking centres: Guidelines

- (1) If the number of Markers exceeds six hundred (600), a decentralised approach to marking can be adopted. Marking can be decentralised in terms of geographic regions or groups of subjects. If a subject is marked

at more than one venue, special measures must be taken to ensure a common standard of marking.

- (2) The marking venue must cater adequately for the needs of the marking personnel. The following aspects need to be considered before a marking venue is selected:

- (a) Marking space;
- (b) Catering facilities;
- (c) Overnight accommodation (if required);
- (d) Security;
- (e) Suitable control centre; and
- (f) K'T facilities.

- (3) The control centre is the heart of operations at the marking centre. The operation of the control section can be divided into three (3) phases, viz.

- (a) Phase one:

This phase entails a stocktaking of all mark sheets and their respective examination scripts at the marking centre. All unregistered mark sheets/scripts are to be recorded in a specific register.

- (b) Phase two:

Chief Markers sign a control list when examination scripts are issued to them and when the examination scripts are returned. (At this point it is possible to determine exactly how many examination scripts have not been marked/returned.)

(c) Phase three:

Mark sheets should be kept in a safe place and sent to the Chief Marker. During this phase, copies should be made of the completed mark sheets that have been returned by the Chief Markers. The original copy should be sent for data capturing. Control lists are checked at this stage to see whether Chief Markers have returned all the examination scripts. Mark sheets could be scanned for security purposes.

41. **Marking procedures: Minimum Norms and Standards**

- (1) Marking procedures should be clearly formulated by the provincial education department, taking into consideration the following (Annexure M):
 - (a) Marking question by question; or
 - (b) Marking complete examination scripts; or
 - (c) Staggered marking where marking may commence in one or selected subjects while the rest of the National Senior Certificate examination is still in progress; or
 - (d) Marking after completion of the examination, i.e. after all the examination question papers have been written.
- (2) When candidates are required to answer only a selected number of questions from those given in an examination question paper, the Marker should mark only the required number of questions in the order in which they appear in the answer script and delete the remaining answers.
- (3) The Markers may mark all the questions in the answer script or only the questions allocated to him or her, as instructed by the Chief Marker.

- (4) All marks on mark sheets and any other official documents must be entered in black ink. NO pencil marks will be allowed on mark sheets or official documents.
- (5) The Department of Education will release the marking memoranda and examination question papers of an examination to interested parties at the end of April of the year following the writing of the examination.

CHAPTER 9

PROCESSING -OF MARKS

42. Processing of marks: Minimum Norms and Standards

- (1) Provincial education departments must establish or have access to a fully-fledged and compatible Information Technology component.
- (2) Mark adjustments are done by Umalusi in conjunction with the relevant provincial education department, based on the norms and standards set by the Umalusi Council.
- (3) The data and evidence required for the standardisation of results are determined by Umalusi,

43. Processing of marks: Guidelines

- (1) The computer system should be used to assist with the processing of marks and should provide an easy-to-use mechanism for the capture of marks. Direct capturing on the mainframe and decentralised printing should be done.
- (2) The computer system should use a uniform format when printing results taking into consideration that provincial education departments have unique features (e.g. different names, signatures, etc.).
- (3) The marks obtained by learners, as reflected on the mark sheets, should be captured by specially trained staff. Verification of all data being captured, using the double capture method, is recommended.

44. Standardisation of National Senior Certificate results: Minimum Norms and Standards

- (1) Mark adjustments are done by Umalusi after consultation with the provincial education department, based on the norms and standards set by the Umalusi Council.
- (2) The data and evidence required for the standardisation of the results are determined by Umalusi.

45. Release of Results: Minimum Norms and Standards

- (1) With regard to the release of results, the release date must be decided upon by the Council of Education Ministers on the recommendation of HEDCOM, on an annual basis.
- (2) The results can only be released subject to approval by Umalusi.

CHAPTER 10

RE-MARKING, RE-CHECKING AND VIEWING OF EXAMINATION SCRIPTS

46. Re-marking and re-checking of examination scripts: Minimum Norms and Standards

- (1) A candidate may apply for the re-marking or re-checking of his or her examination scripts, within twenty one (21) days of the official release of results. This applies to both the end-of-year and supplementary examinations.
- (2) The Director-General, after consultation with the Heads of Departments, may determine fees for:
 - (a) Re-marking of answer scripts, which must be refunded to the candidate if the re-marking results in an improvement of the symbol;
 - (b) Supplementary examinations;
 - (c) Re-checking of answer scripts;
 - (d) Viewing of answer scripts; and
 - (e) Statements of results.

- (3) The prescribed fee must be communicated to the learners with the statement of results.

47. Viewing of examination scripts: Minimum Norms and Standards

- (1) The candidate and/or the candidate's parent/guardian or representative will, subject to the *Promotion of Access to Information Act, 2000 (Act No.2 of 2000)*, be allowed to view the examination script/s of a candidate.
- (2) Viewing of examination scripts will only be allowed under the following conditions:
 - (a) The candidate or his or her parents may apply to View an examination script, if after the re-checking and re-marking process, the candidate is still not satisfied with the result;
 - (b) An application to view the examination script must be made in writing to the Head of Department in terms of the prescribed form of the regulations of the *Promotion of Access to Information Act, 2000 (Act No.2 of 2000)*, within thirty (30) days of the release of the final results and must provide clear reason(s) for the request;
 - (c) The examination script will be viewed in the presence of an examination official and may not be removed from the viewing room;
 - (d) No other document, except the examination script of the candidate, will be allowed in the room where the viewing takes place;
 - (e) No writing on the examination scripts during the viewing process will be allowed;

- (f) The candidate and/or the candidate's parent/guardian or representative may request a copy of the examination script(s) at a tariff as prescribed by the regulations of the *Promotion of Access to Information Act, 2000 (Act No.2 of 2000)* and levied by the relevant provincial education department; and

- (g) After remarking and/or viewing examination scripts, a candidate may apply to the Head of Department for a final re-mark. If the candidate is not satisfied with the outcome, he or she may appeal to the MEC for Education in the Provincial Legislature or Umalusi in the case of accredited independent examination bodies.

CHAPTER 11

DEALING WITH IRREGULARITIES

48. . Dealing with irregularities: Minimum Norms and Standards

- (1) The Minister of Education must establish a National Examinations Irregularities Committee (NEIC) to support the provincial departments of education in ensuring that the credibility of the examination is maintained.
- (2) Provincial education departments must establish a Provincial Examination Irregularities Committee (PEIC) to investigate irregularities and make recommendations to the MEC and Head of Department.
- (3) The following steps must be followed regarding the issuing of an National Senior Certificate to a candidate suspected of committing an irregularity:
 - (a) Firstly, it should be established whether the irregularity is due to the conduct of the candidate or another person.
 - (b) If the irregularity is in one of the papers of a subject, it will have an effect on the subject as a whole, but will not affect the other subjects.
 - (c) If the irregularity is not due to the candidate's action, the paper must be marked and marks must be allocated as set out in the marking memorandum.
- (4) Candidates who attend an irregularity hearing have the right to legal representation.

- (5) Should a candidate decide to have legal representation, the provincial education department should be informed of this intention three working days before the hearing to allow the Department to ensure appropriate Departmental representation at the hearing.

49. Release of results under investigation: Minimum Norms and Standards

- (1) Provincial education departments must ensure that irregularities are finalised before the release of the results, thus ensuring that results that are withheld are based on firm evidence of an irregularity having occurred.
- (2) However, in cases where the nature of the irregularity is of such a nature that it cannot be finalised before the release of the results, the results of these candidates must be withheld pending further investigation.
- (3) If a candidate is found guilty of an irregularity in one subject, only the results of that subject must be withheld,
- (4) Candidates that are found guilty of an irregularity will have the irregularity recorded on the computer system and such information must be made available to all examination bodies.

50. Dealing with irregularities: Guidelines

- (1) Annexure N provides policy for dealing with irregularities.

CHAPTER 12

SECURITY AND CONFIDENTIALITY

51. Security and confidentiality: Minimum Norms and Standards

- (1) Security of information and security of all venues used in the examination process are of utmost importance. The accredited examination bodies must take all reasonable steps to ensure the security and confidentiality of the examination question papers, answer books/examination scripts, mark sheets and other assessment documents. Effective security and confidentiality measures should be taken in the following areas of the examination process:
 - (a) The drafting of the examination question papers;
 - (b) The dispatching of the examination question papers to moderators;
 - (c) The printing of the examination question papers;
 - (d) The safeguarding of the printed examination question papers;
 - (e) The separate storage of final printed examination question papers and printed back-up examination question papers;
 - (f) The keeping of a register of all people entering/exiting the restricted examination administrative areas; and
 - (g) Record keeping of all examination question papers leaving the Department of Education.
 - (h) Distribution of examination question papers and submission of examination scripts to and from examination centres.
 - (i) Safe guarding of examination scripts of candidates under investigation.
 - (j) The maintenance of the IT system.

- (2) There is a national prescription in respect of a security and confidentiality agreement relating to examination matters, which must be signed by all officials involved in managing and administering the examination.
- (3) Permanent and temporary employees involved with the National Senior Certificate examination, and having children of their own and/or close family members in Grade 12 must disclose information relating to their own children participating in the Grade 12 examination to the provincial education department. The Head of the Department will make a decision with regard to the involvement of the official in the National Senior Certificate examination for that year.

52. Security and confidentiality: Guidelines

The use of outside agents or institutions in the examination process is the responsibility of the provincial education department and issues relating to security, cost-effectiveness and capacity building must be taken into consideration before an outside agency or institution is engaged.

CHAPTER 13

ACCESS TO EXAMINATION AND CERTIFICATION INFORMATION

53. Access to examination information: Minimum Norms and Standards
- (1) The Minister of Education is the custodian of examination data. The Director-General approves access to examination data by members of the public.
 - (2) Provincial education departments must ensure that all examination material is properly filed to allow for easy retrieval.
 - (3) Provincial education departments must keep all answer scripts and other examination related documentation, for at least six months from the date of release of examination results.
 - (4) Provincial education departments may shred the answer scripts after six months unless litigation is still pending, for instance examination scripts of candidates involved in irregularities.
 - (5) Examination data must be transferred to the National Learner Records Database (NLRD) at the South African Qualifications Authority (SAQA).
 - (6) Certificates must be released within a period of four months with an additional period of one month for queries.

54. Access to certification information: Minimum Norms and Standards

- (1) The provincial education departments and accredited examination bodies must submit approved learner records for certification to Umalusi subject to the directives issued by Umalusi. The approved learner records must be transferred to the NLRD at SAQA.
- (2) The provincial education department must immediately transfer the certification records to the historical certification records of the Department of Education.
- (3) The Department of Education must ensure that there are back-up copies of the historical certification records of provincial education departments and that copies are supplied to the NLRD at SAQA.
- (4) The Department of Education and provincial education departments must ensure stringent security measures during the following processes:
 - (a) Queries:
 - (b) Combination of results; and
 - (c) Verification of results.
- (5) The Department of Education and provincial education departments must have secure methods, measures and procedures in place, to ensure safekeeping of examination records, subject to directives issued by Umalusi.

55. Accessibility of examination and certification information: Guidelines

- (1) Examination scripts must be filed per subject, paper, in centre order, etc. for re-checking., re-marking., viewing or resolving queries.

CHAPTER 14

HISTORICAL RECORDS (ARCHIVING) AND DATA RETENTION

56. Copies of historical certification records and data retention: Minimum Norms and standards

Copies of historical certification records are a national asset and are the responsibility of the Department of Education. The original documents of the assessment and certification process will be part of the provincial filing system and subject to the *National Archives of South Africa Act, 1996 (Act No.43 of 1996)*. Copies of historical certification records must be supplied to the NLRD at SAQA.

57. Copies of historical certification records and data retention: Guidelines

Access to historical records is an integral part of the functioning of any examination section. The provincial education departments should have computer infrastructure that can access the centralised database. These records should be used for queries, combination of results and checking of fraudulent cases. Copies of the historical records must be made available to the NLRD at SAQA.

CHAPTER 15

MINIMUM REQUIREMENTS FOR AN EXAMINATION
COMPUTER SYSTEM, AND DOCUMENTS AND DOCUMENT
CONTROL OF THE EXAMINATION SYSTEM

58. Minimum requirements for an examination computer system: Minimum Norms and Standards

A provincial education department must formulate the minimum requirements for a computer programme used in the examination process. A guideline to establish such minimum requirements is contained in Annexure O. User requirement specifications as developed by the Department of Education should be in place.

59. Documents and document control of the examination system: Minimum Norms and Standards

Documents printed by the computer system are the responsibility of the provincial education departments. The Head of the provincial education department or his or her delegated officials must check the signatures and the descriptions on these documents.

60. Documents and document control of the examination system: Guidelines

Documentation on the resulting process of the computer system is essential for use by the provincial education departments and should be available to them. This information is used for reference purposes in order to maintain and further develop the system.

CHAPTER 16

REPEAL OF POLICY AND TRANSITIONAL ARRANGEMENTS

61. Repeal of policy: Minimum Norms and Standards

- (1) The *National Curriculum Statement Grades 10-12 (General)* was introduced in 2006 in Grade 10. This means that learners entering Grade 12 in 2008 will write the National Senior Certificate examination.
- (2) The policy document, a *Résumé of instructional programmes in schools, Report 550 (2001/08)* containing the programme requirements for the Senior Certificate, is repealed subject to *paragraph 62*.

62. Transitional arrangements: Minimum Norms and Standards

- (1) Unsuccessful Senior Certificate candidates in the Senior Certificate examination of 2007, as well as part-time candidates already enrolled for the Senior Certificate, will be given an opportunity until March 2011 to complete the Senior Certificate programme. All Senior Certificate subjects successfully completed prior to 2007 will be recognised for the issuing of the Senior Certificate until March 2011.
- (2) No new enrolments of learners will be accepted in Grades 10 for any subjects listed in the policy document, a *Résumé of instructional programmes in schools, Report 550 (2001/08)* from 1 January 2006.
- (3) The Minister may, if deemed necessary, in terms of *Sections 3(4)(1) and 7* of the *National Education Policy Act, 1996 (Act No. 27 of 1996)*, amend the transitional arrangements as contemplated in *paragraph 62*. Should the Minister regard it as essential that such amendments to the transitional

arrangements be regulated, he or she may promulgate such regulations in terms of *Section 61 of the South African Schools Act, 1996 (Act. No. 84 of 1996)*.

