



Botswana Open
University

BOTSWANA OPEN UNIVERSITY INVIGILATORS' HANDBOOK

FIRST EDITION



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1.0. INTRODUCTION

The Invigilator is the most important person in any Examination Venue, and everybody will be expecting him/her to take full control of what is going on during the time of the examination. Invigilators must be friendly enough to remove any examination anxieties from the candidate but firm enough to apply the regulations of the examination and protect its integrity.

These regulations will apply to all University run examinations; where the examinations are from a different Examining Board those regulations will take precedent over University regulations.

2.0. APPOINTMENT

- a) A minimum of two invigilators shall be appointed for an Examination Venue, comprising a Chief Invigilator and an Assistant Invigilator.
- b) The ratio of invigilators to candidates in an Examination Room shall be one invigilator for every 30 candidates.
- c) An Examination Venue may have more than one Examination Room located on the same premises or different premises separated by distance, therefore more invigilators must be appointed.
- d) The Regional Examinations Officer [EO] is the Chief Invigilator for all University and Partnership examinations. The EO recruits and recommends all Invigilators for appointment by the Regional Director. **(A Chief Invigilator is the most senior examination officer from amongst the permanent employees of the University in the Region).**
- e) A Chief Invigilator who is not a University employee may be appointed in Examination Centres that are far away from the Regional Office or where the number of centres requires increased manpower.
- f) An invigilator can be any person trained as a teacher, lecturer or someone already engaged as a tutor in the University.
- g) Appointment is by signing a written 1-year contract which is renewable. The AO will normally write a confirmation letter at the beginning of each examination period to remind the Invigilator of the coming examination. The letter must state venue, dates, times and name of the examination.

3.0. DUTIES OF THE HEAD OF CENTRE

The Regional Director is the Head of Centre, and shall be responsible for the overall upkeep of the Centre ensuring that it is well resourced as recommended by the Chief Invigilator:

- a) As the University Representative in the Region, the Head of Centre must negotiate with sister institution on time to get venues required for the examinations. Care must be taken to avoid too many venues – separated by distance for the same examination.

- b) The Head of Centre shall make sure that there are adequate number of examination rooms, desks and chairs, clocks and any other resources as requested by the Chief Invigilator. A Centre should be able to cater for all the registered students for that Regional Centre and also a few guest candidates. Distance Education students are highly mobile, and care must be taken not to reject genuine cases on the basis of being unable to cater for them.
- c) S/he shall ensure that there is a Chief Invigilator for every centre and venue.
- d) S/he shall make appointment of personnel (– invigilators, assistant invigilators) as recommended by the Chief Invigilator.
- e) S/he shall appoint a relief Chief Invigilator if the incumbent is absent or incapacitated (the Chief Invigilator should always warn the Head of Centre if s/he is to be away for part or the whole of the examination period). The Chief Invigilator shall be appointed from the next senior personnel in the office.
- f) All examination packages shall be sent in the name of the Head of Centre who will pass them to the Chief Invigilator after receiving them (the Head of Centre should not open the boxes).

4.0. DUTIES OF THE CHIEF INVIGILATOR

A Chief Invigilator shall be responsible for the maintenance of order and the conduct of the Examination(s) in an Examination Venue in accordance with guidance issued by the Examinations Officer. The Chief Invigilator as full time employee of the University is focal person for all examination issues in the Region and must be in constant communication with the Examinations Office. In particular, a Chief Invigilator shall be responsible for ensuring that:

- a) The centre is adequately resourced to administer the examinations to the expected standards. S/he must ensure that all invigilators have been appointed and inducted appropriately, CA lists have been submitted on time, venue secured and that there is a secure storage facility for the examinations.
- b) Prior to the day of an Examination, s/he has obtained an examination list of all the candidates who will be sitting for the examinations for each Course.
- c) Prior to the start of an Examination, the seating arrangements within the Examination Room are placed on the appropriate notice boards outside the Examination Room; the seating must be according to the order in which they appear in the examination list. Any candidate who does not appear in the examination list must be noted but must be allowed to write the examinations. The candidate must be warned that they may not have been eligible for writing the examinations and that further investigations will be carried out which may disqualify them.
- d) Prior to the start of an Examination, all examination stationery is availed to the candidates; **The envelope with question papers is to be opened only in the presence of the candidates who should see you opening it.**

