



## **CHIEF INVIGILATORS AND INVIGILATORS' OPERATING MANUAL**

### **INTRODUCTION**

Gauteng Department of Education is responsible for the examination of all Grade 12 learners in the province – schools, approved independent schools and approved examination centres. The basic principles of assessment, i.e. fair and equitable opportunities for all learners, is important in the examination process and particularly so in the opportunities that candidates are given to write the examinations and to give account of their knowledge and learning.

Exams are legislated by the Policy and Regulations for the Conduct, Administration and Management of the examination.

There has been significant progress in ensuring a common approach to the examination system across all districts and schools. However, there are still variations in the interpretation and implementation of Policy and Regulations as well as Directives and Examination Instructions. These inconsistencies may compromise the rights of learners to fair and equitable assessment and, to some extent, the credibility of the entire examination.

To address the recurrence of these inconsistencies, and to ensure that standards are the same across all districts and schools, the Examinations Management Directorate has developed this Manual to present processes and procedures relating to the invigilation of the examination.

This manual does not contain new policy or regulations, but rather articulates the manner in which the policy on the conduct of the exam, and the regulations accompanying the policy, should be implemented to ensure the desired standards.

## **PURPOSE**

The purpose of this manual is to facilitate and outline detailed processes and procedures to be followed by the districts and schools, thereby ensuring strict compliance to the promulgated Policy and Regulations, Directives and Examination Instructions.

This manual on processes and procedures will:

- a) Ensure adherence to assessment principles of reliability, validity and fairness. Of importance is the principle of fairness that ensures every candidate will receive the same chances in respect of writing the examinations.
- a) Articulate the processes and procedures relating to the invigilation of the examination. To ensure that all candidates write under similar appropriate conditions and that no candidate is fairly or unfairly advantaged or disadvantaged by incorrect conduct procedures.
- b) Guide the conduct of all those involved in invigilation process.
- c) Assist monitors to provide professional and appropriate support.
- d) Provide prescripts in line with Corvid -19 pandemic when exams are written: scanning at the entrance, hand sanitizing, and social distancing.

## SECTION A

### ROLES AND RESPONSIBILITIES

#### 1. ROLES AND RESPONSIBILITIES OF CHIEF INVIGILATORS

The Principal of a school is appointed as chief invigilator. However, the Head of the assessment body reserves the right to appoint any competent school or office-based educator as chief invigilator, should the Principal of the school be deemed to be incapable of protecting the integrity of the external examination.

The chief invigilator may delegate his or her duties, in writing, to his or her representative, should he or she be absent, and must inform the assessment body accordingly.

The chief invigilator must have a thorough knowledge of the procedures, rules and regulations pertaining to the examination.

#### **DUTIES:**

- i. Must ensure that all Covid 19 prescripts are always adhered during the conduct of the exams. This include ensuring that the Covid 19 posters are always placed at a vantage point to conscientize all candidates about the do's and don'ts of Covid 19.
- ii. Must appoint teachers, in writing, as invigilators before the start of the National Senior Certificate examination and provide the assessment body with a copy of the invigilation timetable.
- iii. Must train the invigilators before the start of the National Senior Certificate examination.
- iv. Must attend a meeting where they are thoroughly briefed with regard to the procedures, rules and regulations pertaining to the examination.
- v. Must be present at the examination centre for the entire duration of every examination session.
- vi. Should draw up invigilation and relief invigilation timetables and submit these to the assessment body for approval.
- vii. Should ensure the preparation and readiness of the examination rooms, which include the following:
  - a) Candidates may not sit two to a desk or table.
  - b) Candidates must be seated at least one metre apart all around.
  - c) All subject matter, such as drawings, must be removed from the walls.
  - d) Chalkboards must be cleared of any writing, formulae or drawings.
  - e) Examination rooms must be sufficiently ventilated and illuminated.
  - f) Where the examination venue is sufficiently big enough to accommodate all the candidates, candidates should be allocated permanent seats for the duration of the examination.

- viii. Should read the instructions relating to the examination to candidates and inform them that they could forfeit their results should they contravene any of the instructions.
- ix. Should before the commencement of the examination session, point out that candidate must read all the instructions carefully, to ascertain whether they should answer all the questions or only a certain number of questions.
- x. Should ensure that candidates have ten minutes reading time per examination question paper, during which time which no writing may take place, before the official commencement of the examination. This is over and above the reading of any other instructions that may be necessary.
- xi. 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. This is applicable if a single venue is used for the exam session. If numerous venues are used, the question paper box can be opened by the chief invigilator during the workstation session, however the plastic bags may not be opened at this point.
- xii. Before opening the examination question papers in the examination room, should ascertain that the examination question paper is the correct examination question paper, in terms of the time and date specified on the examination timetable.
- xiii. Should visit the examination room frequently during each session and ensure that a high standard of invigilation is maintained.
- xiv. Should draw up a seating plan, indicating the examination room with the desk arrangements and the examination numbers of candidates. Such seating plan must be submitted for each examination question paper written. If the preference is to combine groups in one hall or room, the arrangement will have to be reflected on the plan.
- xv. Should ensure that there are no unauthorised persons in and around the examination room.
- xvi. Should ensure that all candidates are advised timeously of requisites such as rulers and drawing instruments to be used in the writing of specific subjects.
- xvii. Should ensure that the invigilators complete the absent and present columns on the mark sheets correctly.
- xviii. Should assist with relief invigilation in centres.
- xix. Should ensure that no staggering of invigilators occurs in the final examination
- xx. Ensure that all CAT and IT computers are in cubicle setups and a spacing of 1,5meters between them is maintained to prevent candidate peeping at each other's work.
- xxi. Ensure that all candidates with accommodation stickers approval have a correct sticker on the answer book for all exam sessions. These must be pasted on the answer book on the spine of the answer book (refer to the training presentation of chief invigilators)