63. Commencement and date of implementation: Minimum Norms and Standards

This policy will commence on the day of its promulgation in the Government Gazette and becomes effective in 2008 for Grade 12.

ANNEXURE A

EXAMINATION BOARD

1. INTRODUCTION

It is recommended that an Examination Board is constituted in each province to ensure that the National Senior Certificate is conducted effectively. The Examination Board., should be representative of the various stakeholders and role-players in education.

2. FUNCTIONS OF THE EXAMINATION BOARD

(1) The Examination Board may have the following functions:

- (a) To facilitate the process of policy implementation on examination and related matters; and
- (b) To advise the Head of Department on all matters relating to examinations.

3. SUGGESTED COMPOSITION OF THE EXAMINATION BOARD

(1) The composition of the Board could be as follows:

- (a) The Head of Education in the province or his or her designated nominee should be the chairperson.

- (b) Representative/s from amongst the following stakeholders and role-players:
 - (i) Provincial examination directorates;
 - (ii) Other directorates in the provincial education department involved in assessment;
 - (iii) Heads of Institutions;
 - (iv) Schools Principals' Associations;
 - (v) Teacher unions;
 - (vi) School governing bodies;
 - (vii) Universities or Universities of Technology;
 - (viii) Umalusi;
 - (ix) Independent Schools; and
 - (x) Distance education colleges.

- (c) The MEC for Education will have the right to appoint additional members to the Board if he or she deems fit.

4. SUGGESTED CONSTITUTION OF THE EXAMINATION BOARD

- (1) The following could serve as a guideline when drafting the constitution of the Examination Board:
 - (a) Two ordinary meetings of the Board should be held annually on dates and at places determined by the Head of Education or his or her nominee,
 - (b) The Head of Education or his or her nominee may convene a special meeting if deemed necessary.
 - (c) At least fourteen (14) days' notice should be given for all ordinary meetings.

- (d) The Executive Committee should consist of a Chairperson; Deputy Chairperson, secretary and a nominated member from the Board.
- (e) A quorum should consist of half the members of the Board plus one member.
- (f) Meeting procedures:
 - (i) At least thirty (30) 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 must be submitted to the secretary in writing, within ten (10) days of the date of such notification.
 - (ii) An urgent matter, which 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 raises an objection.
 - (iii) Notice of a special meeting should be given at least seven (7) days prior to such a meeting. The agenda for such a meeting should be specified in the notice of the meeting, and no other matter may be discussed at the meeting.
 - (iv) A report of the Executive Committee may be submitted to the Board by the Chairperson of the Executive Committee or by such a member of the committee as the chairperson may determine.

- (v) No member may comment without consent of the chairperson 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 deal with a matter under discussion and if seconded, the proposal must be presented without further discussion.
- (vi) All matters dealt with by the Board are decided by a majority vote of the voting members present. The chairperson may have a casting as well as a deliberative vote.
- (vii) 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.
- (viii) A decision of the Board may not be changed or recalled within fifteen (15) months except by a majority of two thirds of the members present.
- (g) Subsistence and travelling allowances, based on the prevailing tariffs, should be paid to members of the Board for attendance of meetings.
- (h) Representatives on the Board should be appointed for a period of three (3) years and members should be eligible for re-appointment.
- (i) Resignations from the Board should be submitted in writing to the secretary of the Board.

ANNEXUREB

ADMINISTRATIVE ISSUES RELATING TO SCHOOL BASED ASSESSMENT (SBA) MARKS

1. PRESENTATION OF SBA MARKS

All learners must have an internal School Based Assessment (SBA) mark for each subject presented for the National Senior Certificate.

Learners who have not submitted a learner portfolio of evidence, based on valid reasons, must be given three months from publication of results to submit SBA tasks for evaluation.

During the course of the year, if a learner fails to present a component or components of the internal assessment, and valid reasons are provided, the learner should be allowed the opportunity to redo the task, or where this is not possible, the mark for that component of the internal assessment should not be taken into consideration, and the maximum mark in this particular case must be re-calculated based on the remaining number of tasks (refer to Table 1).

Table 1

SBA components of subject with learner's marks:

	Component 1	Component 2	Component 3	Component 4	Component 5	Component 6	Component 7
Max marks	5	5	30	20	40	40	40
Learner	4	Did not offer (Valid reason given)	16	Did not offer (Valid reason given)	20	15	12

$$\begin{aligned} \text{SBA mark} &= (4+ 16+20+ 15+ 12) / (5+30+40+40+40) \\ &= 67/155 \\ &= 43\% \end{aligned}$$

If a learner fails to present a component or components of the internal assessment, without a valid reason, the learner must be awarded a zero mark ("0"), for such a component or components (refer to Table 2.

Table: 2

SBA components of subject *with learner's marks*:

	Component 1	Component 2	Component 3	Component 4	Component 5	Component 6	Component 7
Max marks	5	5	30	20	40	40	40
Learner	4	Did not offer (No valid reason)	16	Did not offer (No Valid reason)	20	15	12

$$\begin{aligned} \text{SBA mark} &= (4+0+ 16+0+20+ 15+ 12) / (5+5+30+20+40+40) \\ &= 67/180 \end{aligned}$$

2. INCOMPLETE RESULT

A learner's results are regarded as Incomplete if he or she did not offer any component of the school-based assessment (SBA) and no valid reason was provided. This implies that the learner did not submit a single assessment task

specified for internal assessment in the Subject Assessment Guidelines. In such a case a code of “999”, is indicated on the mark sheet. In such a case the candidate cannot be resulted since he or she has not satisfied the requirements for the National Senior Certificate. Such a candidate must re-register for the subject to complete the SBA requirements.

3. OUTSTANDING MARKS

A mark is regarded as outstanding, if during the capture process the reason for the outstanding mark is not completely established. A code of “777”, is used to indicate an outstanding mark. An outstanding internal assessment mark must be resolved as soon as possible and the “777” replaced with either a mark or “999” (absent). In a case where the learner was absent based on valid reasons, the outstanding assessment tasks must be submitted within the stipulated three-month period. Should the candidate not submit the assessment tasks in the stipulated period, the code of “777”, will be changed to “999”, which is then regarded as an incomplete result.

4. STATISTICAL MODERATION OF SBA MARKS

All SBA marks are statistically moderated based on the norm determined by Umalusi. The norm, which is articulated as a formula for the statistical moderation process, will be provided by Umalusi. The Department of Education will ensure that the computer system is programmed to process the marks in accordance with the formula. It is, however, the final responsibility of Umalusi to verify the accuracy of the statistical moderation process on the IT system.

Learners whose SBA marks are outstanding, absent or have not been finalised at the time of statistical moderation, are removed from the moderation process. The examination results for these learners are initially left out of the moderation process, and the moderated marks are calculated at a later stage using information from the rest of the group.

ANNEXURE C

THE APPROVAL PROCESS FOR SUBJECTS OFFERED BY OTHER EXAMINATION BODIES

1. THE STATUS OF SUBJECTS OFFERED BY OTHER EXAMINATION BODIES
 - (1) Candidates may offer a maximum of one subject developed by accredited examination bodies other than the Department of Education and approved by the Minister of Education, in addition to the required seven (7) compulsory subjects for the National Senior Certificate.
 - (2) All requests regarding the offering of additional subjects for the National Senior Certificate must be directed to the Department of Education to determine whether the Department of Education will consider the inclusion of the subject in the *National Curriculum Statement Grades 10-12 (General)*.
 - (3) Additional subjects considered by the Department of Education for inclusion in the *National Curriculum Statement Grades 10-12 (General)* must be supported by the following documents:
 - (a) A Subject Statement that will include the learning outcomes, assessment standards and content;
 - (b) A Learning Programme Guideline;
 - (c) A Subject Assessment Guideline; and
 - (d) In the case of additional languages, the appropriate English Language level documents, that is Home-, First Additional and Second Additional Language level should be used as a template.

-
- (4) An accredited examination body should undertake the development of the additional subjects requested, as well as conduct the examination thereof.
 - (5) However., no guarantee can be given to institutions that the Minister of Education will approve the developed documents submitted to the Department of Education. All development is done at own risk and any cost incurred must be borne by the applicant as contemplated in *paragraph](2)*.
 - (6) All relevant documents referred in *paragraph (1)(3)* above, must be submitted by not later than April of the year prior to planned implementation.
 - (7) Once satisfied that all the above requirements have been met, the Department of Education shall evaluate and make a recommendation to the Minister of Education.
 - (8) Subjects approved by the Minister of Education for offering as part of the National Senior Certificate will be implemented for the first time in Grade 10 in January following the year of approval.
 - (9) Provincial education departments and schools that wish to enroll learners in additional subjects developed and assessed by an accredited examination body should contact the Head of the relevant accredited examination body for details about the enrolment and assessment procedure for the additional subject.
- (2) Umalusi has in terms of *section 16(6)* of the *General and Further Education and Training Quality Assurance Act, 2001 (Act No. 58 of 2001)* accredited the Department of Education as an examination body for the conduct of the National

Senior Certificate examination in the subjects listed in the *National Curriculum Statement Grades 10-12 (General)* from 2008.

- (3) The Department of Education could request examination bodies accredited by Umalusi and approved by the Minister of Education to assist in the examination of approved additional subjects offered by learners as part of their 7-subject package.

ANNEXURED

REQUIREMENTS FOR THE OFFERING OF MUSIC PROGRAMMES OF ACCREDITED EXAMINATION BODIES

1. A learner who wants to offer one of the approved Music programmes offered by the examination bodies listed in *paragraph 9(4)* of this document as one of the seven (7) compulsory subjects for the NSC, or as an additional subject, that is, as an eighth or ninth subject, may do so provided that:
 - (a) The learner enrolls for the Music programme in the year that he or she registers for Grade 10 for the first time.
 - (b) The selected Music programme is registered as one of the Group B subjects of the National Senior Certificate, as contemplated in *paragraph 9* of the document, *'National Senior Certificate: A qualification at Level 4 on the National Qualifications Framework (NQF)*, in January of the year of first registration for Grade 10.
 - (c) Learners complete the theory component of the selected Music programme prior to his or her registration in Grade 10 for the National Senior Certificate.
 - (d) Learners register for a Music programme offered from an accredited examination body at a minimum level of Grade 4 for that selected Practical Music Examination in Grade 10, provided that such a learner progresses to at least Grade 6 of that Practical examination in his or her Grade 12-year, and that Grade 6 of the Practical Music Examination and its theory component offered by

an accredited examination body is regarded as the minimum acceptance level for the NSC (See Table 1).

- (e) Learners who register for a Music programme offered by an accredited examination body at a Grade 5 or Grade 6 level of the selected Music programme in Grade 10 for the first time, must progress to Grade 6 and 7 respectively in Grade 12 to fulfil the National Senior Certificate programme requirements as contemplated in *paragraph 9* of the document, *National Senior Certificate: A qualification at Level 4 on the National Qualifications Framework (NQF)*.

- (f) Learners who register for a Music programme offered by an accredited examination body at Grade 7 level of the selected Music programme in Grade 10 for the first time, must offer these programmes for the three-year period of Grades 10-12 to fulfil the National Senior Certificate programme requirements as contemplated in *paragraph 9* of the document, *National Senior Certificate: A qualification at Level 4 on the National Qualifications Framework (NQF)*.

- (g) Music examination bodies must submit their candidates' theory and practical marks separately. However, the final result obtained by a learner in the Music Programme offered by such an accredited examination body must be calculated as a combination of both the Practical Music examination and its theory component.

TABLE 1(A): ASSOCIATED BOARD OF THE ROYAL SCHOOLS OF MUSIC (ABRSM)

NSC Grade 10	NSC Grade 11	NSC Grade 12
Grade 4 Practical and Grade 4 Theory	Grade 5 Practical and Grade 5 Theory	Grade 6 Practical and Grade 6 Theory
Grade 5 Practical and Grade 5 Theory	Grade 6 Practical and Grade 6 Theory	Grade 7 Practical and Grade 6 Theory

TABLE 1(B): TRINITY COLLEGE OF LONDON (TCL)

NSC Grade 10	NSC Grade 11	NSC Grade 12
Grade 4 Practical and Grade 4 Theory	Grade 5 Practical and Grade 5 Theory	Grade 6 Practical and Grade 6 Theory
Grade 5 Practical and Grade 5 Theory	Grade 6 Practical and Grade 6 Theory	Grade 7 Practical and Grade 6 Theory

TABLE 1(C): UNISA

NSC GRADE 10	NSC Grade 11	NSC Grade 12
Grade 4 Practical and Grade 3 Theory	Grade 5 Practical and Grade 4 Theory	Grade 6 Practical and Grade 5 Theory
Grade 5 Practical and Grade-4 Theory	Grade 6 Practical and Grade 5 Theory	Grade 7 Practical and Grade 5 Theory

- (h) The theory components for the music programmes of the approved assessment bodies are as follows:

TABLE 2

Practical Music Examination	Prerequisite
Associated Board of the Royal Schools of Music (ABRSM) Practical Music Examination Grade 4	ABRSM Music Theory Grade 4
Associated Board of the Royal Schools of Music (ABRSM) Practical Music Examination Grade 5	ABRSM Music Theory Grade 5
Associated Board of the Royal Schools of Music (ABRSM) Practical Music Examination Grade 6	ABRSM Music Theory Grade 6
Associated Board of the Royal Schools of Music (ABRSM) Practical Music Examination Grade 7	ABRSM Music Theory Grade 6

TABLE 2 (Cont.)