- e) Immediately prior to the start of an Examination, candidates are instructed of the procedures to be operated within the Examination Room in accordance with the instructions issued by the Examinations Office;
- f) immediately prior to the start of an Examination, candidates are shown the position of the clock on the wall which will be used to keep the time.
- g) No unauthorized person is allowed to enter the Examination Venue or room prior to, during, or immediately following an Examination;
- h) Attendance forms are collected and attendance registers are marked during the course of an Examination;
- i) No candidate may leave the Examination Room until a lapse of sixty minutes from the commencement of an Examination; the University reserves the right to refuse to mark any script returned before the lapse.
- j) A record is kept of all candidates who leave the Examination temporarily [e.g. visiting the toilet] and of the time, duration and reason involved;
- k) No candidate may be permitted to enter an Examination Room one hour or more after the commencement of an Examination;
- l) No extra time may be given to any candidate arriving late for an Examination;
- m) All invigilators maintain constant supervision over candidates prior to, and during, an Examination and ensure that any candidate leaving an Examination unattended is not re-admitted to the Examination room;
- n) The Incident Report Form is completed if any candidate is suspected of unfair practice and misconduct and that such cases are reported to the Examinations Office;
- o) The candidates are informed when there are thirty minutes of Examination time remaining, and that after this time no candidate is permitted to leave the Examination room unless authorized by the Chief Invigilator;
- p) The invigilators collect all Examination scripts in the order in which they appear in the examination list, and that the number of scripts collected (and absentees) corresponds exactly with the number of candidates invited for the Examination;
- q) The Examination scripts are delivered to the Examinations Office in accordance with the instructions issued by the Examinations Office;
- r) The invigilator signs the invigilator's attendance register,
- s) All incidents which may have affected the performance of one or more candidate are reported to the Examinations Office.

5.0. DUTIES OF INVIGILATORS

Invigilators are responsible for assisting the Chief Invigilator under his/her direction. In particular invigilators shall:

- a) Assist with the distribution of Examination question papers, answer books and other stationery in accordance with the seating arrangements and instructions on the Examination question papers;
- b) Ensure that all bags and coats are left either outside the Examination room, or at a place allocated for this purpose within the Examination room, and check that no candidate has any unauthorized materials on his/her desk and where appropriate, check any stationery or equipment on a candidates' desks;
- c) After the start of the Examination, collect candidates' completed attendance slips and check candidates' identification in accordance with these Regulations;
- d) Maintain a constant supervision over all candidates. The invigilator should patrol the room unobtrusively from time to time and give his/her entire attention to the work of supervision. Candidates should not be encouraged to feel that opportunities exist for infringing the Regulations by reason of lack of vigilance on the part of the Invigilator. The invigilator must not bring into the examination room any materials like mobile phones, magazines, newspapers, student work to mark or any other material that could take away the attention of the invigilator from the invigilation process.
- e) Ensure that the Incident Report Form is completed if any candidate is suspected of unfair practice and inform the Chief Invigilator of all such cases;
- f) Report to the Chief Invigilator all incidents which may have affected the performance of one or more candidates;
- g) At the end of the Examination, collect the Examination scripts as directed by the Chief Invigilator and ensure that no candidate leaves the Examination room until permitted by the Invigilator;
- h) Ensure that no Examination stationery and the question papers are removed by candidates from the Examination room. **The invigilator must collect all rough paper. No writing paper, either used or unused may be taken out of the examination room by the candidates.**

6.0. PROCEDURES

The Procedures described here may not be exhaustive however it is the duty of the Chief Invigilator to ensure that examination administration at his or her centre upholds the standards expected. The major objective is to ensure that the right candidate is admitted to the right examination, the candidate writes the examination without fear or favour in a conducive environment, and the script is identifiable as his/hers for assessment and evaluation. The Chief Invigilator must ensure that these procedures are followed religiously; any deviation must be noted and reported to the Examinations Office.