- xxii. Should ensure that examination answer scripts are properly batched and packed according to the candidates' examination numbers, once the session has ended. The mark sheet pertaining to a specific batch of examination answer scripts must be included with that batch. Answer scripts should be sealed in a special envelope provided for such purpose, in order to prevent them being tampered with.
- xxiii. Should deliver answer scripts and unused ones to the nodal point.
- xxiv. Should ensure that all equipment, including computers, printers, typewriters and drawing boards, to be used by candidates, are serviced timeously and are in perfect working condition, and that they are available at the examination venue on the day of the examination.
- xxv. Should collect, check and sign all invigilation claim forms, if applicable.
- xxvi. Should submit written reports on all suspected cases of irregularities without delay.

## **2. ROLE AND RESPONSIBILITIES OF INVIGILATORS**

- i. Ensure that all candidates are scanned and sanitised before they enter the exam venue
- ii. Ensure there is sanitiser in the exam venue
- iii. Ensure that every candidate produces his or her admission letter, as well as proof of identity.
- iv. Ensure that candidates are seated at least thirty minutes before the commencement of the examination session.
- v. Ensure that the candidates have ten minutes reading time per examination question paper.
- vi. Only in exceptional circumstances May admit a candidate, only in exceptional circumstances, to the examination room after the commencement of an examination, but not after an hour has passed.
- vii. May not allow a candidate to leave the examination room during the first hour of the examination session.
- viii. May only allow candidates who have registered for the examination, the invigilators concerned, and the chief invigilator or an authorised representative of the assessment body, into the examination room.
- ix. In an emergency may allow a candidate to leave the examination room temporarily but only under supervision.
- x. Should move around the examination room constantly, but without disturbing the candidates.

- xi. Should refer any candidate contravening the rules and regulations of the to the chief invigilator without delay.
- xii. Must check whether a candidate's examination number, which appears on his or 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.
- xiii. All work, including rough work, must be done on the examination answer script, answer book or papers provided. Candidates may not be given additional examination answer books for rough work. All used answer books, including spoiled answer books, are to be collected.
- xiv. May not issue a second answer book to a candidate before he/she has satisfied himself/herself that the first answer book is full.
- xv. Must 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, 1 of 1 (only one answer book was handed in), 2 of 3 (the second answer book of a total of 3).
- xvi. Collect Aerial photographs and topographic maps on conclusion of the examination and these may become the property of the school concerned for future use in the teaching of Geography.
- xvii. After the examination question papers have been distributed to candidates, the must ask candidates to go through the examination question paper with him or her, page by page, checking it against the certified copy, in order to ensure that:
  - (a) The number of each page is correct.
  - (b) The name of the examination question paper is the same on each page; and
  - (c) The frame/border around the printed matter is complete.
- xviii. 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 therefore not to be issued simply on a show of hands.
- xix. May not, on any account, read aloud any question or part of a question to a candidate, or draw attention to any error which he or she may have observed in any of the examination questions, unless an erratum has been included in the examination question paper.
- xx. May not respond to any enquiry from a candidate in a manner that could be regarded as an explanation of the question.
- xxi. Must ensure that candidates write their correct examination numbers on their examination answer scripts.
- xxii. Must clear Chalkboards of all writing and drawings.
- xxiii. Must remove all drawings and maps from the walls.

- xxiv. Must commence each session and terminate according to the time specified on the examination timetable.
- xxv. May not knit, read, mark or do any work that will hamper him or her in the execution of his or her duties.
- xxvi. Cellular phones may not be used under any circumstances.
- xxvii. May not sit down but must move about the examination room without disturbing the candidates.
- xxviii. May not assist a candidate with the answering of any examination question or explain any "unclear" part of the examination question paper to a candidate.
- xxix. May not invigilate a subject which he or she teaches in any grade, except where the subject demands it, e.g. Information Technology, Computer Application Technology and Engineering Graphics and Design.
- xxx. May not cause any disturbance.
- xxxi. May not leave the examination room or leave the candidates unattended.
- xxxii. May not invigilate from outside the examination room by looking through a window.
- xxxiii. May not allow candidates to copy, or assist them, or allow candidates to be assisted by anyone during the examination.
- xxxiv. May not give copies of examination question papers to anybody outside the examination room, nor may they be taken out of the examination room before the session has ended and the candidates have left the room.
- xxxv. Must adhere to the special examination requirements of certain subjects

## SECTION B

### PROCESSES AND PROCEDURES

1. THE FOLLOWING PROCESSES AND PROCEDURES, STARTING AT 7:30 OR 12:30 DAILY, ARE TO BE ADHERED TO:
2. SANITISATION MUST TAKE PLACE AFTER EVERY EXAM PROCESS THAT INVOLVES TOUCHING AND HANDLING OF MATERIAL