Practical Music Examination	Prerequisite
Trinity College of London (TCL) Practical Music Examination Grade 4	TCL Music Theory Grade 4
Trinity College of London (TCL) Practical Music Examination Grade 5	TeL Music Theory Grade 5
Trinity College of London (TCL) Practical Music Examination Grade 6	TCL Music Theory Grade 6
Trinity College of London (TCL) Practical Music Examination Grade 7	TCL Music Theory Grade 6
Unisa Practical Music Examination Grade 4	UNISA Theory Grade 3
Unisa Practical Music Examination Grade 5	UNISA Theory Grade 4
Unisa Practical Music Examination Grade 6	UNISA Theory Grade 5
Unisa Practical Music Examination Grade 7	UNISA Theory Grade 5

- (i) A maximum of one of the Associated Board of Royal Schools of Music, or Trinity College of London, or UNISA Practical Music Examination, Grades 6 or 7, may be offered in combination with a National Senior Certificate subject, which may include Music.
- (j) Learners who offer one of the Associated Board of Royal Schools of Music, or Trinity College of London, or UNISA Practical Music Examination, Grades 6, or 7, in combination with the subject Music listed in the *National Curriculum Statement Grades 10-12 (General)*, may not offer the same main instrument as a first and second instrument.
- (k) Learners may not offer a Music programme comprising a combination of components of the subject Music as listed in the *National Curriculum Statement Grades 10-12 (General)*, the Associated Board of Royal Schools of Music Practical Music Examination, Trinity College of London Practical Music Examination and UNISA Practical Music Examination.

- (l) Learners who register for a Music programme offered by an accredited examination body must offer the required level or levels of the Music programme entered for, for all three years of the National Senior Certificate programme, namely Grades 10-12. The learner must fulfil all the requirements in respect of School-Based Assessment for each level of the Music programme entered for.

- (m) Learners will not be allowed to change from one accredited examination body to another once they have enrolled with a specific accredited examination body in their Grade 10-year.

ANNEXUREE

AN EXCERPT FROM THE PERSONNEL ADMINISTRATION MEASURES

4.2 In addition to the general criteria referred to in *paragraph 27(4)*, the following minimum criteria should apply with regard to the selection and appointment of examiners (for the setting and moderation of examination question papers and accompanying memoranda) and internal moderators:

- (a) Advertisements for the posts of examiners and internal moderators should be included in a departmental circular as well as in the national and/or local press.
- (b) For the examination set by the Department of Education, a selection panel shall be appointed by the Department of Education. Teacher unions, that are members of the Education Labour Relations Council, shall be allowed observer status on such a panel.
- (c) The following minimum criteria will apply in respect of the selection and appointment of candidates:

The appointee must:

- (i) have at least a recognised three-year post matric qualification that must include the subject concerned at second or third year level;
- (ii) have extensive experience as a teacher in the particular subject or in a related area and at least two (2) years' teaching experience within the last five (5) years at the appropriate level; and
- (iii) have experience as a marker.

ANNEXURE F

INDIVIDUAL EXAMINER/PANEL OF EXAMINERS

1. APPOINTMENT OF THE PANEL OF EXAMINERS

- (1) It is advantageous to appoint two to four Examiners to set a examination question paper in order to maintain the appropriate standard for a subject. This allows for the perspectives of two or four experts in the particular subject to be utilised in the setting of the examination question paper.
- (2) Another advantage of the panel system is that it allows for capacity building by including one or two persons who lack prior experience in the setting of examination question papers. If a panel of examiners is used it is important that a Chief Examiner be appointed. The Chief Examiner takes final responsibility for the quality and standard of the examination question paper.
- (3) Duly binding contracts must be signed between the Examiner/Moderator and the Department of Education or the accredited examination body.

ANNEXURE G

PROCESSING OF EXAMINATION QUESTION PAPERS

1. TYPING OF EXAMINATION QUESTION PAPERS

A team of selected personnel, not exceeding four to five typists and supervised by a chief typist, may carry out the typing of examination question papers. They may do their work on personal computers not linked to an external network and all their work should be done in a restricted area. This task should be supervised by a senior staff member, i.e. one of the officials in the Department of Education who has access to the examination question papers. The hard disks should be cleared and transferred to relevant media, such as compact discs (CD) which must then be locked away on a daily basis.

2. EDITING OF EXAMINATION QUESTION PAPERS

Language editing may be carried out by specially appointed language editors. Alternatively, this function may be carried out by a select group of subject specialists who should also complete the Contract of Confidentiality document. The final editing should be the task of the Chief Examiner and he/she, together with the internal moderator, should sign to certify that he/she has checked the examination question paper in every respect and that the examination question paper is ready for printing.

3. PRINTING OF EXAMINATION QUESTION PAPERS

- (1) The Department of Education should ensure a building with proper security that can be used for typing, printing, packaging and storage. All examination activities may then be carried out in this safe building, which

allows access to certain persons only. Therefore, in terms of printing, the provincial education departments should move to establish in-house printing facilities. Where in-house printing is done, the persons involved in the printing may also be involved in the packaging. The printing process must be carried out under the close supervision of a senior official. This official must be entrusted with the task of approving the quality and standard of the first batch of printed examination question papers.

- (2) Where provincial education departments choose to use external agencies for the purpose of printing, the agency concerned should be fully investigated to ensure that, *inter alia*, strict security measures are in place, and the quality of the printing is good. A detailed contract and service level agreement must be signed between the provincial education departments and the external printing provider.

ANNEXUREH

PRACTICAL EXAMINATION IN COMPUTER APPLICATIONS TECHNOLOGY AND INFORMATION TECHNOLOGY

- (1) The security measures to be taken in the subjects Computer Applications Technology (CAT) and Information Technology (IT) comprise two phases, namely the computer laboratory certification, and the invigilation during the examination sitting.
- (2) The following measures must be taken during the computer laboratory certification process:
 - (a) All schools offering Computer Applications Technology and Information Technology must complete a provided checklist that should be certified by the principal of the school and submitted to the provincial education department two (2) days prior to the commencement of the examinations.
 - (b) Two days prior to the examination of Computer Applications Technology and Information Technology, the specific centre to be used for the examination should be off limits to all learners.
 - (c) All electronic equipment at the school should be inspected prior to the examination to ensure that it is in good condition and that the electricity cables and wall connections are in good working order. This will prevent a power failure caused by defective electrical apparatus.

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- (d) The hardware and software must be checked to ensure that they are in working condition.
 - (e) Only approved hardware configurations and versions of software may be used and certified.
 - (f) The Computer Applications Technology/Information Technology teacher(s) must ensure that all computers are 'clean'. No programmes or documents, hidden files and/or examples may be stored on the hard disks or network.
 - (g) Security should be in place to prevent candidates from accessing other computers, folders and/or documents.
 - (h) Passwords known only by the invigilators should be used as a security measure during the examination session.
 - (i) If an examination is conducted in two sessions, invigilators must ensure that all computers are "clean" when the second session starts. This includes emptying the 'recycle bin'. (Candidates may accidentally store completed questions on the hard disk or network instead of their own disks).
 - (j) Printers must print clearly. Use new cartridges, if possible. Provincial education departments are responsible for supplying sufficient suitable paper for printers.
 - (k) Ensure that the following settings for each computer are correct:
 - (i) Date and time; and
 - (ii) Regional settings (South Africa).

- (l) Provincial education departments must supply each candidate with two clean formatted disks or relevant storage media (one for backup) to save his or her work. The responsible teacher must format these disks or storage media beforehand (even if new disks are used). The disks must be clearly marked. Alternatively schools that do not work with disks, can submit all candidates' files on CD.

- (m) Peer-to-peer networks (e.g. Windows 98 and XP) do not provide the same level of security as server-based networks (e.g. Windows NT, Windows 2000 Server and Novell). Therefore, the use of peer-to-peer networks is discouraged and schools should disconnect them for the duration of the examination and use the computers as stand-alone machines.

- (n) If schools use network facilities to conduct the practical examinations, the following steps must be taken to prevent possible copying of files by candidates:
 - (i) Separate folders must be created for each candidate on the appropriate network drive. The data files required by each candidate must be copied into each folder or on a suitable saving device. It must not be possible for the candidate to access any other data folders on the network.

 - (ii) A separate user-ID and password must be created for each candidate and these must be linked to a specific folder. The user-ID and password must differ from those used by the learners in the normal course of their practical work. These access codes should preferably be randomly generated, e.g. user-ID: AxCyfDT, Password: ShwOIT.

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- (iii) E-mail and messaging systems between work stations must be deactivated during the examination so that candidates are not . able to send messages or files from one work station to another.

 - (0) On some networks, it is possible to keep a log of access to folders. If the network has this facility, it should be activated during the examination and then retained after the completion of the examination in case queries concerning irregularities arise.

 - (p) Only legal copies of software may be used.

 - (q) There should be at least two additional computers and printers available for backup.

 - (r) An experienced Computer Applications Technology or Information Technology teacher must be present during all practical sessions so that he or she can give the necessary assistance if computers are faulting. A minimum of two teachers must be present at each centre as invigilators during the examination of Computer Application Technologies and Information Technology. Additional invigilators should be present according to Table 1:

Table 1

Number of candidates	Computer Applications Technology/Information Technology teacher	Invigilators	End of session assistance
Less than 10	1		1
10-25		2	2
26-40	1	3	3
More than 40	2	4	4

- (s) One week before the examination commences, schools will receive a disk or storage media with the documents for retrieval.
- (t) The responsible teacher must immediately make a backup copy of this storage media and determine if he or she can access the files.
- (u) It is the task of the responsible teacher to save this information on the network or on hard drives of individual computers or prepare individual disks for each candidate. It is essential that each candidate's disk is carefully prepared a day before the examination session commences. The teacher must see that each disk or media is clearly marked with the candidate's examination number and the centre number. Candidates may under no circumstances have access to these files before the examinations.
- (v) The security process must take place under the supervision of the Chief Invigilator.
- (w) Schools will be permitted to run a maximum of two consecutive sessions of computer practical examinations per day. Precautions

must be taken in order to prevent communication between candidates in these two groups.

- (x) No cell phones, manuals and/or electronic documents are allowed in the examination centre unless specified by the Department of Education. Candidates may use the help 'functions on the computer.
- (3) During the examination session
- (a) Invigilators play a vital role in ensuring that no copying whatsoever takes place. Therefore, it is crucial that the minimum supervisory requirements are strictly adhered to.
 - (b) The additional assistant(s) at the end of the session (last 30 minutes of session) must assist with printing and making sure that no editing or keying in takes place after the examination time has elapsed.
 - (c) If candidates wish to do the speed endorsement, they will do this at the beginning of the examination session.
 - (i) A Computer Applications Technology and/or Information Technology teacher will be present to manage the time of the session according to keyboarding rules.
 - (ii) The Principals or Centre Managers and Chief Invigilators should be made aware that a timed accuracy test will be conducted.

- (iii) Although the instructions to invigilators state that no candidates may be admitted to the examination room earlier than ten minutes before the examination is due to start, candidates for the timed accuracy test must be allowed into the examination room earlier in order to practice on their computers and to get the computers ready for the examination. Candidates must, however, terminate these activities, approximately fifteen minutes before the commencement of the examination.
 - (iv) Candidates must be allowed fifteen minutes to read the instructions on the paper and to prepare themselves for the timed accuracy test.
 - (v) Immediately after the timed accuracy test has been completed, the answers must be printed and the invigilator must sign after the last printed word on each page.
 - (vi) Only one printout per candidate is allowed for the timed accuracy test. The candidates may leave the room only after the invigilator has ensured that all candidates have printed the timed accuracy test.
 - (vii) Candidates may use the spellchecker during the course of the timed accuracy test.
- (d) If a power failure occurs during the examination, the following procedure should be followed:
- (i) Candidates are to remain in the computer room until the power supply is restored. Candidates may not

- communicate with each other while waiting for the power supply to be restored. The time lost during the power failure should be allowed as additional examination time.
- (ii) If, after two hours, the power supply has not been restored, the examination should be re-scheduled.
 - (iii) The Department of Education should be informed immediately of the power failure.
 - (iv) When a power failure occurs, the centre manager should immediately inform the local authorities. He or she should also ascertain, if possible, how long the power failure is likely to last.
 - (v) The disks with the work completed by the candidates are to be handed in and submitted to the provincial department of education together with the hard copy and the documents.
 - (vi) In the case of an examination being cancelled because of a power failure, the learners should write the backup paper on another date.
 - (vii) In cases where two examination sessions are scheduled during an examination, namely in the morning and afternoon, the above procedure applies to both sessions.
- (e) In the event of computer breakdowns during the examination, the following procedure should be followed:
- (i) Candidates must immediately be moved to backup equipment, and appropriate additional time must be provided to the candidates.
 - (ii) No additional time will be allowed for work lost that was not correctly saved.

- (iii) Candidates must complete the examination paper within the set time. Only printing of results will be allowed after the set time.
 - (iv) Candidates must only submit one print out per question for marking. All other print outs must be handed in to the invigilator. These print outs must be destroyed after the conclusion of the examination. No printouts are allowed to leave the examination room.
- (f) In cases where two sessions per day take place, the following procedure must be followed:
- (i) The responsible teacher will divide the candidates into two groups.
 - (ii) Group 1 will complete the examination in the first session and Group 2 in the second session.
 - (iii) Candidates in Group 2 must meet at least 10 minutes before the end of the first session. They will be escorted to the computer room before the start of the second session.
 - (iv) No candidate may leave the examination room before the end of the examination session.
 - (v) No contact between the two groups during either of the two sessions is permitted.

- (g) Responsibilities of candidates:
- (i) Each candidate must complete the information sheet and folder accompanying the paper including his or her examination number, the examination centre number and the workstation number.
 - (ii) The candidate must further indicate the software packages they used in completing the paper.
 - (iii) Each candidate must save his or her work on the disk or storage media received. These disks or storage media must be submitted with the printouts to the examination section of the provincial education department.
 - (iv) Candidates must ensure that all relevant files have been printed and placed in their examination folders.
 - (v) After completion of the examination the candidates must make sure that each file is stored on the disk and that each file opens from the disk (if applicable).
 - (vi) Candidates only submit the relevant files for marking.
 - (vii) Where different groups of candidates are sharing the same computer and printer, it is essential that all candidates closes all their files on the computer and remove all printouts before the computer and printer may be used by the next group of candidates.
 - (viii) The second disk or storage media should be used as backup for each candidate.