6.1. PROCEDURE BEFORE THE EXAMINATION

6.1.1. Appointment of Invigilators

- a) The Manager –Tertiary or Manager – Open Schooling in the case of BGCSE and JCE, is the Chief Invigilator for all University and Partnership examinations. The Manager recruits and recommends all Invigilators for appointment by the Head of Centre.
- b) When a Chief Invigilator is absent during any part of the examination the Head of Centre shall appoint a senior officer from the Assessment section to take over as Chief Invigilator for the duration of the absence. Only permanent staff OR the Study Centre Supervisor may be appointed as Chief Invigilator.
- c) There shall be one Chief Invigilator to every venue in the Centre if these are separated by distance.
- d) Appointment of an invigilator is by signing a written 1-year contract which is renewable – tutors may not need to sign a separate contract as this is already subsumed in their tutor contract. The Manager will normally write a confirmation letter at the beginning of each examination period to remind the Invigilator of the coming examination. The letter must state venue, dates, times and name of the examination.
- e) An invigilator can be any person trained as a teacher, lecturer or someone already engaged as a tutor in the University.
- f) The Chief Invigilator must determine how many invigilators will be required for the examination period; there should be one (1) invigilator for every 30 candidates + a rover (assistant invigilator) for every examination room (a hall may need more rovers).
- g) All invigilators must be trained (inducted) as part of the examination preparations.

6.1.2. Preparation of the Examination List

- a) At the end of enrolment period, the Chief Invigilator should extract a list of the registered students per course and prepare a scoring sheet as instructed by the Examinations Office. This will initially be used to record the students' assignment marks – Continuous Assessment (CA list).
- b) At the end of the semester the CA list is sent to the Examinations Office for compilation of the Examination Lists. The Examination Lists will only have the students who have submitted all their assignments and therefore qualify as candidates to the end of semester examinations. Additional requirements such as payment of an examination fee may apply.
- c) As soon as these lists are ready as authorised by the Examinations Office, they must be displayed on the notice boards of the examination centre together with the timetable.
- d) The role of the Chief Invigilator in the compilation of the Examination Lists is to confirm that all eligible students who qualify to be candidates in the examination have been included.
- e) Failure to confirm and verify the CA list may cause errors in admitting the right candidates into the examinations.
- f) Guest candidates must be processed and agreed between Centres and information about them must be submitted to the Examinations Office 2 weeks before the start of the examinations.
- g) NO movement/transfer of candidates will be allowed after 2 weeks before the start of the examinations as the papers will have been packaged and dispatched to Centres.

6.1.3. Checking of the examination package

- a) All Centres should have received the examination package (examination papers and related material) at least 7 days before the start of the examinations.
- b) The Chief Invigilator, with the help of his/her assistant must open and check the contents of the examination package within 24hrs of receiving it. All items must be checked against the Dispatch Note which must be signed and returned immediately thereafter.
- c) All papers and related material must be checked against what the Centre had ordered and against the timetable. The number of enclosed papers will normally be visible on the envelope and must tally with your orders.
- d) The dates and times as indicated on the sealed envelopes must

- e) correspond to what is given on the Examination Timetable. If there are any discrepancy between these dates and times, the date and time as indicated on the Examination Timetable must be accepted as correct and the examination arranged accordingly.
- f) All discrepancies must be reported to the Examinations Office and should be resolved immediately.
- g) On no account are the examination envelopes to be opened before the date and time of the examination. An examination envelope should only be opened in the presence of the Chief Invigilator and the candidates at the examination venue on the date and time indicated on it. If no candidates present themselves to write the examination, then the examination papers must remain sealed in their envelope.

6.1.4. Custody of the examination material

- a) The Chief Invigilator is fully responsible for the safe custody of all examination material (papers and stationery). On receiving the examination package, the Chief Invigilator must check the contents and then ensure that they are securely locked away. Only the Chief Invigilator must keep the key to the examination storeroom (a duplicate is kept by Head of Centre for emergencies only).
- b) After the examination has been written, the same security measures must be in place when handling the scripts until they have been dispatched back to the Examinations Office.
- c) Other assessment items such as projects or portfolios must be similarly stored in a secure manner.

6.1.5. Securing the Examination Venue

- a) An Examination Venue is a venue specified by the Examinations Officer as one in which an Examination may be held; this will normally be the Community Study Centre [CSC] or it can be any such designated place as so chosen by the Examination Officer or his/her representative in the Regional Centre.
- b) The Chief Invigilator will normally make proposals to the Regional Director about venues based on the enrolled figures and therefore the expected candidature. An Examination Venue must satisfy the Examinations Office requirements of an examination venue, and the authorisation by this office must be sought.

