



ECESWA HANDBOOK FOR CENTRES JC & EPC

Regulations For Conducting
Examinations

**2025 |
2026 |**



First edition 2012

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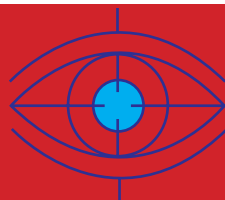
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Reference has been made to the 2025 Cambridge Handbook.

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Our Vision, Mission and Values



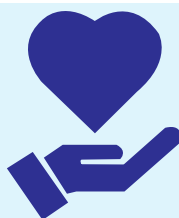
VISION

To be a Centre of Excellence in the provision of accessible and globally competitive assessments and qualifications.



MISSION

To provide credible customer-centric assessment services through our efficient staff and stakeholders using relevant technologies.



Values

The values below are the foundation of the organisation and underpin all aspects of the work and services of the Examinations Council of Eswatini.

Professionalism

Excellence

Integrity

Confidentiality

Accountability

Credibility

Definition (A-Z) of terms

In this handbook the words listed below have the following meanings:

Access Arrangements

A pre-examination arrangement on behalf of a candidate with special educational needs. These arrangements allow candidates with substantial and long-term disabilities access to the examinations. They must be made before the examination takes place.

Agreement

The contract between us and the centre in the form specified by ECESWA from time to time.

Appeals

A formal process for requesting a review of our decision. ECESWA accepts appeals in relation to four kinds of decisions:

1. Outcomes of enquiries about results.
2. Malpractice decisions.
3. Access arrangement decisions.
4. Special consideration decisions.

Assessment

The method used to evaluate a candidate's performance, e.g. written examination or coursework.

Attendance register

Forms used in the exam room to record the presence or absence of each candidate.

Candidate

A person who has registered for an examination.

Centre

A school, institution or organisation that has been approved and registered with us for the entry of candidates to our qualifications and for the conduct of examinations for other qualifications.

Centre Status

This is the status awarded to a school, institution or organisation once it has been approved and registered with us. We may withdraw centre status at any time.

Certifying statement

An official document issued by ECESWA to show the grades achieved by a candidate in a particular series.

Chief Invigilator/Head of Centre

The person who is the Head of an institution approved by us as a centre for its examinations. The Chief Invigilator/Head of Centre oversees the administration of the examinations in the centre.

Component

A component is part of or a section of the subject exam. An individual syllabus usually has several components. A component is sometimes referred to as a paper.

Coursework (Examined)

A component for which the candidate produces work over the course which is assessed by us.

Coursework (Moderated)

A component for which the candidate produces work over the course which is assessed in the centre and moderated by us.

ECESWA Mark

The registered mark or design or the identifier that is identified with ECESWA.

Enquiries about results

Services available to centres after the release of provisional results if they want to have a candidate's script reviewed.

Entries

The candidates a centre has entered for an ECESWA qualification in a particular series.

Examinations Centre Co-ordinator

The person appointed by the Chief Invigilator/Head of Centre to act on behalf of the centre, with specific responsibility for the administration of our examinations. The Chief Invigilator/Head of Centre may also be the Examinations Centre Co-ordinator.

ECESWA Examinations

Examinations produced and administered by ECESWA and all other examinations administered by ECESWA on behalf of other Examination Boards.



Fees

Sums payable by the centre to us, the amounts of which are specified in the relevant fees list, and any fees specified in the invoice.

Fees list

The official listings we publish from time to time (annually as standard) detailing our fees.

Full Centre Supervision

A specific type of supervision for candidates that is conducted by trained members of staff at your centre. For full details see Full Centre Supervision section.

Invigilator

The person appointed by the Chief Invigilator/ Head of Centre to be responsible for the proper conduct of a particular examination in accordance with our examination regulations.

Malpractice

Malpractice is any action that breaks our regulations and potentially threatens the integrity of our exams and certification.

Private Candidate

A person who enters an examination but is not enrolled as a student at the centre where he/she sits the examination.

Provisional Centre Status

This is the status awarded to a school, institution or organisation on temporary basis pending our approval after the fulfilment of the required conditions.

Session

A period in a day in which an examination takes place, which is either in the morning or afternoon.

Script

A candidate's response to a whole question paper or component.

Series

A group of exams in the same range, for example EGCSE, with the same closing date for entries and timetable period. A series is identified by a month and year, for example October 2021.

Emergency Access Arrangements

These are access arrangements that can be granted by the centre to a candidate in case the

candidate suffers a temporary disability. For example, one of your candidates breaks their arm just before the exam.

Please note that centres must adhere to regulations relating to any access arrangement given. Failure to comply with the regulations may result in a malpractice investigation.

Special Consideration

A post-examination adjustment made to a candidate's mark by an awarding body to make allowances for any adverse circumstances, for example, illness, bereavement or temporary injury.

Special Supervision

A specific type of supervision for the examination candidates. It means that the candidate must either be:

1. under examination conditions; or,
2. supervised by the centre in line with the conditions laid out below:
Centres must make sure that candidates are in a supervised environment and there is at least one invigilator for every 30 candidates.

When supervised, candidates must not:

1. be in the same room as any other people except for invigilators, and candidates taking the same examination.
2. have access to telephones, mobile phones, laptop/computers with and without internet access, or any other means of communication outside the supervised group.
3. communicate in any way with anyone who is not under Special Supervision.

When supervised, candidates may have access to their printed books and notes, and talk to each other, provided that they do not disturb candidates taking an examination.

Special educational needs

This term refers to learners who have significantly greater difficulty learning and accessing assessments than the majority of other learners of the same age. It also refers to learners who need support and adjustments to overcome long-term barriers (such as sensory impairments or health conditions) when learning and accessing exams.

Statement of entry

A document showing a candidate's details and the entry options the candidate has been entered for.

Statement of results

A document showing a candidate's details and the syllabus grades they have been awarded.

Supervisor

A subject specialist in the practical subject being examined who provides technical support during the conduct of the practical examination.

Syllabus

A complete description of the content, assessment arrangements and performance requirements for a qualification. A course leading to an award or certificate is based on a subject syllabus.

Timetable deviation

Arrangements proposed by the Head of Centre to resolve any timetable clashes.

Venue

A location where examinations are undertaken.

Verification of results

A service we offer if a third party, such as an employer or university, wants to verify results we have issued. The third party or candidate applies for this service.

Key to icons



New or updated information

Highlights new or updated information so you know what has changed from last year.



Important Bold Text

This is an emphasis, pay particular attention.



Regulation

Highlights Regulations that must be followed.



Introduction

This Handbook explains all the administrative tasks centres need to carry out during each examination series. It also sets out the regulations for conducting our examinations and assessments. It details the responsibilities of centres, Heads of Centres and forms part of the legal contract between us and the centre. These regulations exist to make sure that ECESWA candidates have the same exam experience and are treated equally and fairly. It is essential that they are followed carefully.

Chief invigilators, examination centre coordinators, invigilators and others involved in administering our Examinations should use the Handbook to make sure that they are conducting the examination in accordance with our regulations.

A copy of this Handbook or a copy of the checklist for invigilators must be available to the invigilators in each examination room.

Key Dates and Activities Overview

Centres must submit marks for internally-assessed coursework to ECESWA no later than end of October for the November examination series.

Deadlines will be shared through E3 Booklet - Procedures for preparation and submission of entries and through ECESWA website.

Important Deadline Dates for 2025

Registration Period	-	17 th to 28 th February 2025
Dispatch of Bill Statement and Registration report	-	24 th March 2025
Amendments (for registered candidates)	-	30 th May 2025
Access Arrangements	-	30 th June 2025
Modified Papers	-	31 st March 2025
Transfers	-	30 th September 2025

Important Deadline Dates for 2026

Registration Period	-	16 th to 27 th February 2026
Dispatch of Bill Statement and Registration report	-	24 th March 2026
Amendments (for registered candidates)	-	29 th May 2026
Access Arrangements	-	30 th June 2026
Modified Papers	-	31 st March 2026
Transfers	-	30 th September 2026

Full Centre Supervision

Time What is Full Centre Supervision?

- (a) Full Centre Supervision is a defined type of supervision for candidates that is conducted by trained members of staff at your centre. If candidates are not in their exam they take, they must be under Full Centre Supervision until the exam has passed, or until the exam starts. Centres must supervise candidates in Full Centre Supervision. A supervisor can also be an exam invigilator, although Full Centre Supervision is different from exam invigilation. Supervisors must be suitably trained, and there must be at least one supervisor for every 30 candidates.
- (b) **NEW** You must keep signed records of all Full Centre Supervision arrangements for candidates. These records must show candidates who were supervised, the start and end times of supervision, and who conducted the supervision. We may ask to see these records at any time until certificates are issued.
- (b) If a candidate arrives late for a period of Full Centre Supervision, either before or after an exam, **see Section 5.2.11.**
- (c) Candidates who do not attend a period of Full Centre Supervision after an exam must be reported to us immediately as suspected malpractice.
- (d) You must arrange necessary periods of Full Centre Supervision. If you do not, we will consider this a breach of our regulations, and will treat it as possible centre staff malpractice (**see Section 9.3**).

During Full Centre Supervision, candidates must not:

- (a) be in the same room as any other people except candidates taking the same exam, and their supervisor(s)
- (b) have access to telephones, mobile phones, laptops/computers, smart watches, or any electronic device with or without internet access
- (c) have access to any other means of communication outside of the supervised group
- (d) be allowed to communicate in any way with anyone who is not taking the same exam conditions at the centre or outside the centre

During Full Centre Supervision, candidates can:

- (a) have access to their printed books and notes but not on an electronic device
- (b) talk to each other
- (c) leave the room accompanied by a supervisor. Where there is only one supervisor, you must make sure the supervisor can get help without leaving the room unattended or disturbing candidates. Your staff must also be available to accompany candidates, if required.

Other Full Centre Supervision regulations:

- (a) Candidates under Full Centre Supervision who have already taken an exam that others in the group are due to take, must be kept separate

1.0 General

In this section

- 1.1 Legal status of this Handbook
- 1.2 Centre responsibilities
- 1.3 Inspections and quality assurance
- 1.4 Candidates
- 1.5 Examination administration
- 1.6 Communication between us
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- 1.13 Copyright and candidates' work
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- 1.15 The ECESWA identity
- 1.16 Regulations governing the use of ECESWA artwork
- 1.17 Access to assessment – equal opportunities
- 1.18 Access and private candidates
- 1.19 Practical subjects' accommodation and equipment

The Examinations Council of Eswatini (ECESWA) was a quasi-Government organisation through the Education Act No: 9 of 1981. It was then re-established as a parastatal through the Examinations Council Act of 2023. The mandate of the Examinations Council of Eswatini is to develop and administer assessments and issue certificates to Primary, Junior Secondary and Senior Secondary school graduates.

The regulations and procedures on the conduct of examinations contained in this Handbook meet international standards.

1.1 Legal status of this Handbook

- (a) The regulations and procedures contained in this Handbook apply to the EPC / JC qualifications provided by us.
- (b) By registering with, and submitting entries to us, you agree to be bound by the terms and conditions, processes and procedures as set out in this Handbook, your registration documents and any agreements issued to you by us.
- (c) You must comply with the terms and conditions specified in this Handbook.

(B) Note: You shall carry out your obligations in full as set out in this document.

- (d) All services to be provided to you by us are conditional on your payment of all fees due to us in accordance with our payment terms.

- (e) We may issue:

- i. additional administrative procedural documents.
- ii. instructions for conduct of specific examinations (e.g written papers, coursework, orals and practicals).

You must comply with these documents in the same way as the Handbook as they form part of your Agreement with us.

- (f) We reserve the right to amend or vary from time to time, the provisions of the Handbook and the additional documents noted in **section 1.1.(e)**. We will notify you of such amendments in circulars or notices. We shall use the method of communication most appropriate to both the subject matter and the urgency of the amendment. These amendments shall have immediate effect unless otherwise stated.

- (g) Our interpretation of the provisions in the Handbook and of any other instructions, circulars and notices is final.

1.2 Centre responsibilities

You are responsible for the accuracy, quality and integrity of any marks or data submitted to us and agree to pay costs in correcting any errors that need correcting. By submitting any marks or data, you are confirming that you have carried out all accuracy, quality or integrity checks necessary and you are solely responsible for any direct or indirect consequences of us using those marks or data. Revised marks will not be accepted after the release of results.

- (a) You must be aware of the deadlines we publish and follow these deadlines on behalf of your candidates.
- (b) You are responsible for the proper administration and conduct of our examinations.
- (c) Your responsibilities must be discharged by or through the Chief Invigilator/Head of Centre.
- (d) You must not offer subjects leading to our qualification without first acquiring, from us, written approval of your eligibility to administer the corresponding examinations.

- (e) If you want to offer additional qualifications beyond what were approved initially and/or courses that are not part of our qualifications, you must apply to us.
 - (f) You must notify us if your centre changes premises. You must also inform us of any changes to contact details.
 - (g) We will accept notification of changes in writing or email attachment on your centre's official letter-headed stationery. Please note that, for security reasons, we cannot accept notification of changes of address by telephone.
 - (h) You must ensure that:
 - i. the correct version of the syllabus is administered for each examination session.
 - ii. all teachers involved in the delivery of qualifications are specialists in the subject area concerned.
 - (i) You must not do anything that in any way brings into disrepute the name, reputation or interests of ECESWA, its employees, or its products or services.
 - (j) If you do not comply with the terms and conditions, processes and procedures set out in this Handbook, we shall, at our full discretion, be entitled to take such action as we deem appropriate to address these failings. We may:
 - i. require you to take remedial action to address concerns,
 - ii. require you to undergo further inspection and quality assurance visits
 - iii. remove Centre Status and terminate any contract between us on a permanent basis or until such time you are deemed fit for taking examinations again.
 - (k) We reserve the right to require you to pay any and all costs incurred by us in the conduct of any required inspection or other quality assurance processes required by **section 1.3.(b)** of this Handbook.
 - (l) **NEW** You must provide a safe environment for your candidates. This includes while they are on your premises, as well as promoting online safety and well being where applicable.
- examinations at times outside the examination period.
 - (b) The purpose of these centre inspections would be to:
 - i. offer support in helping you administer exams in line with regulations for conducting our examinations
 - ii. ensure our candidates sit their exams under suitable conditions
 - iii. conduct an effective quality assurance exercise by getting a feel of how well you are applying our regulations
 - iv. emphasise the importance of our regulations and security of examinations.
 - (c) You must co-operate with and facilitate any inspection of your centre by or on our behalf, including giving access to secure storage. We reserve the right to photograph the premises and materials related to assessments, including candidate work, as part of the inspection process.
 - (d) If you change premises, we may carry out a re-inspection. You will pay our charges for the re-inspection.
 - (e) Inspectors must be accompanied by the Head of Centre and/or their representative at all times during their visit.
 - (f) In addition to inspections, Heads of Centre must assist us in carrying out any reasonable monitoring activities necessary for the secure effective delivery of the assessments.

1.4 Candidates

- (a) You will correspond with candidates on every aspect of the examinations on our behalf.
- (b) You will issue to each candidate you entered:
 - i. details of the dates and times of their examinations
 - ii. a statement of the candidate's examination entry
 - iii. the candidate's provisional results
 - iv. any certificate issued by us.
- (c) You must make sure that candidates have access to suitable accommodation and specified equipment and materials, including those that involve practical tests (**see Section 5.4.4**).
- (d) You are responsible for making sure that we can identify all candidates in each examination,

1.3 Inspections and quality assurance

- (a) We usually carry out unannounced inspections during examinations. Our inspectors may also inspect the arrangements for the security of examination material and for conducting



including private candidates (**see Section 5.2.1**) and that all candidates are aware that their data will be passed to third parties.

(e) We take protection of personal data seriously.

(f) In this section, 'processing', 'personal data' and 'sensitive personal data' have the meanings given to them in the Data Protection Act 2018, and are referred to as Candidate Data.

i. You must make sure that all your candidates (if 16 or over) and their parents/guardians understand that we will use their personal data (for example, their name, candidate number and, where relevant video evidence of a candidate's performance) for the purposes of delivering qualifications through their centre, including processing exam entries and results, marking exam scripts, issuing certificates, processing enquiries about results and investigating cases of malpractice. You must also make sure that when applications for access arrangements, special consideration or the withdrawal of entries are made, candidates (if 16 or below) and their parents/guardians understand that we will use their sensitive personal data for the purposes of processing these applications, and you must obtain their consent for such use. You must make sure that you keep a record of the consent given, even if that consent is only given orally. That record must be made available to us when required.

ii. You must make sure that all your candidates (if 16 or over) and their parents/guardians understand that we will process their personal data for the following legitimate business purposes:

1. to carry out research, standards setting and other activities that are related to the business of delivering qualifications (including assessments), all of which are aimed at ensuring the delivery, as well as integrity, of qualifications and the protection of candidates
2. to understand the needs of candidates and other users of our qualifications
3. to carry out marketing (although ECESWA will not contact candidates/parents by email without first seeking your consent)

4. to provide training to those involved in the provision of educational services in relation to our qualifications, for example, teachers and examiners

5. for internal business purposes, including managing ECESWA risks

6. protecting the security of personal data in our possession and carrying out internal record-keeping and audits

7. to share the personal data with other partners of our organisation, including the University of Cambridge, and agents and representatives (for example, examiners, consultants and sub-contractors), who process the personal data on our behalf for the purposes described in this handbook.

8. to share the personal data with universities in order to facilitate the candidate's relevant application

9. to comply with applicable law or a court order or governmental regulation or for the purpose of any criminal or other legal investigation or proceeding here or abroad.

iii. You must make sure that candidates or their parents/guardians, as appropriate, understand that ECESWA may use anonymised data (that is, data that does not identify a candidate) and pseudonymised data (that is, data that is anonymous to the people who receive it) for research purposes, and may share that data with third parties, also for research purposes. The third-party recipients of Candidate Data are required to abide by strict data protection principles in their handling of the data and are also bound by a duty of confidentiality.

(g) You are responsible for the submission of candidates' work and must make sure:

i. that the work contained in every candidate's assessment submission meets the criteria specified in the syllabus for the relevant examination session.

ii. that candidates' work is produced and, where appropriate, marked internally and despatched according to our instructions (**see Section 5.6.2**).

iii. that every piece of work you submit is the candidates' own work and is clearly identified as such.

1.5 Examination administration

- (a) You must send to us:
- details of actual Entries (**see Section 3.2**)
 - marks for internally-assessed components (**see Section 3.7**)
 - forecast grades (**see Section 3.9**)
 - any other information that we may reasonably require in relation to its examinations, in accordance with the instructions given when the information is required.
- (b) If you wish to make any applications for access arrangements or special considerations, you must send these to us in accordance with the regulations and guidance laid out in this Handbook (**see Section 2**).
- (c) If you wish to make any applications for changes to the venue or timetable, you must send these to us in accordance with the regulations laid out in this Handbook (**see Section 4 and Section 5.1.5**).
- (d) You must comply with any request from us to reschedule assessments from the times previously published to ensure the integrity and security of assessments. If you cannot comply with the request, you must apply for a timetable deviation ensuring that Full Centre Supervision is guaranteed. Any arrangement must be approved by us in advance.
- (e) You must make sure all staff directly involved with the administration of Cambridge University Press and Assessment exams understand Key Time and Full Centre Supervision regulations. Candidates must be constantly and effectively supervised during any exam, or period of Full Centre Supervision, to ensure compliance with Key Time regulations.
- (f) You are responsible for the receipt and security of examination materials at all times. You must carry out the following in accordance with our regulations:
- check that the correct version of materials is received
 - store securely all examination materials
 - distribute examination papers to the candidates
 - collect scripts, question papers and any other exam material at the end of each examination
 - return scripts to ECESWA
- (g) You will ensure that the maintenance of constant and effective supervision of the candidates is carried out in accordance with our regulations.
- (h) You will appoint suitable invigilators and must ensure that they are familiar with the instructions contained in **Section 5** of this Handbook.
- (i) You shall work with ECESWA to prevent malpractice or maladministration and, in particular, shall:
- report to us any established, suspected or alleged cases of malpractice by a candidate
 - report to us any malpractice or maladministration by a member of staff discovered by you
 - assist any investigation into malpractice or maladministration we suspected
 - provide such information and advice as we may reasonably require to assist with any such investigation (**see Section 9.4**).
 - make sure candidates are aware of restricted materials not allowed in the exam room.
- (j) You shall submit and process any result enquiry or appeal in accordance with the appropriate regulations (**see Sections 10.3 and 10.4**).
- (k) You must retain all unclaimed certificates under secure conditions and not destroy them (**see Section 10.11.1**).

1.6 Communication between us

- (a) You should use the method of communication most appropriate to both the subject matter and the urgency of the communication. Where the Regulations specify a particular means of communication, this must be used.
- (b) Unless instructed otherwise, you should address all communications to the Registrar/ CEO.
- (c) SiSwati and English are official languages in Eswatini. However, because of the close collaboration with Cambridge University Press Education, all correspondence between us must be conducted in English. This applies even when assessments are offered in a language other than English.
- (d) The Chief Invigilator/Head of Centre, or their designated deputy, must sign all letters from you to us.



- (e) You must address all correspondence to:

The Registrar/ CEO
Examinations Council of Eswatini
P. O. Box 1394
Mbabane
H100
Eswatini

You must send all forms to the address shown on them or in their accompanying instructions or relevant email address.

(B) Note: Messages that are sent by email will normally be replied to by email.

- (f) You must include the following information in the text of the email:
- centre name and number
 - name, position and title of the member of staff sending the message
 - for continuing email correspondence, the ECESWA reference number included in our initial response to that matter.
- (g) You should not attach files larger than 25 Gbs.
- (h) You will be informed regularly about key dates and activities, guidance on changes to key processes and updates on new services through circulars, notices, meetings, workshops, media, SMS and emails.

1.7 Telephone communication

- (a) For enquiries relating to the issues covered in this Handbook or any other administrative matter, you shall, in the first instance, contact ECESWA .
- (b) For telephone calls made in response to a communication from us or following up a previous contact, you should use the telephone number provided for that purpose.
- (c) In circumstances where telephone contact is made, you should obtain written confirmation of any response concerning the interpretation of our regulations.
- (d) We do not accept responsibility for any misinterpretation of information, advice or guidance given by telephone.

1.8 ECESWA Teacher Support

- (a) We publish examination reports that give an overview of candidates' performance in each component. These reports assist teachers to better prepare learners for future examinations.

- (b) We conduct training for selected teachers in setting, moderation and marking, who in turn cascade the information to other teachers.
- (c) We also conduct training workshops on school-based assessments and interpretation of syllabus.
- (d) We share on our website exam material such as syllabuses, specimen papers, past examination papers, mark guides, results and statistics, and registration of candidates.

1.9 Use of ECESWA software

- (a) You may use products or services from us that require the use of software supplied by us. In using software from us, you must agree to protect the copyright by entering into any relevant licensing agreements and using the software in accordance with those agreements.
- (b) You must comply with any licensing conditions under which the software is offered for use.
- (c) You must make sure that the usernames and passwords we issue are only given to staff authorised to access the relevant online services or software. You must not give login information to candidates or to any other unauthorised person. If you do not comply we may suspend all services with you or withdraw your centre status.
- (d) You may not use third-party websites, such as file sharing websites, to send information or data to us.

1.10 Copyright in examination material

- (a) Copyright and any other intellectual property rights in all materials (including question paper, mark guide and syllabuses) delivered by us to you under the Agreement is owned by and shall remain the property of ECESWA.
- (b) You may distribute copies of past question papers and other materials for which we hold copyright, for internal centre purposes, provided that copies are:
- limited to one copy per candidate entered for the syllabus.
 - used exclusively by candidates at the Centre in connection with their class work or internal assessments.
 - not offered for sale or distribution in any circumstances.
 - produced retaining all ECESWA Copyright symbols, acknowledgment and notices intact.

- v. not claimed to be warranted by us.
 - vi. not passed on to any third party.
 - vii. not uploaded and allowed to be uploaded to any external website or platform.
- (c) You must not distribute past papers electronically, including on websites.
- (d) If staff at a centre wish to use material owned by us in any publications they are developing, they must apply in writing to ECESWA.
- (e) We cannot give permission to reproduce:
- i. text taken from any published books
 - ii. any third party copyright material contained within the past papers; you can identify these items by the copyright acknowledgments which appear either under each item, or at the back of the question paper. These include:
 1. audio or video material
 2. digital media
 3. photographs
 3. maps.

1.11 Ownership of assessed material

- (a) All material submitted for assessment will become our property.
- (b) We will not normally return to the Centre assessment materials submitted for external marking or external moderation, except garments for Fashion and Fabrics (6904/02) and Food and Textile Technology (5926/03).

1.12 Ownership of ECESWA examination question papers

- (a) We will continue to own any intellectual property rights to the papers.
- (b) All our examination question papers shall remain confidential until the question papers are released by you after the examination, in accordance with the 24-hour secure storage regulation.

1.13 Copyright and candidates' work

- (a) We reserve the right to use examination answer scripts and coursework material or extracts that have been made anonymous for educational presentations, materials and products, which we may publish either in printed format or electronically.
- (b) In addition, we reserve the right to use

candidates' work for education purposes, e.g.

- i. for standard setting, training of teachers and examiners or to demonstrate standards in the process of recognition of our qualifications by universities and other organisations
- ii. maintaining the integrity of assessments or to identify plagiarism.

1.14 Referring to Examinations Council of Eswatini

You must refer to us as "ECESWA" or "Examinations Council of Eswatini".

1.15 The ECESWA Identity



- (a) The term ECESWA Identity refers to our logo and associated text.
- (b) We also have a trademark, known in this Handbook as the ECESWA mark. This means the registered mark or design or the identifier that is identified with us.

1.16 Regulations governing the use of ECESWA artwork

- (a) You are not permitted to use the ECESWA Identity Trademark or Logo.
- (b) If you do not follow the instructions contained in this Handbook or misuse our ECESWA Identity or ECESWA Mark, you may be sued and/or have your centre status withdrawn and the Agreement terminated.

1.17 Access to assessments – equal opportunities

- (a) We are committed to providing equality of opportunity for candidates, in accordance with current Eswatini legislation in relation to gender, ethnic origin, religion, age or disability.
- (b) The principle of open access is promoted in all areas of our assessment activity, which aims to overcome any potential inequality in relation to gender, ethnic origin, religion, age, or disability in:
 - i. the assessment process
 - ii. the arrangements made for candidates with special needs to facilitate their access to our qualifications



- iii. the interpretation of available data relating to the implementation of policies and procedures of the scheme of assessment
- iv. the monitoring of all publications produced for our qualifications.

1.18 Access and private candidates

Specific regulations govern the access of private candidates to our examinations (**see Section 5.2.1**).

1.19 Practical subjects' accommodation and equipment

- (a) The effective delivery of any practical subject curriculum requires an emphasis on practical work, whatever the level and regardless of whether the centre is to offer the practical, alternative to practical or coursework component.
- (b) You must satisfy us that you are adequately equipped to teach the practical aspects of a subject as set out in the relevant syllabus, and that you can comply with any requirements for practical examination, before you can enter candidates for an examination in that syllabus.
- (c) If we are not satisfied that your centre is adequately equipped, for whatever reason, we may prevent you offering the relevant ECESWA practical subject syllabus exams because you are unable to prepare candidates properly.
- (d) Individual syllabuses may contain a list of recommended laboratory equipment or apparatus.

2.0 Access Arrangements

In this section

- 2.1 Introduction to access arrangements
- 2.2 Access arrangements
- 2.3 Modified Question Papers
- 2.4 Emergency access arrangements

2.1 Introduction to access arrangements

Candidates may face barriers to assessments as a result of:

- (a) a permanent or long-term disability, illness or learning difficulty
- (b) a temporary disability or illness.

2.1.1 What are access arrangements?

Access arrangements are pre-exam arrangements that allow candidates to access the assessment and remove unnecessary barriers, without changing the demands of the assessment.

2.1.2 The purpose of access arrangements

The purpose of access arrangements is to remove any unnecessary barriers to the normal assessment, without compounding the standards being tested, so that the candidate can receive recognition for their attainment. For some subjects certain access arrangements are not available. A candidate may require a particular type of access arrangement in one type of assessment but not in another.

2.1.3 Types of access arrangements

There are two different groups of arrangements as indicated in Table 2.1, each with their set of deadlines:

- (a) access arrangement
- (b) modified papers

2.1.3.1 Access arrangements

- (a) You need to apply to us and request for permission to use any of access arrangements by submitting the Access Arrangements Form by the end of March each year (*see Section 2.1.6*).
- (b) We will respond in writing to each submission.
- (c) You need to provide the evidence of need when you apply.

2.1.3.2 Modified papers

- (a) You must request modified papers by submitting Access Arrangements Application Form by the end of February each year (*see*

Section 2.3).

- (b) We will respond in writing to each submission.
- (c) You must provide the evidence of need when you request modified papers.

2.1.4 Principles governing access arrangements

- (a) Access arrangements must not give the candidate an unfair advantage over others.
- (b) We will not allow access arrangements if they affect the assessment objectives being tested and therefore they are restricted in certain syllabuses. See the relevant syllabus for details. The examples at the end of this section show how access arrangements may be prohibited or limited in relation to assessment objectives.
- (c) We assess all candidates according to the same marking criteria, so their grades and certificates have the same validity and are a true reflection of each candidate's attainment.
- (d) You are responsible for any costs associated with using access arrangements.
- (e) English not being the candidate's first language is not a valid reason for an access arrangement.
- (f) We cannot accept responsibility for any ill effects caused by any access arrangements the Centre requests or uses.
- (g) The Head of Centre is responsible for making sure the relevant regulations are followed. We may consider failure to keep to the regulations as malpractice.
- (h) Should the candidate's need change after an access arrangement has been approved, it is the responsibility of the Head of Centre to make sure the integrity of the exam is maintained, and that they do not make use of an unnecessary arrangement.
- (i) A candidate may need a particular type of access arrangement in one type of assessment but not in another. You must be aware that candidates may not use the arrangements in all the assessments as they may not need the same degree of assistance in every subject.
- (j) Any member of staff who assists candidates with access arrangements, for example, scribes or readers, must make sure the integrity of the exam is maintained in accordance with Key Time and Full Centre Supervision regulations.

Table 2.1

Group 1: Access arrangements		Group 2: Modified papers
Exemptions	Extra time	Braille
NEW Computer reader	Colour naming	Coloured paper
Practical assistant	Reading aloud (by candidate)	18 point bold printed on A4
Human reader	Supervised rest breaks	18 point bold enlarged to A3
Sign language interpreter	Transcript of candidate's work	18 point enlarged to A3
Scribe		NEW 24 point bold printed to A4
Voice-activated software		NEW 24 point bold printed to A3
Word processor		NEW 36 point bold printed to A3
Coursework extensions		Tactile diagrams
Prompter		Live speakers (Transcript of listening CDs or audio files)
NEW Supplementary aids		NEW Modified carrier language
NEW Reading pens		NEW A3 unmodified 1

- (k) **NEW** The below roles may be performed by the same person, if necessary. The syllabus must allow the use of all the relevant access arrangements. The person appointed to perform these roles should not be the candidate's own subject teacher and must not be a relative, peer or friend, and should not have an interest in the candidate (**see section 2.2.4 (n)**).

The Head of Centre appoints and manages the person(s) assigned these roles. The person appointed must be a responsible adult who understands and follows our regulations. They must be fully capable of performing the role. The candidate must know and accept the person(s) performing these roles. The person performing these roles cannot act as:

- an invigilator;
- human reader
- scribe
- practical assistant
- colour naming assistant
- live speaker
- prompter

- You must contact us for advice if you have any questions about assessing a candidate's spelling accuracy or writing speed.
- You must provide scribes who are teachers at the centre, and fully understand the regulations of being a scribe.
- The scribe is appointed by and responsible to the Head of Centre. They must be known and accepted by the candidate and capable of reading the material involved.
- A scribe must not be the candidate's own subject teacher, relative, friend, or peer. Candidates must respond in English unless the syllabus states otherwise. Using a scribe should reflect the candidate's usual way of working, except in cases of temporary injury.
- A scribe is not a reader, but the same person may act as both scribe and reader as long as the candidate has permission for both arrangements.
- NEW** Contact us if you need advice about implementing any access arrangement.

- (r) **NEW** Our access arrangement regulations apply to both school and private candidates.