- (h) After the practical examination session:
 - (i) The responsible teacher will make backup or duplicate copies of candidates' work on relevant storage media.
 - (ii) Print outs and disks must be handled in the following way:
 - (iii) Check that the printouts of candidate are in the correct order. Only one printout per question must be submitted.
 - (iv) Place the candidate's information sheet, print outs and disk in specially designed examination folder (standardised format). The examination number and the centre number must be clearly indicated.
 - (v) Organise all folders numerically and place in a marked box.

- (4) Answers to questions will be marked from the disks or storage media, therefore, it is essential that disks or storage media reach the marking centre undamaged. Printouts will only be used for backup.

ANNEXURE I

A PRO FORMA SERVICE CONTRACT
BETWEEN THE
PROVINCIAL EDUCATION DEPARTMENT
AND AN
INDEPENDENT SCHOOL

(NAME OF SCHOOL)

IN RESPECT OF REGISTRATION AS
EXAMINATION CENTRE
FOR THE NATIONAL SENIOR CERTIFICATE
EXAMINATION
FOR
2008/2009

1. This service contract is entered into with _____
(name of independent school) - hereafter referred to as independent institution
- in respect of registration as examination centre for the conduct of the
National Senior Certificate (NSC) examination under the administration of the
Department of Education.
2. The service contract, although entered into independently of registration with
the Department of Education, is dependent upon the provision of proof of
registration as school with the Department of Education.
3. The service contract, although entered into independently of registration with
the Council for Quality Assurance in General and Further Education and
Training (Umalusi), is dependent upon the provision of proof of registration as
Provider of Education and Training with the Council for Quality Assurance in
General and Further Education and Training (Umalusi).
4. The conclusion of this service contract is a precondition to qualify for
registration as examination centre with the Department of Education.
5. The service contract and accompanying registration as examination centre
with the Department of Education is only valid for the year of examination
(inclusive of the supplementary examination) as stated.
6. The owners and management of the independent institution will enter into this
service contract with the Department of Education in respect of registration as
an examination centre. Where the owner/management of the independent
institution is the same legal person, this will be clearly indicated.

7. The conclusion of this service contract confirms that the independent centre has met, to the satisfaction of the Department of Education, the following minimum preliminary requirements for registration as examination centre:
 - 7.1 Sufficient space and appropriate furniture for the seating of candidates;
 - 7.2 Adequate general security;
 - 7.3 A lock-up facility for the storage of examination material;
 - 7.4 Clearance - under the applicable municipal by-laws - from local fire and health services;
 - 7.5 Provision of proper lighting;
 - 7.6 Access to sufficient water and acceptable and adequate toilet facilities;
 - 7.7 Teaching staff suitably qualified and in sufficient numbers to be trained and utilised as invigilators; and
 - 7.8 Clear evidence of an ability to meet any and all costs relating to electricity, water, taxes and/or rental for the premises for the duration of the examinations.
8. The Department of Education retains the right to re-evaluate the independent centre in respect of any or all of the above criteria at any time.
9. The Department of Education retains the right to monitor the conduct of the National Senior Certificate examination and related assessment processes at the Independent Centre at any time without forewarning. This includes the appointment of a Monitoring Invigilator at the assessment centre for the duration of the National Senior Certificate examination.
10. The Independent Centre, in concluding this service contract, commits itself to unquestionably abide by all regulations in respect of the conduct, administration and management of the National Senior Certificate examination and related assessment processes and procedures as contained in the applicable national and provincial regulations.

11. The Department of Education retains the right to request the Independent Examination Centre to conduct and participate in any other reasonable administration matters as may be deemed necessary.
12. Where, in the opinion of the Provincial Head of Department, as a result of a preliminary investigation, developments at the Independent Centre may adversely affect the interests of candidates or the integrity of the examination or related assessment processes, the Department of Education reserves and retains the right to take control of the conduct, administration and management of the examination centre with immediate effect.
13. Where the above clause is applied, a proper investigation should be conducted. The results of such an investigation will guide the Head of Department in deciding, in accordance with national/provincial regulations, on the future of the Independent Centre as examination centre.
14. The examination and related assessment irregularities will be dealt with in accordance with prescribed procedures as contained in the applicable national regulations. All involved in assessment in general and the examination in particular are, in respect of this, under the direct jurisdiction of the relevant provincial education department. Failure to co-operate by any person not in the employ of the Department of Education will result in sanctioning as prescribed by the national or provincial regulations.
15. Failure to abide by any of the regulations or other reasonable requests in respect of the conduct, administration and management of the National Senior Certificate examination and related examination processes and procedures as contained in the national or provincial regulations may result in the de-registration of the Independent Centre as examination centre by the Department of Education.

16. The de-registration of an Independent Centre as examination centre with the Department of Education will take place in accordance with national or provincial regulations (see the next section).

1. De-registration of Examination Centres

Examination centres that do not comply with policy as stipulated in the *National policy on the conduct, administration and management of the assessment of the National Senior Certificate*, will be de-registered.

1.1 Reasons for de-registration of Assessment Centres:

1.1.1 Physical removal of the examination centre from the premises approved by the Department of Education;

1.1.2 Intentional undermining of the integrity of the assessment;

1.1.3 Maladministration; and

1.1.4 Flouting of policies, regulations and guidelines.

1.1.1 Physical removal of the examination centre from the premises approved by the Department of Education.

All examination centres are required to operate on the premises that were approved for this purpose by the Department of Education. Where relocation does occur, the new premises must again be inspected by the relevant provincial education department for evaluation as examination centre.

No examination centre may consider relocation within or less than sixty (60) days before the commencement of the final National Senior Certificate examination.

Where relocation of an Independent Centre is unavoidable because of external factors (e.g. a natural disaster), the following must be strictly adhered to:

The Head of Department must immediately be informed in writing of the enforced relocation.

Learners and parent(s) or guardian(s) must be informed.

The Independent Centre is obliged to ensure the presence of proper notices at the old centre clearly indicating, *inter alia*, the location of the new venue, the name of a contact person and a telephone number for the contact person.

The relevant provincial education department will ensure the publication of such information in the printed/ electronic media.

1.1.1.1 Procedure to follow when a centre relocates to new premises

- (a) Should any centre relocate to new premises, their registration as an examination centre lapses immediately and they will be forced to seek registration at the new premises from the Department of Education.
- (b) In exceptional circumstances, and provided that the centre has an unblemished record as far as irregularities and administration is concerned, the Head of Department may allow the centre to continue to operate for the current final exit examination year only, during which time the centre must apply for, and receive, examination centre status in respect of the new premises. Should such permission be refused, or for any other reason not be granted, the registration of the centre shall lapse forthwith.
- (c) Should this process stretch over the year end, no new candidates may be registered until a decision is taken on the registration of the centre.

- (d) The onus is on the Head of the Institution (centre manager/principal) to inform the Head of Department timeously of his or her intention to move.
- (e) The Head of Department shall inform the chief invigilator, in writing, of the course to be followed.
- (f) If the application for the registration of the centre is unsuccessful, the Head of Department shall inform the Head of the Institution (centre manager/ principal) of the lapse in the registration of the centre.
- (g) The Head of the Institution shall have the right to respond to the decision and furnish reasons why they believe the centre should not be de-registered.
- (h) The Head of Department shall consider such representation and make a final decision. This decision must be conveyed to the Head of the Institution, in writing. The decision is final.

1.1.2 Intentional undermining of the integrity of the examination

Examination centres where there is clear evidence that there were "ghost writers" permitted, of collusion between Chief Invigilators/Invigilators and candidates, of examination question papers in the care of the centre being given to persons for perusal before the examination and related practices should be closed and the guilty party prosecuted. It is not sufficient for an offending centre to re-deploy another staff member to act as Chief Invigilator. Firm steps must be taken.

1.1.2.1 Procedure to follow when it is found that irregular practices took place at an independent examination centre:

- (a) Designated authorities should investigate the above-mentioned irregularities.
- (b) If clear evidence emerges from such investigations, disciplinary action should be instituted and steps taken to de-register the centre.
- (c) The Head of the Institution must be informed, in writing, of the intention of the Head of Department to close the centre due to the incidence of irregularities.
- (d) The Head of the Institution shall be asked to furnish a motivation why the centre should not be closed.
- (e) The Head of Department shall consider such representations and, in the best interests of the integrity of the examination, take a decision whether or not to close the centre. Such a decision shall be final.
- (t) The decision must be communicated In writing to the Head of the Institution.

1.1.3 Maladministration

Examination centres may be de-registered if their maladministration results in any disadvantage to candidates, affects the integrity of the examination or impacts negatively on the ability of the Department of Education or provincial departments of education to render a service.

The relevant provincial education department reserves the right to take over the administration of the Independent Centre as stated in this service contract.

1.1.3.1 Procedure to follow when maladministration of an examination centre occurs

- (a) The Head of the Institution shall be warned, in writing, of the situation and given an opportunity to set matters to rights.
- (b) Should the maladministration of the centre continue, the centre may be placed on probation for a period determined by the Head of Department (not longer than one examination year) during which time, if the Head of the Institution again demonstrates an inability to administer the process adequately, the centre may be de-registered at the end of the examination year.
- (c) The Head of the Institution must be informed, in writing, of the intention of the Head of Department to de-register the centre and asked to furnish reasons why this should not be done. The Head of the Institution may respond to this, whereafter the Head of Department may, in the best interests of candidates and the integrity of the process, decide to de-register the centre. Such a decision shall be final.

1.1.4 The flouting of examination policies, regulations and guidelines

Examination centres where examination officials flout rules, regulations and instructions issued by competent authority may be closed.

1.1.4.1 Procedure to follow when maladministration of an examination centre occurs

- (a) Instances where it is alleged that examination officials at centres flout examination rules and regulations and/or instructions by a competent authority shall be investigated.
- (b) Should substance be found to such allegations, the Head of the Institution shall be warned in writing, specifying exactly the nature of the contravention of rules, regulations and instructions. The Head of the Institution shall be given an opportunity to set matters to rights.
- (c) Should the flouting of examination policies and guidelines continue, the centre may be placed on probation for a period determined by the Head of Department (not longer than one examination year) during which time, if a further offence occurs, the centre may be de-registered at the end of the examination year.
- (d) The Head of the Institution must be informed, in writing, of the intention of the Head of Department to de-register the centre and asked to furnish reasons why this should not be done. The Head of the Institution may respond to this, whereafter the Head of Department may, in the best interests of candidates and the integrity of the process, decide to de-register the centre. Such a decision shall be final.

Signed at _____ on this _____ day of
 _____ 200 ...

DEPARTMENT OF EDUCATION:

INITIALS & SURNAME	CAPACITY	DATE
WITNESS I	_____	
WITNESS II	_____	

OWNER(S) OF INDEPENDENT SCHOOL:

INITIALS & SURNAME	CAPACITY	DATE
WITNESS I	_____	
WITNESS II	_____	

MANAGEMENT OF INDEPENDENT SCHOOL (IF DIFFERENT FROM OWNER(S):

INITIALS & SURNAME	CAPACITY	DATE
WITNESS I	_____	
WITNESS II	_____	

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ANNEXUREJ

APPOINTMENT AND DUTIES OF CHIEF INVIGILATORS AND INVIGILATORS

1. CHIEF INVIGILATORS

- (1) The provincial departments of education should appoint the principal or Head of Institution as Chief Invigilator. However, the provincial education departments reserve the right to appoint any competent school or office-based educator as a Chief Invigilator, should the principal or Head of Institution be found not to be capable of upholding the integrity of the external examinations.
- (2) The Chief Invigilator may delegate his or her duties in writing to his or her deputy if he or she is absent, and inform the district or regional office accordingly.
- (3) The Chief Invigilator must appoint Invigilators in accordance with the requirements of the provincial departments of education.
- (4) The Chief Invigilator must appoint educators as Invigilators, in writing, before the National Senior Certificate examination begins and provide the provincial education departments at district or regional level office with a copy of the invigilation roster.
- (5) The provincial departments of education may appoint private invigilators, including the Chief Invigilator, where necessary.
- (6) In cases where the provincial departments of education appoint private Chief Invigilators and Invigilators, the principal or the Head of the

Institution is still finally accountable for the conduct of the examinations at that centre, except where the principal has been relieved of his or her examination responsibilities by the Head of Department or his or her normnee.

- (7) The Chief Invigilator must have a thorough knowledge of the procedures, rules and regulations regarding the examinations.
- (8) The Chief Invigilator must train the Invigilators before the National Senior Certificate examination begins.

2. INVIGILATORS

- (1) At full-time examination centres suitably qualified teachers from the teaching staff may be appointed as invigilators. At private centres invigilators are to be appointed in accordance with the instructions of the Head of Department.
- (2) Invigilators must be appointed in writing before the commencement of the examination. The appointments may be made by the Chief Invigilators. The head office/regional/district office should be informed of all appointments.
- (3) Besides the Chief Invigilator, one (1) invigilator must be appointed per thirty (30) candidates or part thereof in every examination session.

Example: 1 - 30 candidates: 1 invigilator
 31 - 60 candidates: 2 invigilators
 61 - 90 candidates: 3 invigilators

- (4) Under no circumstances should teachers be appointed to invigilate or even to relieve other invigilators when the subject that they teach is being written.
- (5) Relief invigilators may be appointed for sessions with a duration of two (2) hours or longer. However, the relief may only be for a maximum period of twenty (20) minutes during the session.
- (6) No person is eligible for appointment as an invigilator or assistant invigilator if a near relative (son, daughter, brother or sister) is sitting for the National Senior Certificate in that year.
- (7) Where the need exists, private invigilators may be appointed to assist with the invigilation of part-time candidates. Private invigilators should be persons who are trustworthy and honest, preferably community leaders.

3. TRAINING OF CHIEF INVIGILATORS AND INVIGILATORS

- (1) Chief Invigilators must attend a meeting where they are thoroughly briefed regarding the procedures, rules and regulations relating to examinations.
- (2) Invigilators must be fully trained in invigilation and examination administration by the Chief Invigilator before they assume duty in the examination room.

4. INVIGILATION

(1) Duties of the Head of the Institution/Chief Invigilator

(a) The Head of the Institution/Chief Invigilator is fully responsible and therefore accountable for the examination conducted at his or her examination centre. He or she must be present at the examination centre for the duration of every examination session. His or her specific examination-related duties might include the following:

(i) The Chief Invigilator should select and appoint Invigilators.