- c) A facility should qualify as a venue only if the Centre can be given full control of what is happening in it and its surroundings, at least for the duration of the examination. Securing a building in a noisy place is not encouraged.
- d) Securing an Examination Venue at times may entail hiring the facility and the owner must be made aware that once they have agreed they cannot bring in other people who would be doing an opposite activity which may disrupt the examinations.
- e) If the Centre's Examination Venues are located on different sites separated by distance, the Chief Invigilator must advise the Examinations Office about packaging of the examination.
- f) The Chief Invigilator must ensure that there are enough seats in each examination room, and that candidates are seated in rows that are 1metre apart.
- g) Single desks must be used in the examination room or hall. Where big tables are used ensure to mix candidates writing one paper with those writing another, so that candidates sitting next to each other are not writing the same paper. This is intended to reduce the chances of cheating or collusion by the candidates.

6.2. PROCEDURE BEFORE THE START OF AN EXAMINATION

6.2.1. Administrative work

- a) Depending on the size of the group, candidates must be admitted into the examination room 15 - 30minutes before the start of the examination to allow all the administrative tasks to be completed. These tasks are important in ensuring that the right candidates are allowed in the examination.
- b) The Chief Invigilator must ensure that all invigilators and rovers have arrived and are at their stations.
- c) Candidates are obliged to fill in all the information on the front page of the examination answer book. The University does not require candidates' names and signatures on the examination answer books; anyone who deliberately discloses such identifiers may be charged with dishonesty.
- d) Candidates must also complete the Examination Attendance Form and produce appropriate personal identification documents – Omang and passport for foreigners and a valid Student ID Card. Candidates without identification must be allowed to write but must be WARNED to provide proof of identity after the examination, otherwise their scripts would be disallowed.

- e) Completed Examination Attendance Forms are kept by the Chief Invigilator for a duration of 6 months after which they can be destroyed. During appeals period reference may be made to these forms, but after that they serve no purpose.
- f) Each candidate must be checked against the Examination List for the particular examination. Guest candidates must only be those that have been authorised. Any candidate showing up for the examination when they are not in the Examination List should be allowed to write BUT must be warned that their examination would be invalid if it is found that they were not eligible. A report on such candidates must be submitted with the particular examination scripts.
- g) Answer books must be issued personally ONLY to candidates once they are seated. DO NOT place answer books on the desks before the candidates come into the examination room or leave them unattended.
- h) Only one answer book must be issued to a candidate, and a second may only be issued later during the examination on request.
- i) Candidates coming in later than this allowed registration time must be requested to wait and allow the process to be completed before they can be assisted.
- j) Candidates must NOT be allowed extra time at the end of the examination to complete their details on the answer book and attendance form. As invigilators move around they must insist on seeing the candidates' details on the front page of the answer book and collect the Attendance Form.
- k) Candidates must be familiarised with the Examination Regulations (at the back of the answer book) once they have completed the administrative formalities.

6.2.2. Announcements before and during the examination

The invigilator is required to make certain announcements before the start and during the examination to ensure that everybody is doing the right thing. These important announcements must be made in clearly audible voice at each examination in the presence of the candidates. The parenthetic remarks – **in red** are for your own information and must not be read.

- a) **[15 minutes before the start of the examination]**
- b) Attention please, ladies and gentlemen! Take your seats and listen carefully. **[wait for silence]**
- c) Please put away all unauthorised material or objects in your possession. No cell phones are allowed in the examination room, if you have one in your possession it must be switched off immediately. Under no circumstances may your cell phone be switched on during the examination. Should it ring during the examination it will be treated as a violation of the Examination Regulations. **[allow time for the candidates to react and comply to your instructions]**
- d) Each of you will now receive an examination answer book and other stationery **[now give out the answer books – one to each candidate present – DO NOT place answer books on unoccupied desks. Any candidate coming in at this time must be requested to stand at the door and wait to be assisted afterwards].**
- e) You are obliged to fill in all information on the front page of the examination answer book as accurately as possible. I will move around during the examination to check that this has been done. You are not allowed to make any notes on the answer book at this stage.
- f) When you have filled in your details on the examination answer book, turn it over and read the Examination Regulations at the back.
- g) Complete your attendance register and read the statement on it before signing it **[give time for this to be completed].**
- h) Make sure that you have entered the correct student number and paper code on all examination material.
- i) Please put your completed attendance form, your Omang or Passport and student ID card on the right-hand side of your desk so that the invigilator would be able to check. Only properly completed Attendance Forms will be collected and you may be interrupted to complete these if you did not do it properly **[as soon as the students have started writing, check and collect all Attendance Forms. Make sure that each Form has been signed and physically check the candidate's identity. The candidate's ID documents must not be taken away].**
- j) You are not allowed to make notes on any part of your body, clothing or tissues. If you are using calculator, ruler or pencil case, make sure that there are no notes on them or their covers.
- k) If you finish writing before the end of the exam you must raise your hand to call the attention of the invigilator to check you out.