Examples of how assessment criteria would impact on the availability of access arrangements:

Example 1:

A candidate with severe cerebral palsy enjoys her Design and Technology course but cannot use her hands. She cannot design or make any realisation independently. As this part of the assessment is a large proportion of the whole qualification, she decides not to enter for this particular subject. The assessment criteria are designing and making, so no adjustment can be made

Example 2:

A candidate with severe dyslexia wants to take English Language and other Language examinations but cannot read or write adequately. As the assessment criteria being tested in the subjects include reading and writing, he/she cannot have an adjustment in the form of a reader in the reading papers. It may not be possible to use a scribe in the writing of papers for any Languages unless it is possible for the candidate to dictate the responses letter by letter, including all punctuation. The centre must decide whether or not to enter him/her for these subjects on the basis of how much he/she could complete independently.

Example 3:

A candidate with no hands wants to take art exams in printing. Mouth or foot painting might be acceptable, but the candidate cannot do either and wants another person to paint at her instruction. This is not allowed as the assessment criterion is the skill of painting.

2.1.5 Evidence of candidate's need

- (a) It is your responsibility to make sure that your centre's access arrangement applications are based on firm evidence of the candidate's needs, and that if granted, your centre follows the relevant regulations when using the arrangements. Failure to keep to the regulations could lead to the disqualification of the candidate.
- (b) Access arrangements must be based on evidence of the barrier to assessment and evidence of need.
- (c) The evidence of need will vary depending on the disability and the access arrangements being applied for.
- (d) Evidence must meet the following criteria:

- i. Evidence must be dated within four years of the exam and verified by an appropriate medical professional, or an educational, a clinical, an occupational psychologist or a qualified specialist teacher.
- ii. The appropriate professional must have signed and dated the evidence and included details of their relevant qualifications.
- iii. Supporting evidence provided must be in English. Any translated evidence must be signed by the original author or a legal Translator.
- iv. Friends and relatives of the candidate should not supply any of the supporting evidence.
- v. Where relevant to the candidate's needs, the supporting evidence must contain literacy assessments for the candidate.
- vi. Where relevant, the supporting evidence must contain scores from psychometric assessments for the candidate.
 - 1 These tests should provide standardised scores for candidates showing them to be 'below average'. 'Below average' is represented by a standardised score of 84 or below on a test/ tests taken within four years of the exam series. It does not mean 'below average standard' in a centre.
 - 2 We will accept below average standardised scores and we may accept below average scaled scores. We will not accept other types of scores from psychometric assessments, for example, age equivalent, percentile rank, composite scores, or raw scores.
 - 3 When you use the Detailed Assessment of Speed of Handwriting (DASH) to assess a candidate's writing speed please provide the Total Standard Score, which is calculated from the sum of the following four subtests: Copy Best, Copy Fast, Alphabet Writing and Free Writing. We may accept 'below average' standardised scores on individual subtests.
- vii. You should contact us for advice if you have any questions about assessing candidate's writing speed.

2.1.6 How to apply for access arrangements

- (a) Before making an application, you must decide whether access arrangements are appropriate, and if so, which type is required in relation to the needs of individual candidates. **(See section 2.1.3)** for types of access arrangements. There may be other arrangements that are not listed. If this is the case, please contact us to discuss whether the arrangements are appropriate for the assessment concerned.
- (b) For candidates with a permanent or long-term disability, illness, or learning difficulty you must consider their normal way of working and any previous difficulties they have experienced when taking assessments before they decide whether access arrangements may be appropriate. You must consider the regulations when establishing the candidate's usual way of working so the candidate is prepared for the exam.
- (c) Access arrangements must be based on firm evidence of the barrier to assessment, and evidence of need. The Head of Centre is responsible for making sure that the applications are accompanied by firm evidence **(see Section 2.1.5)**.
- (d) You must notify us and/or apply for all access arrangements using the relevant form and send it by the deadlines given in Table 2.2.
- (e) You need to check and sign the form before it is submitted.
- (f) You must apply for access arrangements for each new exam series. We cannot carry over approval from a previous exam series.
- (g) For emergency access arrangements for candidates with temporary disabilities, illnesses or injuries **see Section 2.4**.
- (h) The Head of Centre must make sure they follow the regulations for using access arrangements. If you do not do this, it may be considered malpractice.

Table 2.2

Type of arrangement	Deadline
Modified Papers	End of March
Access arrangements	End of June

2.2 Access arrangements

2.2.1 Exemptions

An exemption is where ECESWA agrees a candidate can miss a component, or components, within a syllabus:

- (a) Exemptions may be agreed in a few extreme cases. They will only be considered when no other access arrangement is appropriate.
- (b) The candidate must still engage with, and cover, the content of the whole syllabus even if they are exempt from a particular component.
- (c) We will not permit exemptions if they compromise the validity of the qualification.
- (d) We will not allow exemptions from components which are the key objectives of the syllabus.
- (e) If you receive approval for an exemption, you must mark the candidate as absent on the attendance register for the exam.
- (f) The candidate will only be awarded a calculated mark provided they complete a minimum of 50 percent of the total syllabus weighting for each qualification, by component weighting, in the exam series in which the award is being made. Carry-forward marks do not count towards this requirement.
- (g) Examples of where exemptions are not permitted (the list is not exhaustive):
 - i. Science Practical
 - ii. Design and Technology.

2.2.2 Extra Time

- (a) There are two different types of extra time:
 - (i) extra time up to 25 percent (this should meet the needs of most candidates)
 - (ii) extra time over 25 percent (We will only give permission for an extra time allowance of more than 25 per cent for candidates who have a substantial impairment)
- (b) The amount of extra time being requested must be appropriate to the candidates' needs and **NEW** be in line with their normal way of working.
- (c) Candidates eligible for extra time include those with permanent or temporary physical disabilities and those with a learning difficulty.
- (d) If you are applying for extra time over 25 percent, you must hold evidence that gives a strong justification. We only allow this for candidates who have substantial impairments.

This may include a candidate who:

- i. is affected by multiple disabilities
- ii. has a very severe disability or illness
- iii. is visually impaired and/or needs to use Braille
- iv. **NEW** cannot use another type of access arrangement because of specific syllabus restrictions
- v. **NEW** requires a significant amount of extra time to dictate the words letter by letter, as well as punctuation, to scribe in language writing test.

(e) Extra time is not appropriate for candidates who only require a break during the exam. You should apply for supervised breaks. You will be allowed to apply for both extra time and supervised breaks provided the reasons for applying for both arrangements are different (for example, extra time for processing difficulties and a supervised rest break for a medical need). We recommend that you allow candidates to take supervised rest breaks if they have extra time over 25 percent

(f) Candidates requiring extra time because of below average reading and writing speed will typically have results measured in tests of speed in a report conducted by an educational psychologist, a clinical psychologist or occupational psychologist and are shown to be below average. 'Below average' means one deviation below the mean on a nationally standardised test taken within three years of the exam series. It does not mean 'below average standard' in a particular centre.

(g) It is important to remember that prolonging the exam can be damaging to a candidate's condition and/or mental wellbeing, so you must seek medical advice before using up to or over 25 percent extra time.

(h) For listening exams, extra time should be applied to the time allocated for the pauses, not for the total exam duration. Contact us to request for guidance.

NEW For candidates answering in Braille, extra time may be applied as a percentage of the whole listening exam. We recommend extra time is applied during the pauses of the exam so as not to interrupt the flow of the exam. The candidate should be invigilated separately.

(i) For speaking tests, a candidate who can speak, but with difficulty, should be given

enough time to answer. You need to apply for this arrangement and get approval before administering the exam. You should keep a record of how much extra time the candidate was given.

(j) **NEW** For candidates with processing difficulties, you may apply for a percentage of extra time (for example, 25 percent). You must apply for this arrangement in the normal way.

(k) The amount of extra time granted must reflect the extent to which the completion of the exam is affected by the candidate's condition.

B You must complete an Access Arrangement Cover Sheet Form and keep it with the recording. You should record how much extra time the candidate was given on the cover sheet, and send it to us along with the work.

2.2.3 Practical assistant

(a) A practical assistant is a member of the teaching staff, in coursework and/or in an exam, who carries out practical tasks at the instruction of the candidate.

(b) A practical assistant must ensure the safety of the candidate and those around them.

They:

- i. allow the candidate to demonstrate their knowledge, understanding and skills but make sure candidates are safe
- ii. carry out accurately some or all of the manual tasks contributing to the practical exam at the candidate's instruction, unless it is dangerous
- iii. report visual observations at the candidate's instruction
- iv. if required, must immediately refer any problems in communication during the assessment to the Head of Centre
- v. may ask the candidate to repeat instructions where these are not clear
- vi. must not comment on any of the candidate's answers, help with the answers to questions or help with the analysis of data
- vii. must not give any factual help or indicate when a task is complete
- viii. must not advise the candidate about which practical questions to answer, when to move on to the next question, or the order



in which they should answer questions. If the practical assistant is also acting as a prompter, they must refer to **Section 2.2.11**

- ix. must not advantage or disadvantage the candidate
 - x. must follow these regulations as failure to do so constitutes malpractice and can lead to the disqualification of the candidate.
- (c) Candidates may be allowed to use a practical assistant if they suffer from disabilities or conditions that prevent them from carrying out parts of the assessment themselves.
- (d) If a candidate needs to use a practical assistant, you must submit the application form with the relevant supporting evidence.
- The candidate cannot use the assistant until the application has been approved.
- (e) You must seek advice at the beginning of the course about whether using a practical assistant will be permitted and potentially prevent the candidate receiving a result.
- (f) The use of a practical assistant should reflect the candidate's usual way of working, except in cases of temporary disability caused by injury.
- (g) If the candidate is eligible for the use of a reader or scribe the same person may act as a reader, scribe and/or practical assistant if the candidate has permission to use these access arrangements, and the syllabus permits the use of these arrangements.
- (h) We will not allow a practical assistant in subjects testing design or artistic skills (for example, Design and Technology), where the practical skill is the focus of the assessment. If the candidate needs minimal assistance, please contact us to discuss their needs.
- (i) The practical assistant is appointed by and responsible to the Head of Centre. They must be known and accepted by the candidate and capable of reading the material involved.
- (j) A practical assistant should not usually be the candidate's own subject teacher and must not be a relative, friend or peer.
- (k) You should ensure that other candidates are not disturbed by the practical assistant or the candidate. If you put the candidate and practical assistant in a separate exam room, they will need a separate invigilator (**see Section 2.3.5**).
- (l) In practical Science assessments we will

give no marks for implementation where a practical assistant performed this skill in tests using techniques, apparatus and materials. However, we may credit marks for planning, analysis and evaluation. The supervisor must detail fully in their report all assistance given. Where it is available, you should select an Alternative to Practical.

- (m) **NEW** Where a candidate is working with a practical assistant for the entire duration of the exam, they are allowed to use 25 percent extra time. You must apply for this the normal way.

(B) Note: You must adhere to the regulations relating to any arrangement given. Failure to comply with the regulations may result in a malpractice investigation.

Examples of how access arrangements for a practical assistant would apply:

Example 1:

A candidate who has a severe tremor in both hands cannot safely perform any Science practical activity. She applies for a practical assistant. She is credited with marks for planning, evaluation and observations, but she cannot gain marks for using techniques, apparatus and materials.

Example 2:

A candidate has hemiplegia affecting his left side. He is right-handed. He needs a practical assistant in Science to hold equipment steady while he performs practical tasks. The practical assistant is acting only as a second hand where two hands are needed. The candidate does not lose any marks for using apparatus and materials because he performs by himself those skills which are being assessed.

2.2.4 Human Reader

A reader reads the questions to the candidate. This may involve reading the whole paper or only the words that the candidate requests.

- (a) If a candidate needs to use a reader, you must submit the application form together with the relevant evidence. The candidate cannot use a reader until the application has been approved.
- (b) We usually allow readers:
 - i. for permanently or temporarily visually impaired candidates who cannot read a Braille/enlarged paper independently or at sufficient speed even with extra time
 - ii. where the candidate's reading skills (accuracy, speed, comprehension) have

been measured in a test by an educational psychologist, a clinical psychologist or an occupational psychologist and are in the below average range.

- iii. 'Below average' is a technical term represented by a standardised score of 84 or below on a test or tests taken within 4 years of the exam series (**see section 2.1.5 (d) (vi)**). It does not mean 'below average standard' in a centre.
- (c) Using a reader should reflect the candidate's usual way of working, except in cases of temporary injury.
- (d) We will not allow a reader if the request is based on English not being the candidate's first language.
- (e) Human readers are not allowed for language papers or sections of language papers that test reading. Instead, You may apply for extra time up to 25 percent (**see Section 2.2.2**).
- (f) The reader may read numbers printed in figures as words. For example, they should read 252 as 'two hundred and fifty-two' but at the point of reading the number they should also point to it on the paper. An exception would be when the question is asking for a number to be written in words (for example, 'write the number 3675 in words').
- (g) The reader may, if asked, repeat a question or read back what the candidate has written in the answer, without any indication of errors.
- (h) The reader may, if asked, give the spelling of a word which appears on the question paper. Apart from this they must not give spellings.
- (i) The reader may help a visually impaired candidate to identify diagrams, graphs and tables, but must not give factual information or offer any suggestions, other than to give information which would be available to sighted candidates.
- (j) The reader must only read the instructions and questions on the question paper(s) and must not explain or clarify the meaning of the words. In some cases, the understanding of the written word may be the skill being examined.
- (k) The reader must not advise the candidate which questions to answer, when to move on to the next question, or the order in which to answer questions. If the reader is also acting as a prompter, they should refer to **Section 2.2.11**.
- (l) The reader must not decode symbols and unit abbreviations. For example, do not read 2^2 as 'two squared' but simply point to the function, since part of the assessment is recognising what the superscript '2' means. Similarly, if the symbol $>$ is printed, do not read it as 'greater than' but simply point to it.
- (m) If the candidate is also eligible for the use of a scribe or practical assistant, the same person may act as both if the candidate has permission for both arrangements and the syllabus permits both arrangements.
- (n) The reader is appointed by you and must be a responsible adult, who fully understands and follows the regulations.
- (o) The reader must be known and accepted by the candidate and capable of reading the material involved. The reader must not be the candidate's own subject teacher, or a relative, friend, or peer.
- (p) You must make sure other candidates cannot overhear or be disturbed by the reader. If the candidate and reader are in a separate exam room, they will need a separate invigilator (**see Section 2.3.5**).
- (q) **NEW** A reader may be a delegated member of staff who sits next to the candidate. If you have several candidates who require a reader, but they only need a few words or sentences to be read, a reader may perform this role for up to four candidates. The candidates should be seated near to each other, however the reader must not read for more than one candidate at the same time. If you choose to allow a reader to read to more than one candidate during an exam, you should make sure it is appropriate to the candidates' needs. The candidates would need to signal to the reader when they require a word or sentence to be read, for example, by raising a hand.
- (r) If a candidate is not allowed a reader they can take their exam in a separate room so they can read aloud, particularly where this is their normal way of working. In these cases, you must provide a separate invigilator (**see Section 2.3.5**).
- (s) Readers for the visually impaired:
 - i. must, if asked, give information about how much time has passed and how much time remains
 - ii. are allowed to help a candidate using tactile maps, diagrams, graphs and tables to get



the information that the print/amended print copy would give to a sighted candidate

- iii. must immediately refer any problems, including issues with communication, to the invigilator.

- (t) **NEW** where a candidate is working with a human reader for the entire duration of an exam, they are permitted to use 25 percent extra time. You must apply for this.
- (u) If a candidate with a temporary injury needs a reader the centre must follow the instructions for emergency access arrangements detailed in **Section 2.4**.
- (v) We do not allow the use of oral language modifiers for any exams.

2.2.5 Sign Language Interpreter

- (a) A sign language interpreter can help the candidate to understand the rubric only.
- (b) When signing the rubric, the sign language interpreter must take care to sign exactly what is written without changing the meaning, adding any information, or providing an explanation of what the rubric requires of the candidate.
- (c) Where a sign is iconographic and conveys the meaning of a technical or subject-specific word that is being tested, the word should be pointed to on the question paper, or may be finger spelled.
- (d) It is important that any sign language interpreter used in an assessment knows the sign language of the candidate, and the signs have been used throughout the course of study.
- (e) The Head of Centre is responsible for selecting an appropriate sign language interpreter.
- (f) You may consider applying for the use of a reader for any candidate who meets the criteria for a reader, and who is usually supported through sign language.

(B) Note: You must adhere to the regulations relating to any arrangement given. Failure to comply with the regulations may result in a malpractice investigation.

2.2.6 Scribe

A scribe writes down or word processes a candidate's dictated answers.

- (a) If a candidate needs to use a scribe, you must submit the Access Arrangements application form together with the relevant evidence. The candidate cannot use a scribe until the application has been approved.
- (b) A scribe can be used in coursework and/or in exams, but not in speaking tests.
- (c) We will allow a scribe in certain subjects for candidates who cannot produce written communication by any other means, for example, word processing or Braille input. For exam purposes, this means:
 - i. candidates whose writing speed or spelling accuracy have been measured in a psychometric test by an educational, clinical or occupational psychologist, and are in the below average range (**see section 2.1.5 (d) (vi)**).
 - ii. candidates whose free writing cannot be read by others, is grammatically incomprehensible or is produced so slowly that answers cannot be fully recorded even with the extra time allowed
 - iii. candidates whose handwriting speed (words per minute) is in the 'below average' of the standardised scores on individual subtests (**see section 2.1.5. (d) (v)**).
 - iv. candidates with a permanent physical disability or recent injury who are unable to write.
- (d) We recommend that a candidate using a scribe takes the exam in a separate room. If the candidate and scribe are in a separate exam room, they will need a separate invigilator (**see Section 2.3.5**).

A scribe:

- i. must write down or word process accurately what the candidate says (except in an exam requiring word processing, in which case a scribe will not be allowed)
- ii. may, at the request of the candidate, read back what has been written but must make no comment about any part of the answer given
- iii. must draw or add to maps, diagrams and graphs strictly in accordance with the candidate's instructions, unless the candidate is taking a design paper, in which case we will only allow a scribe to assist with written parts of the paper

- iv. must write or word process a correction on a typescript or Braille sheet only if requested to do so by the candidate must immediately refer any problems, including issues with communication, to the invigilator
 - v. must immediately refer any problem, including issues with communication, to the invigilator.
 - vi. must not give factual help to the candidate or indicate when the answer is complete
 - vii. must not advise the candidate about which questions to answer, when to move on to the next question, or about the order in which to answer questions
 - viii If the scribe is also acting as a prompter, they should refer to **Section 2.2.11**.
 - ix. must follow these regulations as failure to do so could lead to the disqualification of the candidate
- (e) **NEW** In exams testing spelling, punctuation, grammar and language, where candidates receive marks for the quality of their language, we allow the choice of two options:

- i. Opt-out: The candidate does not dictate all words letter by letter, but must dictate punctuation to the scribe. We will assess the candidate's language skills based on the quality of language used in their dictated answers, for example, grammar, syntax and word choice. The total marks available for the paper do not change; however, marks corresponding to spelling cannot be awarded because the candidate would not demonstrate the spelling skills being tested when they are using this access arrangement.

The number of spelling marks varies for each component, but in all cases, this is a small proportion of the overall mark for a syllabus. Please contact us if you would like the marks allocation for a specific syllabus and component.

This arrangement is the default process and will be applied to all language syllabuses your candidate is entered and uses a scribe for, unless you take the option to 'opt-in', as outlined below.

For this arrangement, you need to complete an Access Arrangements Cover Sheet and attach it to the candidate's

script. Use this to confirm that the candidate did not dictate spelling.

- ii. Opt-in: The candidate dictates all words letter by letter, as well as all punctuation, to the scribe. This means marks corresponding to spelling will be awarded.
- A candidate must decide to 'opt-in' or 'opt-out' before each language exam. They must not change option during the exam. If a candidate 'opts-out' for any part of the exam, then the full proportion of marks will be forfeited. Marks cannot be proportionally forfeited.
- (f) **NEW** If opting out, candidates should clarify their word choice where the word is a homophone. This is important where this information is key to the grammatical accuracy of a response. For example, where the homophone is a verb, candidates should specify a tense, verb ending or indicate where a diacritic (such as an accent, umlaut or vowel mark) should be placed. The scribe may ask the candidate for clarification using an open question, for example, 'Which "there" do you mean?'; however, they may not provide any information to aid the candidate's selection.

Example of where a candidate may need to provide clarification:

In English language, three commonly confused homophones are 'there', 'their' and 'they're'. Although they are pronounced identically, they have different grammatical functions and may need clarification from the candidate. The word 'there' is an adverb of place, the word 'their' is a possessive pronoun and the word 'they're' is a contraction of the words 'they' and 'are'.

- (g) **NEW** If opting out, candidates should pay particular attention to their pronunciation when working with a scribe. This is because when a mispronunciation changes the meaning, their marks may be affected. This reflects the accuracy requirements stated in some mark schemes.

An examples of where a candidate would need to pay particular attention to their pronunciation and may need to provide clarification:

In English language, some words sound similar but have entirely different meanings. For example, 'assure', 'ensure' and 'insure'. The candidate should be clear which word was appropriate within the

sentence, as no marks would be given if the correct word was misspelt.

- (h) **NEW** Where a candidate is working with a scribe for the entire duration of an exam, they are permitted to use 25% extra time. You must apply for this.
- (i) We do not allow a scribe in subjects testing spelling, punctuation and grammar or in language writing tests where candidates are marked for the quality of the language, unless the candidate can dictate words letter by letter, as well as all punctuation.
- (j) We may approve extra time of up to 100 per cent for this based upon the Centre's application.
- (k) The candidate's dictation may be taped to help the candidate to get the flow of the particular language.
- (l) When the candidate has finished dictating their response the tape may be re-run, enabling the candidate to give the exact spellings of the words dictated.
- (m) If a candidate dictates answers onto a recording device the you must produce a transcript.
- (n) If the candidate cannot dictate spelling, punctuation and grammar in these components then the use of a scribe would not be permitted and the centre may consider alternative access arrangements as appropriate.
- (o) Candidates cannot use a scribe in certain language syllabuses where it is not possible to dictate their answers.
- (p) If a candidate with a temporary injury needs a scribe close to the exam day, the Head of Centre must follow the instructions for emergency access arrangements detailed in **Section 2.4**.
- (q) Candidates must not answer written questions using sign language in any syllabus, including using sign language to 'dictate' answers to a scribe.
- (r) The centre must attach an Access Arrangements Cover Sheet to each script. Use this cover sheet to explain whether graphs and diagrams were completed by the candidate or by the scribe and any other relevant information. The scribe must sign the sheet and it must be countersigned by the Head of Centre. Attach a copy of the

permission letter to use a scribe, to the cover sheet.

The examples below show how using a scribe can support candidates with particular needs.

Example 1:

A candidate with severe cerebral palsy has no use of his hands. He cannot use speech recognition software because his speech is indistinct. It is too difficult for him to spell out each word letter by letter. He is allowed to use a scribe in all subjects except language writing papers where writing in the language is being tested.

Example 2:

A candidate with severe dyspraxia cannot use a word processor because she has poor motor skills. She can dictate words in her chosen language exam letter by letter. She is permitted a scribe, but must dictate in the language by spelling out words letter by letter.

In other subjects, she is permitted simply to dictate without spelling out the words, unless they are uncommon ones. Her marks are credited for the skills she has demonstrated.

2.2.7 Voice activated software

- (a) Where the centre has approval for the use of a scribe and where it reflects the candidate's normal way of working within the centre, as appropriate to their needs, the candidate may alternatively use:
 - i. speech recognition technology with predictive text when the candidate dictates into a word processor. **NEW** The software may be used to read back and correct the candidate's dictated answers.
 - ii. computer software, producing speech, which is used to dictate to a scribe.
- (b) This software is not permitted in components which test spelling, punctuation and grammar.
- (c) Where voice-activated software is being used, you must complete and attach an Access Arrangements Cover Sheet to each candidate's script.

(B) Note: Centres must adhere to regulation relating to arrangement given. Failure to comply with the regulations may result in a malpractice investigation.

2.2.8 Word processor

A word processor is a typewriter, electronic typewriter or word-processing software on a computer or tablet. The word processor must be disabled of all functions that may assist the candidate.

(a) Candidates who may benefit from the use of a word processor are those with:

- i. a learning difficulty that affects their ability to write
- ii. a physical disability
- iii. a health condition
- iv. visual impairment
- v. a cognitive disability
- vi. illegible handwriting
- vii. **NEW** approval for a scribe.

(b) A word processor cannot be used by a candidate solely because:

- i. they want to type rather than write in exams
- ii. they work faster on a keyboard
- iii. they use a word processor at home

(c) The use of a word processor must not result in a misleading assessment or give an unfair advantage.

(d) **NEW** For syllabuses testing spelling, punctuation and grammar, or quality of written work, you must make sure spell check is turned off.

(e) Candidates can usually complete coursework using a word processor unless prohibited by the syllabus.

(f) When marking candidates' coursework, the teacher must give credit according to the assessment criteria in the syllabus. You cannot give the candidate credit if they cannot demonstrate certain skills because they have used a word processor.

(g) We may require you to submit coursework produced on a computer for inspection by a moderator. Marks are awarded based on the achievement demonstrated by the candidate. In order to make sure mark schemes are applied fairly, we may ask you to supply extra information about the method the candidate used to write their answers.

(h) Before choosing a syllabus for a candidate who uses a word processor, you must consider

whether the candidate can fully meet the assessment objectives. Some syllabuses test particular skills (for example, drawing by hand), which the candidate cannot demonstrate if using a word processor. If you are in any doubt, discuss the situation with us. It is in the candidate's best interest to establish at an early stage if they can use a word processor.

- (i) A word processor must be used as a typewriter, not as a database, although standard formatting software is acceptable. Unless we have approved any of the following, word processors must not have spell check, grammar check, predictive typing, phonetic conversion from English, or thesaurus features enabled in any assessment, or give the candidate access to other applications (such as calculators or spreadsheets).
- (j) They must not include graphics packages or computer-aided design software unless we have given permission for this.
- (k) **NEW** A candidate may use a combination of both word processing and handwriting during the exam.
- (l) In language syllabuses, keyboard shortcut software is allowed. A keyboard containing specific language keys is acceptable.
- (m) A candidate eligible for the use of a scribe (**see section 2.2.6**), should not use a spell check in syllabuses which do not test spelling, punctuation, grammar and quality of written communication. They cannot use any other functions, such as the thesaurus, grammar check or predictive text.
- (n) If you want to use a specific piece of software based on a firm need and related to the candidate's needs, you must apply for this access arrangement first. We will determine what effect, if any, the use of specific software may have on the ability to assess the candidate fairly in each subject. We reserve the right to seek independent advice concerning a candidate's use of computers and software in order to decide which are appropriate.
- (o) The word processor must not be connected to the centre's network, the internet, or any other means of communication.
- (p) You must be sure that any word processor used in an exam is clear of any previously stored data.
- (q) The word processor must be in good working order and must be connected to

main electricity instead of run on a battery. It must also be connected to a printer so a script can be printed. Printing may be done after the exam is over but the candidate must make sure the work printed is their own. The candidate should save their work regularly during the exam; where available they can use an autosave facility. **NEW** If the work has been saved onto a USB stick for printing, check that you can retrieve the work before you delete it.

- (r) If the candidate's work has been saved, scripts must be double spaced and in font 11–14. The candidate must include the following on each page of their work:
- Centre number
 - candidate number
 - candidate name
 - date of exam
 - syllabus code and component
 - number of pages in the script, for example, '1 of 7', '2 of 7' etc.
- (s) **NEW** Candidates must clearly indicate the corresponding question number next to each answer.
- (t) Word-processed scripts must be attached to the relevant answer booklet or question paper (if other candidates are answering directly on the question paper) using treasury tags or string.
- (u) Word processors must not include voice-activated software unless the candidate has permission to use a scribe and/or relevant software.
- (v) A third party must not use a word processor on the candidate's behalf unless the candidate has permission to use a scribe and where the syllabus permits this.
- (w) You must attach an Access Arrangements Cover Sheet to each script where a word processor has been used.
- (x) We may need to contact you about your candidate's word-processed script(s). Save word-processed scripts securely at the end of each exam and store them securely until the end of the enquiry about results period.
- (y) If a candidate uses a word processor you must make sure the other candidates are not disturbed and cannot read the screen. If the candidate using the word processor is

in a separate room they will need a separate invigilator.

(B) Note: You must adhere to the regulations relating to any arrangement given. Failure to comply with the relations may result in a malpractice investigation.

Examples of how access arrangements for a word processor would apply:

Example 1:

A candidate taking a Design paper wants to use a word processor. Most of the paper involves drawing original designs by hand. ECESWA does not allow computer-aided design packages in this particular paper. The word processor is refused.

Example 2:

A candidate who cannot write legibly because she has severe dyslexia applies to use a word processor in examinations. It is her normal means of producing written work because her teachers cannot read her writing. She is very proficient on the machine. ECESWA allows her to use a word processor.

2.2.9 Coursework extensions

- (a) You must submit an application prior to the candidate's first examination, together with appropriate evidence of need.
- (b) You may request permission from us for an extension to the deadline for the submission of coursework marks. This might apply in the case of teacher illness or the long-term illness of an individual candidate who has been unable to complete coursework at the normal time.

2.2.10 **NEW** Colour naming and labelling

Most visuals used in our assessment materials are presented in black and white; however, a very small number of task types may require candidates to perceive colour, for example, certain maps in geography, or certain science tasks. We offer two access arrangements to support candidates with colour vision deficiency (colour blindness).

- (a) **Colour naming:** We allow candidates to ask for colours to be named. An invigilator or a designated colour naming assistant may do this. A colour naming assistant may sit with the candidate throughout the exam. The colour naming assistant or invigilator can only name the colour and must not provide the candidate with any other information. If a candidate

needs to have a colour identified at a particular moment (for example, during a practical exam), they should use colour naming. A dedicated colour naming assistant cannot act as an invigilator.

- (b) **Colour labelling:** We allow an appropriate member of staff to annotate the question paper with the names of any colours used. Colour labels should be in English. Labels can only state the colour and must not provide any other information. Where candidates respond in separate answer booklets or on paper, you must make sure you return the annotated question paper to us, along with the candidate's answer script. The member of staff should annotate the question paper with colour labels in a secure location, supervised by another member of staff. The question paper packet should be opened no more than 90 minutes before the start of the exam, and question papers must always remain supervised. .

You must attach an Access Arrangements Cover Sheet to each script. Use this to inform us when colour labelling has been used and give any other relevant information. The colour labeller must sign the sheet and the Head of Centre or exams officer must countersign it.

We also allow candidates with colour vision deficiency to use labelled colour charts alongside colour naming and/or colour labelling. We allow this in both written and practical exams.

Colour naming and colour labelling may need to be used at the same time in certain exams. For example, in a chemistry practical exam, a candidate may need to compare a solution to a coloured pH scale. The candidate may use a combination of a colour labelled pH scale and have an invigilator name the colour of their solution. The candidate can then independently compare the colours based upon the information provided.

(B) Note: You must adhere to the regulations relating to any arrangement given. Failure to comply with the regulations may result in a malpractice investigation.

2.2.11 Prompter

- (a) A prompter may sit beside the candidate in order to keep the candidate focused on the task at hand, and on the need to answer a question and then move on to the next. We may allow the use of a prompter for candidates

who have:

- i. severe attention difficulties
 - ii. a neurological or cognitive disability affecting attention
 - iii. little or no sense of time
 - iv. an obsessive-compulsive disorder which causes them to keep revising a question rather than moving on to other questions.
- (b) The prompter is appointed by and is responsible to you and must be known and accepted by the candidate.
- (c) The prompter should not usually be the candidate's own subject teacher. The prompter cannot be a relative, friend or peer of the candidate. However, the prompter needs to be familiar enough with the candidate to recognise when their attention is no longer on the task in hand.
- (d) **NEW** A prompter may be a dedicated member of staff who sits with one candidate who requires a lot of prompting. In this instance, they should not also act as an invigilator. If you have a candidate, or a small number of candidates who are seated near to each other, who only require infrequent prompting, then the prompter may also act as an invigilator. This task must not distract the prompter/ invigilator from other responsibilities in the exam room and should not distract other candidates. You must be confident that the invigilator is able to appropriately prompt the candidate(s) in a timely manner, otherwise they should not act as an invigilator as well.
- (e) A prompter is not a reader, a scribe or a practical assistant, but the same person may act as all of these as long as they request permission from us for each of these arrangements.
- (f) A prompter must not speak to the candidate, give factual help or offer suggestions. It may be possible to say the candidate's name or use certain instructions written on prompt cards. Instructions must not help candidates with exam questions. Send any prompt cards you are planning to use to us before the exam so they can make sure they are acceptable.
- (g) **NEW** If a candidate who is visually impaired needs a prompter, we may allow them to give verbal prompts. Verbal prompts must not help candidates with exam questions, give factual help or offer suggestions. Verbal prompts



must be agreed with us. Send any verbal prompts you are planning to use to info@cambridgeinternational.org before the exam so we can make sure they are acceptable.