Process	Procedures	Responsibility
<b>6h00-7h00 / 11h00-12h00</b>		
<b>COLLECTION OF EXAM MATERIAL</b>	1. Exam material is collected from Distribution point between	Chief Invigilator Invigilators and Exam assistant
<b>7h00-7h30 / 12h00-12h30</b>		
<b>EXAM MATERIAL IS SAFELY STORED IN THE STRONG ROOM/SAFE</b>	1. Exam material in the safely stored in the strong room/safe	Chief Invigilator Invigilators and Exam assistant
<b>7:30 – 7:50 / 12:30 – 12:50</b>		
<b>PREPARATIONS IN THE WORK-STATION</b>	1. Exam materials removed from the strong room to the exam <u>work-station</u> – question papers, answer books, attendance registers, bar code stickers and mark sheets. 2. Bar code stickers are cut and put in a plastic folder with relevant/matching attendance register. 3. Each invigilator is given his/her consignment – (i) question papers, (ii) answer books, (iii) attendance register, (iv) cut bar code sticker, (v) exam form 11, (vi) a pair of scissors 4. All move to their respective prepared exam room or hall.	Chief Invigilator Invigilators
<b>7:50 – 8:00 / 12:50 – 13:00</b>		
<b>CANDIDATES' PREPARATIONS</b>	1. Candidates must be scanned, sanitised, wearing masks and must be social distancing 2. Bags and other items are left in a safe place provided by the school/centre before entering the examination room. 3. No food or drinks may be taken into the examination room (except where a candidate with a recognized medical condition has requested permission and has been given approval by the chief invigilator). 4. Check that candidates do not bring unauthorised material, electronic devices, data storage /reading devices, unapproved calculators' etcetera, into the examination venue. 5. All candidates must be seated according to the seating plan.	Invigilators Candidates
<b>8:00 – 8:30 / 13:00 – 13:30</b>		
<b>IDENTIFICATION OF CANDIDATES</b>	1. All Part Time candidates must produce an admission letter and the ID/Passport/Driver's Licence. Ensure that the photograph and date of birth are verified.	Invigilators

Process	Procedures	Responsibility
<b>6h00-7h00 / 11h00-12h00</b>		
<b>COLLECTION OF EXAM MATERIAL</b>	1. Exam material is collected from Distribution point between	Chief Invigilator Invigilators and Exam assistant
<b>7h00-7h30 / 12h00-12h30</b>		
<b>EXAM MATERIAL IS SAFELY STORED IN THE STRONG ROOM/SAFE</b>	1. Exam material in the safely stored in the strong room/safe	Chief Invigilator Invigilators and Exam assistant
	2. Full-Time candidate writing in a school produce admission letters and/or a copy of ID document. 3. A temporary identification document is retrieved from the school/centre file for a candidate who is not in possession of formal photographic identity document. The document is placed on the candidate's desk and retrieved 45 minutes prior to the conclusion of the examination session. 4. A candidate who cannot be identified completes the appropriate <i>affidavit (Exam Form 13)</i> and is instructed to follow a formal identification process after completion of the examination.	
<b>SIGNING OF ATTENDANCE REGISTER</b>	1. Move from table to table signing the attendance register with each candidate. 2. Double-check absentees and places an "A" in the appropriate column on the attendance registers. The <i>absentee form (Exam Form 20)</i> should be completed.	Invigilator
<b>DISTRIBUTION OF ANSWER BOOKS</b>	1. Distribute answer books and instruct the candidates to complete in full and accurately – examination number indicated on the admission letter, subject code, date, etc. 2. Move around to ascertain the correctness in the completion of the answer book. No candidates must write his/her name.	Invigilator
<b>DISTRIBUTION OF BAR CODE STICKERS</b>	1. Distribute, from table to table, cut bar code sticker and instruct candidates to paste onto the answer book.	Invigilator
<b>DEALING WITH MISTAKES / ERRORS</b>	1. If a candidate makes an error on the cover page, a straight line is drawn across the blocks and the correct numbers re-written above the blocks. <b>Do not issue a new book.</b>	Invigilator
<b>WRITING OF NAMES IN THE ANSWER BOOK</b>	1. Tell candidates not to write their own names, the name of the school or the suburb/township anywhere in the answer book	Invigilator
<b>TEARING OF PAGES FROM AN ANSWER BOOK</b>	1. Inform candidates that all answer books are the property of the state and no answer book or pages from an answer book may be torn or retained by the candidate or removed from the examination room, <b>even if it is a spoilt or unused book.</b>	Invigilator
<b>8:30 – 8:35 / 13:30 – 13:35</b>		
<b>READING OF INSTRUCTIONS</b>	1. Read the general examination instructions to the candidates using <i>Amended Exam Form 11.</i>	Invigilator