- Leave your answer script and any other examination script on your desk.
- l) You will not be permitted to leave the examination room during the first hour OR the last fifteen (15) minutes of the examination.
 - m) You may be allowed to leave the room temporarily after one hour of the start of the exam and a record of this will be made in the report book [keep a record of all movements and incidents by candidates during the examination].
 - n) Each of you will now receive an examination paper. Please make sure that you have received the correct one. Do not start writing until you are told to do so [Distribute the exam papers quickly. Under NO circumstances may papers be distributed while administrative tasks are still taking place as candidates may make notes before start time. The examination envelope must have been opened by the Chief Invigilator in one of the rooms in front of the candidates. The Chief Invigilator must announce that the envelope is now going to be opened and show that it was sealed. Witnesses must sign in the report book].
 - o) You may now start writing. The time is exactly [state the correct time] and this will be regarded as the official starting time for the paper. You have three hours to complete your work [the time on the wall clock must be the one used by everybody – keep a standby watch in case the clock stops]
 - p) [When fifteen minutes remain before the end of the examination announce clearly] You have fifteen minutes left. Please remain seated till the end of the exam.
 - q) [When five minutes remain before the end of the examination announce clearly] You have five minutes left to complete your examination paper.
 - r) [When the time allocated to the examination has expired - time up; announce clearly] The time allocated to this exam has expired. Please remain seated and silent until all the examination answer books have been collected [collect the answer books in same order as on the Examination List].
 - s) Thank you, you may now leave the room.

6.3. PROCEDURE DURING THE EXAMINATION

6.3.1 Entering and leaving the examination venue

- a) No candidate may be admitted to the examination room if s/he is more than one hour late, and no candidate may leave the room before one hour of the examination has elapsed. Candidates who arrive late for the examination may not be given extra time to complete the examination [admitting a candidate who arrives late is left to the discretion of the Chief Invigilator who must make a record on the report book].
- b) Candidates who arrive when the administrative procedures have already started must be requested to wait outside so that they do not disrupt the process. They will be assisted once the exam has started. They too must complete the administrative formalities before they start writing – however there must be given no extra time.
- c) No unauthorised persons may be allowed to enter the examination room without the invigilator's permission.
- d) Candidates wishing to leave the examination room temporarily to visit the toilet must raise their hand to request permission from the invigilator. A rover of the same sex must be called to accompany them. The candidate must write her/his names and time on the logbook when s/he goes to the toilet and sign and write the time when s/he gets back.
- e) The rover must check the toilet entered before the candidate uses it to prevent any chances of copying. S/he must also be attentive enough to sniff out any cheating which goes with asking for permission to go to the toilet.
- f) There must be proper control of movement of candidates going to the toilet - limit it to one candidate out of the examination room at a time unless if there is an indication of genuine request.
- g) Candidates who complete their work before the duration of the paper is over may be allowed to leave as according to the Regulations and must raise their hand to allow the invigilator to inspect their script before they leave.[such candidates must not be allowed back into the examination room].
- h) NO candidate may leave the examination room during the last fifteen (15) minutes of the examination.

6.4. Supervision of candidates

There must be enough assistant invigilators or ROVERs as can handle the candidates' movements during the examination session to assist the invigilators. They must always be moving around in the vicinity of the examination rooms. Note that rovers must also be qualified invigilators. Where there is only one room being used during a session, one rover would be required and must be of opposite sex to the invigilator. The Chief Invigilator may be the rover. Where a hall is used invigilators must be increased to maintain the ratio of 1:30. The rovers must be enough to relieve the invigilators and also assist in supervising candidates who leave the examination room temporarily. NO invigilator must leave their supervision to another even if they are in a hall – the number of invigilators required must remain unchanged.