- (h) A prompter must not advise the candidate about which questions to answer, when to move on to the next question (unless they have finished the previous answer and their attention has wandered), or the order in which to answer questions.
- (i) A prompter can attract the candidate's attention by tapping on the desk or on the candidate's arm, depending on their usual practice, in order to remind the candidate that they must pay attention to the question.
- (j) A prompter should be prepared for periods of inactivity during the exam, but must remain vigilant and refer any problem during the exam to the invigilator.

(B) Note: You must adhere to the regulations relating to any arrangements given. Failure to comply with the regulations may result in a malpractice investigation.

Examples of how access arrangements for a prompter would apply:

Example 1:

A candidate with obsessive-compulsive disorder goes over the first question again and again. The prompter taps on the desk every quarter of an hour. The candidate knows how many questions they must do in that time and tries to move on.

Example 2:

A candidate with Asperger's Syndrome has no sense of time. The prompter sees that the candidate is doing nothing. She taps on the desk to bring the attention back to the answer he was writing.

2.2.12 Reading aloud (candidate)

If a candidate is not allowed a reader they can take their exam in a separate room so they can read aloud, if this is their usual way of working. You are responsible for making sure that the candidate takes the exam in a suitable room where they cannot be overheard by other candidates and are appropriately invigilated.

2.2.13 Supervised rest breaks

- (a) We may allow supervised rest breaks in most timed exams. Candidates eligible for supervised rest breaks may include those with permanent or temporary illnesses and disabilities and those with a learning difficulty.

- (b) Supervised rest breaks must always be considered before making an application for extra time.
- (c) You may give supervised rest breaks either in or outside the exam room.
- (d) The duration of the break must not be included in the time allowed for the exam component, including any extra time allowance.
- (e) The Invigilator should stop the clock when the candidate starts their rest break and start it again when the rest break is over.
- (f) In certain cases, the candidate may require extra time as well as supervised rest breaks.
- (g) If the supervised rest break is in the exam room, the invigilator must make sure the candidate does not have access to the question paper and answer booklet.
- (h) Other candidates must not be distracted by the candidate's supervised rest breaks.
- (i) Centres must seek medical advice in cases of serious illness on whether the candidate is fit to take the examination.
- (j) Contact us for advice about scheduling rest breaks if required.

(B) Note: You must adhere to the regulations relating to any arrangement given. Failure to comply with the regulations may result in a malpractice investigation.

2.2.14 Transcript

- (a) You may submit an application to produce a transcript of a candidate's script where a candidate's handwriting is illegible and it would be beneficial for an examiner to refer to a transcript for clarification.
- (b) You must submit an application together with the evidence of need prior to the first exam.
- (c) We will do the transcription of a candidate's answers produced in Braille.
- (d) A member of the centre's staff who is familiar with the candidate's handwriting for the subject concerned must produce the transcript. This must not be the candidate's own subject teacher.
- (e) You must produce the transcript immediately after the exam under secure conditions. The candidate must not be involved in the production of the transcript.
- (f) You may produce a transcript that is handwritten, typed or word processed.

- (g) A transcript is a full copy written in a spare answer booklet, **NEW** for example, if a candidate answers in Braille. Or it may be a partial copy if only certain words need to be clarified. In this case, you must photocopy the original script and write the words clearly above the candidate's writing in blue or black ink (but not in red, green or purple ink or pencil).
- (h) You must complete an Access Arrangements Cover Sheet and attach it to the candidate's script. The teacher preparing the transcript must sign the cover sheet and you must countersign. You must also attach a copy of an Access Arrangements Cover Sheet to any coursework/portfolio work that has been transcribed.
- (i) The transcript must be an exact word-for-word copy of the candidate's work.
- (j) The transcriber must follow the rules below to produce a transcript:
- The transcriber must not insert or remove any words and must not change their order.
 - The transcriber must not correct spellings, punctuation, grammar and technical terms.
 - The production of the transcript must not delay the despatch of scripts to us. You must not send any extra information with the scripts.
 - For candidates whose difficulties are so significant that centres cannot produce a transcript, see the regulations for using a scribe (**section 2.2.6**) or word processor (**section 2.2.8**).

(B) Note: You must adhere to the regulations relating to any arrangement given. Failure to comply with the regulations may result in a malpractice investigation.

Examples of how access arrangements for a transcript would apply:

Example 1:

A candidate with severe dyslexia writes in a very cramped style which is difficult for a stranger to read. His teachers are familiar with his writing. We permit one of them, not his own subject teacher, to write a full transcript in a clean answer booklet which you send to the examiner with the original script.

Example 2:

A candidate writes some words illegibly. You can make a photocopy of the script and write the necessary words clearly over the top of the candidate's writing, but only on the photocopy.

2.2.15 NEW Supplementary aids

A candidate may need supplementary equipment when taking the exam. For example:

- Visual aids: if a candidate has a visual impairment you may allow them to use visual aids, for example, a magnifying glass, tinted glasses, coloured overlays, tactile rulers or reading rulers.
- Headphones: if a candidate has a hearing impairment, sensory difficulties or tinnitus you may allow them to use noise-cancelling headphones or ear defenders. You must make sure any headphones comply with our regulations in **section 5.2.8.2**.
- Sit/stand desks or writing slopes.
- You must tell us if a candidate needs medical monitoring devices in the exam room, for example, a glucose monitor.

2.2.16 NEW Computer reader

We will allow a computer reader if the candidate is allowed to have a human reader. Depending on the assessment objectives of the syllabus, a computer reader may be allowed for papers testing reading. A computer reader can be used in language exams as it allows the candidate to independently meet the requirements of the reading standards. The software must not decode or interpret the paper in any way. You must make sure the PDF question paper we provide is compatible with the software you will be using. Download a noninteractive PDF past question paper from www.examsCouncil.org.sz to test it with your software. There must be enough time and training to make sure the candidate knows how the software works. When you ask for a computer reader you must tell us which syllabus and components the candidate is taking so we can upload the correct PDF. You will be asked to provide this information when completing your application. Where a candidate is working with a computer reader for the entire duration of an exam, they are permitted to use 25% extra time. You must apply for this.

2.2.17 **NEW** Reading pens

We will allow a reading pen in components testing reading. They must not have an in-built dictionary or thesaurus, or data-storage facility. All pens must be checked before the exam.

2.3 Modified Question Papers

NEW A modified question paper is a customised version of a standard question paper designed to assist candidates with specific needs to access an assessment. The questions are not made easier, instead, the modifications make sure the content is accessible to candidates with specific needs without altering the standard or level of difficulty of the paper. A modified question paper allows candidates to access and assessment using their normal way of working wherever possible.

2.3.1 Types of modified papers

- (a) **Braille paper:** text in the paper will be presented as Unified English Braille (UEB). Visual information will be modified and presented as verbal information. Diagrams may be presented in a tactile form or simplified. We only provide contracted Braille. If candidates answer in Braille, we will produce a transcript for the examiner. You must complete and attach an Access Arrangements Cover Sheet to the transcript.
- (b) **Coloured paper:** unmodified content is printed on coloured paper.
- (c) **NEW Modified large print:** In these papers, the format of the text is modified as per the modification types, and, where relevant, visual information is simplified. We offer modified large print papers on both A4 and A3 paper, as follows:
 - i. **18 point bold enlarged to A4:** the font is modified so that visual information is simplified, printed in 18 point bold and enlarged to A4 sheets
 - ii. **24 point bold to A4**
 - iii. **18 point bold enlarged to A3:** the font is modified so that visual information is simplified, printed in 18 point bold and enlarged to A3 sheets
 - iv. **24 point bold to A3:** the question paper is printed in 24 bold and enlarged to A3 sheets. (This modification is the same as 18 point bold enlarged to A3).
 - v. **36 point bold to A3**
 - vi. **A4 18 point bold enlarged to A3.** (This

modification is the same as 24 point bold to A3).

- vii. **A3 unmodified:** the standard paper is enlarged to A3 size. No modifications are made to the text or visuals. This is not appropriate where scaled diagrams have been used
- (d) **Modified carrier language:** complex sentences are broken down into simpler ones. The questions and answers remain the same as for any other candidate and technical vocabulary is unchanged. Modified carrier language papers are only available for certain syllabuses and are not available in language or literature exams. **NEW** We make sure that the language used in our exam papers is accessible as possible, so this modification may not be needed for all exams.
- (e) Tactile diagrams
 - i. **NEW** Tactile diagrams translate a visual image into a tactile one so a visually impaired candidate can feel them.
 - ii. **NEW** Tactile diagrams are not exact replicas of the print version as details will be simplified.
 - iii. **NEW** Some diagrams are better transcribed with a description rather than in tactile form.
- (f) Transcript of listening CDs or audio files. You must apply for transcripts of audio materials to use with a live speaker. **See section 2.3.2 (e)** for information about live speakers.

2.3.2 Guidance for the use of modified papers

- (a) Modified papers do not have different or easier questions. Candidates are still expected to answer the same questions at the same level as other candidates.
- (b) You must apply for modified papers using The Access Arrangement Application Form. You need to sign the form before it is submitted.
- (c) We will only despatch modified question papers if you submit a final entry for the relevant candidate, syllabus and component.
- (d) You must submit final entries and applications for modified papers by the deadline so they do not disadvantage your candidates. If the final entry and application is received after the deadline we cannot guarantee that we will supply the modified papers.

(e) Live speakers for pre-recorded exam

components:

- i. The live speaker must read aloud the contents of the listening exam in the language being assessed.
- ii. If a candidate needs a live speaker for pre-recorded listening exam components, it should reflect their usual way of working.
- iii. The Head of Centre must appoint and manage the live speakers presenting the listening component. The live speakers must be fluent in the language in question.
- iv. Live speakers should ideally be teachers of the language being assessed and known to the candidate. **NEW** Live speakers must not be the candidate's own subject teacher, relative, friend or peer. The live speaker must be fully aware of these regulations.
- v. In order to use a live speaker for pre-recorded exam components, you must also apply by the deadline to request a transcript of the listening CD.
- vi. Ideally live speakers should work with only one or two candidates. If this is not possible there should never be more than six candidates to one live speaker. Candidates must be seated so they can all clearly see the live speaker.
- vii. You must give the live speaker access to the CDs on the day of the exam, 30 minutes before the exam, to allow them to prepare their role from the transcript and to hear the speed of delivery required. They must not interpret the text in any way. During this time the candidates must be kept under Full centre supervision. For candidates taking IGCSE syllabus, Key Time regulations must be observed before and after the exam.
- viii. If the recording involves two or more characters, a separate live speaker can be used for each role or the live speaker must make it clear which character is speaking.
- ix. **NEW** Candidates using a live speaker must be invigilated separately and all our invigilation regulations must be followed. Live speakers must not act as invigilators. Other candidates in the exam room must not be disturbed.

(B) Note: You must adhere to the regulations relating to any arrangement given. Failure to comply with the regulations may result in a malpractice investigation.

2.3.3 **NEW** Mental health

A candidate who experiences mental health problems (for example, generalised anxiety disorder, obsessive compulsive disorder, depression) may be eligible for access arrangements. When deciding if access arrangements are appropriate, you must follow our regulations. You must hold evidence of need, which includes a formal diagnosis, to support your application. If a formal diagnosis has been made, we may wish to review **section 2.4**.

(B) Please note, exam- or test-related nerves or anxiety are generally not considered to be reasonable grounds for access arrangements.

2.3.4 **NEW** Significant illness or hospitalisation during a course of study

If you have a candidate who is experiencing significant disruption to their studies, but will still cover the content of the whole syllabus, you must seek permission to do so from us by emailing examsadmin@exams council.org.sz before the start of the test window.

This is different from when something unexpected and adverse happens at the time of the exam. In such cases, you must request for Special consideration (**see section 7.13**). For candidates who are in a hospital at the time of the exam, you must notify us before administering the exam, and follow our regulations at all times, **see section 3.8** for information about alternative venues.

2.3.5 **NEW** Separate and small room invigilation

- (a) You may want a candidate with access arrangements to take the exam separately or in a room with fewer candidates (small room invigilation). For example, candidates who may need separate or small room invigilation include those with:
- 1 a medical condition
 - 2 mental health problems
 - 3 a condition which includes hyperactivity, or vocal or motor tics meaning that they may distract other candidates, and/or be anxious about distracting others
 - 4 a colour naming assistant, human reader, practical assistant, prompter or scribe, and



their answers or conversations may be overheard by other candidates.

For both separate invigilation and small room invigilation you must comply with our invigilation regulations. **See section 4.6.**

- (b) If a candidate has permission to use separate invigilation you are responsible for making sure that the candidate takes the exam in a suitable venue and that a trained invigilator is provided. If the candidate also has other access arrangements such as a reader or a scribe, the reader or scribe must not act as the invigilator and there must be a separate invigilator present.
- (c) You may want a candidate who is experiencing mental health problems, but does not need any other access arrangements, to take the exam separately with a separate invigilator, for example, if the candidate experiences generalised anxiety and may benefit from being in an environment with fewer people.
- (d) You must notify us before you use a separate invigilator
- (e) You must follow the regulations for the conduct of exams at all times.

2.4 Emergency access arrangements

These are access arrangements that can be granted by the centre to a candidate in case the candidate suffers a temporary disability.

- (a) For temporary disabilities you must get approval from us to use any access arrangements. For example, one of the candidates breaks their arm before the exam.
- (b) You can do this by emailing or telephoning us straight away. We will discuss the most appropriate access arrangements and give a verbal approval.
- (c) You must submit the relevant written report stating the arrangements that were agreed upon to the Registrar at ECESWA together with the candidate's evidence of need as soon as possible.
- (d) We may consider failure to do so as malpractice. If it is not possible to contact us before the exam takes place, you must decide on the day whether to use access arrangements for the temporary disability.
- (e) If we give permission for a candidate to use a scribe/writer, or if you provide a transcript, attach a completed copy of an Access Arrangements Cover Sheet to the candidate's

script/transcript.

(B) Note: You must adhere to regulations relating to any access arrangement given. Failure to comply with the regulations may result in a malpractice investigation.

3.0 Examination Entries

In this section

- 3.1 Candidates
- 3.2 Entries
- 3.3 Entry fees, late entries and entry amendments
- 3.4 Withdrawing a candidate
- 3.5 Refund of fees
- 3.6 Retaking examinations
- 3.7 Coursework components
- 3.8 Alternative Venues
- 3.9 Forecast grades
- 3.10 How to submit forecast grades
- 3.11 Pre-exam and question paper despatches

3.1 Candidates

3.1.1 Eligibility

- (a) We place no age restrictions on entering for examinations.
- (b) Each candidate must be entered by a centre.
- (c) Candidates may not enter for the same syllabus code at two different centres in the same examination series.
- (d) All candidates must meet the full requirements of the examinations for which they are entered.

3.1.2 Private Candidates

Examinations are primarily designed for candidates who are registered on courses of study at schools and institutions that are registered as centres with us. However, some candidates who do not attend ECESWA centres may wish to enter for examinations. Such individuals are referred to as private candidates.

- (a) Private candidates must be able to meet the full requirements of any examination for which they are entered. In particular, where an examination involves coursework, the centre through which entry has been made must both authenticate and mark the coursework before submitting it.
- (b) Entry for examinations can only be made through a centre. It is the responsibility of private candidates to make their own arrangements with a centre.
- (c) It is the responsibility of the centre to pay fees to us for any private candidates accepted by the centre.

- (d) Individuals entered as private candidates are identified separately in summaries of the centre's results. The centre name will not appear on the certificate issued to private candidates.

3.1.3 Transferred candidates

Candidates may only transfer to a centre registered with us.

- (a) A candidate who, after final entries are made, transfers to another ECESWA centre becomes the responsibility of the receiving centre. Where necessary, the originating and the receiving centre must make arrangements for the completion of any internal examination. The receiving centre must submit marks for internally-assessed work.
- (b) The original centre and the receiving centre must both apply to us for transfer of a candidate. The original centre should fill in the candidate Transfer Form and the receiving centre should fill in the Candidate Transfer Confirmation Form available on our website. When we have received both of these applications the entry will then be moved from the original centre to the receiving Centre. We will charge a transfer fee. Proof of payment should be submitted together with the Transfer Forms.
- (c) We cannot accept a request to transfer a candidate to another centre if we receive it less than 7 working days before the candidate's first exam in the series.
- (d) We are unable to accept a request for transfer received after the deadline for transfers communicated to centres.
- (e) We are unable to accept requests for partial transfers (i.e. taking just one component).

3.1.4 Correspondence about candidates

You or deputy responsible for the candidate's entry may correspond with us on any aspect of a candidate's examination. Only in exceptional circumstances will we, at our discretion, correspond directly with candidates or their parent/guardian.

- (d) You cannot make Late Entries:
 - i. For candidates requiring modified papers
 - ii. Once the first component of an exam entry has been set
 - iii. Outside the timetabled exam series where the test date window has closed.

3.2 Entries



Regulation

- You are responsible for making sure entry data is accurate, complete and submitted on time.
- You must check that your entry data is correct and complete.
- You can send late entries after the entries deadline date. Late entry fees will be charged for late entries.
- Amendments must be submitted not later than the specified date each year.
- We only accept applications for modified question papers if centres have already submitted a final entry for the relevant candidate, syllabus and component.

- (a) You must submit a syllabus entry for every candidate who is planning to take an exam in the EPC / JC exam series.
- (b) Entries are used to produce question papers and exam materials, such as statements of entry, attendance registers, broadsheet entry report and syllabus/option report.
- (c) You must check your entries carefully before you submit them.
- (d) No entries will be allowed after final late entry deadline.
- (e) The E3 Booklet – Preparation and Submission of Entries contains syllabus and option codes, deadline dates, as well as detailed instructions for submitting entries. The booklet can be downloaded from the ECESWA website.

3.2.1 Submission of entries

- (a) We will provide you with a formatted Excel spreadsheet file to use to capture candidate entry details.
- (b) You must register all your candidates.
- (c) You must send the Excel spreadsheet files by email to eregistration@examsCouncil.org.sz
- (d) It is your responsibility to ensure that accurate and complete entry data is submitted to us electronically.
- (e) You must submit all correspondence related to entries including amendments electronically to us at eregistration@examsCouncil.org.sz by the given deadline, to avoid jeopardising the centre's candidate entries.
- (f) You must ensure that we receive all entries by

the published deadline. Entries received after this date will be subject to late entry fees. We will accept late entries and changes to entry until the dates that will be communicated to you.

3.2.2 Candidate numbering

We assign a four-digit number to every candidate entering for examinations in each session. You must not assign candidate numbers.

3.2.3 Registration reports

We will issue a registration report prior to statements of entry showing candidates' details and the syllabus options you have taken. You must check the correctness of the registration. Each candidate must initial against their records. You must sign the reports and submit them to us.

3.2.4 Statements of entry

- (a) We will issue statements of entry to you, showing the details of each candidate's entry.
- (b) You must give candidates the opportunity to check the accuracy of information on statement of entry.
- (c) You must forward statements of entry to private candidates so that they can check their accuracy.
- (d) Statements of entry will form the centre's record of entries, both before and during the examination.
- (e) Statements of entry will be delivered by us to you together with Early Information in July of each year.

3.3 Entry fees, late entries and entry amendments

- (a) We will charge entry and syllabus fees per candidate.
- (b) We will send bills electronically to you for payment based on the entry information.
- (c) We will charge late entry amendment fees for any changes to entries received after the final amendment closing date. This applies to only registered candidate(s).
- (d) You cannot make Late Entries:
 - i. For candidates requiring modified papers
 - ii. Once the first component of an exam entry has been set
 - iii. Outside the timetabled exam series where the test date window has closed.

- (e) We will accept late entries by the deadline date. You can use an empty Excel spreadsheet available from our website to capture late entries. (For more information on deadline dates, refer to E3 Booklet – Preparation and Submission of Entries available from our website).

Details on fees are in the Fees Circular which is delivered to centres and may also be downloaded from our website.

- (f) Amendments on entries or late addition syllabuses (Late Entries) can be made not later than the specified date for each year.

For any change to syllabuses and/ or option made after the final amendments deadline of each year, a fee will be charged for change of subject and/ or option (late entry fee). Refer to the Fees Circular.

Amendments will not attract charges if they are submitted before printing of statements of results and certificates are listed below:

- i. Names
- ii. Date of birth
- iii. Gender
- iv. Status (full-time or private)
- v. National identity number

3.4 Withdrawing a Candidate

To withdraw a candidate, the Head of Centre must write a letter to ECESWA and email it to eregistration@examsCouncil.org.sz. The withdrawal must be made not later than the specified date for final amendments.

Regulation



- Refunds for withdrawal of candidates may be made in accordance with the Refund Policy.
- We will only consider withdrawals of candidates after the final amendments deadline on medical grounds or if the candidate is deceased (Refer to Refunds Policy).
- Requests for withdrawals can be sent to: eregistration@examsCouncil.org.sz or hand delivered at ECESWA Offices.
- Refund Policy and Refund Form can be downloaded from the ECESWA website.

3.5 Refund of fees

Refund of examination fees will only be made in accordance with our Refund Policy.

Refunds may be a result of the following:

- (a) illness
- (b) death
- (c) overpayment or double payments
- (d) payment after registration deadline

Illness – you must provide a statement from a medical practitioner to support your application for refund.

Death – you must provide a death certificate confirming that the registered candidate is deceased. A certified copy of the death certificate must accompany the refund application.

Overpayment or double payments – upon producing satisfactory proof in the form of receipts you shall be eligible for a refund.

Payment after registration deadline – a centre that submits a payment after the final deadline for registration will not be allowed to register the candidate and therefore will be eligible for a refund.

3.6 Re-taking examinations

Candidates may take an examination on more than one occasion. When re-taking an examination, the candidate must sit all the examination papers relevant to the entry option.

3.7 Coursework components

- (a) In the examinations with coursework components, you must ensure that the coursework meets the requirements of the syllabus.
- (b) You must ensure that the candidate's complete coursework is assessed alongside that of other candidates entered for the examination and that it is available for moderation.
- (c) You must authenticate and, where appropriate, mark all work submitted for assessment.

(B) Note: There is no carry forward of candidate's coursework mark to the new session.

3.8 **NEW** Alternative venue

Candidates should normally take their exams on your centre premises. This is because your centre premises have passed the school's approval process. For the reasons below, you can apply for your candidates to sit timetabled exams at a venue other than their registered centre.

You may apply to us for permission to allow a candidate to take a paper at another venue.



To request the use of an alternative venue, you must submit an application prior to the candidate's first examination, together with appropriate evidence of need.

You must be satisfied that a member of staff is available at the other venue to keep the paper in secure conditions. This member of staff must ensure that the examination is conducted in accordance with the Instructions for the Conduct of Examinations.

We will not transfer a candidate's entry to another registered centre if they are acting as an alternative venue. We will send results and certificates to the entering centre and not the alternative centre. The entering centre remains responsible for any costs incurred.

If you wish to transfer all of a candidate's entries to another registered centre, **see section 3.1.3** Transferred candidates.

We may reject your application if we think the security of the exam will be at risk.

3.8.1 Reasons to apply

- (a) You unexpectedly do not have enough space or facilities to conduct the exam in this series.
- (b) A candidate needs to take the exam at another location for medical or pastoral reasons, for example, in hospital.
- (c) There is essential/urgent building work at the centre which would cause disruption during an exam.
- (d) Where the alternative venue you have asked for is our registered centre and you are asking to use the candidate is physically or mentally impaired to the extent that they cannot take the paper in the centre, but are considered medically fit to take it elsewhere.

3.8.2 Reasons an application may not be approved

- (a) Where the alternative venue you have asked for is not our registered centre and you are asking to use this without supporting evidence of need.
- (b) Candidates want to take the exam closer to their home.
- (c) Your centre has had previous exam security issues.
- (d) Where additional sittings might help if you do not have enough space in your centre. **See section 1.2.4.**

(e) Ongoing lack of space or facilities at your centre.

(f) Non-essential travel. This is not a complete list.

3.8.3 Transporting question papers

The way in which question papers are transported to the alternative venue depends on your circumstances:

- (a) Candidates should use spare copies of the question paper available at the alternative venue, where possible, if the alternative venue is one of our registered centres.
- (b) You should request permission as far in advance of the examination as possible, especially if you are to send separately packaged papers.
- (c) You should request permission to open papers up to 30 minutes before the scheduled start of the examination, especially when emergency medical situations arise at the last minute and papers have to be taken to another venue.
- (d) You must not open papers on a date preceding the scheduled date of the examination.
- (e) If the alternative venue is close to your centre two members of staff (one of which is a senior member of staff) can transport the question papers on the day of the exam to the alternative venue in a secure briefcase or other hard case or lockable container, and keep them under secure conditions at all times.
- (f) You should dispatch scripts with the centre's other scripts and send them to us at the normal time. Where scripts have to be dispatched separately from a distant venue, you should make sure that the other venue has appropriately addressed envelopes to send to us. You should send any medical information to us.
- (g) If the alternative venue is another ECESWA registered centre, we may be able to send additional question papers to that centre.

3.9 Pre-exam and question paper despatches

We will send the following despatches to you before the exams, depending on your entries. These despatches contain all the materials you need to administer our exams.

- (a) Early question paper despatch: this is based on your estimated entries. Question papers, confidential instructions and exam materials for specific components, such as

practical, project or speaking components where materials are needed before the main timetable period. Some early items are despatched using final entries only.

- (b) Entries confirmation despatch: documents confirming the details of your entries.
- (c) Pre-exam despatch: exam stationery, including multiple-choice answer sheets, key administrative documents, despatch labels, script packets and attendance registers.
- (d) Question paper despatch: confidential question papers.
- (e) Notice to Candidates and warning posters: these are rules candidates must follow during the exam. Before the exam period starts, you must display a copy of both posters outside and inside all exam rooms.
- (f) MS 1 forms.

Regulations



- (a) It is your responsibility to contact the proposed alternative venue before applying.
- (b) The proposed security arrangements you give on the form must meet our regulations in **section 5.1.4**.
- (c) You cannot use an alternative venue unless you have our permission in writing.
- (d) You should not split groups of candidates entered for the same subject between your centre and the alternative venue. If a candidate needs to take an exam in an alternative venue, for example they are in hospital, please tell us about this on Entries – Form 5.
- (e) You must never send question papers by courier or send them electronically to the alternative venue. We are unable to send confidential exam materials to addresses other than registered Cambridge International Schools.
- (f) You must tell the exams officer at the alternative venue if we approve the application and share with them any additional information we give you.
- (g) We may consider a breach of these regulations as malpractice. **See section 9.0.**

**Early question papers for EPC**

Consumer Science Expressive Arts Health and Physical Education	Question papers will be sent to the Centres
You will receive Planning Sheets, Individual Candidate Mark Sheets, Guide to Coursework/ Assessment Criteria, Mark Sheets (MS1), Instructions to Teachers, Attendance Registers and Summary Forms	
Design and Technology	Question papers will be sent to the Centres
You will receive Summary Forms, Instructions to Teachers, Attendance Registers and Product Realisation Mark Scheme	
Early question papers for Oral Examinations Sent at the same time as the Early question papers despatched in July of each year	
Speaking Test Cards for French	For teachers to use when conducting non-coursework speaking tests
Teachers' Notes for French	Instructions for teachers conducting the non-coursework speaking tests.
You will receive Mark Sheets (MS1), Summary Forms, storage devices for recording the examination and Attendance Registers. The Mark Scheme is in the Teachers' notes.	

Early question papers for JC

Consumer Science	Question papers will be sent to the Centres
You will receive Planning Sheets, Individual Candidate Mark Sheets, Guide to Coursework/ Assessment Criteria, Mark Sheets (MS1), Instructions to Teachers, Attendance Registers and Summary Forms	
Design and Technology question papers	Question papers will be sent to the Centres
You will receive Summary Forms, Instructions to Teachers, Attendance Registers and Product Realisation Mark Scheme	
Agriculture	
You will receive Individual Candidate Record Card, Mark Sheets (MS1), Attendance Registers and Summary Forms	
Early question papers for Oral Examinations	
Sent at the same time as the Early question papers despatched in July of each year	
Speaking Test Cards for JC languages: English Language and French	For teachers to use when conducting non-coursework speaking tests
Teachers' Notes for JC languages: English Language and French	Instructions for teachers conducting the non-coursework speaking tests.
You will receive Mark Sheets (MS1), Summary Forms, storage devices for recording the examination and Attendance Registers. The Mark Scheme is in the Teachers' notes.	
Entries confirmation despatch for November series: July of each year	
Candidate statements of entry	One for each candidate showing their details, syllabuses, entry options and the date of their exams. You must give the statements to the candidates and ask them to check if they are correct. If any details are incorrect, follow the instructions in this handbook.
Candidate entry list	Shows all centre entries by candidate.
Centre summary of entries	Shows all centre entries by syllabus and syllabus options.



Administrative Forms and other materials	
Notice to Candidates and Candidate Warning poster	These posters outline our exam rules and regulations for candidates. You must display a copy of both posters outside and inside all exam rooms before the exam period starts.
Attendance registers for non-timetabled and timetabled exams	To record the presence of each candidate at the start of the exam. If any of the candidates are not on the attendance registers, you must add them at the bottom manually. Return the top copy with the scripts in the script packet. Keep the bottom copy for your own records.
Seating Plan	Indicates the exact seating position of the candidate for that particular examination component.
Script submission Form	Details the scripts submitted to us by centres.
Despatch Note	Details the question papers delivered to the centres by us.
Internal Assessment Mark Sheets (MS1)	You must pass these pre-printed forms to the relevant teachers to complete. Instructions are on the back of the form.
Return envelope for internally assessed marks	To return Internal Assessment Mark Sheets.
Timetable	The Timetable shows the date, session and length of each exam, including the range of dates for practical and oral exams.
Answer Booklet	For specific components that are not constrained.

4.0 Timetable deviation

In this section

- 4.1 Introduction to timetable deviation
- 4.2 Submission of applications for timetable deviations
- 4.3 Reasons where ECESWA may consider a timetable deviation
- 4.4 Unacceptable reasons for timetable deviation
- 4.5 Additional sittings for practical examinations and listening tests
- 4.6 Supervision arrangements in timetable deviations
- 4.7 Security of examination question papers

4.1 Introduction to timetable deviation

- (a) For each examination period, we will publish a final version of the timetable and distribute it to centres.
- (b) You must ensure that your candidates take our examinations in the session shown on the final timetable.
- (c) Timetable clashes occur when, for various reasons, candidates are unable to take papers in the timetabled sessions. Under certain circumstances (e.g. taking different papers timetabled in the same session) you may apply for a timetable deviation to overcome the clash. You may not make any timetable deviations unless we have given written consent.
- (d) We reserve the right to refuse an application for a timetable deviation if it could potentially threaten the security of the question paper.

4.2 Submission of applications for timetable deviations

- (a) You must seek permission for timetable deviation for each syllabus and component. You must send all applications for timetable deviations to us by end of August of each year.
- (b) It is your responsibility to propose the arrangements for resolving a clash of two or more papers. Such proposals should enable candidates to take the papers on the day on which they are timetabled. You must guarantee Full Centre Supervision of the candidates during the intervening period.
- (c) We will only consider timetable deviations for candidates directly involved in any clash. We may make exceptions in cases where it is not

possible for you to invigilate the examination in two sittings, or where there is limited examination space or equipment for practical examinations.

We will communicate on decision about an application for a timetable deviation, as quickly as possible, in writing.

4.3 Reasons where we may consider a timetable deviation

These include:

- (a) A clash between examinations which we have timetabled in the same session (except prohibited syllabus combinations), that exceed the recommended time allowance. Candidates are assumed to be capable of taking exams of up to 6 hours' duration in one day.
- (b) Circumstances outside the control of the candidate that prevent him/her taking the examination at the scheduled time (e.g. a hospital appointment, attendance at court as a witness).