Process	Procedures	Responsibility
<b>6h00-7h00 / 11h00-12h00</b>		
<b>COLLECTION OF EXAM MATERIAL</b>	1. Exam material is collected from Distribution point between	Chief Invigilator Invigilators and Exam assistant
<b>7h00-7h30 / 12h00-12h30</b>		
<b>EXAM MATERIAL IS SAFELY STORED IN THE STRONG ROOM/SAFE</b>	1. Exam material in the safely stored in the strong room/safe	Chief Invigilator Invigilators and Exam assistant
	2. Candidates arriving after 8h30/13h30 must be locked out for 30minutes and be let in at the start of the writing session at 9h00/14h00 3. Locked out candidates must be signed in on the Exam for 20(b),The Late comers Register/ Lock out register	
<b>8:40 - 8:45 / 13:40 - 13:45</b>		
<b>HANDING OUT OF QUESTION PAPERS</b>	1. Open the bags of sealed question papers in front of the candidates and distribute - different levels of a language paper are handed out separately, checking with each candidate that he/she has the correct paper.	Invigilator
<b>8:45 - 8:50 13:45 - 13:50</b>		
<b>CHECKING OF THE QUESTION PAPERS</b>	1. Page through the question paper together with the invigilator, checking that each page is included, correctly numbered, legible and that there are no unexplained gaps, etcetera. 2. Steps in the verification process are indicated below <ul style="list-style-type: none"> <li>• Page through the question paper.</li> <li>• Check each page for <b>correctness</b> -and this is done as follows: <ul style="list-style-type: none"> <li>• Read the front cover as a whole from top to bottom ( the exam, the subject, the time, the marks and the number of pages in the question paper.)</li> <li>• Page 2 the instructions should not be read out but indicate how many instructions are there and that candidates must read and understand them. The exception is CAT and IT</li> <li>• From page 3 till the end, the invigilator must read the top question number and the bottom question number of each page</li> <li>• Deal with supplied addendum in the same way</li> </ul> </li> </ul> 3. Candidates check specifically that the number of each page is correct; the name of the examination question paper is the same on each page; and that the frame/border around the printed matter is complete. 4. Hand out errata sheets, if any are provided, or write any errata provided by the department on the chalk/white board. 5. A candidate, who identifies an error in the course of the examination, is advised to continue as best as he/she can and the matter is immediately reported to Head Office and in the daily report.	Invigilators / Candidates
<b>8:50 - 9:00 / 13:50 - 14:00</b>		

<b>Process</b>	<b>Procedures</b>	<b>Responsibility</b>
<b>6h00-7h00 / 11h00-12h00</b>		
<b>COLLECTION OF EXAM MATERIAL</b>	1. Exam material is collected from Distribution point between	Chief Invigilator Invigilators and Exam assistant
<b>7h00-7h30 /12h00-12h30</b>		
<b>EXAM MATERIAL IS SAFELY STORED IN THE STRONG ROOM/SAFE</b>	1. Exam material in the safely stored in the strong room/safe	Chief Invigilator Invigilators and Exam assistant
<b>READING TIME</b>	1. Give candidates 10 minutes to read the paper prior to the start of writing. 2. All pens and pencils remain on the desks during the 10 minute reading time. This is not preparation time and no notes may be made.	Invigilator
<b>9:00 / 14:00</b>		
<b>COMMENCEMENT OF THE EXAM</b>	1. Announce the start of the examination. 2. The time is determined by the clock on the wall and the start and end times are written on a chalk board/white board. 3. Candidates begin writing and may not be disturbed, unless there is an emergency, or the school/centre receives information about errata that must be conveyed to the candidates.	Invigilator
<b>CONCLUDING THE EXAM</b>		
<b>MANAGING CANDIDATES</b>	1. Candidates may not leave the examination room within the first hour, even if they have completed the examination. 2. A candidate who finishes early but after one hour raises his/her hand. 3. The invigilator collects the answer script and the candidate leaves the room silently. 4. No candidate may leave the examination room in the last 15 minutes of an examination. 5. Fifteen minutes before the end of the examination, announce: "Candidates have 15 minutes left." 6. Ten minutes before the end of the examination, announce: "Candidates have 10 minutes left". 7. Five minutes before the end of the examination, announce: "Candidates have 5 minutes left. Finish off please." 8. When time is up, say: "Stop writing, except for those who have additional time concessions. Please put down your pens." Ensure that all pens are put down. 9. All loose answer sheets or diagram sheets are stapled to the inside cover of the (first) answer book. 10. Candidates check the information on the front cover of the book and any subsequent books and record the number of answer books used. Candidates write Book 1 of 2 on the first book, and Book 2 of 2 on the second book, etc. The cover of the second book is folded back and the book placed inside the back cover of the first answer book. 11. Instruct candidates to remain silent and seated.	Invigilator

Process	Procedures	Responsibility
<b>6h00-7h00 / 11h00-12h00</b>		
<b>COLLECTION OF EXAM MATERIAL</b>	1. Exam material is collected from Distribution point between	Chief Invigilator Invigilators and Exam assistant
<b>7h00-7h30 /12h00-12h30</b>		
<b>EXAM MATERIAL IS SAFELY STORED IN THE STRONG ROOM/SAFE</b>	1. Exam material in the safely stored in the strong room/safe	Chief Invigilator Invigilators and Exam assistant
<b>COLLECTING ANSWER SCRIPTS</b>	<ol style="list-style-type: none"> <li>1. Move down the rows collecting the answer scripts.</li> <li>2. Count the number of answer scripts to ensure that the number tallies with the number of candidates on the attendance register.</li> <li>3. Check that all additional answer scripts provided to candidates during the examination have been returned.</li> <li>4. Candidates remain silent and seated while any resource material such as maps and aerial photographs or other aids are collected.</li> <li>5. Candidates check for any unreturned answer books, information sheets, maps and aerial photographs, etcetera.</li> <li>6. Release the candidates.</li> <li>7. Start with the reconciliation of scripts in the exam room.</li> </ol>	Invigilator
<b>COMPLETING THE MARK SHEET</b>	<ol style="list-style-type: none"> <li>1. The mark sheet is handled with care so as not to damage the barcode, nor tear off the numbers on the left, nor punch it.</li> <li>2. No new names or examination numbers are added to a mark sheet.</li> <li>3. Tick “√” or write “A” against the names of all candidates who were present or absent for the exam and sign it.</li> <li>4. All unregistered candidates should be entered on the Manually Generated Mark Sheet (MGM) using <b>Exam Form 17 (b)</b>].</li> </ol>	Chief invigilator
<b>PACKAGING ANSWER SCRIPTS</b>	<ol style="list-style-type: none"> <li>1. Answer scripts of candidates with technical irregularities and the irregularity attendance register are placed separately in the answer script security bag together with <b>Forms 17, 17(b) and 18</b>.</li> <li>2. Answer scripts in which there are serious irregularities, are included in the correct sequence in the batch of normal answer scripts and an irregularities report form is placed on the top of the batch of scripts, under the attendance register using <b>Form 18</b>.</li> <li>3. Where a candidate was found with notes or engaging in dishonest activities in the examination, the irregularity report and the notes, if applicable, are stapled to the relevant answer scripts and the script is included in the batch of scripts in the correct sequence.</li> <li>4. The total number of answer books used is tallied, including the number of books issued as additional books.</li> </ol>	Chief Invigilator and Invigilator(s)