(ii) The Chief Invigilator should draw up invigilation and relief invigilation timetables and submit these for approval of the district director/manager.

(iii) The Chief Invigilator should see to the preparation and readiness of the examination room(s), which includes the following:

(aa) Candidates may not sit two to a desk or table.

(bb) Candidates must be seated at least one metre apart.

(cc) Subject matter such as drawings, etc. must be removed from the walls.

(dd) Chalkboards must be cleared of writing, formulae or drawings, etc.

(ee) Examination rooms must be sufficiently ventilated and illuminated.

(ff) Where the examination venue is sufficiently large to accommodate all the candidates, candidates should

be allocated permanent places for the duration of the examinations.

- (iv) The Chief Invigilator should ensure that no cell phones are present in the venue and must collect all cell phones and keep them for candidates until after the examination in marked envelopes.
- (v) Before the commencement of the first examination session, the Chief Invigilator should read the instructions relating to the examination and inform candidates that they could forfeit their results should they contravene any of the instructions.
- (vi) The Chief Invigilator should point out at the beginning of the examination whether candidates must answer all questions or whether they will have to select questions to answer, and how many questions they should answer.
- (vii) The Chief Invigilator should ensure that the candidates have ten (10) minutes reading time per examination question paper, during time which no writing may take place, before the official commencement of the examination over and above the reading of any other instructions that may be necessary.
- (viii) Before opening the examination question papers in the examination room, the Chief Invigilator and Invigilator should ascertain that the examination question paper is correct, according to the time and date specified on the examination timetable (e.g. paper number, language, etc.).

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- (ix) The Chief Invigilator should open the examination question paper envelopes in front of the candidates and remain in the examination room until the examination question papers have been issued to candidates.
 - (x) The Chief Invigilator should visit the examination room(s) frequently during each session and make sure that a high standard of invigilation is maintained.
 - (xi) The Chief Invigilator should draw up a seating plan, indicating the examination room(s) with the desk arrangement and the examination numbers of candidates. This must be submitted for each paper written. If the Chief Invigilator prefers to combine groups in one hall/room, the arrangement will have to be reflected on the plan.
 - (xii) The Chief Invigilator should ensure that there are no unauthorised persons in and around the examination room(s).
 - (xiii) The Chief Invigilator should ensure that all candidates are advised timeously of requisites such as rulers and drawing instruments to be used in the examination of specific subjects, e.g. Engineering Graphics and Design.
 - (xiv) The Chief Invigilator should ensure that the invigilators complete the absent/present column on the mark sheets correctly.

- (xv) The Chief Invigilator should assist with relief invigilation in centres.
- (xvi) The Chief Invigilator should ensure that examination scripts are properly batched and packed according to the candidates' examination numbers once the session has ended. The mark sheet belonging to a certain batch of examination scripts must be included with that batch.
- (xvii) Examination scripts should be sealed in a special envelope to prevent them being tampered with.
- (xviii) The collection of the examination scripts or the delivery of the examination scripts to the regional/district/circuit office, as arranged by the regional/district/circuit office, is the responsibility of the Chief Invigilator.
- (xix) Chief Invigilators should ensure that all equipment (e.g. computers, printers, typewriters, drawing boards, etc.) to be used by candidates is serviced timeously and are in perfect working condition and available at the examination venue on the day of the examination.
- (xx) The Chief Invigilator should collect, check and sign all invigilation claim forms, if applicable.
- (xxi) The Chief invigilator should submit written reports on all suspected and other cases of irregularities to the district office without delay.

NOTE: The Head Office/regional office/district or circuit office must be informed in writing of any changes in invigilation timetables, etc. However, in the case of a change in venue they should apply for approval.

(2) Specific duties of invigilators

(a) Admission of candidates to, and their exit from, the examination room

- (i) Every candidate must produce his or her admission letter as well as proof of identity, preferably his or her official identity document or passport, on admission to the examination room. Invigilators must enforce this requirement rigorously. If a candidate fails to produce the required documents, an irregularity will be declared and the candidate will be allowed to present the required documents to the invigilator after the examination, failing which the normal procedure pertaining to irregularities must be followed.
- (ii) A candidate should be seated at least thirty (30) 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 until the end of the session.
- (iii) The invigilator should ensure that the candidates have ten (10) minutes reading time per examination question paper, during which no writing may take place, before the official commencement of the examination over and above the reading of any other instructions that may be necessary.

- (iv) Only in exceptional circumstances may a candidate be admitted to the examination room after the commencement of an examination, but not after an hour has elapsed.
- (v) A candidate may not leave the examination room during the course of the first 110ur of the examination session.
- (vi) Only a candidate who has registered for the examination, the invigilators concerned, the Chief Invigilator and an authorised representative 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.
- (vii) All persons not officially concerned with the examination should leave the examination room before the envelopes containing examination question papers are opened, and such persons may not enter the examination room during the examination.
- (viii) In an emergency a candidate may leave the examination room temporarily but only under supervision.
- (ix) The invigilator should move about continually in the examination room but without disturbing the candidates.
- (x) Any candidate contravening the rules and regulations of the examination should be referred to the Chief Invigilator without delay.

- (xi) The invigilator must ensure that the candidate's examination number, which appears on his/her timetable, is written 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.

(b) Instructions to Candidates

The following instructions to candidates must be discussed in detail during an information session before the actual start of the examination and, if necessary, at the start of each examination session.

(c) The following is a guideline of what may be read out to candidates:

- (i) *Examinations will now be conducted in this room in the following subjects: (the invigilator then announces the actual subjects, e.g. Accounting, Geography, Mathematics etc). Candidates who have not entered for these subjects must now leave the examination room.*
- (ii) *No explanation of examination questions may be asked for or given. Only questions relating to the number of questions to be answered and whether some questions are compulsory should be answered.*
- (iii) *As soon as candidates have handed in their examination scripts, they must leave the examination room. They will not be allowed to leave the examination room within the first hour of the session. In an emergency a candidate will be allowed to leave the examination room under supervision.*
- (iv) *Candidates must carefully read and comply with the instructions, which appear on the front cover of his/her answer book and also those on the examination question paper.*

- (v) *Candidates are not allowed to assist other candidates or try to assist him/her to get help or communicate with anybody other than the invigilators. Any questions should be directed to the invigilator.*
- (vi) *Candidates may not create a disturbance in the examination room or behave in an improper or unseemly manner.*
- (vii) *Candidates may not disregard the instructions of the invigilator.*
- (viii) *Candidates 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 them in the examination, other than that provided to them by the invigilator and the admission letters/permits in their possession, while they are in the examination room. The excuse that they have forgotten that they had it in their possession will not be accepted.*
- (ix) *Only calculators as approved and prescribed may be used by a candidate in the examination, except in subjects where these are indicated on the examination question paper as being prohibited.*
- (x) ***If** candidates do not obey these instructions, they render themselves liable to suspension from current and future examinations, and the Department may, in such a case, refuse to give them credit for other examination papers written.*
- (xi) *All aids and answer books as well as answer sheets issued to candidates must be handed in before they leave the examination room.*
- (xii) *Read any errata on a specific examination question paper to the candidate(s) concerned.*

(xiii) *Candidates are allowed ten minutes reading time of the examination question paper before the official commencement of the examination during which time NO writing of any kind may take place.*

- (d) The Chief Invigilator must also refer candidates to the last two pages of the examination script, where the Rules and Regulations for the examinations are printed.

5. EXAMINATION SCRIPTS

- (1) All work, including rough work, is to be done on the examination script/answer book/papers provided. Candidates may not be given examination scripts especially for rough work and all used answer books, including spoiled answer books, are to be collected.
- (2) Strict attention is to be paid to the instructions, if any, printed at the top of an examination question paper on using separate answer sheets for particular sections or parts of a paper.
- (3) Invigilators may not issue a second answer book to a candidate before they have satisfied themselves that the first answer book is full, except where *paragraph 5(2)* is applicable. Steps are to be taken to ensure that candidates do not receive more answer books than they require. Where more than one (1) 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, e.g. 1 of 1 (only one answer book was handed in), 2 of 3 (the second answer book of a total of 3), etc.
- (4) 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.

- (5) Under no circumstances may a candidate be allowed to remove either a used or an unused answer script from the examination room.
- (6) Aerial photographs and topographic maps are to be collected on conclusion of the examination and these may become the property of the school concerned for future use in the teaching of Geography.

6. HANDLING OF EXAMINATION QUESTION PAPERS

- (1) Before the examination commences, the Chief Invigilator is to draw the attention of all candidates to:
 - (a) The main instructions on the examination timetable and on the answer books; and
 - (b) The fact that no recognition will be given to answer scripts or any other answer sheets which candidates omit to hand in immediately on conclusion of the examination session in the paper concerned.
 - (c) The number of questions to be answered.
- (2) After the examination question papers have been distributed to candidates, the invigilator must ask the candidates to go through the examination question paper with him or her, page by page, checking it against the certified copy, to ensure that on each page:
 - (a) The number of the page is correct;
 - (b) The name of the examination paper is the same on each page; and
 - (c) The frame/border around the printed matter is complete.

- (3) Invigilators are to check against a control list (mark sheet) that every candidate has received the correct examination question paper for the subject the candidate entered. An examination question paper is thus not to be issued simply on the show of hands.
- (4) 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 an errata is included in the examination question paper. They may not respond to any enquiry from a candidate in a manner that would be regarded as an explanation of the question.

7. INVIGILATION

- (1) Invigilators must ensure that candidates write their correct identity numbers/examination numbers on their examination scripts.
- (2) Chalkboards must be cleared of all writing, drawings, etc.
- (3) Each session must commence and terminate according to the time specified on the examination timetable.
- (4) An invigilator may not knit, read, mark or do any work that will hamper him/her in the execution of his/her duties as invigilator. Cellular phones may not be used under any circumstances.
- (5) An invigilator may not sit down but must move around the examination room without disturbing the candidates.

- (6) An invigilator may not help a candidate with the answering of any examination question or explain any "unclear" part of the examination paper to the candidate.
- (7) An invigilator may not invigilate a subject which he/she teaches in any grade except where the subject demands it, e.g. Information Technology, Computer Application Technology, Engineering Graphics and Design.
- (8) Invigilators may not speak to one another or cause a disturbance to candidates.
- (9) Invigilators may not leave the examination room or leave the candidates unattended.
- (10) An invigilator must position him or herself inside the examination room facing the candidates and may not invigilate from outside the examination room looking through the windows.
- (11) Invigilators may not allow candidates to copy, or assist them, or allow candidates to be assisted by anyone, during the examinations.
- (12) Copies of examination question papers may not be given to anybody outside the examination room nor may they be taken out before the session has ended and the candidates have left the room.
- (13) Invigilators must adhere to the special examination requirements of certain subjects.

8. PACKING OF THE EXAMINATION SCRIPTS BY THE INVIGILATORS
AFTER EACH SESSION

- (1) Invigilators should:
- (a) Check that candidates who were present and wrote the paper are marked present and those who were absent are marked absent.
 - (b) Arrange the examination scripts which belong to a specific mark sheet in numerical order according to the examination numbers appearing on the mark sheet, e.g. if there are hundred and fifty (150) candidates, there should be three (3) mark sheets and three (3) piles of examination scripts.
 - (c) Place the mark sheet that belongs to a pile of examination scripts on top of the pile of examination scripts.
 - (d) Wrap the examination scripts and the mark sheets and write down the centre number, subject (Home or First Additional Language), and the number of examination scripts on the wrapper.
 - (e) Make sure that all the examination scripts are handed in and that each parcel of examination scripts is accompanied by its relevant mark sheet.
 - (f) Deliver the examination scripts to the district/circuit office or the official responsible for the collection of the examination scripts. Examination scripts should be returned to the district/circuit office by the Chief Invigilator or by a designated official on a daily basis.

9. DEALING WITH MARK SHEETS

- (1) Mark sheets must be completed correctly by the invigilators on duty in the examination room and checked with the help of the Chief Invigilator. The following should be noted about mark sheets:
 - (a) There must be at least one (1) mark sheet for each subject written at a centre.
 - (b) Different mark sheets are provided for languages.
 - (c) If there are more than fifty (50) candidates writing a certain subject, there should be more than one (1) mark sheet. (One mark sheet is used for every fifty (50) candidates or part thereof.)
 - (d) The examination numbers of the candidates should appear on the mark sheets.
 - (e) It is imperative that mark sheets are accompanied by the correct set of examination scripts.
 - (f) The ONLY "writing" which invigilators should include on the mark sheet, is the completion of the "absent/present" columns.
 - (g) All mark sheets must be returned to the provincial head office via the regional/district/circuit office concerned, even if none of the candidates wrote the particular paper.
 - (h) Under no circumstances should information be added to the mark sheet.

- (i) Information appearing on a mark sheet may not be deleted or changed.
- (j) If a mark sheet is not included with the examination question papers, this should be reported to the regional/district/circuit office by the Head of the Institution/Chief Invigilator. The regional/district/circuit office, in turn, has to report this to the provincial head office.
- (k) In instances where mark sheets are not included with the examination question papers, hand-written copies should be completed and submitted.

10. RELIEF INVIGILATION

- (1) All invigilators invigilating sessions longer than two (2) hours should be relieved for a maximum of twenty (20) minutes.
- (2) The Head of the Institution/Chief Invigilator acts as a relief invigilator for the first six (6) invigilators.
- (3) One (1) relief invigilator may be appointed for each six (6) invigilators or part thereof for example:

1 - 6 invigilators: Head of the Institution/Chief Invigilator

7 - 12 invigilators: Head of the Institution/Chief Invigilator + 1 relief invigilator.

ANNEXUREK

RETURN OF EXAMINATION SCRIPTS

1. Examination scripts should either be fetched/collected from the examination centre by a provincial education department official or delivered to the regional/district office by the Chief Invigilator or by a designated official.
2. A register should be kept at all points where examination scripts are transferred. Officials involved in the transfer of examination scripts should sign this register, which should be kept at the regional/district office until the end of the examination and then transferred to the provincial head office.
3. Under no circumstances should examination scripts be kept at an examination centre overnight.
4. Examination scripts should also be sealed in a special envelope to prevent them being tampered with.
5. When examination scripts are received at the provincial head office, they should be checked against the relevant mark sheet, before being transferred to the marking centre. A record should be kept of all examination scripts transferred to the marking centre and the marking centre manager must sign for the receipt of these examination scripts.
6. It is recommended that a control system that is accurate and reliable be put in place so as to allow officials to ascertain where particular examination scripts are at any given time.
7. A bar code tracking system, using hand held scanners, is recommended.