4.4 Unacceptable reasons for a timetable deviation

These include:

- (a) A clash with another awarding body's examination at the same level and in the same subject, or a subject which has significant overlapping content.
- (b) Being required to sit three or more different subject papers on the same day.
- (c) Clashes with a school function or closure.
- (d) Participation in any events.
- (e) Holidays.

4.5 Additional sittings for practical examinations and listening tests

- (a) If you have insufficient equipment or space for all of your candidates to take a practical examination or listening test at the same time, you may arrange one or more additional sittings. If you intend to hold additional sittings, you must submit an application to us as soon as possible and at least four weeks before the day of the practical examination. It is not necessary to identify the candidates concerned when submitting the application. However, you must make accurate seating plans and attendance records for each sitting. You must keep these until the publication of the results and certificates. For the practical



examinations, you must supply copies with the supervisor's report.

- (b) The examination may be taken by several groups in different sessions, with staff supervision to ensure that the security of the examination is maintained. There must be no contact between groups taking examinations in different sessions.
- (c) We will acknowledge receipt of applications in writing.

4.6 Supervision arrangements in time Table deviations

- (a) Supervision should normally be by your staff, from the end of one examination and/or session to the beginning of the second examination and/or session. You should also undertake this supervision if the candidate(s) travel(s) to an examination from another event or examination. If it is not possible for your staff to supervise the candidate(s), we are prepared to accept supervision by another responsible adult acceptable to the centre and the candidate. You must be completely satisfied that such an arrangement will maintain the security of the examination. We will hold you responsible if it is subsequently found that there has been a breach of our regulations in any way. We may take action against you, and that action could potentially include removal of ECESWA registered centre status.
- (b) The supervisor is required to give you a written guarantee of security. This should confirm that the supervisor will collect candidate(s) from the centre and deliver them back. You must retain this statement until the results are published, unless we request the statement beforehand.
- (c) A member of your staff should normally undertake any necessary overnight supervision of a candidate. The person appointed must supervise the candidate from the end of one examination to the start of the other examination, including collection from and delivery to your centre. The candidate must have no outside contact with anyone taking the examination. This includes telephone calls, faxes, e-mail messages, access to the Internet and contact with visitors. You must be completely satisfied that such an arrangement would maintain the security of the examination.
- (d) Any infringement of the conditions governing overnight supervision arrangements may lead

to the application of penalties and sanctions to the candidate's examinations.

4.7 Security of examination question papers

If permission to deviate has been granted, you must comply with the 24-hour rule for the security of question papers (**see Section 5.5.3**). Candidates may not take any question papers from the examination room. You must retain all question papers under secure conditions until at least 24 hours have elapsed from the end of either the official timetabled examination session for each paper or the amended times as applied for under a timetable deviation, whichever time is later. After this time period you may, at your discretion, return question papers.

5.0 Before the Examination

In this section

- 5.1 Preparation for the examination
- 5.2 At the beginning of the examination
- 5.3 During the examination
- 5.4 Special instructions
- 5.5 At the end of the examination
- 5.6 Packing and Despatching Scripts
- 5.7 Reports on specials cases

5.1 Preparation for the examination

(a) The process begins with you making the entries which are confirmed by us. We then pack and despatch Question Papers and Examination Materials to you. Once these confidential materials arrive at your centre, you are responsible for their safe storage until the scripts are despatched to ECESWA.

(b) If you make entries for a component and then withdraw all the entries, you may still receive the question papers. If this happens, do not open them. Store them securely and contact ECESWA immediately.

5.1.1 Receipt of question papers and examination materials

(a) We will send question paper packets and examination material to the centre in advance of the examination period.

(b) It is your responsibility to receive question paper deliveries and keep them under secure conditions as soon as they are received.

(c) On arrival of despatches to centres the following must be checked:

- i. that the correct Centre Number and address is displayed on the outer packaging of the despatch
- ii. that the correct number of boxes were received in the despatch
- iii. that the outer packaging is intact and that there is no sign of damage or indication that it has been tampered with.

(d) The contents of the despatch must also be checked carefully on arrival by the Chief Invigilator/Head of Centre in the presence of another senior member of staff. If they are not available for example.

(e) You must keep records showing that the

contents of the despatch were checked on arrival and that the materials listed in the despatch note have been received. This can be recorded by ticking next to the listed material directly on the despatch note.

(f) You should check that all the question papers are per your centre's needs. All question papers you do not need or do not belong to your centre should be returned to us immediately.

(g) The records must be dated and signed by Chief Invigilator/Head of Centre and by the member of staff who witnessed the despatch being checked.

(h) You must keep the records until the end of the examination series and these must be available to us on request.

(i) You must notify us immediately of any problems, for example:

- i. if there are any discrepancies between the materials received and the despatch note
- ii. if the material received does not appear to meet your centre's requirements
- iii. if the material has been significantly damaged in transit
- iv. if the seal of the question paper envelope is not intact or if there is any indication that someone may have tampered with it
- v. if there seems to have been a delay in the delivery of question papers, e.g. materials held up in transit.

(j) If the despatch has been damaged, opened in transit or shows any signs of being tampered with inform us immediately by phone and then submit a written report. Send photographs and evidence along with the report.

(k) If you are missing any of the question paper packets listed on the despatch note, inform us immediately by phone and then submit a written report.

(B) Note: You are advised to check question paper packets against the examination timetable and to arrange them in time table order. This will reduce the possibility of opening question papers at the wrong time.

(B) Note: If you are found to have opened wrong question paper packets, you will be charged for breach of security of exams.

5.1.2 **NEW** Timetable Preparation

(a) When the final timetable is available, you need to create your own exam timetable for your centre. When you have created your own timetable, it must be checked by a second experienced staff member to make sure all exam details are correct. You need to keep a copy of your timetable as it could be sampled for quality assurance processes or required if we need malpractice investigations. Your exam timetable should include every exam you are entered for in the exam series including every windowed exams. Your centres timetable must also include the following information:

- syllabus
- component
- exam date
- exam session
- scheduled start and finish times
- exam duration
- any periods of Full Centre Supervision
- your invigilator details
- number of candidates

(b) A copy should be place on the door of your strongroom and in a file.

5.1.3 Storing confidential materials

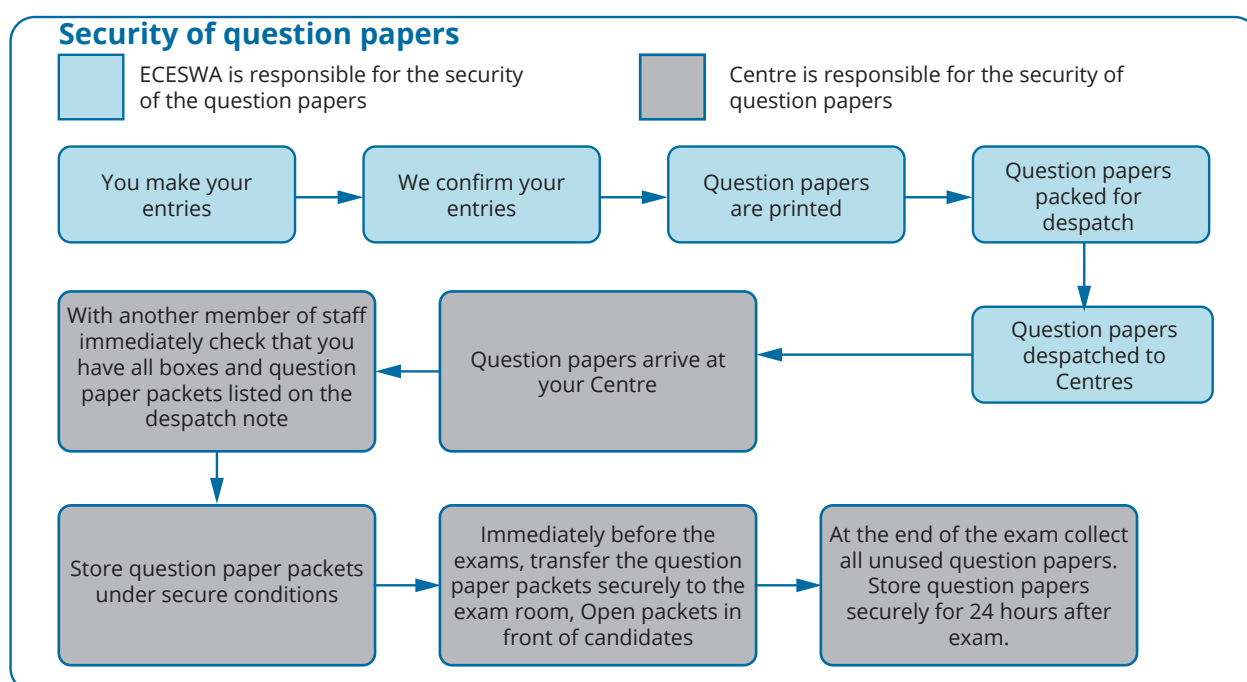
Table 5.1 shows who is responsible for the security of exam material during their despatch and receipt.

(a) You must store examination stationery and materials securely at all times so that no

unauthorised person has access to them. Any stationery that we provide must be used in our examinations only.

- (b) You should despatch all answer scripts at least once a week and by the most expedient method. Before despatch, the answer scripts must be kept under secure conditions (**see Section 5.1.4**).
- (c) If a candidate enters for our examinations at a centre where a relative is employed, they must ensure that during the examination session the candidate's relative does not have unaccompanied access to examination materials, either before the examination (e.g. question papers), or after the examination (e.g. answer scripts). If the relative in question is acting as the Centre's Chief Invigilator/Head of Centre, the centre must make appropriate arrangements to ensure that another person is present for all the examination administration relating to the candidate's examinations (e.g. question papers), or after the examination (e.g. answer scripts). Another member of centre staff, other than the exams officer, must authorise any documentation connected with the person in whom they have an interest taking the exam (for example, access arrangements forms).
- (d) Erratum notices – you must open erratum notices at the same time as the question paper on the day of the exam, unless otherwise stated on the envelope.

Table 5.1



5.1.4 Security of confidential material

- (a) It is your responsibility to ensure the on-going security of the question papers and any other confidential examination material and to take all preventative measures necessary to comply with our regulations.
- (b) You must store your unopened question papers in a safe place of high security. This must be a purpose built, window-less strong room with concrete roof and metal lockable door. The strong room should be shelved and have adequate light (**see Fig 5.1**).
- (g) Each key holder should be able to access the exam materials independently, in case the other key holder is not available for unexpected reasons. The Head of Centre may require the responsibilities for key holding to be temporarily delegated to suitably trained senior member of teaching staff. This may be required to cover sickness or other absences and should be appropriately recorded by the centre.
- (h) You must inform us immediately if the security of the question papers and confidential material is put at risk by fire, theft, loss, damage, unauthorised disclosure,

EXAMPLE OF STRONG ROOM

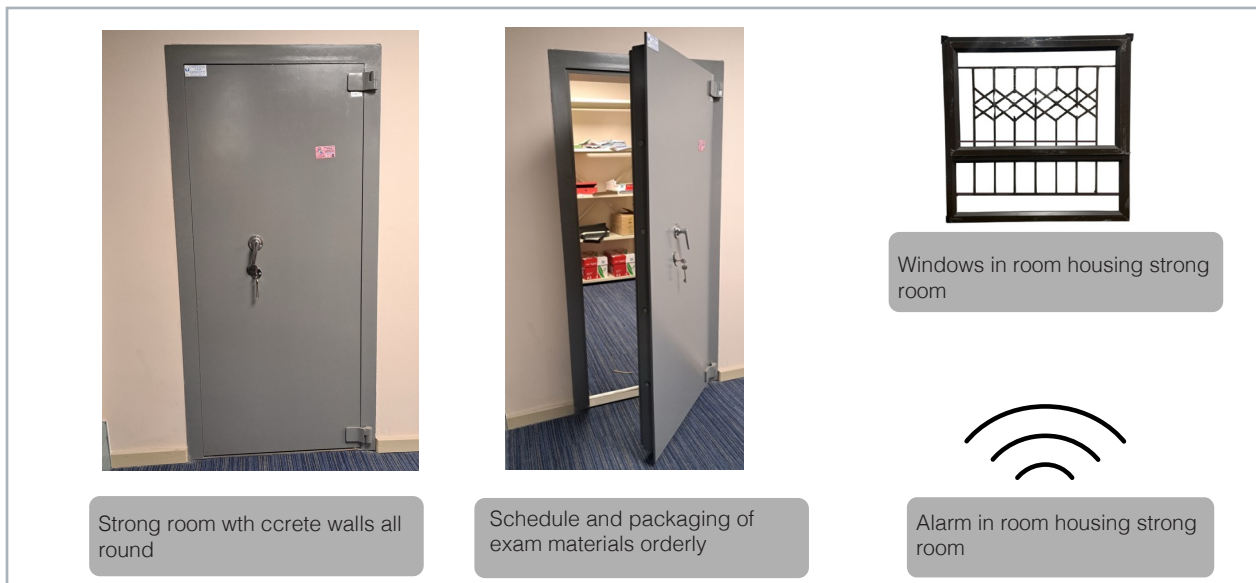


Fig 5.1

- (c) The strong room must be locked at all times when examination material is being stored.
- (d) The room where the strong room is housed must be secured, have concrete wall, any windows and door(s) must be fitted with security bars. Where an alarm system has been installed, the alarm must be switched on at all times when there are examination materials being stored and the room is unoccupied (**see Fig 5.1**).
- (e) You must keep the keys to the strong room secured at all times. Access and key-holding must be restricted to only two authorised persons. One key should be kept by you and the other by the Deputy or a senior member of teaching staff.
- (f) Key-holders should have a clear understanding of question paper regulations. Only key holders should have access to the strong room holding the question papers and confidential materials.
- or any other circumstances. You must not open packets of question papers and other examination materials until the time appointed for the examination concerned, except in circumstances where:
 - i. Certain confidential material such as instructions for practical examinations must be opened before the examination. The instructions on the front of the packet will indicate whether it should be opened before the exam. If you are unsure whether to open the packet contact us immediately. Make arrangements to safeguard confidential material after opening. Do not remove them from the building, and keep them in secure conditions when they are not in use. It is your responsibility to make sure that these materials remain confidential and that no information about these materials reaches candidates.
 - ii. Confidential material is pre-recorded on storage devices or other media.

You must make arrangements, prior to the examination, to test such material according to the instructions issued by us. You must immediately notify us of any discrepancies and other problems (**see Section 5.4.6**).

- (i) When the confidential instructions are not in use, you must return them to the secure storage facilities and store them under the same conditions as the rest of other exam materials. You should not photocopy the confidential instructions.

5.1.5 Examination venue

All candidates must sit the examination at the centre unless the centre has obtained prior permission from us for candidates to take the examination elsewhere. If you need some or all of your candidates to take their exams at a venue that is not your registered centre please follow the instructions in **Section 3.8**.

5.1.6 Examination room

- (a) All examination rooms must provide candidates with appropriate conditions. You must pay due attention to such matters as access, ventilation, lighting and the level of extraneous noise.
- (b) You must conduct practical examinations under conditions that will provide all candidates with the opportunity to complete their tasks and to display their true level of attainment in the subject concerned. (**See 5.4.3** for instructions on accommodating large numbers of candidates for practical examinations).

5.1.7 Display material

Under no circumstances should any display material which might be helpful to the candidates (e.g. maps, diagrams, wall charts) be visible in the examination room. You must take particular care with examinations that are held in laboratories or libraries.

5.1.8 Clock

- (a) A reliable clock must be used and should be visible to all candidates in the examination room.
- (b) You should not tamper with the clocks to indicate a different time. In case there is more than one clock in the exam room, these must be synchronised.
- (c) **NEW** All clocks must show the actual time. For candidates using a computer, checks must be made to ensure that the time is correct on

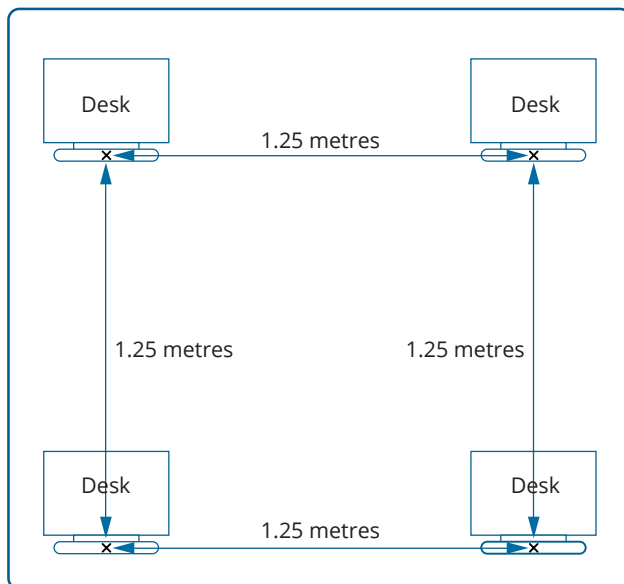
each computer.

5.1.9 Notice to candidates and display of information

- (a) You must display the Notice to Candidates and Mobile Phone Warning Poster both inside and outside the examination room for all examinations. This include the speaking and listening examinations. You will receive copies of each poster in the pre-exam despatch. A copy of this notice is available in this Handbook (**see Appendix (i)**).
 - i. It is your responsibility to ensure that all candidates are familiar with the content of the Notice to Candidates.
 - ii. It is also your responsibility to ensure these posters are found in every exam room.
- (b) You must display the following so that they are clearly visible to all candidates:
 - i. the Centre number
 - ii. the start and finish times of each examination
 - iii. duration as indicated in the question paper, for example, 2 hours
 - iv. the subject name, code and component being written.
- (c) **NEW** You must make sure all candidates can read this information. You may need to display this information in multiple places.

5.1.10 Seating arrangements

- (a) **NEW** Maximising the distance between candidates' desks is essential to help prevent malpractice in the exam.
- (b) The seating arrangements must prevent candidates from overlooking the work of others, intentionally or otherwise. The minimum distance in all directions from the centre of one candidate's chair to the centre of another must be 1.25 metres (**see Fig. 5.2**). **NEW** The candidate's chair must be pulled out from under the desk, as though a candidate were sitting on the chair, when this measurement is made.
- (c) For multiple-choice papers, you could:
 - i. Increase the space to 2 metres between desks or

**Fig. 5.2**

- ii. alternate rows of candidates taking different exams or
- iii. increase the number of invigilators.
- (d) All candidates must face the same direction
- (e) Each candidate must have a separate desk or table of sufficient size to accommodate question papers, maps, equipment and materials for practical examinations and answer booklet/paper.
- (f) Invigilators must check the shelves of the desks before the beginning of the exam, and must pay special attention to make sure nothing is placed on them during the exam. You could appoint extra invigilators to monitor this.
- (g) If candidates are not working at individual desks, they must be sufficiently far apart that other candidates cannot see their work or make contact with them
- (h) Where candidates sit their examination in a language laboratory, you must accommodate them in screened booths.
- (i) Where candidates sit their examinations in a computer laboratory, the minimum distance between two monitors should be 1.25 metres (centre to centre). If you cannot meet this requirement, candidates must sit at alternate monitors or in screened booths.
- (i) Candidates must sit in candidate number order, with candidate numbers (index numbers) labelled on each desk except where variation is needed to support candidates with access arrangements.
- (j) Centres may hold other examinations in the examination room at the same time, provided

that no disturbance is caused. We will not consider applications for special consideration on the cases that candidates were disturbed by the administration of another exam in the room.

5.1.11 Seating arrangements for sick candidates

Any candidate suffering from an infectious or contagious disease must take the examination in a separate room where the centre can apply all the examination regulations. On completion of the examination, you must photocopy the candidate's script, seal the original in plastic and place a note on the photocopy to explain the situation. You must pack the script separately from other scripts prior to sending with the main despatch of scripts. You should inform us in writing.

5.1.12 Invigilation arrangements

- (a) The invigilator is the person in the examination room responsible for the conduct of a particular examination session. He/she should have minimum qualification of EPC / JC or its equivalent.
- (b) Centres must keep signed records of the following invigilation arrangements for each examination session:
 - i. actual start and finish times of your exams
 - ii. periods of Full Centre Supervision
 - iii. invigilators used to conduct each exam
 - iv. any changes to invigilators during each exam
 - v. invigilator training records.

(B) Note: We may ask to see these records at any time until certificates are issued.

- (c) You must ensure that suitably qualified adults carry out invigilation. Whilst you have the discretion to decide who is suitably qualified and experienced, any relative of a candidate in the examination room is specifically not eligible. You must ensure that invigilators are fully briefed and trained prior to carrying out the task of invigilation.
- (d) Only trained invigilators should invigilate examinations. The Head of Centre/Chief Invigilator shall not invigilate examinations.
- (e) At least one invigilator must be present for every 30 candidates. You must make arrangements such that the invigilator can observe each candidate in the examination room at all times.



- (f) When only one invigilator is present, he/she must be able to summon assistance easily, without leaving the examination room and without disturbing the candidates.

Ⓑ Apart from a single device to ask for assistance, invigilators must not have access to any other form of external communication while in the exam room.

- (g) For practical tests there must be one invigilator for every 15 candidates, except for Food and Nutrition where there must be one invigilator for every 8 candidates. In these examinations it is essential that a teacher of the subject should also be present in the examination room at the start of the test and as necessary thereafter, to deal with technical difficulties that may arise, including matters of safety.
- (h) A change of invigilators during an examination is allowed, provided that the number of invigilators present in the room does not fall below the number prescribed. This change should be noted in the records **(see Section 5.1.12 (b))**.
- (i) A specialist for the subject under examination and the teacher who prepared the candidates for the exam series must not invigilate.
- (j) For practical exams where we require a supervisor, the supervisor must not be counted as an invigilator.
- (k) For listening tests, a member of staff who speaks the language of the listening test should ideally be present to deal with any technical difficulties that may arise. The teacher for the subject under examination, must not invigilate **(see Section 5.1.12(i))**.
- (l) A copy of this Handbook or a copy of the Checklist for Invigilators must be available to the invigilators in each examination room. Invigilators must be familiar with the regulations contained in Part 5 of the Handbook and the contents of the Notice to Candidates, as well as any specific regulations relating to the subjects being examined. The Handbook is available for download in PDF format from our website. You may wish to print additional copies of certain relevant sections of the Handbook for use by your invigilators.
- (m) A checklist for invigilators is available in this Handbook. It is intended only as a reminder and invigilators must use it in conjunction with the regulations contained in this Handbook

(see Appendix (iii)).

- (n) In exams where questions or passages must be read to candidates it is essential that an invigilator is present as well as the reader.
- (o) A reader, scribe or practical assistant must not be counted as an invigilator.

5.1.13 Declaration of interest

- (a) If the Chief Invigilator/Head of Centre or a member of staff at a centre has an interest in a person taking an ECESWA examination or if they are taking an ECESWA examination themselves, they must complete the Declaration of Interest Form (see (c) below). They must hand the form to you and you must keep them securely for a period of one year. It must be available for inspection by us at any time.
- (b) For the purpose of the declaration, 'interest in a person' applies to:
- a close relative
 - grandchildren
 - cousins
 - nieces
 - nephews
 - children or step children
 - spouse or partner
 - colleague
 - any person whose relationship to you could compromise the integrity of the centre or of ECESWA examinations
 - any person whose relationship to you could compromise your integrity or good name, as a centre employee or otherwise, if you did not disclose the relationship.
- (c) Please note that you should complete the Declaration of Interest Form by end of February each year. The form is available in this handbook **Appendix (v)** and our website.
- (d) If you have any queries about the procedure, please contact us.

5.2 At the beginning of the examination

- (a) You must ensure that candidates take EPC / JC examinations in the correct examination session indicated on the final timetable.

- (c) If your centre is unable to meet this requirement you must apply to us for a timetable deviation (**see Section 4**).
- (d) You are responsible for informing candidates of examination times.
- (e) We reserve the right to visit centres during the period of examinations to inspect the arrangements made for the security of confidential examination materials and for the conduct of the examinations (**see Section 1.3**).

5.2.1 Identification of candidates

- (a) You must make sure procedures are in place to enable invigilators to carry out thorough identity checks. All candidates must present evidence of their identity (e.g. National Identity Card, Centre-designed identity cards, travel document or passport) each time they attend a session. You must check that a candidate is the same person who was entered for the exam. Identity checks must not disturb any candidates who are already taking their exam.
- (b) The invigilators must be satisfied about the identity of every candidate attending each examination session.
- (c) Only those people authorised by you are allowed in the examination room, provided they are not prohibited by any section in these examination regulations.

5.2.2 Candidate numbers

You must inform all candidates of their candidate numbers assigned by ECESWA in advance of the examination. You must not assign candidate numbers.

5.2.3 Attendance registers

- (a) The attendance register is a formal record of all the candidates registered to take each exam. We will send the pre-printed attendance registers in advance of the examination. You must use the attendance register to record whether the candidates listed are present or absent.
- (b) You must complete these documents, for recording the presence of candidates, in accordance with the instructions printed on them. Copies of all completed attendance registers should be kept. We may ask to see these at any time until certificates are issued.
- (c) If you have candidates taking the exam in a different room to the main exam room, do not submit a separate register for them. Return their scripts in the same packet as the other

candidates taking the examination.

(B) Note: Failure to complete the attendance registers properly can lead to problems or delays in the issue of candidates' results.

- (d) Attendance registers are printed in date and session order for all timetabled components set by ECESWA. For components for which no specific date or session is allocated, the attendance registers are printed at the beginning of each centre's set of attendance registers. You must check that you have received attendance registers for each component being taken at your centre and must report any discrepancies immediately to us.
 - (e) The first column of the attendance register (which indicates the physical presence of the candidates) should be completed before the start time of examination. The invigilator should complete the absentee column at the end of the examination. The script submitted column must be completed after the invigilator is satisfied that every candidate has submitted their script.
 - (f) Candidates' names are printed on the attendance registers exactly as they will appear on the statements of results and on certificates. You must report any errors in the names at once using a Candidates Entry Amendment Form.
- If a candidate is not shown on the Attendance Register because of a change of option or subject, you must enter them manually on the Attendance Register and make a formal entry to us, if this has not been done already.
- (h) If a candidate has added a subject or a syllabus, entry fee will be charged for that subject after consultation with us.
 - (i) If a candidate arrives for an exam they have not been entered for, you can allow them to take the exam providing that the candidate is able to take all the components required for the syllabus option they wish to enter. This means you must have enough spare question papers so the candidate can sit for all the components required for the syllabus option at the appropriate time, not just the specific exam.
 - (j) The Invigilators should add them to the attendance register for each component they take that they were not previously entered for.



Once they have completed all the components required for the entry, you must write a report to us. We will then mark the candidate's scripts, enter them for the entry option and issue a grade in the syllabus.

- k) You will be charged a late entry fee for any unauthorised entries.
- l) If you do not have enough spare question papers for each of the relevant components, (contact us immediately. Each request will be considered on a case-by-case basis.
- m) We reserve the right to decline any request received after the late entry deadline if it is not possible for us to despatch the extra question papers in time for the exam.
- n) In this case you must tell the candidate they cannot sit the exam as they have not been entered for it. You must not photocopy question papers.
- o) You will be charged a very late entry fee for any unauthorised entries or for any extra question papers we send you.
- p) After marking, if we find any candidates who have not been entered for a syllabus, we will make an entry for the candidates on your behalf and raise an invoice that will be subject to very late entry fees, as described above.
- q) If for any reason the candidate did not take enough syllabus components to make a valid entry option, we will not enter them for that syllabus. However, we may send you an invoice to cover the administrative and marking costs.
- r) We will include candidate details for all entries received at ECESWA by the time that attendance registers are printed in the despatch of pre-printed attendance registers. If you make an entry amendment after this time, you must add the candidate details, including candidate name and candidate number, to the pre-printed attendance register.
- s) The invigilator must check and sign the attendance register at the end of the examination.

5.2.4 Unauthorised Entries

These are candidates who arrive for an exam they have not been entered for but were registered.

5.2.5 **NEW** Additional exam rooms

If you are unable to fit all the candidates sitting a certain component into one exam room, you can

use one or more additional exam rooms. You must set up any additional exam rooms in the same way as your main exam room. You do not need to contact us.

5.2.6 Seating plan

- (a) You must complete a seating plan before the start of each exam. A seating plan is a diagram that outlines how the exam room is set up (**see Fig. 5.3**). It shows the position of the desks and chair in the room and where each candidate sat. It must also show the position of the invigilator's desk and the direction the candidates faced.

Seating plans must not be completed after the exam has finished.

- (b) You must check, and, if necessary, update your seating plan during each exam.
- (c) You must keep copies of the signed records of the seating arrangements for each examination session. We may require the seating plan at any time up to the issue of certificates.

5.2.7 Stationery, materials and other equipment

- (a) Prior to each examination session, we will provide you with additional information, which specifies all required materials for each examination and whether we or the centre will provide them.
- (b) We will provide you with necessary stationery for the examinations.
- (c) For exams where candidates answer in an answer booklet a small number of candidates may need continuation booklets if they run out of space. Continuation booklets are sent in your pre-exam despatch.
- (d) For multiple choice components we will provide answer sheets (lozenges) prior to the examination session.
- (e) Candidates should answer only on the stationery supplied by us. Candidates should normally write on both sides of the paper, assuming that the paper is sufficiently opaque.

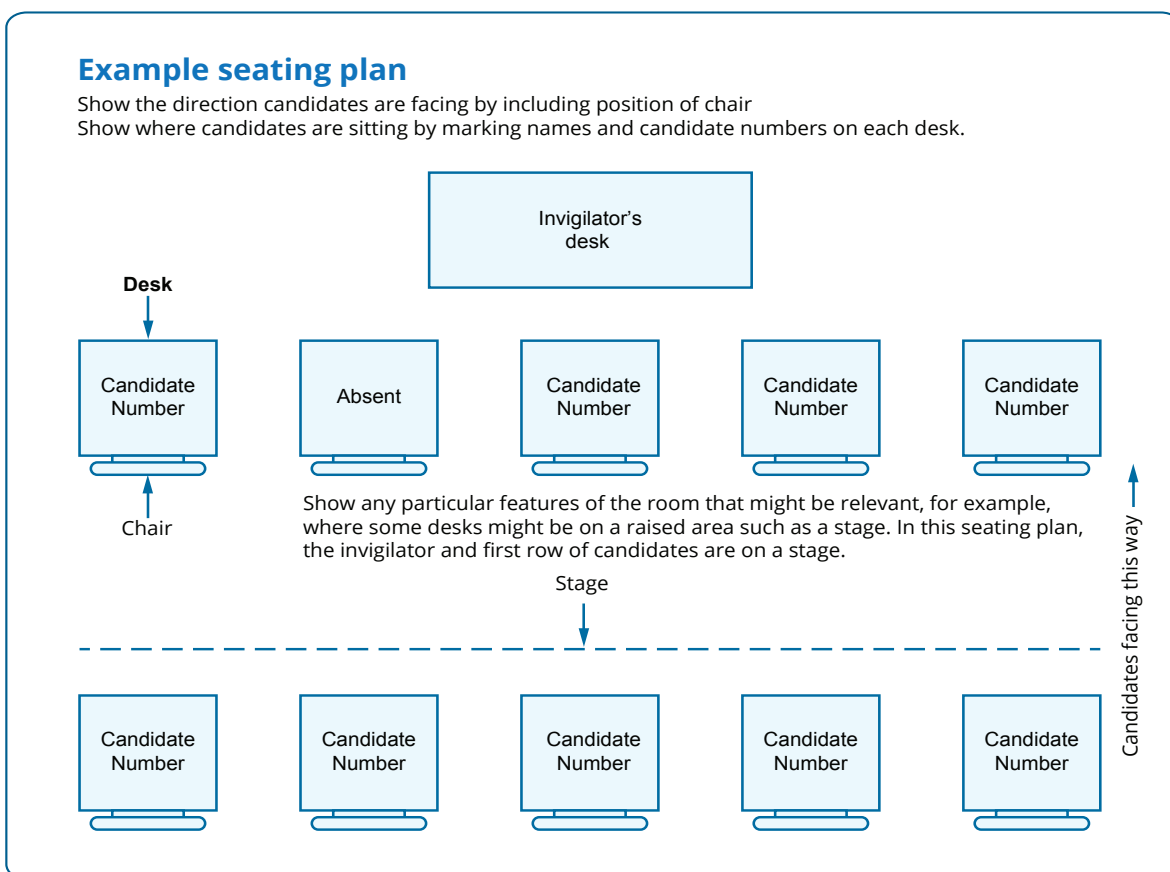


Fig. 5.3

- (f) The invigilator must ensure that only the specified items are issued to the candidates
- (g) Candidates must provide themselves with pens, pencils, drawing instruments (including rulers) and erasers.