	<ol style="list-style-type: none"> <li>5. The answer scripts are packed in batches according to the sequence of candidates on the attendance register and wrapped in completed wrapper.</li> <li>6. Three copies should be made of attendance register, absentee form and irregularity forms.</li> <li>7. The batches of answer scripts, together with the necessary forms, are packed into the double-seal answer script security bag and sealed together with all required documentation, <b><i>within thirty minutes of the completion of the examination session</i></b> in the exam room.</li> </ol>	
<b>MANAGING ANSWER BOOKS</b>	<ol style="list-style-type: none"> <li>1. The total number of answer books used, unused and spoilt is recorded in the submission column of the Record of receipt and dispatch form (<b><i>Exam Form 16</i></b>)</li> </ol>	Chief Invigilator
<b>WRITING A DAILY REPORT</b>	<ol style="list-style-type: none"> <li>1. Report any incidents such as late coming of candidates, problems with collection of exam materials, errata not indicated etcetera in a written report and submit it at the nodal point when applicable.</li> <li>2. Add any errors pointed out by candidates during the examination and sign the form for submission at the distribution point.</li> </ol>	Chief Invigilator
<b>COMPLETING ADMINISTRATIVE REQUIREMENTS</b>	<ol style="list-style-type: none"> <li>1. Sign any doctor's certificates or other notes giving reasons for absence from an examination.</li> <li>2. Complete an absentee list and all medical certificates/letters stapled to the form and placed in the answer script bag.</li> <li>3. Compile a list of irregularities and place in the answer script bag.</li> <li>4. Complete a list of candidates who received additional answer books and place on top of the batch of unused answer books.</li> </ol>	Chief Invigilator
<b>SUBMISSION OF ANSWER SCRIPTS</b>	<ol style="list-style-type: none"> <li>1. Return the answer scripts to the nodal point, together with all required documentation, <b><i>within one hour of the completion of the examination session.</i></b></li> </ol>	Chief Invigilator

## SECTION C

### MANAGING THE IRREGULARITIES

#### 1. DIRECTIVES ON HOW TO RECORD AND REPORT ON ADMINISTRATIVE ERRORS AND OMISSIONS (TECHNICAL IRREGULARITIES)

These include:

- Failure of the candidate to produce an identity document (as opposed to a fraudulent identity document).
- Failure of the invigilator to check identity documents.

- Late delivery of examination question papers at an examination centre.
- An incorrect or no examination number.
- The examination number not appearing on the mark sheet.
- An examination answer script that is damaged.
- An examination answer script that is found amongst examination answer scripts from another examination centre or a different subject.
- Examinations conducted at an examination centre other than the examination centre where the candidate is registered.
- An examination answer script that is lost or missing.
- Any other technical difficulty or problem with either examination answer scripts, answer sheets or proceedings.

## **RECORDING AND REPORTING THE INCIDENT**

- a) Complete Exam Form 17, 18, and 19.
- b) Attach evidence.

## **2. DIRECTIVES ON HOW TO RECORD AND REPORT ON SERIOUS IRREGULARITY (ACTS OF DISHONESTY)**

These emanate when a candidate:

- Is found in possession of unauthorised electronic device.
- Is caught copying or obtaining help from a fellow candidate
- Presents a fraudulent identification or is an imposter.
- Is assisted by an invigilator, a teacher or principal, or any other official.
- Is in possession of notes or any other unauthorised material that could, in any way, assist them in the answering of questions related to the subject matter.
- Copies from notes or textbooks or any other unauthorised material.
- Attempts to obtain assistance from or being assisted by another candidate or any other individual.
- Assists or attempts to assist another candidate.
- Receives assistance from any other source.

The above irregularities include:

- An examination question paper written by another or a substitute candidate.
- The use of another candidate's examination number.
- Any other type of conduct or possession, which could render improper assistance or an unfair advantage to a candidate and thereby prejudicing other candidates.
- The use or possession of a cell phone, programmable calculators or any other electronic device that may be of assistance to the candidates while writing the examination, except where the examination instructions specify otherwise.
- The examination answer script handed in is different to the one issued by the invigilator.
- Two examination answer scripts are submitted for one candidate.
- Fraudulent identity document.