ANNEXUREL

AN EXCERPT FROM THE PERSONNEL ADMINISTRATION MEASURES

"4.3 In respect of an examination paper where no suitable candidate can be recruited with the set minimum qualifications or experience, the Director-General (Education) may approve the appointment of a suitable candidate with other appropriate post school qualifications or with less than the required experience, after consultation in this regard with the relevant teacher unions. The final decision with regard to the appointment of examiners and internal moderators rests with the Director-General." (*Personnel Administration Measures (PAM)*, pp. 104 & 105). "

Markers are appointed in terms of the Personnel Administration Measures (PAM). The criteria for the appointment of markers are as follows:

"4.4 The criteria to qualify for appointment as markers (including Senior Markers, Deputy Chief Markers and Chief Markers) should, in addition to those referred to in *paragraph 4.1* of the PAM document, include the following:

- (1) A recognised three-year post school qualification, which must include the subject concerned at second or third year level or other appropriate post matric qualifications;
- (2) Appropriate teaching experience, including teaching experience at the appropriate level, in the subject concerned;
- (3) Language competency; and

- (4) In addition to the above criteria, preference should be given to serving teachers who are presently teaching the subject concerned.

The provision in *paragraph 4.2* of the PAM document for the relaxation of requirements in respect of qualifications and experience also applies in respect of these appointments.

The selection of markers for a specific examination question paper should be carried out by a panel comprising:

- the Chief Examiner;
- relevant departmental officials; and
- teacher unions (as observers)." (*Personnel Administration Measures (PAMj, p.105)*).

ANNEXUREM

MARKING PROCEDURES

1. Marking will commence at the termination of the examination.
2. The marking procedure in terms of the different subjects should be left to the Chief Marker in consultation with the provincial departments of education. "Examination script marking" may be used in certain subjects, rather than "question marking". The "question marking" approach creates logistical problems but it is advantageous in standardisation in the marking process.
3. Marking per examination script may be suitable for some subjects and/or examination question papers and marking per question will be more suitable for others. As far as possible marking should be done per examination script as it enables greater consistency in marking.
4. Chief examiners must submit detailed plans in respect of how the marking will be handled in order to:
 - (a) ensure the flow of examination scripts through marking teams;
 - (b) the mechanisms for controlling the flow of examination scripts;
 - (c) the moderation by senior markers;
 - (d) the checking of totals;
 - (e) the completion of mark sheets; and
 - (f) the dispatching of completed examination scripts.

ANNEXUREN

DEALING WITH DISCIPLINE AND MISCONDUCT - EXAMINATION IRREGULARITIES

1. STRUCTURES FOR THE HANDLING OF IRREGULARITIES

(1) The National Examinations Irregularities Committee (NEIC)

The National Examinations Irregularities Committee (NEIC) is a committee established by the Minister to support the provincial departments of education in ensuring that the credibility of the examinations is maintained. This committee will co-ordinate the handling of irregularities on a national level and will ensure that a consistent approach is implemented in the handling of irregularities across all nine provincial departments of education.

(a) Composition of the NEIC

(i) The National Examinations Irregularities Committee will comprise the following persons:

(aa) Two representatives from the Department of Education appointed by the Director-General. The representative from the Chief Directorate: Educational Measurement, Assessment and Public Examinations will serve as chairperson and the second representative will be nominated from the Legal Section of the Department of Education.

- (bb) One official from each of the provincial departments of education, nominated by the Head of Department.
 - (cc) One representative from each of the private examination bodies.
- (ii) In addition the following persons will be nominated as observers:
- (aa) One representative from Higher Education South Africa;
 - (bb) One representative from the South African Qualifications Authority;
 - (cc) One representative from Umalusi; and
 - (dd) One representative from each of the recognised teacher unions.
- (iii) All members of the committee, together with the chairperson, will be appointed by the Director-General. The Minister will appoint the additional members with observer status.
- (b) Jurisdiction of the NEIC
- (i) The National Examinations Irregularities Committee will have jurisdiction in any alleged examination irregularity relating to, or occurring during, the various stages of the assessment process, which includes:
 - (aa) Registration of learners;
 - (bb) Compilation of internal assessment marks;

- (cc) Monitoring and moderation of internal assessment;
 - (dd) Setting and moderation of examination question papers;
 - (ee) Writing of the examinations;
 - (ff) Marking of examination scripts;
 - (gg) Capturing of marks;
 - (hh) Standardisation of results;
 - (ii) Release of examination results; and
 - (jj) Certification process.
- (ii) All decisions taken by the Provincial Examinations Irregularities Committees relating to irregularities in the above stages of the assessment process will be subject to final ratification by the National Examinations Irregularities Committee.
- (c) Functions of the NEIC
- (i) The NEIC must be responsible for co-ordinating and supporting the Provincial Examinations Irregularities Committees (PEICs) in the handling of examination irregularities in their respective provinces.
 - (ii) The NEIC must co-ordinate and support the Examinations Irregularities Committee of the private examination bodies.
 - (iii) The NEIC will also ensure that examination irregularities are handled in a consistent manner across the country. This will be accomplished by taking responsibility for the following:

- (aa) Supporting the provincial departments of education in the development of capacity relating to the identification, investigation and reporting of examination irregularities;
- (bb) Supporting the provincial departments of education in the establishment of appropriate systems and structures for the handling of irregularities;
- (cc) Provision of timeframes for the finalisation of examination irregularities that occur during the different stages of the assessment process so as to ensure that a reasonable number of the examination irregularities are finalised prior to the release of the results;
- (dd) Ensure that all requirements relating to the provision of irregularity reports to Umalusi are appropriately complied with;
- (ee) Evaluate the reports on irregularities received from the PEICs and from the Examinations Irregularities Committee of the private examination bodies, so as to ensure that the irregularities are dealt with appropriately;
- (ff) Review the recommendations of the PEICs and the Examinations Irregularities Committee of the private examination bodies, relating to the sanctions to be imposed so that there is consistency in the severity of sanctions;
- (gg) Support the provincial departments of education in the handling of appeals submitted to the Department;
- (hh) Assist the provincial departments of education in identifying institutions that have recurring

irregularities and establish whether those institutions are credible enough to be regarded as examination centres and make recommendations on action to be taken; and

- (ii) Investigate examination irregularities as requested by the Director- General.

(2) The Provincial Examinations Irregularities Committee

- (a) Each provincial education department must establish a Provincial Examinations Irregularities Committee.
- (b) The Provincial Examinations Irregularities Committee must take responsibility for the handling of assessment irregularities at a provincial level.
- (c) The Head of Department must appoint the members of the Provincial Examinations Irregularities Committee.
- (d) The composition of the PEIC should be as follows:
 - (i) Five officials in the employ of the relevant provincial departments of education recommended to the Head of Department for appointment by the provincial Examinations Board;

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- (ii) The provincial education department must include competencies and expertise in the following areas:
- (aa) The education system as a whole;
 - (bb) The examination system;
 - (cc) Professional legal practitioner;
 - (dd) Subject area specialisation, co-opted on a need basis; and
 - (ee) Labour relations.
- (iii) In addition, the following persons will be nominated as observers:
- (aa) One representative from Higher Education South Africa;
 - (bb) One representative from the South African Qualifications Authority;
 - (cc) One representative from Umalusi; and
 - (dd) One representative from each of the recognised teacher unions active in the province or recognised in the provincial education Labour Relations Council.
- (iv) All members of the committee together with the chairperson will be appointed by the Head of Department. The additional members with observer status will be appointed by the MEC,.

(e) Jurisdiction of the PEIC

(i) The Provincial Examinations Irregularities Committee has jurisdiction in any alleged examination irregularity relating to or occurring during the following:

- (aa) Compilation, monitoring and moderation of Internal assessment;
- (bb) Writing of the final National Senior Certificate examination;
- (cc) Marking of examination answer scripts;
- (dd) Processing of external examination question papers;
- (ee) Processing and release of examination results;
- (ff) Conditions under which candidates are examined;
and
- (gg) Any other irregularities related to examinations.

(f) Functions of the PEIC

(i) The PEIC must investigate and make recommendations on appropriate action to the Head of Department or his or her nominee in respect of the following:

- (aa) Misconduct by educators in the compilation, monitoring or moderation of internal assessment;
- (bb) Misconduct by any person involved in any or all processes of assessment;
- (cc) Misconduct by the Chief Invigilators or examination monitors or officials involved in the administration or running or management or monitoring of examinations;

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- (dd) Misconduct by invigilators or any other person involved in the administration or management or monitoring of examinations at public or independent schools or learning institutions registered as examination centres with the relevant provincial education department;
 - (ee) Examination irregularities involving candidates at public or independent schools or learning institutions registered as examination centres with the relevant provincial education department;
 - (ff) Irregularities In the appointment of Chief Invigilators or Invigilators or Internal Moderators or Chief Examiners or Chief Markers or Deputy Chief Examiners or Deputy Chief Markers or Senior Markers or Markers or Monitors or Administration Assistants;
 - (gg) Any action by an outside body or person that may impact adversely in any way on the successful administration, management or monitoring of assessment or examination, or compromise the integrity and legitimacy of such assessment or examination;
 - (llll) Examination irregularities based on reports or complaints received from any quarter; and
 - (ii) Any other irregularities related to examinations.
- (ii) The PEIC may utilise the services of other officials from the provincial education department to conduct investigations and hearings. These officials will operate

Under the jurisdiction of the PEIC and will report to the PEIC.

(3) Private Examinations Irregularities Committee

- (a) The independent assessment bodies must establish an Examinations Irregularities Committee.
- (b) The composition and function of the Examinations Irregularities Committee established by the independent assessment bodies may be similar to that of the PEIC.
- (c) The Examinations Irregularities Committee contemplated in *subregulation (3)(a) and (3)(b)*, must report all irregularities to the NEIC.

(4) School Examination Irregularities Committee

Each school must establish a School Examination Irregularities Committee whose composition and functions will be determined by the provisions of the policy of the provincial departments of education.

2. CATEGORISATION OF EXAMINATION IRREGULARITIES

- (1) Examination Irregularities must be categorised as follows:
 - (a) Administrative errors or omissions;
 - (b) Behavioural Offences; and
 - (c) Acts of Dishonesty.

3. IDENTIFICATION OF IRREGULARITIES IN RESPECT OF INTERNAL ASSESSMENT

(1) Candidates

(a) Irregularities in respect of internal assessment and involving candidates may occur through administrative errors or omissions or derive from behavioural offences or acts of dishonesty.

(b) This category of irregularity includes:

(i) A candidate not fulfilling the minimum requirements in respect of the compilation of a mark for internal assessment in a subject;

(ii) A candidate refusing to abide by any or all of the minimum requirements in respect of the compilation of a mark for internal assessment in a subject;

(iii) A candidate who, in respect of any component of a mark for internal assessment completed under controlled conditions, does the following:

(aa) Continues to create a disturbance or intimidate others, or behave in an improper or unseemly manner despite a warning; or

(bb) Drunk or disorderly conduct; or

(cc) Persists in disregarding the arrangements or reasonable instructions of a teacher despite a warning; or

- (dd) Continues to disregard assessment regulations despite a warning.
 - (iv) A candidate knowingly making a false statement in respect of the authenticity of a particular component of the mark for any part internal assessment in the subject or the internal assessment mark for the subject as a whole.
- (2) Examination officials
- (a) Irregularities in respect of internal assessment may be committed by:
 - (i) Professional teachers, such as teachers or principals at schools or learning institutions or staff from Professional Support Services or related directorates or circuit managers, etc., whose normal job descriptions automatically incorporate such duties.
 - (ii) Teachers in the immediate employ of an independent school or learning institution registered as an examination centre with the relevant provincial education department who, in the performance of assessment duties, are doing this under the jurisdiction of the relevant provincial education department.
 - (iii) Administrative personnel whose duties include work in respect of examination, certification and accreditation.
 - (iv) Administrative personnel in the immediate employ of an independent school or learning institution registered as an

examination centre with the relevant provincial education department who, in the performance of examination duties, are doing this under the jurisdiction of the relevant provincial education department.

(v) Irregularities in respect of internal assessment involving examination officials may be identified at any of the following stages:

(aa) The compilation of the mark for internal assessment at the school or learning institution.

(bb) The monitoring or moderation of the mark achieved in respect of internal assessment.

(cc) The capturing and processing of data;

(dd) Investigations in respect of suspected internal assessment irregularities.

(vi) The assessment irregularities may include the following:

(aa) The teacher wilfully and intentionally, without a valid reason, fails to satisfy the requirements or excludes one or more assessment tasks from the compilation of the final assessment marks;

(bb) The teacher alters, in other words, either decreases or increases the marks of candidates without the approval of the Internal Moderator or head of the institution;

(cc) The teacher wilfully provides assistance to a learner that advantages a learner unfairly in comparison to other learners; and

- (dd) The teacher collaborates with a candidate who presents the whole or part of the portfolio that is not his or her own work.

4. IDENTIFICATION OF EXAMINATION IRREGULARITIES IN RESPECT OF THE NATIONAL SENIOR CERTIFICATE EXAMINATION

(1) Examination irregularities caused by administrative errors and omissions

(a) Administrative errors and omissions include:

- (i) Failure to produce (as opposed to fraudulent) an identity document;
- (ii) Failure to check identity documents;
- (iii) Late arrival at the examination centre;
- (iv) Incorrect or no examination number;
- (v) Examination number not on the mark sheet;
- (vi) Answer script damaged;
- (vii) Examination answer script found amongst answer scripts from another examination centre;
- (viii) Examinations conducted at an examination centre other than the examination centre where the candidate registered;
- (ix) Examination answer script lost or missing;
- (x) Prescribed (as opposed to issued) answer script not used;
and
- (xi) Any other technical difficulty or problem with either answer scripts or answer sheets or proceedings.