(B) Note: These must be carried in transparent containers.

- (h) Candidates must write answers legibly in black or dark blue ink. Invigilators should warn candidates that the use of faint ink contributes to illegibility.
 - i. They must use soft pencil (type HB is recommended) for lozenges in multiple choice tests.
 - ii. They may use pencils or pens in other colours for diagrams and maps only if indicated on the question paper.
- (i) Additional stationery and materials will be indicated in specimen papers.

5.2.7.1 Science papers

- (a) The following materials must be available to candidates in all science papers:
 - i. colourless ruler (300 mm)
 - ii. protractor

These materials are not listed on science question papers.

- (b) Candidates are permitted to use calculators in all science papers.

5.2.7.2 Geography Papers

- (a) Where a map is used as part of a question paper, the use of a magnifying glass is permitted for special cases.
- (b) The use of map stencils is forbidden in Geography papers.

5.2.8 **NEW** Authorised and Unauthorised Materials

5.2.8.1 Authorised Materials

- (a) In addition to stationery, materials and other equipment in **Section 5.2.7**, candidates can only take materials into the exam room if the instructions on the question paper, in the additional material list or in the syllabus booklet say they are allowed.
- (b) The Head of Centre may decide to allow entry of food or drink into the examination room only on medical grounds. If they decide to allow this, they must make sure that other candidates are not disturbed.



5.2.8.2 Unauthorised Materials

- (a) All electronic items, including mobile phones and Bluetooth devices, must be switched off and left outside the exam room.
- (b) Unauthorised materials are those that potentially enable or assist candidates to compromise the integrity of the assessment by:
- concealing information that may be relevant to the assessment.
 - sharing information about the assessment.
 - accessing information that may be relevant to the assessment.

NEW Unauthorised materials also include those that put the health and safety of others at risk. The following are examples of unauthorised materials:

- **NEW** revision notes of any kind
- calculator cases
- instruction leaflets
- bags
- non-transparent pencil cases
- non-transparent boxes of instruments
- personal TVs
- computers of any sort
- electronic or radio communication
- recording devices
- mobile telephones and batteries
- cameras
- Bluetooth headsets or
- portable music players
- mirrors
- wrist watch
- sun shades
- tissue / toilet paper with images and text on it
- scarves or shawls
- **NEW** Smart 'wear' such as smart watches and smart glasses
- e-readers
- textbooks
- **NEW** weapons of any kind.
- any other electronic device that enables external communication or the storage and retrieval of data.
- use your judgement by asking yourself whether the item potentially allows a candidate to hide or access information in the exam room or areas accessed by a candidate during an exam, including washrooms

5.2.9 Starting the exam

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

Before candidates are permitted to start work, the invigilator must carry out the following:

- Ensure that the candidates are seated in accordance with the prescribed seating arrangements.
- Inform the candidates that they are now subject to the regulations of the examination.
- Warn the candidates that they must hand in any unauthorised material not previously handed in the list below. You must warn candidates about the severe penalties if they are found in possession of unauthorised material.
- You must contact us if candidates need medical monitoring devices in the exam room.
- Check that the candidates have all the necessary materials to enable them to complete the examination.
- You must collect the question paper packets from the secure storage as close as to the start of the exam as possible, but ensure that there is sufficient time to complete the seating plan and the attendance register before the start of the exam.

Once these have been removed from secure storage they must not be left unattended at any time.

- Check that the question paper is the correct one and the packets are intact (including all the seals). This includes checking if the centre number, exam date, session, subject title, syllabus and component number are correct.

You must sign the declaration statement and ask candidate(s) to certify that the question paper packet(s) was intact and sign the declaration statement as well. Invigilators must open the packets of question papers and issue the papers to candidates. The candidates must not open the question papers until they are instructed to do so.

- Question paper packets must normally remain sealed so that the invigilator can open them in the presence of the candidates. However, there are special circumstances when such a procedure is not possible. For example, where more than one room is used. It would be more advisable to alternate the opening of question paper packets in the different rooms.

- (i) It is the responsibility of the invigilator to report to you any grounds for suspicion about the security of the examination papers. You must notify us immediately, and subsequently submit a full written report.
- (j) Inform the candidates of the contents of any erratum notices. The invigilator must not give any information to candidates about suspected errors in the question paper except those stated on any erratum notices received.
- (k) Instruct the candidates to write their name, Centre number, candidate number and the component code/paper details on their answer paper and any work they want to hand in, where applicable, and to complete any other details as required.
- (l) Remind the candidates that they are forbidden to communicate in any way with, seek assistance from, or give assistance to another candidate whilst they are in the examination room.
- (m) Inform the candidates of the time allowed for the examination and announce clearly that they can open the question paper and may begin to read the questions and to write their answers.
- (n) **NEW** Unauthorised people who do not have a designated role in running the exam must not enter the exam room and must not have access to confidential materials in the exam room.

A Form on what to say to candidates in the exam room is available in this Handbook in **Appendix (ix)**

(B) Note: Under no circumstances must invigilators:

- **read instructions on the question paper to candidates**
- **remove the question paper, using any media, from the exam room**
- **answer any questions about the content of the question paper.**
- **permit candidates time, prior to the official start of the examination, in which to read through the question paper.**

5.2.10 Opening the wrong question paper packet

- (a) Opening the wrong question paper packet is considered as malpractice.
- (b) If you open the wrong question paper packet,

you should not give the question papers to the candidates. You should inform us immediately.

- (c) You must follow the steps below in the presence of the Invigilator:
 - i. Do not reseal the packet. Take photographs of the opened packet
 - ii. Put the opened packet, together with the question papers, in a large envelope. Seal the envelope
 - iii. Return the sealed envelope to us. We will take appropriate action.
- (d) You and the Invigilator(s) should write reports to us in which you must explain:
 - i. why and how the wrong packet was opened
 - ii. who has had access to the question paper since it has been opened
 - iii. who has had access to the packet since it has been opened.
- (e) You should conduct the correct exam immediately. Full Centre Supervision may be required during this time.

(B) Note: If you open the wrong question paper packet, you must follow the steps above.

5.2.11 Use of calculators

Where the use of electronic calculators is allowed, as specified by the syllabus, in examinations, you must inform candidates in advance of the following:

- (a) The calculator must be of a size suitable for use on the desk at which the candidate will sit the examination. We do not recommend any particular brand of calculator.
- (b) Candidates are responsible for clearing any information and/or programs stored in the calculator before and after the examination.
They must remove batteries while the calculator is switched on, so that the stored programmes are cleared. If the calculator has a re-set button, the candidate can activate it while the calculator is switched on to delete any stored programmes or data.
- (c) The power supply of the calculator is the responsibility of the candidate and must be integral to the calculator. Where appropriate, the candidate may bring a spare set of batteries in a transparent packaging into the examination room.
- (d) The working condition of the calculator is the



responsibility of the candidate.

- (e) The calculator must be silent, with a visual display only.
- (f) We will not normally consider a fault in a calculator as justifying the giving of special consideration to the candidate.
- (g) Candidates must not be in possession of calculator cases, instruction leaflets or instructions and formulae printed on the lid or cover of a calculator or similar materials, during the examination. Anything printed on a lid or cover that the candidate cannot remove must be securely covered.
- (h) Candidates must not be in possession of external storage media (e.g. card, tape, disk, smartcard and plug-in modules) during the examination.
- (i) Candidates must not borrow calculators from other candidates in the course of the examination for any reason, although the invigilator may provide a candidate with a replacement calculator.
- (j) Candidates may use programmable calculators, but must not take any prepared programs into the examination room. Candidates must clear information and/or programs stored in the calculator's memory before and after the examination. Retrieval of prepared information and/or programs during the examination, or removal of question paper content from the examination room, is an infringement of the regulations.
- (k) The calculator must not be able to manipulate algebra; it must be purely numerical integration/differentiation.
- (l) Calculators with any of the following are prohibited, unless specifically stated otherwise in the syllabus:
 - i. graphic display
 - ii. data banks
 - iii. dictionaries
 - iv. language translators
 - v. retrieval or manipulation of text or formulae
 - vi. QWERTY keyboards
 - vii. built-in symbolic algebraic manipulations
 - viii. Symbolic differentiation or integration
 - ix. capability of remote communication with other machines

such calculator as malpractice.

5.2.12 Use of dictionaries

The use of dictionaries, in any form, is not permitted in our examinations.

5.2.13 Late arrival of candidates

- (a) You may allow a candidate who arrives after the starting time for an examination to enter the examination room and sit the examination. In making this decision you must consider **Sections 5.2.14** and **5.2.15**. However, you must warn the candidate that we reserve the right not to accept that script.
- (b) When deciding whether to accept any of the work completed by a candidate who arrives late, we will pay particular attention to the extent to which it considers if the security of the examination was maintained.
- (c) You, at your discretion, may allow the full time for the examination for a candidate who arrives after the scheduled starting time. In such cases, you should indicate the official finishing time on the candidate's script.
- (d) In each case where a candidate who is admitted late into an examination room the following rules apply:
 - i. you must send the answer script to us in the normal way
 - ii. you must indicate on the answer script any work completed after the centre's actual finishing time
 - iii. the candidate must write a report stating the reasons for late arrival and which exam was affected. This report must be sent to us together with your report
 - iv. you must send a full report, which must include the following information:
 - 1 The reason for the late arrival of the candidate, including details of any arrangements made for the candidate to reach the centre
 - 2 Your actual start and finish times of the examination
 - 3 The time at which the candidate started the examination.
 - 4 The time at which the candidate finished the examination.
 - 5 A statement regarding any possible breach of examination security arising from the candidate's late arrival,

(B) Note: ECESWA will regard the use of any

including information about the extent to which the candidate was under supervision from the actual starting time of the examination.

Submit all reports to ECESWA.

5.2.14 Candidate arrives late for a timetabled listening exam

Follow the relevant regulations outlined in **Sections 5.2.13**. If you decide to allow the candidate to sit the exam you must also follow one of these arrangements:

- (a) Keep the candidate under Full Centre Supervision until the other candidates have finished the exam and left the room.
- (b) The late candidate must not be allowed to communicate in any way with any other candidates who have already sat the exam or who are under Full Centre Supervision.
- (c) The late candidate must be supervised separately in accordance with the regulations. Please see the Full Centre Supervision section for more information.
- (d) You can then start the audio device from the beginning for the late candidate.
- (e) If the centre has a spare audio device for the exam, the candidate can take the exam in a separate room with a separate invigilator. This room must meet the regulations outlined in **Section 5.1.6**.

5.2.15 Reasons which ECESWA may consider acceptable for late arrival

In cases where the candidate is late for a good reason and we are satisfied that there has been no breach of examination security, we will accept the work completed in the whole of the examination, including that completed in any additional time allowed to compensate for the late arrival. Examples of acceptable reasons are sudden illness or transport difficulties beyond the candidate's control.

5.2.16 Unacceptable reasons for late arrival

In cases where a candidate is late because of negligence or oversight, and we are satisfied that there has been no breach of security, we will accept the work completed in normal examination time. However, we will not accept any work completed in any additional time allowed. Examples of reasons which are not acceptable are oversleeping or misreading of the timetable.

5.2.17 Candidates arriving after the examination has finished

A candidate, who arrives late, after the other candidates have completed the examination, should not be allowed to sit the examination. Mark the candidate as absent in the Attendance Register. You must write a report to us about the incident and apply for special consideration.

5.3 During the examination

5.3.1 Supervision of the candidates

- (a) No invigilator means no examination. Invigilators must supervise the candidates the whole time the examination is in progress and give complete attention to this duty at all times (**see Section 5.1.12**).
- (b) Invigilators must give their whole attention to the proper conduct of the examination and must not perform any additional task (e.g. reading and chatting on cell phones) in the examination room.
- (c) Invigilators must be present, mobile and attentive throughout the examination.
- (d) They must not read through any question papers.
- (e) They must not answer any questions about the content of the question paper.
- (f) They must not read through the candidates' work.
- (g) Ensure that no candidate leaves the examination room until at least one hour after the starting time and 30 minutes before the finishing time.
- (h) The invigilator must announce to the candidates that there are twenty (20), ten (10) and five (5) minutes remaining before the end of the examination.

5.3.2 Practical examinations

During a practical exam, it is recognised that some movement by candidates and spoken instructions may be necessary. Invigilators must limit these to what is essential to achieve the objectives of the examination without compromising the security of the examination **NEW** and must not help or assist candidates with answers (**see Section 5.4.1** for special instructions for practical examinations).

5.3.3 Leaving the examination room while the examination is in progress

- (a) Candidates who finish writing before the official stopping time must hand in their work when they leave, and you must not permit



them to re-enter the examination room.

- (b) Candidates who leave the examination room temporarily must be accompanied by a member of staff. If this happens during a timetabled listening component, you can allow the candidate to listen to the material they have missed after the other candidates have left. The candidate can only hear the material the same number of times as the other candidates.
- (c) In cases where special consideration is applied for (e.g. illness), you may allow such candidates extra time to compensate for their temporary absence.
- (d) Whether or not they leave the examination room early, candidates may not remove any question papers or transcribed content of question papers.

(B) Note: If a candidate does not attend a required period of Full Centre Supervision, you must inform us and we will consider this as possible malpractice.

You must apply the 24-hour rule for security of question papers and their contents.

5.3.4 Irregular conduct

- (a) It is your duty to ensure that all cases of irregularity or misconduct in connection with the examination are reported to us as soon as possible.
- (b) Whenever possible, the invigilator must remove and retain any unauthorised material discovered in the possession of a candidate in the examination.
- (c) Any infringement of the regulations may lead to a disqualification of the candidate. The decision on disqualifications rests with us.
- (d) If the conduct of a candidate is such that his/her continued presence in the examination room would cause disruption to other candidates, you may remove him or her from the examination room. You must report to us all cases of disruptive behaviour, whether or not a candidate was removed from the examination room.
- (e) If a candidate is expelled, you cannot apply for special consideration.

5.3.5 Emergencies

The invigilator must take the following action in the event of an emergency such as a fire alarm or

bomb alert:

- (a) evacuate the examination room
- (b) ensure that the candidates are fully supervised whilst they are out of the examination room, so as to ensure there is no collusion or external communication
- (c) ensure that all the question papers and answer scripts are left in the examination room and that the room is secured
- (e) after the candidates have returned to the examination room and before the examination is resumed, indicate on the candidates' work, where it is feasible to do so, the point at which the interruption occurred
- (f) note the time and duration of the interruption
- (g) allow the candidates the full working time prescribed for the examination
- (h) if there is only a small number of candidates, give consideration to the possibility of taking the candidates, with question papers and scripts, to another place in order to complete the examination
- (i) make a full report of the incident and of the action taken, for immediate submission to our offices.

5.4 Special instructions

5.4.1 Confidential Materials

The Chief Invigilator/Head of Centre, in conjunction with the Head of Department, is responsible for the safe and secure confidential custody of all material until they are used in the examination. No information about these materials must reach candidates, either directly or indirectly (**see Section 5.1.3**).

5.4.2 Large numbers of candidates for a practical test

- (a) If the number of candidates entered for a practical test at any centre is larger than can be accommodated at one time, the centre may divide candidates into groups. All groups must take the test on the same day and there should be minimum possible delay between sessions. You must make very careful arrangements to keep the groups apart until all candidates have completed the test, and must maintain the security of the examination at all times. You must notify us in advance of any such arrangement (**see Section 4.5**).
- (b) You must ensure that no prior knowledge of the test is made available to candidates



waiting to complete the tests, either from other candidates, the supervisor, invigilators or other centre staff, or by electronic or external means from contact outside the centre, such as candidates from other centres who have completed the test.

- (c) The invigilator, in consultation with the supervisor, may make arrangements for some candidates to begin their work with one question and some with another, if they would facilitate the use of the apparatus and materials available. You should move candidates around after a certain amount of time, appropriate to the exam.

5.4.3 Invigilation of practical examinations

- (a) In all practical examinations, invigilators must take special care to prevent communication between the candidates, especially where the arrangements require candidates to move, from time to time, from one part of the laboratory or examination room to another.
- (b) One invigilator must be present for every 8 candidates.
- (c) It is essential that the supervisor who set up the examination should be present in the examination room at the start of the examination and should also be available throughout the duration of the practical examination to deal with technical difficulties that may arise, including matters of safety. Ideally, one of the supervisors should be a specialist in the subject being examined; this may be the teacher who was responsible for setting up the practical examination.
- (d) Where the supervisor is expected to perform the experiments from the question paper during the exam, this should be done in a separate room out of sight of the candidates. You must provide adequate invigilation while the supervisor carries out the experiments.
- (e) You must also make sure that one of the invigilators who is left with the candidates is qualified to deal with technical difficulties that may arise in the supervisor's absence, including matters of safety.
- (f) If the supervisor experiences any issues during the practical that disadvantages the candidates, for example, the equipment is faulty, they should record it in their supervisor's report and talk to you about submitting an application for special consideration.

- (g) The supervisor is not an invigilator. You must carry out all invigilation in accordance with the regulations detailed in **Section 5.1.11(j)**.
- (h) Where the practical examination requires a changeover of candidates between one set of apparatus and another, the supervisor must reset the equipment back to its initial state each time, unless directed otherwise by the confidential instructions. The time it takes to make this changeover is in addition to the time given for the exam. Invigilators must ensure that no communication takes place between candidates during the changeover period.
- (i) The supervisor and any invigilators should consult the syllabus-specific instructions and must include with the answer scripts any information required by us.
- (j) A brief guide to invigilating practical examinations is in **Appendix (iv)**. It is intended to be only a reminder for invigilators and they must use it in conjunction with the regulations contained in this Handbook.

5.4.4 Special instructions for Oral Examinations

Three working days before the first day of speaking tests at the centre, you should make available the confidential teachers' notes to the Head of Department or appropriate teacher/examiner. The teacher/examiner must be allowed sufficient time to familiarise themselves with the materials and procedures, but must not remove materials from the centre. Centres must store materials in secure conditions in accordance with **Section 5.1.4**.

5.4.5 Special instructions for listening tests

- (a) We will supply centres with the recorded material for the listening tests, which they may keep after the examination. You are strongly advised to hold the listening test in a room that is suitable for up to 30 candidates. If you have equipment that is especially powerful, you may accommodate more candidates without special permission, but we will not consider applications for special consideration on the grounds of inaudibility. You may use language laboratories, but you must take particular care to ensure adequate supervision.
- (b) Headphones can be used by candidates if the centre chooses to conduct the test in a language laboratory. However, candidates are not permitted to control the recording. A member of staff must control the recording at all times, and follow the instructions provided



on the recording. An invigilator should listen to the recording while it is played.

5.4.6 Checking recorded material for listening tests

- (a) You must spot-check listening test material 48 hours before the examination.
- (b) In order to check the acoustics (i.e. the loudspeakers and sound quality) you must spot-check the test material at the appropriate volume in the examination room two working days before the examination. You may consider reducing echoes in the room by using curtains or carpets. This check must not affect the security of the examination.
- (c) When conducting the above checks do not listen to the test material in full or remove it from the centre. After each check you must return the material to secure storage.

5.4.7 Conducting listening Examination

- (a) Ideally, a member of staff who speaks the language of the listening test should be present to deal with any technical difficulties that may arise. If this person has to be the teacher who prepared the candidates for the subject under examination, they must not invigilate (*see Section 5.1.12 (j)*).
- (b) Once started, the invigilator must not stop the test, except in the case of a serious emergency. Noise from outside the examination room does not constitute a serious emergency and the invigilator must not stop the test in these circumstances. The invigilator should warn candidates of this before the test begins.
- (c) In the event of the test being stopped in a serious emergency, the invigilator should restart it once they have dealt with the emergency, at exactly the same place. The invigilator must include a report with the candidates' scripts, indicating at which point in the test the interruption took place, the nature of the incident and the length of the interruption. If there is good reason to doubt whether all candidates heard certain items, the invigilator must identify these items in the report and give the reason for doubt.
- (d) You must contact us if equipment fails during the examination, in order to make alternative arrangements for the conduct of the listening test.

5.4.8 Large numbers of candidates for a listening test

- (a) If the numbers of candidates entered for a listening test at your centre is larger than can be accommodated at one time, you may divide the candidates into groups.
- (b) All groups must take the test on the same day and there should be minimum delay between the sessions.
- (c) You must make very careful arrangements to keep the groups apart until all candidates have completed the test, and must maintain security of the examination at all times.
- (d) You must notify us in advance of any such arrangements (*see notes on Full Centre Supervision on page 9* for further instructions).

5.5 At the end of the exam

5.5.1 Finishing the examination

- (a) The invigilator must announce to the candidates that there are twenty (20), ten (10) and five (5) minutes remaining before the end of the examination.
- (b) At the end of the examination, the invigilator must tell the candidates to stop writing and to place their pens/pencils on their desks immediately.
- (c) Where invigilators permit candidates who arrive late the full working time to complete their examination (*see Section 5.2.11*), they can allow such candidates to continue after the normal finishing time and tell them to stop writing after the additional time allowed.
- (d) The invigilator must instruct the candidates:
 - i. to ensure that they have entered all the required information on their answer scripts
 - ii. to ensure that their answers are correctly numberedto assemble any loose sheets (including rough work) using treasury tags or string, in the order in which they attempted the questions and to fasten these and any supplementary answer sheets to the back of their answer scripts or as otherwise instructed. Candidates should not use staplers or paper clips.

5.5.2 Collection of answer scripts

- (a) You must store all empty question paper packets securely until certificates are issued.

We may need them for investigations into suspected malpractice.

- (b) You must ensure that you collect and account for all answer scripts and question papers before the candidates are allowed to leave the examination room.
- (c) After collation, the invigilator must place scripts immediately in the return envelope and seal it. This should be done in the examination room. Answer scripts are confidential between the candidate and us. They may not be read or photocopied by any person prior to despatch, unless this is specifically required by us.
- (d) Invigilators must sort answer scripts into the order shown on the attendance register (candidates number order), and check against the Attendance Register to make sure that all answer scripts are present and that candidates have used their correct centre and candidate numbers.
- (e) If a candidate or other unauthorised person removes a script from the examination room, you must advise us of the circumstances of the irregularity in writing. The candidate should be warned that we may not accept the script.
- (f) If the same exam is taking place in different rooms, invigilators from the smaller room should place the scripts in an envelope (which does not need to be sealed) and take the scripts to be collated with the other scripts from the other rooms. Alternatively, a nominated invigilator can go to the different rooms, collect the scripts, place them in an envelope (which does not need to be sealed) and take them to be collated with the scripts from the other rooms.
- (g) Answer scripts must be placed in secure storage until they are despatched to us.

5.5.3 Collection of question papers/24-hour security rule

- (a) You must collect all question papers at the end of the examination and retain them under secure conditions (**see Section 5.1.3**) until at least 24 hours have elapsed after the end of the time of examination session specified for each paper by us.
- (b) You must fully audit the number of question papers at the end of the examination and verify that this matches the number issued before candidates are released from the exam room.
- (c) After the 24 hours have elapsed, you may

return the question papers to candidates or centre staff at your discretion.

- (d) Oral Examination question papers must be stored securely until at least 24 hours have passed after the end of the exam window.

5.5.4 Unused stationery

You must collect all unused stationery in the examination room, checking for any loose sheets which candidates may have overlooked, and return them to secure storage.

5.6 Packing and Despatching Scripts

You are responsible for packing scripts using correct packaging.

- (a) Wherever possible, you must despatch all answer scripts on the day of the examination by the most expedient method. Should this not be possible, you must despatch the scripts within one week of the date of the examination to the closest receiving centre. If you have to retain scripts overnight, you must keep them under secure conditions (as specified in **Section 5.1.3**).
- (b) You must keep scripts in a secure place before despatching them to us. Candidates' answer scripts are confidential and should not be read or photocopied by anyone before despatch to us.
- (c) For packing and despatching school based assessment (**see Section 6.13.2**).

5.6.1 Packing Scripts

We provide materials for packing and despatching scripts, seating plans and attendance registers.

Please follow these steps when packing scripts:

- (a) Invigilators need to complete and sign the attendance register. Add the details of any candidates not printed on the attendance register to the bottom.
- (b) Check each script against the attendance register to make sure there is a script for every candidate marked as present.

If a candidate has used a scribe, word processor, practical assistant or transcript, attach the relevant cover sheet to the front of the script using a treasury tag or string, not paper clips or staples.
- (c) Place the scripts and the corresponding attendance register in a script packet. Do not put any other material in the script packet,



except if you are including a cover sheet for one or more candidates (**see point (b)** above).

- (d) Pack the scripts for different components in separate packets so they match the syllabus and component number printed on the label.
- (e) Seal the script packets.
- (f) Remember: If one packet is not large enough, you can use two or more packets. Number the packets (for example, 1 of 4, 2 of 4). Show the candidate number range on each packet; you do not need to split the attendance register. Place the register for the candidates in the first packet.
- (g) You can then bind the packets together using an elastic band or tape. You must never tape script packets together which contain different components.
- (h) If all the candidates for a component are absent, you still need to complete and enclose the attendance register in the script packet.
- (i) Write the following information on the packet: centre number, syllabus number, component number, number of scripts and candidate number range.
- (j) Send the scripts to us as soon as possible after each exam. If you cannot send them daily, you must despatch all your scripts at least once a week.
- (k) You must make sure all scripts and materials for school based assessments reach our offices by the end of October each year.
- (l) You must enclose the completed attendance register and seating plan in each envelope and check that the number of scripts enclosed agrees with the number shown on both the attendance register and seating plan and on the front of the answer script envelope.
- (m) You must take great care in packing the scripts.

5.6.2 Despatching Scripts

- (a) You must ensure that you complete the Script Submission Form provided by us each time you submit scripts.
- (b) You can submit scripts to script receiving centres closest to you.
- (c) You must check that:
 - i. The invigilator(s) has signed the Answer Script Return Envelope.
 - ii. The component number and name shown

on the answer script envelope agrees with that on the question paper for which answer scripts are enclosed.

- iii. Where all candidates entered for a component are absent, you complete an attendance register for that component and submit it to us enclosed in the answer script envelope.
- iv. The answer scripts envelopes are securely fastened.
- (d) You must send correspondence and reports separately to us and not enclose them with the answer scripts, unless specially instructed or authorised by us to do so.
- (e) You should pack separately the scripts for any candidate who has taken the examination whilst suffering from an infectious or contagious disease. You should photocopy the contaminated script and seal the original script in plastic, with a note attached explaining the situation. You must notify us in writing of any cases where scripts have been contaminated.

5.6.3 Comments on the examination

- (a) We are interested in teachers' comments on all aspects of the examination, including written papers, school-based examinations, practical tests, orals, etc. Teachers should send their comments to us on the administration of the examination (internal examination arrangements, moderation, syllabus content, timetabling, etc.).
- (b) You are also encouraged to provide feedback on your experience of the inspection process of your centre.

Send comments to **examsadmin@examsCouncil.org.sz**

5.7 Reports on Special Cases

It is the duty of the Chief Invigilator/Head of Centre to write a report to us on all special cases. These may include, but not limited to the following:

- (a) Late arrival of candidates
- (b) Candidates arriving after the examination has finished
- (c) Special consideration
- (d) Irregular conduct
- (e) Emergencies

Send reports to **examsadmin@examsCouncil.org.sz**

6.0 Centre - based assessments

In this section

- 6.1 Definition of Centre-based assessment
- 6.2 Definition of coursework
- 6.3 Training of teachers for coursework assessment
- 6.4 Authenticating coursework
- 6.5 Supervising coursework
- 6.6 Presentation of coursework
- 6.7 Marking coursework
- 6.8 Standardising marking within Centres
- 6.9 Incomplete or extra coursework
- 6.10 Failure to complete coursework
- 6.11 Requests for special consideration
- 6.12 Submission of marks for internally-assessed coursework
- 6.13 Submission of the sample of coursework for moderation
- 6.14 Re-submitting coursework in later series
- 6.15 Retaining coursework evidence
- 6.16 Report on moderation
- 6.17 Return of coursework
- 6.18 Dishonesty and malpractice in coursework
- 6.19 Centre enquiries about coursework

6.1 Definition of Centre –based assessment

Assessments that are regularly conducted during a specified window either by the centres' teachers or by other local teachers and moderated externally by us. These include coursework, some practical and oral examinations.

6.2 Definition of coursework

Coursework refers to any component specified by our syllabus that is done by a candidate during the course of study, assessed in the centre, either by the centre's teachers or by other local teachers, and moderated by us. Examples of such coursework are: projects, design studies practical work and assignments undertaken and assessed during the course. Coursework may include work for which the theme or parameters of a project have either been set by the teacher, or specified in the syllabus, or chosen by the candidates themselves.

6.3 Training of teachers for coursework assessment

- (a) In order for a centre to undertake internal assessment of coursework for a particular subject, at least one teacher of the subject must be trained by us.
- (b) A teacher who has been trained may assess the coursework component in the subject in which they have been trained.
- (c) Teachers may also supervise the work of other teachers for coursework assessment in the subject in which they are trained or in associated subjects.
- (d) Private candidates and candidates entering through a centre other than the one they are studying at, may not submit coursework unless the centre making entry to us undertakes to oversee the marking of the coursework to ensure that the points covered by Sections 6.4, 6.7 and 6.8 of this Handbook are adhered to.

6.4 Authenticating coursework

- (a) We need to be confident that the work is the candidate's own and original work before we can award a grade.
- (b) By submitting the coursework marks for the candidate, the centre confirms that the work for which each mark has been given is solely that of the candidate concerned, and was conducted under the conditions required by the syllabus.
- (c) If centres cannot confirm that this is the case, the centre must not submit the work.
- (d) Centres must confirm that the work they submit on behalf of a candidate is entirely the candidate's own and original work. The teacher and candidate must sign a declaration form (*see Appendix v*).

6.5 Supervising coursework

- (a) We do not expect candidates to undertake coursework without guidance and continuing supervision from teachers.

If you discover plagiarism when you come to submit work to us you must not submit it. Submitting work that contains plagiarised material maybe considered malpractice. You should contact us if you are unsure whether to submit work or not.



Teachers may:

- i. assist with the choice of subjects for investigations, models and topics
- ii.
- iii. indicate sources of information, e.g. organisations or persons who might be able to help, materials, places to visit and references
- iv. advise on the practicability or otherwise of ideas proposed by candidates
- v. give advice as to length, approach and treatment
- vi. treat coursework as an integral part of the course and see that candidates are given, regular class work and/or homework relating to it as appropriate.

(b) In addition, teachers must:

- i. continuously supervise the work of candidates to monitor progress
- ii. make sure candidates avoid plagiarism by stating their sources and advise candidates how to appropriately reference published materials according to their level of study
- iii. make sure work is completed in line with syllabus requirements and can be assessed against the criteria
- iv. distinguish between deliberate copying and an innocent over-reliance on books or other published materials
- v. ensure that candidates state their sources
- vi. Ensure that the work is completed in accordance with the syllabus requirements and that it can be assessed in accordance with the specified criteria.

(c) Coursework must be a candidate's own, unaided work. Unless there is subject-specific guidance that says otherwise, teachers can support candidates by reviewing their work before it is handed in for final assessment. They can do this orally or through written feedback. Their advice should be kept at a general level so that the candidate leads the discussion and makes the suggestions for any amendments. Teachers must not give detailed advice to individual candidates or groups of candidates on how their work can be improved to meet the assessment criteria. Teachers must not amend candidates' work.

(d) We require teachers to record (on the

candidate's Individual Candidates Record Card) full details of the nature of any assistance given to individual candidates beyond that specified in **Section 6.5 (a)** and **2.2.3 (b)**. We require teachers to take this assistance into account in awarding marks for the work.

6.6 Presentation of coursework

- (a) Each candidate must present their written coursework on A4 paper, unless stated otherwise in the syllabus.
- (b) Candidates may produce their coursework on a word processor unless the regulations for a particular syllabus specifically prohibit doing so.