## **RECORDING AND REPORTING THE INCIDENT**

- a) **Remove/Confiscate** the candidate's examination answer script
- b) On the front outside cover page of the confiscated script **write**:
  - i. the word irregularity.
  - ii. the kind of irregularity.
  - iii. date.
  - iv. time; and
  - v. place of irregularity.
- c) Take possession of any unauthorised or incriminating material found in the possession of the candidate which may have been used to commit an irregularity
- d) Attach such material to the confiscated answer script.
- e) Hand a new answer script to the candidate.
- f) On the front outside cover page of the new answer script write:
  - i. New Answer Script.
  - ii. Date; and
  - iii. Time.
- g) Inform the candidate of the consequences of the incident:
  - i. No additional time will be given for administering the process of the irregularity.
  - ii. A detailed report of the incident will be written and submitted to the District Office.
- h) At the end of the session:
  - i. Call the candidate, with other candidates as witnesses and the chief invigilator, back to the exam room to finalise the report on the incident.
  - ii. Request the candidate to provide a written declaration or response to the alleged offence and sign it.
- i) Should the candidate refuse comply with the request in (h):
  - i. Confirm the refusal in writing and get a witness to observe and sign.
  - ii. Let the candidate sign the confirmation statement.
- j) Should the candidate refuse to comply with the request in (i):
  - i. The witness, another invigilator, must provide a written statement confirming the refusal of the candidate to provide a written declaration.
- k) The candidate is then released.
- l) Write a full report following the steps above, (a) – (l).

### **3. DIRECTIVES ON HOW TO RECORD AND REPORT ON BEHAVIOURAL OFFENCES.**

These emanate when a candidate:

- a. creates a disturbance or intimidate others, or behave in an improper or unseemly manner, despite a warning.
- b. displays disorderly conduct.
- c. disregards the arrangements or reasonable instructions of the invigilator, despite a warning.
- d. disregards examination regulations, despite a warning.
- e. does not disclose or refuse to hand over a cell phone or any other material.

#### **RECORDING AND REPORTING THE INCIDENT**

- I. 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 statement, in writing, in the presence of the invigilator.
- III. In the event of a candidate persistently refusing to cooperate, the chief invigilator must request the candidate suspected of an irregularity to leave the examination room.
- IV. Should the candidate refuse to leave, the chief invigilator may call upon the SAPS for assistance.
- V. The examination answer script must be removed from the candidate's possession and a note made of the date and exact time of its confiscation.

Or

- VI. If the candidate agrees to co-operate, the chief invigilator must allow him or her to continue with the written examination

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, as well as the candidate's statement and a written account of events or any statement or exhibit.

#### **4. CONCLUSION AND SUMMARY**

The above processes and procedures can be summarised as follows:

##### **a. Collecting Exam Materials at the Nodal Point – between 6:00 and 7:00 am**

The chief invigilator/appointed person with an accompanying school official:

- Presents his/her identity document and letter of authority and collects the question papers and other examination material from the distribution point at the appointed time.
- Checks that the name and the number of question papers are correct and that the boxes/packages have not been opened or tampered with.
- Acknowledges receipt of the correct examination materials by signing the official control form and receives a copy of the form.
- Returns directly to the school/writing centre.

**b. Storage of examination material – between 7:00 and 7:30 am**

- Question papers and answer books are stored in a safe or strong room at the examination centre until they are taken through to the examination venue/s
- No one enters the safe/strong room while the examination material is stored in the facility.

**c. Preparing storage facilities**

The chief invigilator ensures that a suitable strong room or safe that can be dedicated to the storage of examination material is available. Any other material that may not be required during the examination period is removed to alternate storage.

**d. Preparing examination venues**

The Chief Invigilator:

- Arranges the required number of desks at least 1 meter apart in the examination venue/s.
- Removes all documentation from the walls of the examination venue/s.
- Draws up seating plans for all examination venue/s and for each examination.

**e. Invigilation preparations**

Unlock the examination venue no more than one hour before the examination is scheduled to commence and enter first.

Invigilators are on duty from the time of opening the examination venue and may not leave the venue unattended.

A copy of the standard operating procedures and invigilator's manual is available in every examination room for reference in case of any incidents.

Check that the clock is in working order.

Write the subject name/s and code/s on the blackboard or whiteboard.

Place the seating plan for that examination on a wall or board.

**f. Candidates' preparations**

Bags and other items are left in a safe place provided by the school/centre before candidates enter the examination room.

Cell phones are switched off and placed in an envelope bearing the candidate's name. They are placed in safekeeping until the conclusion of the examination.

Check that candidates do not bring unauthorised material, data storage /reading devices, unapproved calculators etcetera, into the examination venue.

**g. Identification of candidates**

A full-time candidate writing in a school produces his/her individual examination timetable or admission letter, provided that the invigilators know the candidate.

All part-time candidates and all candidates writing at independent centres and cluster writing centres produce the letter of admission, photographic proof of identity and the individual examination timetable.

Invigilators check the identity of every candidate and ensure that the photograph and date of birth verifies a part-time candidate.

A candidate who cannot be identified completes the appropriate affidavit and is instructed to follow a formal identification process after completion of the examination.

#### **h. Dealing with irregular candidates**

A candidate who enters the examination venue but is not registered for the subject to be written is informed that he/she may not write.

If the candidate creates a disturbance, he/she may be allowed to write if examination material is available but is informed after the examination that an irregularity is being declared.

The chief invigilator follows the process for declaring an irregularity.

A candidate who intends writing a paper other than that for which he/she was registered, may not sign the attendance register and "IRR" is written next to the candidate's name. A blank Irregularities register is completed with full details of the paper written, the candidate's name and number and the candidate signs.

#### **i. Completion of the attendance register**

The examination room is closed, and latecomers may enter only after all preparations have been completed.

The invigilator checks candidates against the attendance register and ticks all candidates for purposes of determining that all candidates have arrived.