- (2) Examination irregularities involving candidates stemming from behavioural offences or wilful disobedience regarding regulations or instructions issued during an examination
- (a) This category of examination irregularity includes:
- (i) Creating a disturbance or intimidating others or behaving in an improper or unseemly manner despite a warning;
 - (ii) Disorderly conduct;
 - (iii) Disregard for the arrangements or reasonable instructions of the invigilator despite a warning;
 - (iv) Disregard for examination regulations despite a warning; and
 - (v) The non disclosure of or refusal to hand over a cell phone or any other material
- (3) Examination irregularities involving examination officials
- (a) Examination irregularities in respect of the examination may be committed by:
- (i) Professional teachers, such as teachers or principals at schools or learning institutions or staff from Professional Support Services or related directorates or circuit managers, etc., whose normal job descriptions automatically incorporate such duties.
 - (ii) Teachers in the immediate employ of an independent school or learning institution registered as an examination centre with the relevant provincial education department who, in the performance of examination duties, are doing

this under the jurisdiction of the relevant provincial education department.

- (iii) Administrative personnel whose duties include work In respect of examination, certification and accreditation.
 - (iv) Administrative personnel in the immediate employ of an independent school or learning institution registered as examination centre with the relevant provincial education department who, in the performance of examination duties, are doing this under the jurisdiction of the relevant provincial education department.
- (b) Examination irregularities may be identified at any of the following stages:
- (i) Registration of candidates;
 - (ii) Appointment of Examiners and Internal Moderators;
 - (iii) Setting, internal and external moderation of the examination question papers;
 - (iv) Editing, proofreading, translation and final approval of examination question papers; and
 - (v) Printing, packaging, storage and distribution of examination question papers to examination centres.
 - (vi) Setting or moderation or translation or editing of external examination question papers;
 - (vii) Typing or printing or packing or distribution or collection or delivery of external examination question papers or answer scripts;

- (viii) Checking of examination scripts by accredited examination bodies and distribution of examination scripts to marking centres;
 - (ix) Invigilation or monitoring;
 - (x) Marking;
 - (xi) Data capturing and processing; and
 - (xii) Release of examination results.
- (4) Irregularities that may occur during the Conduct of the Examination
- (a) Examination irregularities identified during the writing of the examination may be classified as:
 - (i) Learners misbehaving or wilfully disobeying regulations or instructions issued during an examination;
 - (ii) Learners engaged in dishonest acts during the examination process; and
 - (iii) Department officials/teachers contravening the legislation on the conduct of the National Senior Certificate examinations, so as to grant candidates an unfair advantage/disadvantage in the examination.
 - (b) This category of examination irregularity includes -
 - (i) Creating a disturbance or intimidating others or behaving in an improper or unseemly manner;
 - (ii) Disorderly conduct;
 - (iii) Disregard for the arrangements or reasonable instructions of the invigilator despite a warning; and

- (iv) disregard for examination regulations.

- (c) Learners engaged in dishonest acts during the examination process include those that are identified before the commencement of the examination and those that are identified while the examination question paper is being written.

- (d) Acts that are identified before the commencement of the examination include the following:
 - (i) Presentation of fraudulent identification documents;
 - (ii) Failure to present identification documents;
 - (iii) Bribery or attempted bribery;
 - (iv) Access to leaked examination question paper/s; and
 - (v) Possession of unauthorised examination material, such as cell phones.

- (e) Acts that are identified while the examination question paper is being written include the following:
 - (i) Possession of notes or any other unauthorised material, which could in any way assist in the answering of questions;
 - (ii) Copying from notes or textbooks or any other unauthorised material;
 - (iii) Copying from fellow candidates;
 - (iv) Attempting to obtain assistance from, or being assisted by, another candidate or any other individual;
 - (v) Assisting, or attempting to assist, another candidate;
 - (vi) Receiving assistance from any other source;

- (vii) Examination question paper written by another or substitute candidate;
 - (viii) The use of another candidate's examination number;
 - (ix) Any other type of conduct or possession, which could render improper assistance or unfair advantage to a candidate and thereby prejudice other candidates;
 - (x) Use or in possession of a cell phone, programmable calculators or any other electronic device that may be of assistance to the candidates whilst writing the examination, except where the examination instructions specify otherwise; and
 - (xi) Any other action, which is in contravention of the relevant legislation.
- (f) As answer scripts are handed in or marked:
- (aa) The answer script handed in is different from that issued by the invigilator; or
 - (bb) Different handwriting in an answer script; or
 - (cc) Two examination answer scripts submitted for one candidate; or
 - (dd) Crib notes discovered;
 - (ee) No crib notes, but clear evidence of copying; or
 - (ff) Evidence of possible assistance by an invigilator; or
 - (gg) Indications that the candidate has been allowed to be examined in terms of an "open book" examination; or
 - (hh) Answers too similar to the memorandum; or
 - (ii) Answer script, or any part thereof, removed from the examination room and submitted later; or
 - (jj) Examination conducted outside the examination room or examination centre without prior authorization.

- (g) In any of the stages relating to the writing of the examination, if there is evidence that there is a contravention of the relevant legislation on the part of examination officials involved in these processes, which could result in the granting of an unfair advantage to the candidates writing the examination, this must be declared an irregularity.

(5) Irregularities that may occur during the Marking Process

Irregularities in the marking process relate to irregularities identified by Markers of examination scripts and any other actions committed by examination officials and Markers which are in contravention of the national and provincial regulations.

(6) Irregularities committed by Examination Officials or Markers

- (1) Any evidence that indicates that an examination official or Marker engaged in the following actions constitutes an irregularity:
 - (i) Failure to adhere to the criteria and the prescribed process for the appointment of Markers, Senior Markers, Chief Markers, examination assistants and other persons involved in examination-related work as prescribed in the *National Education Policy Act, 1996 (Act No. 27 of 1996)*.
 - (ii) Marker appointed and found to have made a false statement in the application.
 - (iii) Marker not adhering to prescribed policy and requirements for marking.
 - (iv) Misbehaviour by Marker at marking venue or marking accommodation.
 - (v) Any action that indicates a wilful intent to misplace or destroy the examination scripts of a candidate or candidates.

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- (vi) The removal of examination scripts from the marking centre;
 - (vii) Intentional awarding of marks to candidates that is not justified by the evidence on the examination script or the marking guideline.
 - (viii) Manipulation of the marks so as to unfairly advantage or disadvantage a candidate or candidates.
 - (ix) Any other action that is in contravention of these regulations.
- (7) Irregularities identified by Markers
- (a) Irregularities identified by Markers at the marking centres include the following:
 - (i) The answer script handed in is different from that issued by the Invigilator;
 - (ii) Different handwriting on an answer script;
 - (iii) Two examination answer scripts, written by two different candidates submitted with the same examination number;
 - (iv) Crib notes discovered in the answer script;
 - (v) No crib notes, but clear evidence of copying;
 - (vi) Evidence of possible assistance by an Invigilator;
 - (vii) Indications that the candidate has been allowed to be examined in terms of an "open book" examination; and
 - (viii) Answers identical to the marking guideline.
- (8) Irregularities that may occur during the Capturing Process, Standardisation, Release of Results, Issuing of Statements and the Certification Process
- (a) A contravention of these regulations in any of the stages relating to the capturing, processing, standardisation, release of results and certification, on the part of examination officials involved in these processes, which

could undermine the credibility of the examination results, must be declared an irregularity.

- (b) Some of the actions deemed to be irregular during the processes include the following:
- (i) Negligence;
 - (ii) Indolence;
 - (iii) Failure to abide by relevant legislation or policies or regulations;
 - (iv) Unauthorised release of sensitive/confidential information;
 - (v) Misuse of authority for private gain or reward;
 - (vi) Unauthorised access to examination data or subject credits; and
 - (vii) Failure to accurately verify information on certificates and qualifications.
- (c) It is the duty of the examination official or systems administrator or service provider responsible for these functions, to ensure the accuracy of the examination data provided. Any data presented that is inaccurate must be regarded as an irregularity.
- (d) Provision of examination data to any institution or individual, without the approval of the Director-General or Head of Department, or his or her nominee constitutes an irregularity.

5. ASSESSMENT IRREGULARITY PROCEDURES

- (1) Procedures in respect of internal assessment candidates
 - (a) Internal assessment irregularities involving learners must be dealt with at the level of the school or learning institution by the School Assessment Irregularities Committee (SAIc) in accordance with the policy provided by the provincial departments of education.
 - (b) Where the candidate does not comply with the minimum requirements of any component of the internal assessment mark, the following applies:
 - (i) In the event of a valid reason for compliance failure, the candidate must be allowed the opportunity to redo the task or, where impractical, the mark for that particular component of the internal assessment mark should not be taken into consideration.
 - (aa) "Valid reason", In this context, constitutes the following:
 - Medical reasons as supported by a valid medical certificate issued by a registered medical practitioner;
 - Humanitarian reasons, e.g. the death of an immediate family member, if supported by valid written evidence;
 - The learner appearing in a court hearing; supported by written evidence; or

- Any other reason as may be declared valid by the Head of Department or his/her nominee.
- (c) Candidates must be reminded that the fabrication of evidence in general and especially in respect of the stipulations of *paragraph 5(J)(b)(z)(aa)* above constitutes fraud.
- (d) Where a candidate does not comply with the minimum requirements of internal assessment for a subject on the basis of valid reasons, evidence of such valid reasons must be included in the learner portfolio for that subject.
- (e) Where a candidate does not comply with the minimum requirements of internal assessment for a subject without a valid reason, a “0” (zero) is recorded and 0 is used in the compilation of the mark for the particular component or internal assessment as a whole (as may be applicable).
- (f) The absence of an internal assessment mark in any subject must result in the candidate registered for that particular subject receiving an “incomplete” result.
- (2) Procedures in respect of internal assessment - assessment officials
- (a) All alleged irregularities in respect of internal assessment involving examination officials must be reported to the provincial Head of Department or his or her nominee by the Head of the Institution. Recurring cases must be reported to the National Examinations Irregularities Committee (NEIC).

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- (b) Suspected internal assessment irregularities involving teachers constitutes an act of misconduct and must be dealt with in accordance with the *Employment of Educators' Act*.
- (c) Suspected internal assessment irregularities involving assessment officials employed in terms of the Public Service Act constitutes an act of misconduct and must be dealt with in accordance with the relevant Public Service Regulations.
- (d) Prior to an investigation being conducted in respect of assessment officials suspected of an internal assessment irregularity, the Head of Department or his or her nominee, provided that substantial evidence in respect of the alleged irregularity exists, may:
- (i) Immediately suspend the services of a suspected defaulting official from marking or monitoring or moderation;
 - (ii) Immediately suspend the services of a suspected defaulting official in respect of any or all related assessment processes; or
 - (iii) In the case of independent schools or learning institutions registered as examination centres with the relevant provincial education department, insist on the application of the relevant clauses of the Service Contract entered into with the particular examination centre.

- (3) Procedures in respect of irregularities identified during the Planning and Preparatory Phase of the External Examination
- (a) The Head of Department or his or her nominee may immediately suspend an examination official who contravenes any of these regulations, and the matter must be dealt with in accordance with the *Employment of Educators' Act* or in terms of *the Public Service Act*, or any other relevant legislation.
- (b) Examination irregularities identified as having occurred before the examination question paper is written may include the leakage of the examination question papers.
- (i) The first step in such a case is to determine the extent of the leakage, which must be determined by the Provincial Examinations Irregularities Committee (PEIC) or by a team delegated by the PEIC.
- (ii) In the event of the leakage of a national examination question paper, the Director-General of the Department of Education and the Minister of Education should decide on the most appropriate course of action.
- (iii) The Provincial Examinations Irregularities Committee (PEIC) must institute a full investigation to ascertain the source of the leakage. The South African Police Services (SAPS) and other investigation experts may be included in the investigation process. All evidence collected must be clearly documented for presentation to the Provincial Examinations Irregularities Committee (PEIC).

- (iv) In the event of a candidate failing to produce an identity document or an acceptable alternative document providing identity and where the candidate is unknown to the invigilator, the procedures set out in *paragraph 4(3)(a)* in this policy document must be followed.
 - (v) Any other examination irregularity identified prior to the writing of the examination question paper, which may impact on the integrity of the examination must be dealt with prior to the examination question paper being written.
- (4) Procedures in respect of Examination Irregularities identified during the Conduct of Examinations
- (a) The Head of Department or his or her nominee may immediately suspend an examination official, who contravenes any of these regulations, and the matter must be dealt with in accordance with the *Employment of Educators' Act* or in terms of *the Public Service Act*, or any other relevant legislation.
 - (b) Examination irregularities stemming from misconduct or wilful disobedience regarding regulations or instructions issued during an examination must be dealt with as follows:
 - (i) In all cases the invigilator must immediately bring the specific examination irregularity to the attention of the Chief Invigilator;
 - (ii) The Chief Invigilator must then offer the candidate suspected of an irregularity the opportunity to make a representation, either in writing or verbally, in the presence of the invigilator.