6.7 Marking coursework

- (a) The trained teacher must award marks for coursework in accordance with the criteria specified in the syllabus and must provide evidence of how they have awarded the marks, using our documentation provided for that syllabus. This entails recording the marks awarded on each candidate's Individual Candidate Record Card, and then transferring a summary of the marks of all the candidates in the centre for that syllabus to the Coursework Assessment Summary Form.
- (b) Teachers must apply the marking criteria specified in the syllabus to all pieces of work, without regard to the stage of the candidate's course at which they were produced.
- (c) You should not communicate marks for internally assessed components to candidates until they have been externally moderated. This is because it is possible for marks to be adjusted in this process. We do not require you to grant learners the right to appeal these internally assessed marks before you submit them for external moderation.

6.8 Standardising marking of coursework within Centres

- (a) We require centres to standardise assessments across different teachers and teaching groups to ensure, for a particular syllabus, that all candidates in the centre have been judged against the same standards.
- (b) One teacher (who must be a teacher trained by us as stated in **Section 6.3(a)** per centre per syllabus) must take responsibility for the standardisation of the marking of members of staff from your centre in that syllabus. This teacher must ensure that a valid set of marks is produced for candidates in that syllabus.

(c) Standardisation within a centre is to be achieved by all teachers involved in assessing samples of work coming to an agreement on the marks to be awarded. Marks for some teaching groups may be moved up or down in order to ensure consistency for the whole centre. Any half marks must be rounded up in the final total marks. Details of methods of standardising are indicated in the specific syllabuses.

6.9 Incomplete or extra coursework

- (a) In cases where the coursework component of a syllabus specifically requires candidates to produce several distinct pieces of work, the centre should credit a candidate who fails to complete all parts of the coursework only the marks that they have earned for the work submitted (**see Section 8.5**).
- (b) If a candidate provides more than the prescribed number of pieces of coursework, the best piece(s) should be used for awarding the candidate's mark.

6.10 Failure to complete coursework

The teacher must indicate as absent ('A'), in the Summary Form and Mark Sheet (MS1), any candidate who is entered for a coursework component in a syllabus but fails to submit any coursework for it. Such a candidate is not eligible for the award of a grade in that syllabus and will receive a 'No Result'.

6.11 Requests for special consideration for coursework

Where a candidate has a shortfall in coursework due to an unforeseen illness or other misfortune during the period when the coursework was produced, it may, in some subjects, be possible to accept a reduced quantity of coursework without penalty. It will not be possible to give this consideration in every case, e.g. if they have not satisfied the coursework assessment objectives (**see Section 8.5**).

6.12 Submission of marks for internally assessed coursework

- (a) You must submit marks for internally-assessed coursework to us no later than end of October for the November examination series.
- (b) You must use the Summary Form and the computer printed form MS1 form. Form MS1 is provided by us for recording final coursework marks. **NEW** You should keep a copy of the marks you submit for your records.

(c) You must only write on the form the final mark awarded to each candidate by the centre or 'A' for absent for a candidate who has not submitted coursework. You must complete the MS1 in accordance with the instructions on the back of the form. When completing the form, you must ensure that the maximum mark for the component stated on the form is not exceeded and a numeric value is given for each candidate and not a grade.

- (d) If the candidate numbers on the MS1 form are incorrect, you should not use the form. You must contact us to inform us of the error. Do not correct the candidate numbers on any pre-printed forms.
- (e) We will scan the MS1 form on optical mark reader so you must not bend, staple, pin or damage them in any other way. Send the MS1 form for each syllabus to us in the envelope provided for the purpose.
- (f) We will include in the despatch of pre-printed MS1 forms candidate details for all entries and entry amendments received at our offices by end of October for the November series. The centres must use the Supplementary MS1 form to record the internally-assessed mark of any additional candidate(s). These are candidates who were already registered for the examination, but for one reason or another, were omitted from this component.

6.13 Submission of the sample of coursework for moderation

You must submit samples of coursework to us for moderation, according to the following criteria and instructions. Failure to provide a sample for moderation will result in us not issuing a result for the syllabus.

6.13.1 Criteria for the submission of samples of coursework

- Teachers must submit all coursework to us.
- We will select the candidates for the coursework sample, the number of candidates in the sample will be as follows:

Number of candidates entered for the coursework component	Number of candidates whose coursework is required
1 – 10	All of the candidates
11 – 50	10
51 – 100	15
101 – 200	20
More than 200	10% of the candidates

- Our selection of candidates will cover the whole of the mark range. Where there is more than one teacher involved in the marking of the work, the sample will include samples of the marking of each teacher.

6.13.2 Instructions for the submission of coursework

- You must securely package coursework and send them to us no later than end of October for the November Examination series. You must package the work for each syllabus separately.
- You must ensure that storage devices used to record oral coursework are properly packed and labelled. You must use separate storage devices for different examinations.
- Coursework submitted to us for moderation should, if possible:
 - be in plain thin covers
 - must not include bulky ring binders with the work sent for moderation
 - clearly mark each item of coursework with the syllabus name, the syllabus number, the candidate's name, the candidate's number and the name and number of the centre
 - not include materials of value or items that are too large, bulky or fragile to be

despatched

- include a note with the sample of coursework to indicate what work they have retained
- produce full information about the retained work, including photographs taken from several angles. We cannot guarantee that the grade awarded on the basis of photographs alone will be the same as that which would have been given to the original had it been submitted.

6.13.3 Coursework moderation of photograph evidence

- You are required to provide photograph evidence of candidates' performances for the relevant subjects as prescribed in the syllabus.
- It is your responsibility to provide the photograph evidence in the correct format.
- If you fail to provide the photograph evidence taken from several angles, your centre will not be moderated and your candidates will be at risk of not being graded. Teachers must refer to the syllabus for subject-specific details of coursework requirements.

6.14 Re-submitting coursework in later series

Candidates cannot resubmit, in whole or in part, coursework submitted in a previous series.

6.15 Retaining coursework evidence

You must retain for at least six weeks after the final results are published, the following materials:

- A record of the coursework set.
- A record of how marks were awarded.
- The assessed work of all candidates.
- A copy of each Individual Candidate Record Card.
- A summary of how internal moderation was carried out.
- A copy of the Coursework Assessment Summary Form.
- a copy of each form. These forms are an important part of the assessment process and we may need to refer to them as part of the ongoing quality review..

If the coursework is ephemeral in nature, teachers must keep sufficient evidence (documentary, photographic, audio taped or videotaped, as appropriate) to support their marking.

You must store the materials securely. Do not return the materials to candidates until after the results enquiry period.

6.16 Report on moderation of coursework

Each centre will normally receive a report for each coursework component for which it has entered. The report will indicate the nature of any adjustment to the centre's marks.

6.17 Return of coursework

- (a) For Fashion and Fabrics, and Food and Textile Technology, coursework submitted to us for moderation will normally be returned to centres after results and certificates have been issued. However, we may retain items of coursework for research, exhibition, archive or educational purposes. Centres may, at their discretion, return work to the candidates who produced it.
- (b) We will not be responsible for loss or damage to coursework submitted for moderation (**see Section 1.11**).

6.18 Dealing with unsatisfactory practice in coursework

- (a) We will provide further guidance to you where individual teachers or centres fail to meet our requirements for coursework.
- (b) Where in our sole judgement a significant problem has occurred, we may revoke the training of a teacher to mark coursework. We may require the centre to find another person to conduct and assess the coursework.

6.19 Dishonesty and malpractice in coursework

In cases where dishonesty or malpractice in coursework is suspected, you must take action in accordance with the regulations given in **Sections 7.7** and **9.4** of this Handbook.

6.20 Centre enquiries about coursework

You should direct enquiries about the coursework or the administration of coursework to us at: ***pdsrqueries@examsCouncil.org.sz***.



7.0 Conducting Speaking Test

In this section

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7.1 Definition of a Speaking Test

Speaking tests are internally administered and assessed by the centre's teachers or other local teachers, then externally moderated by us. The format for speaking tests is set by us and is the same for all candidates. The tests are conducted as a terminal examination (test window) within a period of dates specified by us (test window). No candidate should be allowed to take the speaking

test outside the test window.

The following components are speaking tests:

- (a) English Language Paper 6873/04.
- (b) SiSwati as a Second Language Paper 6871/03.
- (c) French Paper 0520/03.

A group of neighbouring centres might also choose the same examiner. We are not responsible for any fees agreed upon.

7.2 Appointment of examiners for speaking test

- (a) You will select your own teacher/examiner, subject to training requirements (**see Section 6.3**). This is normally a teacher from within the Languages Department, but could be a suitably qualified person independent of the department/centre.
- (b) If a teacher/examiner is appointed from within your centre, it can be a teacher who has taught those particular candidates.

7.3 Training of teachers/examiners for speaking test assessment

- (a) For English Language and SiSwati as a Second Language, the teacher who conducts the tests must have been trained by us.
- (b) We reserve the right to insist that teachers/examiners undergo training.

7.4 Final entries for speaking tests

We despatch material for speaking tests on the basis of final entries. Failure to submit final entries may result in centres not having the necessary material to carry out assessments at the specified time.

7.5 Materials for speaking tests

Centres will receive the following:

- (a) Sets of speaking test cards.
- (b) Sets of teacher's notes booklets for speaking tests.
- (c) Empty storage device for submitting recordings of a sample of candidates.

In addition, at a later date, we will send centres copies of computer-printed mark sheets (MS1) onto which they must transfer the final mark for each candidate from the working mark sheet.

The summary form is provided in the appropriate syllabus booklet and centres should photocopy it according to requirements.

7.6 Special instructions for speaking tests

Three working days before the first day of speaking tests at the centre, you should make available to the Head of Department or appropriate teacher/examiner the confidential teacher's notes booklet. Teachers/examiners must ensure sufficient time to familiarise themselves with the materials and procedures. Teachers must not remove materials from the centre **NEW** and the information must stay confidential. When materials are not being used, put them back in your strong room in accordance with **section 5.1.3** until after the speaking test period specified on our timetable has passed (even if the centre has completed its tests before that time).

7.7 Malpractice in speaking tests

In submitting speaking test marks to us, a centre is deemed to be making a statement that it has fulfilled our requirements for the conduct of the speaking test. It is intended that the conversation elements of speaking tests will be lively and spontaneous. We will deal with any suspicion of collusion in the conduct of speaking tests (e.g. candidates or teachers using pre-determined scripts, or rehearsal of role plays where these form a part of the examination) in accordance with our malpractice procedures.

7.8 Timetabling of speaking tests

- (a) The speaking tests take place before the main examination period and centres should consult the timetable for details. Each centre decides on a convenient period within the specified dates for its speaking tests.
- (b) You must ensure that testing, once started, is as continuous as possible.
- (c) If for some reason you need to conduct your speaking tests after the stipulated period, you must request in writing seeking permission from us to do so.

7.9 Marking of speaking tests

- (a) The teacher/examiner must award marks for speaking tests in accordance with the criteria specified in the mark scheme for the component. Teachers will find this in the syllabus for the appropriate year and the Teachers' Notes Booklet.
- (b) Teachers must initially assess candidates during the face-to-face interview and not subsequently from any recording made.
- (c) During the speaking test the teacher/examiner will fill in the marks under the separate

headings on the working mark sheet.

- (d) The teacher can then transfer the marks to the MS1 computer-printed mark sheet at a later stage.

7.10 Standardising marking of speaking tests within centres

- (a) Normally, you should appoint only one teacher/examiner for each syllabus. Where you wish to use additional teacher/examiners because you have more than 30 candidates, you must seek permission to do so from us by emailing **examsadmin@examsCouncil.org.sz** before the start of the test window. Your email must include:
 - i. the syllabus and component number
 - ii. the number of candidates taking the test at your centre
 - iii. the names and job titles of the proposed teacher/ examiners
 - iv. the breakdown of candidates for each teacher/examiner.
- (b) Where permission is granted for more than one teacher/examiner to conduct and assess speaking tests, we require you to standardise assessments across different teachers/ examiners to ensure, for a particular syllabus, that all candidates in the centre have been judged against the same standards, and to produce a rank order of candidates for the centre as a whole.
- (c) One teacher/examiner per centre per syllabus must take responsibility for the standardisation of the marking of members of staff from that centre in that syllabus. This person must ensure that a valid set of marks is produced for candidates in that syllabus from that centre.
- (d) Standardisation within a centre is to be achieved by all teachers/examiners involved in assessing samples of work coming to an agreement on the marks to be awarded. Marks for some teachers/examiners may be adjusted in order to ensure consistency for the whole centre.

7.11 Absentee candidates

- (a) If any candidate is absent at the time set aside by you for the speaking tests, you should make a request to allow the candidate to be examined at another time within the specified speaking test period.
- (b) Arrangements made for any such 'absentee' candidates must not delay the despatch of the



recordings and mark sheets for moderation for those candidates who have already taken the speaking test at the centre. However, where an 'absentee' candidate will be taking the speaking test at a later date, you must indicate this on the working mark sheet. In addition, you must not mark the candidate as 'Absent' on the computer-printed mark sheet, but leave it blank.

- (c) Where arrangements are made to examine an 'absentee' candidate at a later date, you must record the speaking test on a separate recording device, in addition to the specified recording. As soon as the rescheduled test has taken place, you must despatch the recording device and a copy of the working mark sheet that was submitted with the original recording, and to which they have now added the mark for the previously absent candidate to us.
- (d) You must submit the total mark for the speaking test to us on a supplementary Mark Sheet (MS1 Form).
- (e) The teacher/examiner must indicate as absent ('A') on both the summary form and computer-printed mark sheets any candidate who is entered for a speaking component in a syllabus but fails to take the speaking test, and who is not eligible to take the test at a later date as a result of special consideration (**see Sections 7.13 and 8.3**).

7.12 Absent candidates and failure to complete a speaking test

- (a) Candidates who do not take the speaking test and who are not eligible for special consideration will not be awarded a grade in that syllabus and will receive a 'NO RESULT' outcome (**see Section 8.4**).
- (b) If a candidate fails to take the speaking test, and is not eligible to take the test at a later date as a result of special consideration, the teacher / examiner must mark them as absent (with an 'A', not 'zero') on the pre-printed Mark Sheet (MS1).
- (c) On the Mark Sheet and Oral Examination Summary Form the teacher / examiner must enter the absent candidate's name and number but leave the mark field blank.
- (d) For a candidate to be considered present at a speaking test, you must have a recording of that candidate's test which you can submit if requested.
- (e) If any candidate is absent at the time you have

set aside for the speaking tests and they wish to take the test, you must make a request to allow the candidate to be examined after the main body of candidates at another time within the specified speaking test period. Email your request to **examsadmin@examsCouncil.org.sz**.

These arrangements must not delay sending the recording and forms for moderation.

- (f) Where an absent candidate will be taking the speaking test at a later date:
 - i. indicate this on the Mark Sheet and
 - ii. oral Examination Summary Form
 - iii. record the speaking test on a separate recording device
 - iv. include the mark for the previously absent candidate on the unlisted Mark Sheet, and a new Oral Examination Summary Form
 - v. as soon as the rescheduled test has taken place, send the recording and a copy of the Mark Sheet, Oral Examination Summary Form to us. You must label the packet and the candidate's test material clearly with your centre name and number, candidate name and number and the syllabus and component code.

7.13 Requests for special consideration for speaking tests

- (a) Where we have granted approval, you may allow a candidate who has failed to attend for the speaking test to take the test after the main body of candidates at your centre.
- (b) Where a candidate is unavoidably prevented from completing the speaking test requirements of the syllabus, and there is no possibility of them being examined at a later date (**see Section 7.12**), we will consider request for special consideration.
- (c) We will not accept your failure to find a suitable examiner as grounds for granting special consideration.

7.14 Deadlines for submission of marks for speaking tests

- (a) Marks and recordings for speaking tests must have arrived at ECESWA by end of October for the November examination session.
- (b) The computer-printed form MS1 is provided by us for recording final speaking test marks. You should write on this form only the final mark awarded by the centre to each candidate (or 'A' – absent, for a candidate who has not taken a

speaking test and cannot be tested at a later date within the speaking test period. You must complete the MS1 form in accordance with the instructions on the back. When completing the form, you must ensure that the maximum mark for the component stated on the form is not exceeded and a numeric value (or A) is given for each candidate (not a grade). Do not correct the candidate numbers on the pre-printed forms.

- (c) This form will be scanned by an optical mark reader, so you must not bend, staple, pin or damage the forms in any other way.
- (d) Send the Form MS1 for each syllabus to us in the envelope provided for the purpose.

7.15 Moderation of speaking tests

You must submit all marks and recordings of speaking tests to us for moderation.

7.16 Recording for moderation of speaking tests

- (a) You must ensure that speaking tests take place in the best possible conditions. You must make arrangements to use a room as far away as possible from playgrounds, recreation areas, bells, noisy classrooms and often used corridors. In addition, there must be a quiet area for candidates who are preparing for the test, supervised if possible, though this is not a requirement. The area must, however, be inaccessible to other pupils.
- (b) You must provide your own recording equipment and you must check that they are in good working order.
- (c) The Teacher/ Examiner and the candidate must have separate microphones. You must test the items in the room where the tests are to be held, to check that they are working.
- (d) During the speaking test, teachers/examiners must take steps to verify that the recording device is recording.
- (e) Before despatching recording devices, teachers/examiners must carry out spot-checks to ensure that all the candidates have been recorded and **NEW** that all recordings are audible and complete. If there are any problems with the recordings, you must contact us for advice. **NEW** You must not conduct the test for any candidate at second time.
- (f) **NEW** You must introduce each speaking test recording as follows:

- 1 your (the examiner's) name
- 2 the candidate's number
- 3 the candidate's name
- 4 the candidate card number (if applicable)
- 5 the date of the test.

(B) Note: More details on how to conduct the speaking tests are available in the syllabus and the Teachers' Notes Booklet.

7.17 Instructions for the submission of speaking test materials

- (a) Each package must include the following:
 - i. the computer-printed sheets (MS1) for all candidates entered for that component at the centre
 - ii. the recordings of all candidates
 - iii. attendance register
 - iv. summary forms
- (b) You must ensure that storage devices are properly packed and labelled. You must use separate storage devices for different examinations. You must not, for example, submit English Language speaking tests on the same device.
- (c) You must clearly mark each storage device (where labels are supplied, you must use these) with the syllabus name, the syllabus number, the candidate's name, candidate's number and the name and number of the centre.

7.18 Failure to submit recordings for moderation

Moderation will be conducted if you have met all requirements for submission of recordings as detailed above. We will not issue a mark for a speaking test component unless the moderation process has been completed.

7.19 Retaining speaking test evidence

You must retain, until at least six weeks after the results are published, the following materials:

- (a) the centre's copy of the MS1 computer-printed mark sheet(s).
- (b) a copy of the summary form(s).
- (c) a copy of the audio recording..

7.20 Report on moderation of speaking tests

We will normally send each centre a report for each speaking test component for which it has entered candidates. The report indicates how you administered the examination; interpreted and applied the assessment criteria and any adjustments made to the examiner's initial marking.

7.21 Dealing with unsatisfactory practice in speaking tests

- (a) We will provide further guidance to you where individual teachers or your centre fails to meet our requirements for speaking tests.
- (b) Where in our sole judgement a significant problem has occurred, we reserve the right to revoke the training of a teacher to mark speaking tests. We may require the centre to find another person to conduct and assess the speaking tests.

7.22 Return of speaking tests

We will not return speaking tests that centres have submitted for moderation.

7.23 Centres' enquiries about speaking tests

You should direct enquiries about speaking tests or the administration of speaking tests to us at ***pdsrqueries@examsCouncil.org.sz***.

8.0 Special Consideration

In this section:

- 8.1 Definition of special consideration
- 8.2 Principles governing special considerations
- 8.3 Candidates who are absent from a timetabled component for acceptable reasons
- 8.4 Unacceptable reasons for special considerations
- 8.5 Short fall in coursework
- 8.6 Lost or damaged candidates' work
- 8.7 Coursework extensions
- 8.8 Other situations where special consideration may be considered
- 8.9 Making applications for special considerations
- 8.10 Candidates who are present for the assessment but disadvantaged

8.1 Definition of Special Consideration

Special consideration is a post examination adjustment made to the marks or grades of a candidate to make allowance for any adverse circumstances the candidate might have suffered.

8.2 Criteria for special consideration

- (a) Special consideration can only go some way towards assisting a candidate affected by a potentially wide range of difficulties, emotional or physical, which may affect their performance in examinations.
- (b) Special consideration cannot remove the difficulty faced by the candidate. There will be situations where you should not enter a candidate for an examination because they are not in a fit state to cope with the assessment.
- (c) We can make only minor adjustments to the mark awarded because to do more than this would jeopardise the assessment standard. There are minimum requirements which are set out in **Section 8.10**. All examinations measure a candidate's knowledge and skills.
- (d) The overall grades must reflect the level of attainment demonstrated in the examination. They do not necessarily reflect the candidate's potential level of ability if attainment has been considerably affected over a long period of time. It is not necessarily the case that the

grade issued will match the forecast grade.

- (e) We will base our decision to award special consideration on various factors, which may vary from candidate to candidate and from one assessment to another. These factors may include the severity of the circumstances, the date of the assessment and the nature of the assessment.

8.3 Principles governing special consideration

- (a) We assess all candidates according to the same marking criteria so that grades and certificates have the same validity.
- (b) We assess all candidates on what they know and can do, not for what they might have done.
- (c) Special consideration must not give the candidate an advantage over other candidates.
- (d) Special consideration must not interfere with the integrity of the assessment and we will therefore restrict it in certain syllabuses.
- (e) **NEW** Centres are responsible for the conduct and administration of our assessments. Centre error is usually an unacceptable reason for special consideration: this includes, for example, making incorrect entries and providing incorrect exam timetables.

8.4 Candidates who are absent from a timetabled component or unit for acceptable reasons

- (a) When a candidate has missed a timetabled component for acceptable reasons and can produce medical evidence that they were unfit to take the paper, we may make an adjustment to the final grade, but only if the candidate missed the component in the final session and satisfied the minimum requirements (**see Section 8.3**).

We cannot give advice about whether a candidate is fit to take an examination. Centre staff should follow their internal procedures for dealing with candidates who feel unwell on the day of an examination. If the candidate is in court accused of a crime, we will postpone any decision until the outcome of the case is known and you submit appropriate documentation from the court.

- (b) The minimum requirement for enhancing grading in cases of acceptable absence is that the candidate must have completed 50% of the total assessment in that syllabus.
- (c) **NEW** We will make special consideration for not more than three (3) syllabuses.



- (d) For Science practical examinations, to ensure fairness for the candidates when doing an assessed grade due to illness, we may require you to submit evidence of the candidate's practical attainment throughout their course. This is in addition to the supporting medical evidence that is required.

8.5 Unacceptable reasons for special consideration

Candidates will not be eligible for special consideration if their preparation for, or performance in, the exam is affected by the list below. This list is provided for guidance and does not include every reason a candidate may not be eligible for special consideration:

- (a) Long-term illness, other conditions during the course affecting revision time, unless the illness or circumstances manifest themselves at the time of the examination e.g. (epilepsy, diabetes, hay fever).
- (b) Bereavement occurring during the time of the examination.
- (c) Domestic inconvenience, such as moving house, or taking holidays (including school/ exchange visits and field trips) at the time of the examination.
- (d) Minor disturbance in the exam caused by candidates, such as bad behavior and mobile phones.
- (e) The consequences of committing a crime or being charged with an offence. **NEW**
A retrospective application for special consideration may be considered if the charge is dropped or the candidate is found not guilty.
- (f) The consequences of taking alcohol or any other non-prescribed drugs.
- (g) The consequences of disobeying your internal regulations.
- (h) The failure to prepare candidates properly for the exam for whatever reason. .
- (i) **NEW** failure of equipment where suitable precautions have not been put in place, including word processors/computers not connected to mains electricity and science practical equipment not checked prior to exams.
- (j) **NEW** candidates being disturbed by expected exam noise, e.g. other candidates writing or typing, the administration of another exam in the room.
- (k) **NEW** staff shortages, building work or lack of facilities.
- (l) **NEW** misreading the instructions of the question papers and answering the wrong questions.
- (m) **NEW** making personal arrangements that conflict with the exam timetable.
- (n) **NEW** submitting no coursework at all, unless coursework is scheduled for a restricted period of time, rather than during the course.
- (o) **NEW** not covering the course because the candidate joined part way through.
- (p) **NEW** permanent disability, unless a change in condition further affects the candidate at the time of the assessment.
- (q) **NEW** unless there is a good reason, not processing access arrangements, alternative venue arrangements and timetable deviations by the deadlines.
- (r) **NEW** misreading the timetable and/or not attending at the right time and in the right place.
- (s) **NEW** participating in local, national or international events, e.g. sport, conferences.

8.6 Shortfall in coursework

- (a) Where a candidate has a shortfall in coursework due to an unforeseen illness or other misfortune during the period when the coursework was produced, it may, in some subjects, be possible to accept a reduced quantity of coursework.
- (b) It will not be possible to give this consideration in every case, for example, if the candidate has not satisfied the coursework assessment objectives, or the shortfall has been caused by an unacceptable reason.
- (c) For the award of a grade where a candidate has a shortfall in coursework, the candidate should have completed a minimum of 50 per cent of the total coursework requirement.
- (d) We will not give exemptions if a candidate fails to complete any coursework. Such a candidate is not eligible for the award of a grade in that syllabus and will receive a 'No Result' (**see Section 6.9**).
- (e) You are required to state how much of the coursework the candidate has completed overall. We will consider the remaining time available for the candidate to complete the

shortfall before we send a response to you. Candidates should always attempt the required coursework. We will not normally agree on reduced coursework in advance.

- (f) You must not make any adjustment to the marks. You should state how much of the coursework the candidate has completed overall, giving a breakdown of marks across the assessment objectives.
- (g) We will not grant a shortfall in coursework to allow for the centres' individual teaching arrangements.

8.7 Lost or damaged candidates' work

- (a) Where a candidate's work has been lost or damaged you must report to us as soon as possible, providing details about the circumstances of the lost or damaged work.
- (b) You must be able to verify that the work was done and that it was monitored while it was in progress.
- (c) Where you have recorded marks for the missing internally assessed coursework, we will allow you to submit these in the normal manner. If work is lost before being marked, you must send any existing coursework for the candidates affected, together with a copy of the application when you send candidates' work for moderation. If no work exists, you must apply for special consideration.

8.8 Coursework extensions

- (a) You can apply for an extension to the deadline for submitting coursework marks and samples. This might apply in exceptional circumstances beyond your control.
- (b) You must submit a request to **examsadmin@examsCouncil.org.sz** along with the relevant evidence before the official coursework deadline.

8.9 Other situations where special consideration may be considered

- (a) There are circumstances which arise by accident and where a specialist input may be required. Such circumstances may involve examination papers, e.g. if an invigilator gives a candidate a wrong paper, or if a paper is defective in some way, perhaps with an incorrectly printed page. We give these cases special consideration by other means than those discussed above.
- (b) You may not realise that the candidate has been given an incorrect paper. We will notify

you of any discrepancies. If you are aware of the error at the time of the examination you may give the candidate the correct paper, but only if they are still under supervised conditions and able to continue with the examination.

- (c) You should send a special consideration to us both when the candidate has taken the incorrect paper and when you have replaced the incorrect paper with the correct paper and the candidate has taken both.
- (d) In very exceptional circumstances beyond your ability to reasonably predict and plan for, e.g. earthquakes, war or epidemics, we may consider, at our sole discretion, accepting alternative forms of evidence of candidate attainment for assessment. We will always make any decision in such a matter in full compliance with our Code of Practice.

8.10 Making applications for Special Consideration

- (a) You should apply for special consideration. You should submit to us a list of candidate(s), per syllabus. **NEW** If you have been made aware of a candidate's circumstances after the seven days, please continue to submit the application for our review. We will not accept applications if parents/guardians or candidates submit them directly.
- (b) We cannot guarantee to consider your request if we do not receive the sufficient information.
- (c) You must submit applications within seven days of the last examination in the session in each syllabus. We will only accept late applications after the publication of results in the most exceptional circumstances.
- (d) If a candidate is likely to be affected for the whole examination session (e.g. by bereavement or long-term illness), you should record all examinations affected then submit an application when the candidate completes the last component for each syllabus. This will ensure that we receive all of the necessary information in time for the issue of results.
- (e) A friend or relative of the candidate should not write the evidence submitted in support of special consideration applications. Where this is unavoidable, a senior member of centre must countersign and authorise the evidence. We reserve the right to refuse evidence submitted.



- (f) You must apply in writing to the Registrar in all cases using Special Consideration Form available on our website. You will be informed if your application is approved or rejected. special consideration should be applied.
- (g) We will not accept invigilator reports, or applications included with scripts, as applications for special consideration.
- (h) It is not possible for all letters to receive an individual reply. It is more important to process the application before the issue of results. We will not send outcomes to candidates, parents/guardians or carers; the centre must deal with them.
- (i) We will acknowledge all approved applications with a standard outcome letter. It is not our policy to inform you of specific details about the action taken during the special consideration process. If the application is rejected, we will inform you of the reasons. If the case is referred to the Grade Review Award for consideration by a team of senior examiners, we will send a standard letter.
- (j) The centre making the entry must submit the application. We will not accept applications from candidates or their parents/guardians.
- (k) For cases of lost/damaged coursework, you should submit a report to us.
- (l) For cases of shortfall in coursework, or any other request for special consideration, you should submit a report or apply in writing respectively to us.

8.11 Candidates who are present for the assessment but disadvantaged

- (a) We will normally give special consideration by applying an allowance of marks to an affected component.

We will base our decision on various factors which will be different from one subject to another. These might include:

- i. the severity of the circumstances
 - ii. the date of the examination in relation to the circumstances
 - iii. the nature of the assessment (e.g. whether the written papers or coursework are affected, whether an oral or practical is involved).
- (b) Special consideration cannot be applied cumulatively.
- (c) We will not enter into discussion with you, candidates or their parents as to how much

9.0 Malpractice

In this section

- 9.1 Introduction to malpractice
- 9.2 Candidate Malpractice
- 9.3 Centre Staff Malpractice
- 9.4 Reporting malpractice discovered by a Centre
- 9.5 Malpractice in Centre-based assessments
- 9.6 Rights of individuals suspected of malpractice
- 9.7 The Malpractice Reporting Process
- 9.8 **NEW** Plagiarism in coursework
- 9.8 Investigation and decision making
- 9.10 Sanctions and outcomes applied against candidates, members of staff and Centres
- 9.11 Decision making
- 9.12 Communicating decisions to members of staff and candidates
- 9.13 Exchange of information with other awarding bodies and authorities

9.1 Introduction to malpractice

Malpractice is any action that breaks our regulations and potentially threatens the integrity of our exams and certification. Malpractice can happen before, during or after exams.

(a) Malpractice can be:

- i. intentional and aim to give an unfair advantage in an exam.
- ii. caused through carelessness, forgetfulness or ignorance of our regulations.
- iii. beyond the control of the involved parties and be a result of circumstance.
- iv. **NEW** gained by having access to examination materials and unlawfully revealing the contents, whether orally or in writing or by any other means to unauthorised persons.
- v. **NEW** sitting for examination with the intention to impersonate or offering or attempting to impersonate a registered candidate.
- vi. **NEW** influencing or attempting to influence another person to sit an examination with the intention to impersonate a registered

candidate.

- vii. **NEW** presenting a forged certificate which bears the seal of the Council or utters falsified information to prospective employer or to an educational or training institution to gain admission or any other advantage not lawfully due.
 - viii. **NEW** printing, publishing, delivering, receiving or selling a certificate which bears the seal of the Council without approval of the Council.
 - ix. **NEW** aiding or abetting the commission of any offence against the Examination Council Act, 2023. Anyone who commits an offence, shall on conviction be liable to a fine not exceeding fifty thousand Emalangeni (E50 000) or imprisonment for a period not exceeding ten (10) years or both
- (b) A variety of individuals could be involved in malpractice, for example:
- i. centre staff, like, exams officers, teachers, invigilators, management, consultants and individuals that assist
 - ii. in the provision of access arrangements and other third party individuals, for example, relatives or friends of the candidate.
- (c) The Head of Centre must:
- i. inform candidates and centre staff of their individual responsibilities as set out in our regulations
 - ii. immediately report to us all cases of suspected malpractice they become aware of or that are reported to them.