The school should telephone the candidates who are absent at the time of handing out question papers to determine the reason for absence and to advise the candidate.

The invigilator double-checks absentees and places an "A" in the appropriate column on the attendance register.

#### **j. Concessions' candidates**

Ensure that all candidates who are entitled to concessions are accommodated and make a note of any candidate who has been awarded additional time, informing them that they will continue after time is called.

#### **k. Completing information on answer books**

Read aloud the relevant subject code for the candidates to fill in on the cover of the answer book.

Instruct all candidates either to fill in the examination number indicated on the admission letter and paste the examination bar code sticker for that subject/ paper onto the cover of the answer book.

Candidates fill in details of the paper to be written in block letters.

If a candidate makes an error on the cover page, a straight line is drawn across the blocks and the correct number re-written above the blocks - a new answer book is not issued.

#### **l. Explaining rules for responding to questions**

Tell candidates not to write their own names, the name of the school or the suburb/township anywhere in the answer book and to use fictitious names when necessary, e.g. in letter writing.

Direct candidates to the question numbers on the cover page and instruct them to circle the number of every question answered during the examination.

Tell candidates to write within the lines, not to use the margins in the answer book and to indicate rough work/planning etc.

Remind candidates to make the necessary selections in respect of questions where a choice is given, and not to answer more than the required number of questions.

Instruct candidates to number the questions exactly as they appear in the question paper, e.g. Question 4, or 4.1, etcetera and to write the number in the centre of the page.

Candidates must leave a one line open between each sub-question and rule off after each complete set of questions.

Each new question is generally started on a new page.

#### **m. Maintaining control of answer books**

Inform candidates that all answer books are the property of the state and no answer book or pages from an answer book may be retained by the candidate or removed from the examination room, even if it is a spoilt or unused book.

#### **n. Reading of instructions**

Read the general examination instructions EXAM FORM 11 to the candidates (before every examination session).

#### **o. Handing out question papers**

Open the bags of question papers in front of the candidates and stack the sealed packets of question papers on the invigilator's table, separated according to different levels of a language, etc. as appropriate.

Check that the subject, paper and number of question papers are all correct.

Phone the hotline immediately if there is an error or shortage.

Instruct candidates to put down all pens and not to turn over or open any question paper until told to do so.

Extract the question papers from the plastic bags in front of the candidates and hand out – different levels of a language paper are handed out separately, checking with each candidate that he/she has the correct paper.

**p. Checking the question paper**

Candidates check against their timetables that they have the correct subject, subject level and paper before opening the question paper.

Candidates page through the material together with the invigilator, checking that each page is included, correctly numbered and legible.

Candidates check specifically that the number of each page is correct; the name of the examination question paper is the same on each page; and that the frame/border around the printed matter is complete.

**q. Dealing with errata**

Hand out errata sheets, if any are provided, or write any errata provided by the department on the chalk/white board.

A candidate, who identifies an error in the course of the examination, is advised to continue as best as he/she can, and the matter is reported in the daily report.

Only very serious problems are reported head office during an examination.

**r. Commencement of the examination**

Remind candidates not to have any unofficial papers, study notes, etc. in their possession or on their desks as they constitute an irregularity irrespective of whether they are used or not.

Give candidates 10 minutes to read the paper prior to the start of writing. All pens and pencils remain on the desks during the 10-minute reading time. This is not preparation time and no notes may be made.

Announce the start of the examination.

Candidates begin writing and may not be disturbed, unless there is an emergency, or the school/centre receives information about errata that must be conveyed to the candidates.

**s. Invigilation of the examination**

Silently and slowly, pace the room, remaining alert to every movement and ensuring that no candidate makes use of notes nor has access to textbooks, diagrams etcetera or the work of another candidate.

Maintain constant supervision over the candidates throughout the examination, regardless of the number of candidates in the room and ensure that no candidate

communicates with another candidate or any other person inside or outside of the room.

Do not interrupt, disturb or intimidate a candidate in any way while he/she is writing the examination.

Do not give candidates loose paper for “rough work” or any other purpose.

Do not answer any questions about the examination paper and do not make any changes to the question paper, even if there is a blatant error.

Provide candidates with an additional answer book if a candidate has filled the first answer book. Record the issue of the additional answer book on the relevant form.

Do not allow candidates to leave the room within the first hour of an examination.

If necessary, a candidate may be taken to the bathroom to relieve him/herself provided that an invigilator of the same gender accompanies the candidate to the bathroom while at least one invigilator remains in the room with the other candidates.

Complete the register of candidates who leave the room during the examination.

Ensure that no unauthorised person enters the examination room.

Check the credentials of any monitors.

#### **t. Irregularities**

A candidate who is not registered for the examination and a candidate changing from one language level, or subject, to another is recorded as irregular and included in the irregularities report.

#### **u. Question paper irregularities**

- ✓ Should the incorrect batch of question papers be opened at the commencement of the examination but not distributed:
  - The envelope must immediately be sealed and returned to the school safe/strong room.
  - Retrieve the correct batch of question papers and hand them out.
  - Contact the district office immediately and inform them of the incident.
  - Record the incident in the irregularity report.
- ✓ Should question papers have been wrongly opened and distributed to learners:
  - Collect the question papers immediately and put into an envelope, seal it and place in the safe or strong room.
  - Give candidates are given the correct question papers and proceed with the examination.
  - Contact the district office immediately and give a verbal report.