- (iii) If the Chief Invigilator, after considering the facts, finds that such an irregularity has indeed occurred, he or she must submit the matter to the Provincial Examinations Irregularities Committee (PEIC) for further investigation and a decision;
 - (iv) In the event of a candidate persistently refusing to co-operate, the Chief Invigilator must request the candidate suspected of an irregularity to leave the examination room.
 - (v) The answer script must be removed from the candidate's possession and a note made of the date and exact time of its confiscation. Should the candidate refuse to leave, the Chief Invigilator may call upon the South African Police Services to assist;
 - (vi) If the candidate agrees to co-operate, the Chief Invigilator must allow him or her to continue with the written examination, in which case a new answer book with the date and exact time of issue noted thereon, must be provided; and
 - (vii) The Chief Invigilator must forward his or her report, together with a report from the invigilator on duty at the time of the alleged irregularity, the candidate's representation and a written account of events or any statement or exhibit, to the Provincial Examinations Irregularities Committee (PEIC).
- (c) In the case of examination irregularities identified while the examination question paper is being written, the following procedure should be applied:

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- (i) The Invigilator must remove the candidate's answer script and write the word "IRREGULARITY" on the front outside cover page and the type of irregularity, date, time and place of the irregularity;
 - (ii) The words "Answer script confiscated on...at...hours" must be written on the outside cover page in bold print;
 - (iii) The Invigilator must take possession of any unauthorised or incriminating material such as notes or any other object used directly or indirectly or in the possession of the candidate that may have been used to commit the irregularity;
 - (iv) Such material must be attached to the confiscated answer script, which then becomes the property of the relevant provincial education department and neither the candidate nor his or her parent(s) or guardians have the right to demand its return;
 - (v) The Invigilator must then give the candidate a new answer script. This answer script must also be endorsed with the words "NEW ANSWER SCRIPT" together with the date and time of issue;
 - (vi) The candidate must be informed that the fact that he or she is allowed to continue with the examination does not serve as a condonation of his or her contravention of examination regulations and that a written report will be submitted to the Chief Invigilator at the conclusion of the examination and that the incident will be reported to the Provincial Examinations Irregularities Committee (PEIC);

- (vii) The Invigilator must not allow any additional time to compensate for time lost in the course of detecting and processing the examination irregularity;
- (viii) The invigilator, following the completion of the examination, must immediately submit a full written report to the Chief Invigilator concerning the irregularity;
- (ix) The candidate, following the completion of the examination, must be confronted about the irregularity and given the opportunity to provide a written declaration or response to the alleged offence;
- (x) Where the candidate refuses to submit the required written declaration or provide a response, this refusal must be confirmed in writing by the invigilator. The candidate must sign the statement made by the invigilator;
- (xi) Where the candidate refuses to comply with *sub-section (4)(c)(iii)*, another invigilator attached to the examination centre must provide a written statement confirming the refusal of the candidate to provide a written declaration; and
- (xii) The answer script, any incriminating material and all applicable statements must then be sent for marking in the normal way and subsequently forwarded to the Provincial Examinations Irregularities Committee.

- (5) Procedures in respect of Examination Irregularities identified during the Marking Process
- (a) In the case of examination irregularities relating to the process of marking as contemplated in *paragraphs 5(4), 5(5) and 5(6)*, that are committed by examination officials, the Head of Department or his or her nominee may immediately suspend an examination official, who contravenes any of these regulations, and the matter must be dealt with in accordance with the *Employment of Educators' Act* or in terms of *the Public Service Act*, or any other relevant legislation.
- (b) Examination irregularities identified by Markers during the marking process must be dealt with as follows:
- (i) All examination irregularities suspected by Markers must immediately be reported to the Senior Marker or Deputy Chief Marker or Chief Marker who then refers it to the Centre Manager. These are then referred to the Head of Examinations and the Provincial Examinations Irregularities Committee (PEIC);
- (ii) Answer scripts In which alleged examination irregularities are identified must be marked as usual. The word "IRREGULARITY" must be written in red ink on the front cover, along the margin.
- (iii) These answer scripts must then be handed in together with the other answer scripts and completed mark sheets to the Senior Marker or Deputy Chief Marker or Chief Marker for attention. The marks of the suspected candidate must be entered on the mark sheet, with an indicator stating "irregular";

- (iv) Where an answer script is found amongst those from another examination centre or where a candidate has been examined at an examination centre other than the examination centre where originally registered, the former examination centre must contact the examination centre at which the examination should have been conducted and arrange through the regional office or area project office for the transfer of that candidate's answer script.
- (v) Where an answer script is lost, the matter must be referred to Umalusi to decide the most appropriate course of action as this is an irregularity.
- (vi) If the Senior Marker agrees with the finding of the Marker, he or she must clearly indicate on each answer script the location of the examination irregularity and hand the whole batch of answer scripts over to the relevant Deputy Chief Marker or Chief Marker;
- (vii) Where the Senior Marker disagrees with the findings of the Marker, the answer script should be handed to the Deputy Chief Marker or Chief Marker for a second opinion. If the Deputy Chief Marker or the Chief Marker concurs with the Senior Marker, the answer script must be returned to the Marker for normal processing; and
- (viii) If the suspected examination irregularity is confirmed by the Deputy Chief Marker or Chief Marker, the prescribed irregularity report must be completed and forwarded together with the evidence to the Head of Examinations and the Provincial Examinations Irregularities Committee (PEIC).

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- (6) Procedures in respect of Irregularities that occur during the Capturing, Processing, Standardisation, Release of Results and Certification Processes
- (a) The Head of Department or his or her nominee may immediately suspend an examination official who contravenes any of these requirements, and the matter must be dealt with in accordance with the *Employment of Educators' Act* or in terms of the *Public Service Act*, or any other relevant legislation.
 - (b) All irregularities relating to the above processes must be reported immediately to the PEIC and the Head of Examinations.
 - (c) Confidentiality and security of information must be enforced. Any breach of these must be considered an examination irregularity.
- (7) Procedures in respect of Investigations
- (a) The investigations must be lawful, reasonable, timely and procedurally fair and the rights of the individuals should not be infringed. The principles of openness and transparency of an administrative action must be adhered to.
 - (b) The following procedure must be followed in respect of an investigation:
 - (i) A minimum of two members of the PEIC or two departmental officials delegated by the PEIC must be involved in all investigations;
 - (ii) The PEIC may call upon any official in the service of the relevant provincial education department or any candidate or learner to appear before the Committee or the two-person team delegated to

carry out the function, and it may also question any candidate accused of an alleged irregularity;

- (iii) The PEIC or the delegated officials may also call upon any person not in the immediate employ of the relevant provincial education department but under its jurisdiction, to appear before the Committee or the two-person team delegated to carry out this function, and it may also question any such person in the normal course of an investigation;
- (iv) The PEIC or the delegated officials have access to any room or place at any school or learning institution registered as an examination centre with the relevant provincial education department and may scrutinise or take possession of any document, article or any other evidence which, in the opinion of the Committee, may assist in the investigation;
- (v) In cases of serious misconduct, the relevant provincial education department should reserve the right to report such cases to the relevant State Security Agents for criminal investigation;
- (vi) All investigations undertaken by the PEIC or the delegated officials, at whatever level, must be clearly documented or minuted if it takes the form of a meeting;
- (vii) Findings of an investigation must be submitted to a full sitting of the PEIC that must make a decision as to whether a hearing must take place or not; and
- (viii) No member of the PEIC may be involved in, or allowed access to any examination irregularity investigation or hearing or

documentation involving a relative or any other person in respect of whom the investigator cannot be impartial.

(8) Procedures in respect of Hearings

If the relevant irregularity committee decides that a hearing should be held, such a hearing must be held under the following procedures:

- (a) The hearings must be lawful, reasonable, timely and procedurally fair and no rights of the individual should be infringed. The principle of openness and transparency of administrative action must be adhered to.
- (b) The following procedure must be followed in respect of hearings:
 - (i) Procedures for hearings vary according to circumstances and persons involved;
 - (ii) A written notification must be submitted to the candidate concerned in the alleged examination irregularity, or the parent or guardian of candidates under 21 years of age and the principal or centre manager of the institution:
 - (aa) The written notification must be forwarded either by registered mail or delivered to a particular individual who acknowledges receipt of the notification;
 - (bb) The written notification must state clearly that the absence of a reply will not delay the hearing in respect of the suspected examination irregularity;
 - (cc) Where a candidate who is alleged to have committed an examination irregularity or his or her parent or guardian or representative cannot be contacted, the principal or centre

manager of the institution will be required to assist in contacting the candidate. If the Principal or Centre Manager of the institution is unable to contact the candidate, he or she must inform the Secretary of the PEIC thereof in writing. The inability to make contact with the candidate concerned or his or her parent or guardian or representative should not delay the processing of the irregularity unnecessarily;

- (dd) All candidates suspected of an examination irregularity must be allowed the opportunity to respond to the invitation to attend a hearing regarding the alleged irregularity within ten working days of being notified of an irregularity investigation;
 - (ee) Candidates who do not wish to attend a hearing have the option of making an admission of guilt in the form of an affidavit which must be forwarded to the Secretary of the PEIC within ten working days of being notified of an irregularity investigation;
 - (ff) Where a candidate is under 21 years of age, the candidate may be accompanied by his or her parent or guardian, the school principal and any other representative; and
 - (gg) Where the candidate or his or her parent or guardian chooses to make use of legal representation during the hearing, this will be allowed and the Chairperson of the PEIC must be informed at least three working days before the scheduled hearing.
- (iii) Evidence presented at an investigation or hearing may take the form of material evidence, written evidence, oral or other evidence;

- (iv) All hearings must be recorded and the recording kept until the matter is finalised;
- (v) If the candidate or his or her parent or guardian is unhappy about the way the hearing is conducted, an appeal may be lodged through the channels provided by the provincial education department, to the Head of Department. If the candidate is unsuccessful with the appeal, he or she or his or her parent or guardian may institute judicial proceedings in a court of law;
- (vi) The findings of a hearing must be submitted to a full sitting of the PEIC by the persons involved in the hearing process; and
- (vii) Decisions and consequent recommendations by the PEIC, as approved by the Head of Department or his or her designee, must be communicated in writing to the person, school or learning institution under investigation, within 30 working days of the completion of the hearing.

(9) Sanctions

- (a) The Committee may impose the sanctions contemplated in these regulations.
- (b) Mandatory minimum periods of sanction may be imposed by the PEIC or NEIC upon finding the offender guilty of an irregularity. The reason for the creation of mandatory minimum periods of sanction is primarily to ensure that irregularities are handled in a uniform manner across all provincial departments of education, secondly to combat and reduce the frequency of irregularities.

- (c) There may be cases where the PEIC or the NEIC is of the opinion that the imposition of one of the minimum periods of sanction would, considering the specific circumstances of the case, be very harsh and unjust. The Committee may, however, be freed from the obligation of imposing the minimum period of sanction if there are "substantial and compelling circumstances" which justify the imposition of a lesser punishment than the prescribed one.

(10) Appeals

- (a) A candidate may appeal to the MEC against the decision of the Head of Department within 14 working days of the receipt of the written pronouncement of the judgment or sanction, if the candidate was present at the hearing.
- (b) A candidate may appeal to the MEC against the decision of the Head of Department within 21 working days of the date of the written judgment or sanction, if the candidate was not present at the hearing.
- (c) All appeals must be in writing and must include reasons in support of the appeal.

(11) Reporting of Irregularities

Reporting of examination irregularities is categorised into two components. The first component relates to reporting of the irregularity from the site of identification to the relevant officials within the provincial departments of education and the second component relates to reporting of the irregularity by the Head of Department or Head of Examinations to the external role players.

(12) Internal Reporting

All alleged irregularities must be reported immediately to the next level of responsibility in the assessment process, which then must report to the Chairperson of the PEIC and the Head of Examinations. This reporting can be done verbally but must be followed with a written report within 12 hours.

(13) External Reporting

- (a) All provincial departments of education must report all examination irregularities to Umalusi and the Director-General within 48 hours of its identification. This can be done telephonically but must be followed with a written report within a 48-hour period.
- (b) The Director-General and Umalusi will provide the format of the report. Reporting the irregularity can differ depending on the nature of the irregularity.

ANNEXURE 0

MINIMUM REQUIREMENTS FOR A COMPUTER SYSTEM

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.
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 Department of Education.
3. Mark Sheets: Generation of mark sheets, capturing and controlling of mark sheets. The mark sheets are also printed with bar codes for controlling the flow of mark sheets at strategic points.
4. Examination Results: All results are processed programmatically in accordance with the rules and regulations set out by the Department of Education.
5. Mark Standardisation a process used to adjust mark USING qualitative and quantitative data and reports.
6. Subject information: All subject and paper information is carried forward from the previous examination and, where required, changes are made. Subject information has a direct influence on validation of candidate entries, candidate promotion and conversion, examination packing procedures, timetable, admission letters, etc.

7. Irregularities: Irregular candidates are suspended individually or per examination centre. This subsystem controls the correspondence and investigations into these irregularities.
8. Region, Area, Circuit or Examination Centres: All examination centres are registered and allocated to a circuit, area and region as well as their respective provinces.
9. Candidates and Document History: Candidates who enter on an ongoing basis and apply for certification, are processed along with their historical information for possible certification.
10. Document issuing and issues: Control and enquiries concerning all documents issued by the Department of Education via the computer system since 1907.
11. Preliminary number of candidate entries: Is an optional system that can be used by management to gauge the number of candidate entries per school so that planning, budgeting and stationery requirements can be made.
12. Recovery of FUI1ds: Control of funds received from examination centres for examination fees paid.
13. Re-Marking and Checking: When a candidate applies for re-marking or re-checking his certificate is suspended and re-marking or re-checking takes place.
14. Supplementary Examinations: Automatic registration of learners that qualify for supplementary examinations.
15. Stationery and Examination Aids: Checking of codes and descriptions used by candidates during examinations.

16. Examination Question Paper Stock Maintenance: Used to monitor the reproduction of examination papers and to highlight shortages.
17. Packing of stationery/examination question papers: Reports are generated to assist with the packing and distribution of examination question papers and examination stationery supplied by the department.
18. Statistics: All statistics pertaining to pass and fail rates, entry irregularities, etc. can be extracted per province, region or at a national level, and made available for press releases, subject advisors, planners and management.
19. Timetable: Dates, times and duration of each examination question paper are maintained for candidate admission letters, payment of examiners, etc.
20. System Parameter and System Index Maintenance Indexes: Standard names used etc. are maintained by the systems administrator.
21. Word Processor: Editing of letters for irregularities, examination results, candidate entries, etc.
22. Examination Marking Claims: Control and payment of examiners for bulk marking sessions by means of cheque or direct payment.
23. Hand Claims: Indirect payment of examiners' claims and expenses incurred by means of cheque or direct payment.
24. SANMED Functions: Updating of sectors and magisterial codes per examination centre for statistical purposes for the Department of Education.
25. Invigilators' Claims: Payment of invigilators' claims and expenses incurred by means of cheque or direct payment.

26. Examination Question Papers (setting of papers): Checking of the setting of examination papers and correspondence between the department, examiners and moderators.

 27. Examination Officials: Appointment and checking of all examination officials' personal information.

 28. Job Control and General Functions: Control of batch processes., bulk printing, task scheduling., etc.
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