9.2 Candidate Malpractice

- (a) This means malpractice committed by a candidate.
- (b) The following are examples of candidate malpractice. The list is not exhaustive and we may consider other instances at our discretion:
- i. bringing unauthorised materials into the exam room. **(see Section 5.2.8.2)**
 - ii. disruptive behaviour in the exam room (including using offensive language)
 - iii. copying from another candidate
 - iv. collusion: working collaboratively with other candidates
 - v. plagiarism: failing to acknowledge sources and/or submitting another person's work as if it were their own



- vi. seeking, obtaining, receiving, exchanging or passing on confidential exam material by any means
- vii. failing to follow an invigilator's instruction
- viii. failing to follow the conditions of supervision designed to maintain the security of the exams
- ix. theft of another's work
- x. the deliberate destruction of another's work
- xi. including threatening, offensive or obscene material in scripts or coursework
- xii. impersonation: pretending to be someone else, or arranging for another person to take their place in an exam
- xiii. alteration, falsification or misrepresentation of any results information, including certificate
- xiv. behaving in such a way as to undermine the integrity of the exam
- xv. looking for, getting, receiving, exchanging or passing on confidential or fake exam material in any way.
- (h) moving the session or date of a timetabled exam without notifying us and getting our written permission.
- (i) assisting candidates in the production of coursework, beyond that permitted by the regulations. **See Section 6.5** and individual syllabuses.
- (j) allowing candidates unsupervised access to coursework exemplar materials, whether this is the work of former candidates or material we have provided.
- (k) opening the wrong Question Paper.
- (l) Using confidential material to assist candidates directly or indirectly.
- (m) failing to keep candidate computer files secure.
- (n) failure to report malpractice to ECESWA.
- (o) behaving in such a way as to undermine the integrity of the exam.
- (p) failure to abide by the exam regulations..
- (q) failure to abide by 1.25 m candidate spacing arrangements.
- (r) using unauthorised venue for examinations.
- (s) inappropriate conditions in the exam room.
- (t) display of helpful material.
- (u) inappropriate seating arrangements.

9.3 Centre Staff Malpractice

Centre staff malpractice means malpractice committed by any member of centre staff. The following are examples of centre staff malpractice.

The list is not exhaustive and we may consider other instances at our discretion:

- (a) failing to maintain the confidentiality of Exam Material such as: removal or revealing the content of the examination, outside the examination room, in contravention of the 24-hour security rule.
- (b) failure to keep examination papers/material secure prior to the examination.
- (c) failure to keep candidate scripts secure after the examination.
- (d) failing to maintain Full Centre Supervision in relation to the Key Time, when candidates are taking exams in groups and other circumstances that could potentially compromise the security of the examinations.
- (e) failing to maintain proper invigilation such as:
 - i. using untrained invigilators
 - ii. leaving candidates unsupervised
 - iii. allowing unauthorised persons access into the exam room.
- (f) assisting or prompting candidates with the production of answers.
- (g) failing to maintain the confidentiality and integrity of candidates' work.

9.4 Reporting malpractice discovered by a centre

- (a) If a report of alleged malpractice is received we will review any available information provided. This may lead to a suspected malpractice investigation. Where requested, we will not disclose the identity of individuals making an allegation, unless they are legally obliged to do so.
- (b) We recognise that individuals making an allegation may be identifiable due to the nature or circumstance of the disclosure. We will try to limit the risk of this where possible if they pursue an investigation.
- (c) You must report any suspected malpractice to us on the same day using the relevant malpractice forms available on our website under downloads. We take all reports of suspected malpractice seriously. We will acknowledge reports in writing. In our response we will either:

- i. confirm no further action
 - ii. issue guidance
 - iii. open a suspected malpractice investigation
- (d) We also take into consideration the procedures followed by you to advise staff and candidates on our regulations for the conduct of our examination. We will consider any statements of mitigating circumstances provided by you and any recommendation about the penalty you consider appropriate.

You must:

- i. Immediately report all cases of suspected malpractice to us that you become aware of or that are reported to them. Failure by you to notify us of suspected malpractice constitutes malpractice in itself.
- ii. Report all cases of suspected malpractice and attach relevant information:
 - 1 statements from relevant Centre staff, for example, the Head of Centre, the exams officer, invigilators or teachers. Statements should include a detailed account of the circumstances surrounding the suspected malpractice, including details of any investigation that has been carried out by the Head of Centre.
 - 2 Statements from all candidates involved in the suspected malpractice, giving their account of events in their own words
 - 3 evidence of any material found in a candidate's possession e.g. a photograph of the material
 - 4 seating plans
 - 5 any additional evidence or information that is relevant.
- iii. Provide all statements in English. However if the witness is more comfortable expressing themselves in siSwati they can write the statement in siSwati.

9.5 Malpractice in Centre-based assessments

- (a) If malpractice in centre-based assessments is discovered prior to the date for final entry, you should not give credit for any work submitted which is not the candidate's own work. You are reminded that the teacher must authenticate all work.
- (b) If malpractice is discovered during the marking of coursework at the centre, you must report details to us. If you cannot authenticate the work of any candidate because of suspected malpractice, you should report this to us.
- (c) Report all cases of malpractice in centre-based

assessments. The report must include:

- i. written statements that the candidate(s) involved have been notified of the report and that they are aware of the content of the report
 - ii. a detailed account of the investigation carried out by you
 - iii. written statements from the staff concerned
 - iv. handwritten statements from the candidates concerned or a statement from the candidates indicating that they have been given the opportunity to make a statement
 - v. seating plans (if appropriate)
 - vi. the procedures followed by the Centre for advising staff and candidates of ECESWA regulations for the production of assessments.
- (d) We will consider any statements of mitigating circumstances provided by you and any recommendation about the penalty you consider appropriate.

(B) Note: Failure to submit the relevant information could delay the resolutions of the case.

9.6 Rights of individuals suspected of malpractice

You, preferably in writing, must make any individual suspected of malpractice aware of this as soon as possible.

We may instruct you to share relevant evidence with the individual.

Any individual suspected of malpractice must:

- (a) be told what it is they are accused of
- (b) be given the opportunity to submit a written statement
- (c) be made aware of the possible consequences if malpractice has occurred
- (d) be informed of our appeals procedure.

9.7 The Malpractice Reporting Process

- (a) The Malpractice Committee shall preside over all matters of dishonesty and malpractice duly deferred to it by Council.
- (b) We will acknowledge the receipt of reports of malpractice. When dealing with suspected malpractice, We will deal primarily with the Chief Invigilator/Head of Centre or their nominated representative. We expect the Heads of Centre to supervise personally all investigations resulting from an allegation of



malpractice.

- (c) We reserve the right to withhold the issue of results while investigations are on-going. Depending on the outcome of the investigation, we may either release or permanently withhold results. We will notify you if we do this.
- (d) You must send any documents requested to us within five (5) working days of the date of the request. Failure to do so will result in us reviewing the case on the basis of the evidence that has already been presented.
- (e) We will not consider any requests for examination result enquiries for any syllabus component(s) for which malpractice has been confirmed.
- (f) We will deem any non-compliance with the guideline for the conduct of the examinations, or any action by a member of staff to contravene our regulations as malpractice by you.
- (g) You must notify us immediately of any actual or suspected cases of malpractice by staff in writing.
- (h) You must carry out the initial investigations into any cases of alleged malpractice by a member of centre staff. We will notify you of any subsequent investigation required and the nature of the report you must submit.
- (i) You must make any member of staff accused of malpractice fully aware (preferably in writing) at the earliest opportunity of the nature of the alleged malpractice and the possible consequences should malpractice be proved. Any member of staff accused of malpractice must have the opportunity to respond (preferably in writing) to the allegations made.
- (j) We will endeavour to ensure that candidates are neither advantaged nor disadvantaged as a consequence of malpractice by staff. However, it may be necessary to withhold the results for candidates until the Committee has completed its consideration of the case.
- (k) The time taken to complete investigations will depend on the co-operations of the centre and availability of all information required by us to take a decision.
- (l) It is always in the best interests of candidates and/or centre staff and invigilators if you respond speedily and openly to all requests for an investigation into an incident.

9.8 **NEW** Plagiarism in coursework

We need to be confident that the work we assess is the candidate's own before we can award a grade. You are responsible for supervising candidates when they are completing coursework. You must also authenticate their work before you submit the marks.

If you discover plagiarism in a candidate's work during the course, you should resolve this internally. If you discover plagiarism when you come to submit work to us, you must not submit it. For help on preventing and identifying plagiarism, see examsadmin@examsCouncil.org.sz.

When submitting coursework, you sign a declaration confirming that the work is the candidate's own original work. This declaration includes confirmation that the candidate has been taught how to correctly reference, that they have appropriately referenced and acknowledged any content taken from another source, and that they understand we may consider it malpractice if they submit work containing plagiarised material. Once you submit coursework to us, we may use plagiarism detection software to screen it.

Our subject specialists will review any coursework we suspect may contain plagiarism. If we find plagiarised work, we may consider it candidate malpractice and therefore not accept the work. The candidate may then receive no marks for that component. The declaration you sign when submitting the work is made

on behalf of the candidate and their teacher. It confirms that the candidate's work is their own, and that the candidate has used referencing correctly. Therefore, we may not request statements from you before closing the malpractice case and deciding the outcome, which we share with your Head of Centre. You can still appeal the outcome through the appeals process as per **section 11.2**.

You should contact us if you are unsure whether to submit work or if you have any other queries.

9.9 Investigation and decision making

- (a) When dealing with alleged malpractice, we will deal primarily with you or your nominated representative. It is your responsibility to avail candidates for investigations, at your expense.
 - (b) We will look at all available information and use a balance of probabilities to decide whether the suspected malpractice has occurred or not.
- NEW** Available information may include

candidate and centre staff statements, seating plans, exam timetables and supporting documents (such as copies of notes), information from our assessment experts, and evidence from scripts, coursework, and /or multiple choice answer sheets. This list is not exhaustive.

- (c) We reserve the right to withhold the issue of results while investigations are on-going. Depending on the outcome of the investigation, we may either release or permanently withhold results.
- (d) We do not apply sanctions and penalties to breaches of our regulations according to a fixed scale, but choose them from a defined range, in order to reflect the particular circumstances of each case and any mitigating factors.
- (e) We reserve the right to apply penalties flexibly, outside of the defined ranges, if we find particular mitigating or aggravating circumstances exist.
- (f) Our role is to establish whether and to what extent the integrity of the examination has been breached so that we can take appropriate steps to protect, as far as possible, the integrity of future examinations

9.10 Sanctions and outcomes applied against candidates, members of staff and centres

- (a) On the basis of the information received, we will decide which action should be taken on an individual basis. In light of all the information available, we may:
 - i. not take any further action
 - ii. issue a warning to candidate(s) and or centre staff
 - iii. deduct marks or award no marks for a component
 - iv. disqualify candidates from the subject in which the malpractice took place and or in (some cases) all subjects taken in an examination series.
 - v. ban a candidate from entering our examinations for up to five years.
 - vi. ban invigilators from any involvement in administering our exam
 - vii. withdraw centre status.
 - viii. inform other examining bodies of the details of the case and the action taken if the case has wider implications.

- ix. inform the police in some serious cases involving theft, impersonation or the falsification of documents.

- (b) We may apply other outcomes not listed above at our discretion.
- (c) Even if you have breached the regulations inadvertently, we may decide that the circumstances are such that the award of an accurate grade is not possible.
- (d) We will inform you of decisions in writing as soon as possible after decisions are made. It is your responsibility to communicate the outcome to the individuals concerned.
- (e) Where an investigation establishes malpractice by a member of staff, any subsequent disciplinary action against the member of staff concerned must be your responsibility. We may report the concerned teacher to the Teaching Service Commission (TSC).
- (f) Where a member of staff has been found guilty of malpractice, we may take action.
- (g) You should keep records of malpractice outcomes for future reference.

9.11 Communicating decisions to members of staff and candidates

We will inform you in writing as soon as possible after decisions are made. It is your responsibility to communicate the decision to the individuals concerned.

9.12 Malpractice Reporting Committee

- (a) The Head of Centre shall be informed within 5 working days of any suspected case of malpractice.
- (b) The Head of Centre shall be responsible for the formal investigation of the suspected case of malpractice, and duly notify persons to be investigated in writing of the ongoing investigation.
- (c) The Director Examination Administration and Results Processing shall upon completion of its investigation submit a report to the Registrar for lodging before the Council.
- (d) The Council shall upon receipt of the investigation report defer the matter to the Malpractice Committee.
- (e) The Malpractice Committee shall after hearing a case, presents its findings and recommendation to Council for the determination of appropriate sanctions.



- (f) The Council may conclude the case by:
- i. nullifying the results and cancellation of certificates in case of candidates
 - ii. disqualifying schools or candidates
 - iii. referring case to the Ministry for disciplinary action where a teacher is involved
 - iv. reporting to the police where there is a criminal element involved.
- (g) The Council shall conclude all cases of malpractice within twenty-one (21) days from the date they are lodged before the Council by the Registrar.

9.13 Exchange of information with other awarding bodies and authorities

The majority of cases of malpractice are essentially confidential between the individual centre and ECESWA, but there are certain cases which have wider implications. In cases of serious malpractice, in order to preserve the integrity of the examination, it will normally be necessary for information to be exchanged.

10.0 Results and Certificates

In this section

- 10.1 **NEW** Release of results
- 10.2 Statement of results
- 10.3 **NEW** Enquiries about results
- 10.4 Submission of Enquiries
- 10.5 Enquiry Services Available
- 10.6 Multiple enquiries
- 10.7 Time taken to deal with enquiries about examination results
- 10.8 Charging for enquiries about examination result
- 10.9 Outcome of enquiries about examination results
- 10.10 Extensions to enquiries
- 10.11 Certificates

10.1 **NEW** Release of results

- (a) We send printed copies of results to the Regional Education Offices. We do not email results to you or anybody else. The following results documents for your centre will be printed and sent to you:
- i. candidates statement of results
 - ii. results broad sheet report

- iii. syllabus and component result report by candidate
- iv. syllabus summary results report

- (b) When you receive your despatch make sure that you have all documents, in particular statement of results for all candidates including private candidates.

10.2 Statement of results

- (a) The statement of results lists all the syllabuses entered by an individual candidate and the syllabus grades awarded.
- (b) Statements of results are printed on full-colour watermarked stationery. Explanatory notes on each statement explain the qualification, syllabus grades and percentage unified mark (PUM) shown.
- (c) The statement of results is not a certificate and we reserve the right to amend the information given on this statement, which we will confirm by the issue of a certificate.
- (d) **NEW** We do not issue copies of statement of results if lost by the centre or candidate. If you would like us to replace a statement of results, you can apply for it at our offices. We charge a replacement fee published in our website.

Regulations

- (a) Heads of Centre are responsible for giving all the candidates, including private candidates, their statements of results as soon as you receive them.
- (b) Statements of results are not certificates and may not be accepted by a university or other public bodies.
- (c) We have the right to correct the information given on any statement of results issued before we despatch certificates.
- (d) The statement of results is and remains our property and is issued on the following conditions:
- i. Any alteration to or defacement of a statement of results makes it invalid.
 - ii. The statement of results must be returned to us if we ask for it.
- (e) When the statements of results arrive, you must check centre and candidate details on them, including the spelling of names and dates of birth and National IDs. As statements of results are a record of the exam, you must let us know immediately about any errors on them so we can make the amendments before we issue your certificates. Notify us via email of any errors on statements of results at **results@examsCouncil.org.sz**.
- (f) Contact us immediately if:
- i. any of your statements of results have been altered or damaged
 - ii. you are missing any statements of results



10.2.1 Results by syllabus, option and component: for teachers

This document shows all your results and component grades by syllabus, option and component. We give component grades to teaching staff in confidence so they can compare a candidate's standard across different parts of an exam. They will not always correspond exactly to the grade in the syllabus as a whole. It may be helpful to share this information with candidates to help inform decisions about enquiries about results or retaking a particular syllabus. If you decide to do this, please make the candidates aware that you are sharing this information in confidence and that it should not be made public.

10.2.2 Results broadsheet: for teachers

The results broadsheet is a summary of all the results for your candidates. The broadsheet shows the results in a grid, with the names of all candidates listed down the left-hand side and syllabus titles listed across the top.

10.2.3 Extra sets of results

If you need an extra set of results please send us a request in writing, on letter-headed paper signed by the Head of Centre. Request for extra set of results may be emailed to results@examsCouncil.org.sz.

10.2.4 Syllabus grades on provisional results documents

(a) We report syllabus grades on provisional results documents as detailed in the tables on the following pages. The final syllabus grade is calculated from an aggregation of the candidate's marks and not directly from the component grades. So, candidates with the same component grades will not necessarily receive the same syllabus grade.

(b) 'NO RESULT' or 'X' means one of the following:

- We were notified that the candidate was absent or withdrawn from one or more components of the syllabus. The candidate is therefore not eligible for the award of a grade.
- We were not notified that the candidate was absent or withdrawn and there is no record of their mark in one or more components of the syllabus. The candidate is therefore not eligible for the award of a grade.
- We disqualified the candidate. Where this is the case we will have contacted

the centre explaining the reasons for the disqualification.

(c) 'PENDING' or 'Q' means that a result cannot be issued at present but will follow in due course.

10.2.5 Grade changes after result release

(a) If a candidate's grade changes after results are released and the change is not because of an enquiry about results, we will not automatically update the following documents:

- provisional results information for every candidate
- provisional results for your centre in broadsheet format

(b) If a candidate needs updated versions, email to results@examsCouncil.org.sz confirming which documents you need and for which syllabus.

10.2.6 Examination grades

(a) The results are shown by one of the grades A*(a*), A(a), B(b), C(c), D(d), E(e), F(f) or G(g) indicating the standard achieved, grade A*(a*) being the highest and grade G(g) the lowest. 'Ungraded' (U) indicates that the candidate's performance fell short of the standard required for grade (g). 'Ungraded' (U) will be reported on the statement of results but not on the certificate. The results are summarised in Table 10. 1

Table 10.1.

Qualification	Grade Reporting
EGCSE/ EPCSE	i. A*(a*), A(a), B(b), C(c), D(d), E(e), F(f) or G(g). A*(a*) is the highest grade and G(g) the lowest.
	ii. 'UNGRADED' shows that the candidate failed to reach the standard required for grade G(g).
	iii. For some syllabuses, we report 'Q' for pending results and 'X' for no result

(b) We issue provisional results on statements of results with grades.

10.3 **NEW** Enquiries about results

We carry out extensive quality checks before we issue results. However, you can submit enquiries about results if you would like us to check the results for a particular candidates.

10.4 Submission of enquiries

NEW If you want to make amendments to an enquiry or cancel an enquiry, you must do this within 24 hours of your enquiry. We will charge an administration fee for any changes after this time. If the enquiry has been completed, we will be unable to cancel any changes to the candidate's results. Submit enquiries about results via email at **results@exams council.org.sz**.

Regulations



- (a) The Head of Centre must support all requests.
- (b) You must submit enquiries as soon as possible after we have issued results and before the deadlines.
- (c) We will not consider:
 - i. any telephone requests, including enquiries for 'NO RESULT' or 'PENDING' outcomes. You must submit them through **results@exams council.org.sz**
 - ii. some requests involving component(s) where malpractice is confirmed. We will confirm this in your malpractice outcome letter
 - iii. any requests for a component where we have calculated the component mark.
- (d) You can submit enquiries at component/ syllabus level.
- (e) You can submit different services for different candidates in the same syllabus.
- (f) You can submit the same or different services for the same candidate in different syllabuses.
- (g) You cannot request multiple services for the same candidate for one syllabus.
- (h) Centres must submit enquiries as soon as possible after we have issued the results.
- (i) **NEW** If a reviewing examiner proposes a change in the candidate's mark at the enquiry about results stage, this may or may not lead to a change in the candidate's mark. Mark changes will be made in line with any pre-established marking tolerance.

Important dates

Submission of results enquiries, including 'No Result' or 'Pending' cases, usually opens immediately after results are released and closes two months after opening. The exact dates will be communicated to you.

We cannot accept requests submitted after the deadlines because we start to dispose of candidate scripts shortly after these dates.

10.5 Enquiry services available

There are two options available when submitting enquiries about results: enquiry by syllabus or enquiry by component.

- (a) Enquiry by syllabus will be a review of all externally-assessed components. You do not need to specify components on the request for this service. You may only submit one enquiry per candidate per syllabus.
- (b) Enquiry by component will be a review of externally-assessed components as specified by you. Please ensure that you list all components for review, as we are unable to accept additional component enquiries for the same candidate or syllabus at a later date. Please also note that all components selected for same candidate or syllabus must be for the same service.
- (c) We will provide the services described in 10.5.1 to 10.5.4 for our examinations in response to enquiries about examination results.

10.5.1. Service 1 (Clerical re-check)

A full clerical re-check for an individual candidate or group of candidates may be conducted.

This service will consist of:

- (a) a re-check that all parts of the answer scripts were marked.
- (b) a re-check that the marks on the answer scripts were correctly totalled.
- (c) a re-check that the total mark for each component was correctly recorded on the computer system.
- (d) a re-check that any examiner or moderation adjustments, if applicable, were correctly applied.
- (e) a re-check on the totalling of component marks.
- (f) a re-check on the application of grade thresholds.



- (g) a re-check as to whether any allowances, (e.g. special consideration), have been applied.

10.5.2 Service 2 (Review of marking)

A review of the marking of externally-assessed components (excluding multiple-choice question papers) including a full clerical re-check.

This service will consist of:

- (a) a clerical re-check as detailed in **Section 11.1.3**.
- (b) a re-consideration of the candidate's mark for each externally-assessed component by checking the candidate's scripts against the approved mark scheme for the component. The principal examiner for the component will usually undertake this and will advise us whether we should amend the original marks.

10.5.3 Service 3 (Re-moderation of coursework with report)

- (a) A re-moderation of your coursework marks for a component, together with a report on the assessment of the coursework of the candidates. The service will consist of the following:
- a complete replication by a senior moderator of the original moderation process for your coursework marks
 - a report to you by a senior moderator on the assessment of the coursework of the candidates.
- (b) We reserve the right to request for re-moderation of further coursework samples, which you must have kept under secure conditions and not returned to the candidates.
- (c) We will not accede to any request for the re-assessment by a senior moderator of the coursework of an individual candidate (unless there was only one candidate for the component in the centre).
- (d) We cannot provide a re-moderation service where the centre-assessed work is ephemeral and no suitable evidence is available.

10.5.4 Explanation of 'NO RESULT' or 'PENDING'

- (a) We will provide without charge, on request from you, an explanation of any report of 'No Result' (Grade X) or 'Pending' (Grade Q). Centres must submit such a request in writing.
- (b) We will ask you to submit any documentary evidence to suggest that our records are inaccurate, e.g. an attendance register or coursework mark.

- (c) We may not issue a result for the candidate for the syllabus, in which case its explanation will consist of one of the following:

- a confirmation of the component(s) for which we had no mark
- a confirmation of a previous notification to you of the reason why we cannot award a result, e.g. that we did not receive documents, coursework marks or information to confirm that the candidate did or did not sit a particular examination.

10.6 Multiple enquiries

We will allow only one enquiry about examination result for each candidate's result in the externally-assessed components of a syllabus. You may, in addition, request service 3 (re-moderation of coursework and report) in that syllabus.

10.7 Time taken to deal with enquiries about examination results

We will deal with enquiries strictly in the order in which they are received. We will not be able to guarantee a date by which they will complete the work, but we will make every effort to report the outcome of the review of the marking or re-moderation as rapidly as possible. Wherever possible, we will report within 30 calendar days of the receipt of the enquiry.

Please note that the process of destroying candidate scripts begins in May.

10.8 Charging for enquiries about examination results

We will make a charge for your enquiries about examination results services **2** and **3**.

10.9 Outcome of enquiries about examination results

- (a) Where an enquiry leads to a change in the candidate's mark the syllabus grade may remain the same, go up or go down.
- (b) Where an enquiry leads to a change to a candidate's overall grade in a syllabus, we will issue a revised statement of results on return of the original one.

10.10 Extensions to enquiries

If we consider the outcome of an enquiry about the examination results to bring into question the accuracy of the results for other candidates in that syllabus, we will notify you of the outcome of the original enquiry. We will also extend the enquiry about examination results to include any other candidate who may have been affected once

informed consent has been received from both the centre and the candidates involved. We will notify you of both the further investigation and the outcome.

10.11 Certificates

10.11.1 ECESWA Certificates

- (a) Our certificate records and confirms a candidate's final results. A certificate is separate from a statement of results.

(B) Note: A certificate is issued once in a lifetime. It is therefore important to keep them safe.

- (b) We will send certificates after the deadline for enquiries about results, so you have time to query your results. We will despatch certificates to your centre.
- (c) It is your responsibility to issue certificates to your candidates. You must distribute certificates to candidates as soon as possible. Where certificates are not handed to the candidates personally, you are responsible for obtaining acknowledgement of receipt from the candidate.
- (d) We check carefully all certificates. However, in the event that a certificate is found to be missing from the despatch, it is your responsibility to inform us immediately of any missing certificate.
- (e) You must retain certificates in a safe place until they are distributed to candidates. You must retain unclaimed certificates under secure conditions.
- (f) Under no circumstances must you destroy unclaimed certificates.
- (g) As candidate's marks and subject grades may be adjusted by the outcome of an enquiry about results, we are unable to dispatch certificates until after the deadline for submission of enquiries. Certificates will be dispatched as soon as this deadline has passed but the certificate for any candidate for whom an enquiry is still in progress will be withheld until the outcome of the enquiry about results is known.
- (h) The name of the centre will not appear on certificates for private candidates.

Regulations



- (a) A certificate is and remains our property.
- (b) We issue certificates to confirm results subject to the following conditions:
- If the certificate is altered or defaced it is invalid.
 - If we ask for a certificate to be returned, it must be returned.
 - The certificate should be kept in a safe place.
 - We will not issue copies of certificates.
- (c) Candidates must check their certificates carefully when they arrive and contact us immediately if any certificates are damaged or missing.
- (d) If any information on certificates needs to be changed, for example, the candidate's name is incorrect, the Head of Centre should notify us through a written correspondence.
- (e) Modification of information on certificates will be done within 18 months of the date of issue of the original certificate.
- (f) You must store certificates in a secure place until they are distributed to candidates.
- (g) You are responsible for giving all your candidates, including private candidates, their certificates as soon as you can.
- (h) Unclaimed certificates must be kept in a safe place
- (i) Do not destroy unclaimed certificates under any circumstances. The candidate must return the original certificate before we will issue a replacement certificate.

(B) Note: We will charge for replacement certificates. This will include a courier fee. The replacement period will be within 18 months after the date issue of the certificate. After this period we will issue certifying statements in the following years

10.11.2 What is reported on certificates

We will report results in individual subjects using the grades in Table 10.2.

Table 10.2

Qualification	Grades shown on certificates
EGCSE/EPCSE	<ol style="list-style-type: none"> 1. A*(a*), A(a), B(b), C(c), D(d), E(e), F(f) or G(g). □ A*(a*) is the highest grade and G(g) the lowest. 2. We do not report performances below the standard of Grade G(g) on certificates. 3. Cambridge University Press and Assessment (Cambridge) confirms that the standard and demand for each grade awarded for EGCSE and EPCSE syllabuses indicates performance to an equivalent standard to the corresponding grades awarded for IGCSE syllabuses offered by Cambridge. Cambridge further confirms that grades A*(a*) to E(e) awarded for EGCSE and EPCSE syllabuses indicates performance to an equivalent standard to the corresponding grades awarded for the General Certificate of Education Ordinary Level (GCE O level) syllabuses offered by Cambridge.

10.11.3 Incorrect candidate and/or centre details

You must check the centre and candidate details, including the spelling of names and dates of birth, when we issue them with statements of entry and statements of results. You must report to us immediately any inaccuracies prior to the issue of certificates. We will charge a fee for issuing a replacement certificate or statement of results due to incorrect candidate and/or centre details. Modification of information on certificates will be done within 18 months of the date of issue of the original certificate or statement of results. The candidate must return the original certificate before we issue a replacement certificate. An application form for replacement certificate is

available on our website.

10.11.4 Name changes

A certificate is a permanent record of achievement by the candidate. We issue certificates in the name of the candidate, as entered by the centre, at the time the award is made. We cannot provide replacement certificates to:

- (a) reflect any changes that take place after the exam, for example a candidate changing their name because they get married or adopt a parent's name
- (b) include part of a name that was not previously entered.

10.11.5 Combining grades from examination sessions on single certificates

We cannot combine grades obtained at different examination sessions onto one certificate. We issue separate certificates for each separate examination session. Further, we will not delete selected grades from a certificate issued for an examination session.

10.11.6 Replacement Certificate

- (a) We, at our absolute discretion, reserve the right to issue replacement certificates to candidates, on satisfactory proof of identity. This service is available, in cases where there maybe incorrect candidate details on certificates, only within eighteen (18) months of the date of issue of the original certificate.
- (b) The candidate must return the original certificate to us before we can provide any replacement certificate.
- (c) A fee will be charged for issuing a replacement certificate.

10.11.7 Damaged certificates

- (a) We can agree to replace damaged certificates as long as we have satisfactorily proof of the candidate's identity.
- (b) You may apply for a replacement certificate (*see Section 10.11.6*).
- (c) After the replacement certificate window has elapsed, we will issue a certifying statement to candidate (*see Section 10.11.9*).

10.11.8 Lost certificates

We will not replace certificates that have been lost. When you receive certificates from us, keep them in a safe place. If you lose a candidate's certificate, you may apply for a certifying statement on the candidate's behalf. If a

candidate loses their certificate, they can apply for a certifying statement (**see Section 10.11.9**).

10.11.9 Certifying Statements

- (a) A certifying statement is an official document issued by us which shows the grades a candidate obtained in a given examination session.
- (b) The certifying statement is fully endorsed by The Registrar and the Chairperson of Council. We can also issue a certifying statement as proof of the applicant's results to an educational institution or employer.
- (c) A certifying statement shows all grades except for 'Ungraded' or 'No Result' or 'Pending' outcomes in a particular series. It shows the grades as they appear on the certificate rather than the statement of results.
- (d) We will charge a fee for issuing certifying statements.
- (e) A candidate who has lost our certificate may apply for a certifying statement of results, using the certifying statement application form. You may apply to us for a certifying statement of results at any time.
- (f) We will not replace certificates which have been lost.
- (g) An application form for certifying statement is available on our website.

10.11.10 Amendments to results and certificates

We operate on-going internal quality assurance procedures and also makes available facilities for enquiries about results and appeals by you (**see Section 10.3**). As a result of these, we may need to issue amended statements of results and/ or certificates. Although we will amend statements of results and certificates only in exceptional circumstances, we reserve the right to do this at any time and without liability to you or candidates.

10.11.11 Tertiary entry requirements

Universities and other institutions issue particulars of the conditions that apply to our examinations for entry requirements. You must address admission enquiries to the institution concerned and not to us.

10.11.12 Verification of results

- (a) A third party, such as an employer or institution requiring verification of results issued by us may apply in writing to verify a candidate's results and email to **verifications@**

examsCouncil.org.sz. You may apply to us for verification of results at any time. We will charge a fee for this service.

- (b) Include a copy of the certificate and consent form of the candidate.



11.0 Appeals

In this section

- 11.1 Appeals against the outcome of application for access arrangements
- 11.2 Appeals against the outcome of applications for special consideration
- 11.3 Appeals against ECESWA decisions
- 11.4 Appeals against the outcome of enquiries about examination results

11.1 Appeals against the outcome of application for access arrangements

- (a) You may appeal against the outcome of any application for access arrangements.
- (b) You may submit an appeal to the ECESWA Appeals Tribunal Committee.
- (c) You must submit an appeal, in writing within 28 days of the date of the notification of the decision.
- (d) We will inform you of the outcome of your appeal within 28 days.
- (e) The outcome of an appeal is regarded as final and we will not enter into further correspondence.

11.2 Appeals against the outcome of applications for special consideration

- (a) If you wish to appeal against the outcome of any application tribunal, you may submit to the ECESWA Appeals Tribunal Committee.
- (b) You must submit an appeal, in writing within 28 days of the date of the notification of the decision.
- (c) We will inform you of the outcome of your appeal within 28 days.
- (d) The outcome of an appeal is regarded as final and will not enter into further correspondence.