- Complete the irregularity report, providing full details of how the incident occurred and whether the security of the paper was breached.
- Candidates remain in the examination room until the district informs the chief invigilator as to steps to be taken, which may include keeping the candidates quarantined until the writing of the question paper if it is to be written later that day.
- ✓ Where a question paper does not arrive at the school in time for the start of an examination:
  - Keep candidates in the examination room under supervision and without access to any medium of communication until the question papers arrive, and the examination commences.
  - Grant candidates the full allotted time for the examination.
- ✓ Should one or more copies of a different question paper be found in a batch of question papers:
  - Phone the district office immediately, whether or not the incorrect papers have been handed out.
  - Place all the incorrect papers in a satchel or envelope, seal it and place in the strong room.
  - Contact the district office and then write a comprehensive account in the irregularity report.
- ✓ If the question papers were handed out, do not let candidates leave the room after the examination until the district office gives permission for their dismissal.

#### **v. Serious Irregularities**

If, in the course of invigilating, an invigilator finds a candidate engaging in a dishonest act as defined in the regulations as an irregularity, e.g. having, passing or using notes, copying etc., immediately remove the candidate's answer book and draw a line under the last point of writing, write the date and time that the book was removed.

The candidate is given a second examination answer book.

The matter is written up in detail in the irregularity report and an irregularity report is attached to the two answer books.

After the examination, inform the candidate of processes that will be followed in respect of investigating the irregularity.

#### **w. Ending the examination**

A candidate who finishes early, but after one hour raises his/her hand.

The invigilator takes the attendance register to the candidate's desk for the candidate to sign when the answer script is retrieved from the candidate.

The invigilator collects the answer script and the candidate leaves the room silently.

No candidate may leave the examination room in the last 15 minutes of an examination.

Fifteen minutes before the end of the examination, announce: "Candidates have 15 minutes left."

Ten minutes before the end of the examination, announce: "Candidates have 10 minutes left. Finish off please."

When time is up, say: "Stop writing, except for those who have additional time concessions. Please put down your pens."

Ensure that all pens are put down.

All loose answer sheets or diagram sheets are stapled to the inside cover of the (first) answer book.

Candidates check the information on the front cover of the book and any subsequent books and record the number of answer books used.

Candidates write Book 1 of 2 on the first book, and Book 2 of 2 on the second book, etc.

The cover of the second book is folded back, and the book placed inside the back cover of the first answer book.

**x. Collecting answer scripts**

Instruct candidates to remain silent and seated. Move down the rows collecting the answer scripts in strict numerical order.

Take the attendance register with you while collecting answer scripts.

The attendance register is placed on the candidate's desk for his/her signature as you collect the answer script.

Count the number of answer scripts to ensure that the number tallies with the number of candidates on the attendance register.

Check that all additional answer scripts provided to candidates during the examination have been returned.

Candidates remain silent and seated while any resource material such as maps and aerial photographs or other aids are collected.

Candidates check for any unreturned answer books, information sheets, maps and aerial photographs, etcetera.

**y. Clearing the examination venue**

Once the reconciliation is complete, instruct the candidates to leave the room silently, especially if there are candidates utilising additional time.

Cell phones are returned to candidates and they collect their bags.

Remain in the room and do not begin packing procedures until all candidates who have additional time have completed the examination.

The same procedures followed for other candidates are repeated, even if there is only one candidate in the room.

The examination venue is cleaned and locked.

## Z. Dealing with Mark Sheets

Mark sheets ***must be correctly completed by the invigilators*** on duty in the examination room and ***checked with the help of the chief invigilator***.

No new names or examination numbers are added to a computerised mark sheet.

Complete the correct mark sheet, ensuring that it is the correct mark sheet for the examination paper written.

Using the attendance register, make a “√” in the P/A (Present/Absent) column against the names of all candidates who were present, and “A” against the names of all candidates who were absent for the examination.

All candidates whose names do not appear on the computerised mark sheet are entered on a hand-written irregularities mark sheet containing full details of candidate number, examination, paper and date.

Check the mark sheet against the set of answer scripts to confirm that the two correlate and that the correct annotation has been indicated against all examination numbers where the candidate was absent or wrote a different paper.

Print and sign your name in the appropriate place on the mark sheet (avoiding the space for the marker’s signature).

Place the mark sheet with the batch of scripts for the district to check and store the attendance register in case it is required during the marking period or when resulting candidates.

### aa. Packaging answer scripts

Answer scripts of candidates who have changed subjects and the irregularity mark sheet are placed in the answer script security bag.

Answer scripts with which there are technical irregularities, are included in the correct sequence in the batch of answer scripts and an irregularities report form is placed on the top of the batch of scripts, under the mark sheet.

Where a candidate was found with notes or engaging in dishonest activities in the examination, the irregularity report and the notes, if applicable, are stapled to the relevant answer scripts and the script is included in the batch of scripts in the correct sequence.

The total number of answer books used is tallied, including the number of books issued as additional books.

The answer scripts are packed in batches according to the sequence of candidates on the mark sheet.

The batches of answer scripts, together with the necessary forms, are packed into the seal answer script security bag and sealed **together with all required documentation**, within thirty minutes of the completion of the examination session.

The answer scripts are returned to the distribution point, together with all required documentation, **within one hour of the completion of the examination session unless there are accommodations**.

It our hope and wish that all schools attain to the oneness of processes and procedures when invigilating.

It is also our hope and wish that districts provide the needed support and intervention on time and appropriately, through providing the required resources on time for Chief Invigilators to prepare in advance.