11.3 Appeals against ECESWA malpractice decisions

- (a) You may appeal to the Appeals Tribunal Committee against decisions made by us.
- (b) You must send any appeal in writing within 28 days from the date of notification of decision.
- (c) Once you have submitted an appeal, all communication relating to the case must be in writing.
- (d) We will not enter into any communication regarding an appeal with candidates or their

parents/guardians.

- (e) **NEW** In every proceeding before the tribunal, the appellant and the Council may call evidence and may be given an opportunity to be heard either in person or by a person duly authorised by the appellant or the Council.
- (f) **NEW** Where the appellant or the Council or both fail to appear before the tribunal at time and place appointed, the tribunal may, upon proof of service of the notice of the hearing, proceed to determine the appeal, unless good cause for non-appearance is shown.

11.4 Appeals against the outcome of enquiries about examination results

- (a) If, having received the result of any enquiry, you wish to appeal against the outcome; you may submit an appeal to our Appeals Tribunal Committee.
- (b) You must submit appeals, in writing, within 28 days of the date of the notification of the outcome of the enquiry.
- (c) The appeal will focus on whether we:
 - i. used procedures which were consistent with our Rules and Regulations
 - ii. applied its procedures properly and fairly in arriving at our judgements.

(B) Note: You must state in any appeal in what way(s) you believe this not to have been the case.

- (d) The consideration of an appeal does not normally involve the further remarking of candidate's work.
- (e) The appeal process will consist of two stages.
 - i. Stage 1: A senior member of our staff will initially consider the appeal. That person will notify you in writing whether the appeal is being upheld within 21 days of our receipt of the appeal.
 - ii. Stage 2: If the appeal is not upheld at Stage 1, you may make a further appeal to Stage 2, but must do so in writing within 14 days of the date of the outcome of the Stage 1 appeal. A Stage 2 appeal involves the presentation of the case to our Appeals Committee, which has an independent Chair, and members. You may attend the Stage 2 Appeals Tribunal Committee in person to present the case, or may submit a written case only. If you choose to attend in person, a written case

must still be submitted so as to be available to the Committee members before the meeting.

- (f) We will inform you in writing of the outcome of a Stage 2 appeal within 28 days of the date of receiving the Stage 2 appeal.
- (g) The outcome of an appeal is regarded as final and we will not enter into further correspondence about an appeal with you after notification of the outcome.
- (h) It is your responsibility to forward the outcome of an appeal to the candidates and parents/ guardians as soon as it is received. You must also notify the candidates and parents/ guardians that this outcome is regarded as final.
- (i) We will charge you for the appeal unless the appeal is upheld or unless at least one candidate's result is altered in consequence of the appeal. In the case of Services 1, 2 and 3, we will credit the fee for the enquiry about examination results to your account if a grade change has resulted from the appeal. In the case of Service 4, we will credit the whole fee for the enquiry about examination results, or a proportion of it as appropriate, to your account if a grade change for one or more candidates has resulted from the appeal.



Appendix (i)

NOTICE TO CANDIDATES

This notice is intended to help you. Please read it carefully and do what you are asked.

If there is anything you do not understand, especially which calculator you may use, ask your teacher before the date of your examination.

WARNING

- If you cheat, try to use any unfair practice, or break the rules in any way, you may be disqualified from all your subjects.

Make sure you know the rules. All points contained in this Notice are rules and you must follow them.

- You are not permitted to enter for the same syllabus code at two centres in the same examination session.
- Your centre will advise you of your examination time; and also any times at which you will be required to attend periods of supervision at the centre before or after your examinations.
- You must be on time for all examinations and periods of required supervision. If you are late for an examination or for a period of required supervision, we will not normally accept your work.
- You may take into the examinations only the materials and equipment which are allowed. You must not take into the examination room calculator cases or instrument leaflets, bags, non-transparent pencil cases, personal TVs or computers, electronic or radio communication and/or recording devices including mobile telephones and their cameras, portable music players, or any other material or equipment. Anyone found in possession of any unauthorised material, even if it is switched off and they are not intending to use it will automatically be disqualified from the subject being taken.
- When held for a period of centre supervision before or after an examination you are not allowed access to any electronic means of communication such as a mobile phone or the Internet or any unsupervised contact with persons who have had access to such means of communication. Anyone found in possession of any unauthorised material, even if it is switched off and they

are not intending to use it, will automatically be disqualified from the subject being taken.

- You must not take part in any unfair practice either when preparing coursework, or when taking the examination.
- You must not use correcting fluid, correcting pens, highlighter pens or any similar items.
- You must not talk, communicate in any way with, seek assistance from, give assistance to, or disturb other candidates once the examination has started.
- Smoking is not allowed in the examination room.

Make sure you attend

- Know the dates and times of your examinations and of any periods of centre supervision which you are required to attend.
- Arrive at least 10 minutes before the start of each examination or for any period of required centre supervision.
- If you arrive late for an examination, report to the invigilator running the examination. If you arrive after the examination has ended, you will not normally be allowed to take it. If you miss, or are late for, a period of required centre supervision then we will not normally accept your work for the related examinations.
- If you miss an examination without good reason, you will not normally be given a grade in the subject.

Provide what you need

- Leave outside the examination room or with the invigilator, anything that you do not need or which is not allowed.
- Take into the examination room the pens, pencils, rulers and any instruments that you need for the examination.
- You must write in blue or black ink except for multiple-choice papers which you must complete in pencil (B or HB). You may only use coloured pencils or inks for diagrams, maps, charts etc. You must never use correcting fluid during an examination.
- unless they are specifically permitted by the syllabus.

- You must not borrow anything from another candidate during the examination.

Calculators, dictionaries and spell-checkers

- You may use a calculator, unless you are told that you may not do so, but you must not use a graphical calculator or the calculator function of another device, such as a mobile phone.
- If you use a calculator
 - make sure it works properly
 - clear anything stored in it prior to the examination
 - make sure the battery is working properly
 - do not bring into the examination room any operating instructions or prepared programs.
- You must not use a dictionary or computer spell-checker, unless you have been informed before the examinations that you may do so.

Examination instructions

- Listen to the invigilator and do what you are asked to do.
- Tell the invigilator at once
 - If you think you have not been given the right question paper or all the materials listed on the front of the paper
 - If the question paper is incomplete or badly printed.
- Read carefully the instructions printed on the question paper and/or on the answer book or answer paper. Do what they ask you to do.
- Fill in the details required on the front of your question paper and/or on the answer book or answer paper. Do what they ask you to do.
- Do any rough work on the examination stationery provided. Cross it through and leave it on your desk when you leave.

Advice and assistance

- If on the day of the examination you feel that your work may be affected by ill health or any other reason, tell the invigilator.
- If during the examination you have a problem and are in doubt about what you should do, put up your hand up to attract

attention. The invigilator will come and assist you.

- You must not ask for, and will not be given, any explanation of the examination questions.

Leaving the examination room

- You must not leave the examination room until the invigilator tells you to do so. Our Regulations may require that you attend a period of centre supervision after an examination. Failure to attend a period of required centre supervision will mean that we will not accept your work for the related examinations.
- If you have used more than one answer book and/or loose sheets of answer paper, you must place them in the correct order. Fasten them together before you leave.
- When you leave the examination room you must leave behind the question paper, your answer book or answer paper, rough work and any other (used or unused) materials provided for the examination. You must not attempt to remove or copy the content of the examination question paper or answer scripts in any form or media whatsoever.

YOU MUST NOT DISCUSS OR DISCLOSE BY ANY MEANS THE CONTENTS OF THE PAPER WITH ANY PERSON WHO HAS NOT TAKEN THE EXAMINATION FOR 24 HOURS AFTER TAKING THE EXAMINATION. IF YOU DO SO, YOU WILL AUTOMATICALLY BE DISQUALIFIED FROM THE SUBJECT BEING TAKEN.

A copy of this notice must be displayed inside and outside the examination room

**Appendix (ii)****CHECKLIST FOR HEADS OF CENTRE**

This checklist for Heads of Centre summarises the most essential actions for the administration and invigilation of examinations. Heads of Centre must be familiar with the current edition of the Handbook.

A. Receiving Exam Material

Check if the following has been delivered:

- Notice to candidates
- Timetable

Check:

- That there is no discrepancy between delivered material and despatch note; if there is, inform us immediately
- all exam material is not damaged
- all the exam material is per your needs, return all exam material you do not need
- there is no breach of security

B. Accommodation

Ensure that examination room is prepared in advance and that it:

- has adequate light
- is ventilated
- is far from noise
- has no helpful material displayed
- has a clock visible to all candidates
- has a notice to candidates displayed outside and inside the exam-room
- has warning notices that there is an exam in progress displayed
- desks and chairs are arranged in candidate number order
- desks are 1.25 m apart in all directions from the centre of the candidate's seat
- each candidate has a separate desk
- all candidates face the same direction and are visible to invigilators all the time

C. Invigilation

Ensure that:

- Invigilator has EGCSE/ EPCSE or its equivalent as a minimum qualification
- No invigilator is related to any candidate in the examination room
- Invigilator has the current Handbook for Centres or Checklist for Invigilators in every exam room
- There is a timetable scheduling invigilators
- Invigilators have been trained
- Teachers do not invigilate
- Subject teachers are present in the exam room as supervisors for practical examinations
- There is one invigilator for every 30 candidates for theory papers and 1 invigilator for every 15 candidates for practical papers
- sole invigilators have the means for summoning help

D. At the beginning of the Examination

- You or your representative must be in the examination room
- Candidates enter the exam room 20 – 30 minutes before the exam starts
- all candidates have been identified as authentic registered candidates for the paper

Ensure that:

- examination regulations on starting the examination are followed
- you have the correct question paper in the exam room
- Question paper envelopes are signed by all designated to sign before opening
- Subject specialists are not allowed into the examination room except for practical examinations
- candidates do not bring unauthorised material into the examination room
- All candidates entered for the paper are present and seated in their correct seats
- Invigilators complete attendance register and seating plan before candidates start writing
- Candidates have all the necessary material needed for the examination

E. Finishing the examination

- You or your representative must be in the examination room
- Ensure all regulations on finishing the examination are followed
- All candidates' scripts are collected
- Invigilators check candidates scripts against the attendance register whilst marking the script submitted column
- Scripts are sealed in the exam room
- Ensure answer scripts are kept in a secure storage until they are despatched

F. Malpractice

- In case of malpractice write a report to ECESWA
- Invigilators and implicated candidates must write statements/reports
- unauthorised material brought in by candidates must be submitted to us as evidence

Appendix (iii)

CHECKLIST FOR INVIGILATORS

This checklist for invigilators summarises the most essential actions for the invigilation of examinations. Invigilators must be familiar with the current edition of the Handbook and specifically with Section 5: Conduct of examinations which invigilators should refer to for detailed instructions and guidance.

A Arrangements for the examination room

1. Check that any charts, diagrams, etc., have been cleared from the walls.
2. Check that you have on display the following:
 - (a) Notice to Candidates
 - (b) a clock clearly visible to all candidates
 - (c) a board showing:
 - i. Centre number
 - ii. starting time and finishing time of the examination
3. Check that you have:
4. A copy of the current Handbook
5. Any subject-specific instructions
6. A seating plan of the examination.

B Identification of candidates

1. Satisfy yourself about the identity of every candidate in the examination room.
2. Check documentary evidence presented by private candidates that they are the same persons who made entry for the examination.

C Before the examination

1. Complete the attendance register and seating plan.
2. Refer to the front of the question paper for the precise requirements relating to authorised materials, particularly dictionaries and calculators (see F below).
3. Inform candidates that they are now subject to the regulations of the examination and draw their attention to the Notice to Candidates.
4. Warn candidates that they must hand to you any unauthorised materials and where applicable switch them off.
5. Open the question paper packet in the examination room.
6. Instruct candidates to complete the details on the front of the answer paper/booklet and any supplementary sheets. Draw candidates' attention to the instructions on the front of the question paper.
7. Instruct candidates to check for missing pages/ questions
8. Ensure that details of any erratum notice are brought to the notice of the candidates.
9. Remind candidates to write in blue or black ink.
10. Tell candidates when they may begin and how much time they have.

D During the examination

1. Refer to the current Handbook, Section 5.2.13, if a candidate arrives late.

2. Be vigilant. Supervise the candidates at all times to prevent cheating and distractions.
3. Do not give any information to candidates about:
 - Suspected errors in the question paper, unless ECESWA has issued an erratum notice.
 - Any question on the paper or the requirements for answering particular questions.
4. Ensure that no candidate leaves the examination room until at least one hour after the starting time.
5. Ensure that no question paper is removed from the examination room.
6. Ensure that a member of staff is available to accompany any candidate who needs to leave the room temporarily.
7. Refer to the Handbook in the event of an emergency.
8. Inform candidates when they have twenty (20), ten (10) and five (5) minutes remaining.
9. Instruct candidates to stop writing at the end of the examination.
10. Ensure that question paper is not removed from the examination room.

E After the examination

1. Check and sign the attendance register.
2. Instruct candidates to check that:
 - They have entered all the required information on their answer scripts, including supplementary sheets
 - Their answers are correctly numbered
 - They have fastened any supplementary sheets in accordance with the instructions on the question paper or answer book, if appropriate.
3. Collect all question papers, answer scripts and all unused stationery before candidates leave the examination room.
4. Arrange answer scripts in attendance register order.
5. Ensure that answer scripts are kept in a secure place.

F Use of calculators and dictionaries

1. Candidates are permitted to use Calculators **unless their use is prohibited in the syllabus for the subject.**
2. Candidates are not allowed to use dictionaries in the examination.



Appendix (iv)

A Brief Guide to Invigilating Practical Examinations

Practical examinations are not as easy to invigilate as most written examinations because they are held in laboratories. Candidates often have more items on the desk and also need to move around. This can make malpractice harder to spot, so we have produced the following guidelines to help you prepare as an invigilator.

1. Familiarise yourself with the checklist for invigilators, which applies to invigilators of both written and practical examinations. Also, ensure you have access to a copy of the confidential instructions for that practical examination and are familiar with it – even if you are not a subject specialist it may have special instructions dealing with the general administration of the examination and other details that are relevant.
2. Before the arrival of the candidates and the start of the examination, look carefully around the room and ensure all poster, diagrams and other items that might aid or distract candidates are removed from the walls.
3. When the candidates arrive, ensure that they have handed in all unauthorised materials. Calculators are permitted but must not be in a case. Candidates must not use correcting fluid. They must switch off and hand in their mobile phones. Remind candidates that they should write in black or blue ink or ballpoint pen – they should only use pencil for graphs and diagrams.
4. Throughout the examination, a subject specialist should be available to help you deal with any technical difficulties or safety issues that may arise – this will usually be the supervisor who was responsible for setting up the examination.
5. During the examination, it is recognised that some movement by candidates and spoken instructions may be necessary, but please ensure that these are essential to the examination and do not compromise the security of the examination. All equipment and chemicals should be arranged to limit as much as possible the need for any movement. Do not let candidates talk to each other.
6. Be constantly vigilant and observant.
7. Move around the laboratory. If you see any unauthorised material, remove it (without disturbing the surrounding candidates). In the unlikely event that there is a serious breach of examination security (e.g. pre-prepared notes are discovered or obvious collusion between candidates), you must inform the Chief Invigilator/Head of Centre. The centre must inform us immediately of any such incident and the incident must be detailed on the supervisor's report.
8. Invigilators and subject specialists must not comment on any aspect of the candidates' work and must not communicate with candidates except for administrative or safety reasons. You must note any assistance you give to a candidate (where permitted by the question paper or confidential instructions) and the candidate may be penalised. You must never assist candidates with either analysis of data or the answers to questions.
9. If a candidate is experiencing difficulties in the examination, communication must be with that candidate only. If there is a general problem that affects all candidates, you may make an announcement, provided that the security of the examination is not compromised. The supervisor must make a note in their report, detailing any such announcement and the reasons for the announcement.
10. If a candidate appears to be having problems with faulty equipment, inform the subject specialist, who will determine if the problem lies with the equipment or the candidate. In the case of faulty equipment, it should be replaced or repaired without delay. The supervisor must make a note in their report of any such problems, to be included with the scripts for despatch to us.
11. In preparing materials, supervisors should increase the bulk quantity for each substance by 25% so that spare material is available to cover accidental loss. Invigilators may supply more material if requested by candidates, without penalty. The supervisor must report any problems with the supply of material to the candidates on their report.

Finally, a competent subject specialist must complete and sign a copy of the supervisor's report, including any results required in the confidential instructions. The centre must include a copy of the report in every packet of scripts sent to us. The centre must produce a separate report for each session and venue.



Appendix (v) Declaration of Interest in ECESWA Examination

This form should be completed by the Chief Invigilator / Head of Centre, staff members, invigilators and Centre inspectors. For the purpose of the declaration, you have 'interest' if you are taking an our exam or you are related to a person taking our exam or other persons whose relationship to you could compromise the integrity of our examinations if that relationship were not disclosed.

This form should be returned to the Head of Centre who will keep it securely for a period of one year. It must be available for inspection by ECESWA at any time.

Declarer's Details

Full Name					
Institution / School					
Position (Please tick)	Head of Centre	Staff member	Invigilator	Centre inspector	Other: specify
Other: Specify					
Postal Address					
Tel(w)		Cell			
Email					

Candidate (s) details

Candidate Name	Name of Centre	Exam Level	Relationship

Exam Level(s): EGCSE/EPCSE/IGCSE

Any other details (if not related to candidate)

<p>.....</p> <p>.....</p> <p>.....</p>
--

Declaration statement

I declare that the information provided above is accurate to the best of my knowledge.

Declarer's

Signature..... Date/...../.....

Supervisor's

Signature..... Date/...../.....



Appendix (vi)

A MEMORY AID FOR A HUMAN READER

It is recommended that the candidate is made aware of what a reader can and cannot do in advance of their first examination, e.g. internal school tests.

I am here to read for you in your examination

I can only read the instructions

I can repeat instructions, but only if you ask me

I cannot tell you what symbols or unit abbreviations mean

I can tell you how much time has passed or how much time remains

I cannot tell you which questions to choose

I cannot tell you when to move on to the next question

I can spell words if you ask me, but only words on the question paper

I can read back your answer, but only if you ask me

Appendix (vii)**A MEMORY AID FOR A SCRIBE (WRITER)**

It is recommended that the candidate is made aware of what a scribe can and cannot do in advance of their first examination, e.g. internal school tests

I am here to write for you in your examination

I must write exactly what you say

I can draw maps, graphs and diagrams, but I can only draw exactly what you tell me

I cannot draw for you in a Design examination

I can tell you how much time has passed or how much time remains

If we have problems communicating, I must tell the invigilator

I cannot give you any help with answers; I cannot suggest when an answer is finished

I cannot tell you which question to choose

I cannot tell you when to move on to the next question

I cannot tell you which question to do first

I can read back what I have written, but only if you ask me

Checklist for Centres conducting examinations involving candidates with disabilities

A fundamental part of providing access arrangements is to remove barriers which may prevent candidates from accessing opportunities and achieving their full potential.

We have produced the following checklist, which is not an exhaustive one, as a good practice guide for centres.

**Appendix (viii)****CHECKLIST FOR INVIGILATORS (SPECIAL EDUCATION NEEDS)**

A	Training invigilators
1	Make sure that invigilators are made aware of any candidates with a disability and that invigilators are trained in disability issues.
2	As part of the training process, make sure that invigilators are aware of policies and procedures relating to emergency evacuation and mediation, especially where they relate to candidates with a disability.
3	Make sure that invigilators are aware of alternative means of communication, especially when conveying information to disabled candidates.
B	Information for candidates
1	Make sure that information supplied to candidates with a disability, such as the Notice to Candidates, is of a suitable size and suitably adapted.
C	Seating arrangements
1	Make sure that there are chairs available outside the examination rooms to enable those with a disability (or those candidates who may simply be experiencing stress) to sit and rest before they enter the examination.
2	Make sure that there is sufficient space between desks and chairs to enable a candidate (or an invigilator) who uses a wheelchair to enter and leave the room without difficulty.
3	If you know that a candidate may become unwell during the examination due to the nature of their disability, try to seat them close to an exit to make them feel more comfortable and to limit any disruption caused to others within the examination room.
4	Make sure that the seating provided is both appropriate and comfortable for those who may have a disability affecting seating and posture.
D	Candidates requiring access arrangements
1	Where we have granted a candidate the use of a reader or a scribe, make sure the individuals acting as a reader or scribe are introduced to the candidate prior to the examination(s). This is particularly important for those candidates with autism, who find it difficult to relate to strangers.
2	Where we have granted a candidate supervised rest breaks, try to make sure that the rest areas are suitably comfortable as well as maintaining the security of the examination. Supervised rest breaks will apply to candidates who suffer from fatigue, hyperactivity, obsessive compulsive disorder or long term health conditions.
3	Where we have granted a candidate the use of a prompter, it is important that the person appointed to act as a prompter is aware of disability etiquette, particularly when touching the candidate's desk or tapping the candidate's arm or shoulder as a prompt. This will apply to those candidates with autism, who may have difficulty with time.
E	Emergency evacuation procedures
1	Invigilators and all other centre staff involved in conducting examinations should be aware of the emergency evacuation procedures for candidates with a disability who may need assistance in leaving the building.
2	When evacuation and emergency procedures are being explained to candidates, invigilators should give special attention to candidates with a disability, for whom such procedures may be different.

Appendix (ix)

What to say to candidates in an examination

To make sure all our candidates have the same exam experience you must read aloud our instructions at the start and end of the exam. This guide tells you exactly what to say and when.

There are two sets of instructions depending on how candidates record their answers:

- answering on the question paper.
- answering on answer sheets or in booklet.
- answering on multiple choice answer sheets. Before each exam check the Additional Exam Materials.
- whether candidates need any extra materials for the exam, for example, a calculator.
- how candidates must record their answers, for example, directly on the question paper.

Make sure you have read and understand our regulations for running exams as set out in Section 5 of our Handbook.

Appendix (x)

Answering on the question paper

What to say to candidates – starting the examination

- Make sure candidates are seated according to your seating plan.
- Check that they have the items they need for the exam.
- Make sure that the question paper packets are the correct ones and that they are intact. If any of the question paper packets are damaged or open you must inform us immediately.
- When the candidates are seated, open the question paper packets in front of them and place one question paper per candidate upwards on each desk. If you have more than one room of candidates or a large number of candidates it may be easier to place the question papers facing upwards on the desks before the candidates enter the room.
- Read aloud the following instructions in order. Enter specific information into the interactive fields provided, for example, the name of the exam. The black text in brackets is for your information and should not be read aloud.

Step	What to say
1	Do not open the question paper until I instruct you to do so. You are now under exam conditions and must follow the rules detailed on the 'Notice to Candidates' posters you can see in the room. You must not communicate with, ask for help from, or give help to any other candidate in the exam room. If you have a question at any time you must raise your hand and wait until an invigilator comes to you. Invigilators cannot answer any questions about the content of the question paper.
2	You are not allowed to have any unauthorised items in the exam room. If you have any unauthorised items, including mobile phones or any kind of electronic device you must hand them in now. If you do not hand them in your results may be canceled.
3	You are here to take: Name of exam Syllabus code Component code You should have a question paper on your desk.
4	As well as the question paper you should have: <ul style="list-style-type: none"> • pens and/or pencils • detail any other relevant equipment that is listed on the additional exam materials database, e.g. a calculator
5	You should now check the front of the exam paper to make sure you have the correct paper, and have the correct number of pages. [You should help candidates cross check the number of printed and blank pages].
6	<ul style="list-style-type: none"> • Write clearly in blue or black ink using a ballpoint pen [black ink only for centres in the UK]. • Do not use any kind of correcting fluid or tape. • Do any rough work on the question paper provided. Cross through it neatly so it can be seen.
7	Check your candidate details on the front of your desk are correct and then write the following on the front of the question paper <ul style="list-style-type: none"> • Your name • Candidate number [this should be on their desk] • Centre number [this should be clearly displayed to all candidates]
8	You have minutes to complete this exam. The start time is and the finish time. I will let you know when there are 20, 10 and 5 minutes of the exam left. You may open your question papers and begin. [You must not give candidates any additional time to read through the question paper].

What to say to candidates – finish time warning

You must let your candidates know when there are twenty minutes, ten minutes and five minutes of the exam remaining.

Step	What to say
1	<i>You have twenty minutes left until the end of the exam.</i> <i>You have ten minutes left until the end of the exam.</i> <i>You have five minutes left until the end of the exam.</i>

What to say to candidates – finishing the examination

- At the end of the exam read aloud the following instructions in order. The black text in square brackets is for your information and should not be read aloud.
- Candidates must stay seated until you have collected, and accounted for, all the question papers and additional continuation sheets.

For IGCSE/AS/A Levels exams please note:

- If the Key Time has passed candidates can leave the room when you have collected all the answer sheets and question papers.
- If the Key Time has not passed candidates must be kept under Full Centre Supervision either in the exam room or in another suitable room.

Step	What to say
1	The exam has finished, stop writing and put your pens down. You are still under exam conditions so please remain silent and seated at your desks.
2	Please: <ul style="list-style-type: none"> • check you have entered all the necessary information on your question paper • check you have neatly crossed through any rough work • group together any continuation sheets in question number order and attach to your question paper using string or the treasury tag provided [they must not use paperclips or staples].
3	Stay seated and silent until you are told that you can leave the room.

**Appendix (xi)****Answering on answer sheets or in booklets****What to say to candidates – starting the examination**

- Make sure candidates are seated according to your seating plan.
- Check that they have the items they need for the exam.
- Make sure that the question paper packets are the correct ones and that they are intact. If any of the question paper packets are damaged or open you must inform ECESWA immediately.
- When the candidates are seated open the question paper packets in front of them and place one question paper per candidate upwards on each desk. If you have more than one room of candidates or a large number of candidates it may be easier to place the question papers facing upwards on the desks before the candidates enter the room.
- Read aloud the following instructions in order. Enter specific information into the interactive fields provided, for example, the name of the exam. The black text in brackets is for your information only and should not be read aloud

Step	What to say
1	Do not open the question paper until I instruct you to do so. You are now under exam conditions and must follow the rules detailed on the 'Notice to Candidates' posters you can see in the room. You must not communicate with, ask for help from, or give help to any other candidate in the exam room. If you have a question at any time you must raise your hand and wait until an invigilator comes to you. Invigilators cannot answer any questions about the content of the question paper.
2	You are not allowed to have any unauthorised items in the exam room. If you have any unauthorised items, including mobile phones or any kind of electronic device you must hand them in now. If you do not hand them in your results may be cancelled.
3	You are here to take: Name of exam:..... Syllabus code : Component code..... You should have a question paper on your desk.
4	As well as the question paper you should have: <ul style="list-style-type: none"> • an answer booklet or answer sheets • pens and/or pencils • detail any other relevant equipment that is listed on the additional exam materials database, e.g. a calculator
5	You should now check the front of the exam paper to make sure you have the correct paper, and have the correct number of pages. [You should help candidates cross check the number of printed and blank pages].
6	<ul style="list-style-type: none"> • Write clearly in blue or black ink using a ballpoint pen • Do not use any kind of correcting fluid or tape. • Do not use highlighters on your answer booklets or answer sheets. • Do any rough work on the answer booklets or answer sheets provided. Cross through it neatly so it can be seen.
7	Check your candidate details on the front of your desk are correct and then write the following on the front of the answer booklet or answer sheets: <ul style="list-style-type: none"> • Your name • Candidate number [this should be on their desk] • Centre number [this should be clearly displayed to all candidates] • Syllabus and component number as detailed on the front of the question paper.
8	You have..... minutes to complete this exam. The start time is and the finish time is. I will let you know when there are 20, 10, and 5 minutes of the exam left. You may open your question papers and begin. [You must not give candidates any additional time to read through the question paper].

What to say to candidates – finish warning

You must let your candidates know when there are five minutes of the exam remaining.

Step	What to say
1	<p><i>You have twenty minutes left until the end of the exam.</i></p> <p><i>You have ten minutes left until the end of the exam.</i></p> <p><i>You have five minutes left until the end of the exam.</i></p>

What to say to candidates – finishing the examination

- At the end of the exam read aloud the following instructions in order. The black text in square brackets is for your information and should not be read aloud.
- Candidates must stay seated until you have collected, and accounted for, all the question papers and additional continuation sheets.

For IGCSE/AS/A Levels exams please note:

- If the Key Time has passed candidates can leave the room when you have collected all the answer sheets and question papers.
- If the Key Time has not passed candidates must be kept under Full Centre Supervision either in the exam room or in another suitable room.

Step	What to say
1	The exam has finished, stop writing and put your pens down. You are still under exam conditions so please remain silent and seated at your desks.
2	<p>Please:</p> <ul style="list-style-type: none"> • check you have entered all the necessary information on your question paper • check you have neatly crossed through any rough work • group together any continuation sheets in question number order and attach to your question paper using string or the treasury tag provided [they must not use paperclips or staples].
3	Stay seated and silent until you are told that you can leave the room.

**Appendix (xii)****Answering on multiple-choice answer sheets****What to say to candidates – starting the examination**

- Make sure candidates are seated according to your seating plan.
- Check that they have the items they need for the exam.
- Make sure that the question paper packets are the correct ones and that they are intact. If any of the question paper packets are damaged or open, you must inform us immediately.
- When the candidates are seated, open the question paper packets in front of them and place one question paper per candidate upwards on each desk.
- The answer sheets are personalised as such make sure that each candidate is given the multiple-choice answer sheet that has their correct centre number, candidate number, candidate name right subject and component.
- Read aloud the following instructions in order. Enter specific information into the blank fields provided, for example, the name of the exam. The text in square brackets is for your information only and should not be read aloud.

Step	What to say
1	Do not turn over the question paper until I instruct you to do so. You are now under exam conditions and must follow the rules detailed on the 'Notice to Candidates' posters you can see in the room. You must not communicate with, ask for help from, or give help to any other candidate in the exam room. If you have a question at any time you must raise your hand and wait until an invigilator comes to you. Invigilators cannot answer any questions about the content of the question paper.
2	You are not allowed to have any unauthorised items in the exam room. If you have any unauthorised items, including mobile phones or any kind of electronic device you must hand them in now. If you do not hand them in your results may be cancelled.
3	You are here to take: Name of exam..... Syllabus code..... Component code..... You should have a question paper and pre-printed multiple choice answer sheet on your desk.
4	As well as the question paper you should have: • pre-printed multiple answer sheet showing your candidate number. • a soft pencil (B or HB) and an eraser. • (detail any other relevant equipment that is listed in the Additional Exams Materials List)
5	You should now check the front of the exam paper to make sure you have the correct paper, and you should read through the instructions on the front, but do not open the question paper until you are told to do so. [You should pause here to allow candidates time to read the instructions].
6	<ul style="list-style-type: none"> • Use a soft pencil (B or HB) to shade the letter you think is correct for each answer. • Rub out any answer you want to change. • Make sure the answer you select corresponds with the correct question number. • Do not use any kind of correcting fluid or tape. • Do not use highlighters on your answer sheets. • Do any rough work on the question paper.
7	Check your details on the pre-printed answer sheet and if they are correct sign in the space provided. If you are using a supplementary answer sheet, enter your details on the sheet, writing your name in block capital letters.
8	You have.....minutes to complete this exam. The start time is and the finish time is I will let you know when there are five minutes of the exam left. You may open your question papers and begin. [You must not give candidates any additional time to read through the question paper].

What to say to candidates – finish warning

You must let your candidates know when there are twenty minutes, ten minutes, and five minutes of the exam remaining.

Step	What to say
1	<i>You have twenty minutes left until the end of the exam.</i> <i>You have ten minutes left until the end of the exam.</i> <i>You have five minutes left until the end of the exam.</i>

What to say to candidates – finishing the exam

- At the end of the exam, read aloud the instructions below in order.
- Candidates must stay seated until you have collected, and accounted for, all the answer sheets and question papers.

For IGCSE/A levels exams please note:

- If the Key Time has passed, candidates can leave the room when you have collected all the answer sheets and question papers.
- If the Key Time has not passed, candidates must be kept under Full Centre Supervision either in the exam room or in another suitable room.

Step	What to say
1	The exam has finished, stop writing and put your pencils down. You are still under exam conditions so please remain silent and stay seated at your desks.
2	Please check you have entered all the necessary information on your answer sheet.
3	Stay seated and silent until you are told that you can leave the room.

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