- 6.4.1. The invigilator is required to maintain strict supervision over the candidates; on no account must the candidates get the impression that the supervision is lax enough for them to ignore examination regulations. An invigilator must:
- a) Devote 100% of his/her attention to the task at hand – supervision! S/he must do nothing that may distract his or her attention
 - b) Keep moving around throughout the entire duration of the examination
 - c) Inspect items such as rulers, calculators, pencil cases, etc. to ensure that there are no written notes to assist the candidates
- 6.4.2. The administrative tasks like checking the candidates' identities while they continue writing must not be divorced from the primary function of supervision. The invigilator may actually spot cheating candidates while they are checking the candidates' ids.
- 6.4.3. Only in cases of utmost urgency may a candidate be allowed to leave the examination room temporarily and return to it during a session. In such cases a responsible person must accompany the candidate (see 5.4 above). **It is suggested that invigilators warn the candidates beforehand to keep visits to the toilet to a minimum and that a register of visits to the toilet will be kept.**
- 6.4.4. Candidates leaving the examination venue temporarily must NOT have access to any items listed as prohibited in the examination. Any attempt at accessing these items including using a cell phone would be a violation of examination regulations.

6.5. Violation of Examination Regulations

All invigilators must familiarize themselves with the contents of the Academic Integrity Policy and procedures to be followed should a candidate be found to have transgressed the Examination Regulations.

- 6.5.1. Warn all candidates before the start of each examination session (see 6.2.2).
- 6.5.2. When an invigilator has watched a candidate carefully and become convinced that s/he is cheating by consulting or using unauthorised notes or objects, s/he must not hesitate to act as follows:
 - a) Demand the unauthorised notes or objects from the candidate and keep as evidence. Call the rover or assistant invigilator to witness before moving away from the candidate.
 - b) Confiscate all examination answer books and other examination material used by the candidate and note the time. Write the words "INCIDENT SCRIPT" in red ink across the confiscated answer book.
 - a) Take the candidate outside the room and handover to the Chief Invigilator to avoid disrupting other candidates.
 - b) Advise the candidate that you will make a Report on the Incident Form for the Disciplinary Committee, and that s/he must make a written statement on the Incident Form as well before leaving the examination venue. The candidate can go back to continue with his/her examination using only the time remaining – no extra time will be given.
 - c) Provide the candidate with a new answer book and the necessary writing material and write on the cover: "New Answer Book issued at (time of issue noted)".
 - d) Request the candidate to proceed with the examination if there is still time left and make it clear that s/he must proceed from where s/he had stopped and must not start afresh.
 - e) Assure the candidate that the incident ONLY affects this particular examination and that s/he is entitled to write all other examinations.
 - f) Please ensure that the candidate does not leave the venue before the whole procedure has been completed, especially the written statement at the end of the examination.
 - g) If a candidate persists in such malpractice during the same examination s/he must be expelled from the examination room after submitting all his/her examination material:
 - Compile a written declaration on the Incident Form all the circumstances surrounding the incident without delay. Give a detailed description of your behaviour towards the

candidate from the moment of confrontation, as well as any statements made by him/her.

- The Incident Form must be completed fully giving all the necessary details and also attach the incriminating evidence. The Disciplinary Committee may instruct the Chief Invigilator to make further investigations.
- The Incident Form must be enclosed in a separate envelope clearly marked as such and dispatched with the written scripts.
- The incident script must be enclosed with the other scripts in the right position according to the Examination List order (**any additional answer books by the student must be enclosed in it**).

6.6. Errors in or Explanation of Examination Questions

- a) Under no circumstances, unless specifically instructed to do so by issue of an “Errata Sheet”, may invigilators draw candidates’ attention to errors in an examination paper or attempt to answer questions which will entail an explanation of the examination question.
- b) If candidates enquire about errors in an examination paper, they must be advised to bring it to the attention of the examiner by means of written remarks in their answer books.

6.7. Duration of the Paper

- a) Candidates may not be allowed extra time over and above what is specified in the examination timetable, unless there is a special instruction to this effect.
- b) All examination answer books must be handed to the invigilator as soon as the allotted time is over.
- c) Candidates must be reminded of time left when there are fifteen (15) and five (5) minutes remaining to the end of the examination.

6.8. Circumstances that May Affect a Candidate’s Performance

- a) The invigilator must note anything that happens during the examination which may affect the candidate(s) performance in the examination. This must be compiled on the Incident Form and any additional detailed report may be necessary.
- b) Record incidents such as illness (**candidate must be taken straight to a medical clinic for the doctor’s report**), electricity cuts (**when it becomes too dark to see**) or a life-threatening occurrence. The reports must be processed and submitted in the same way as 5.6 above.

6.9. Verifying the Presence or Absence of Candidates

- a) All Centres must have an Examination List for each paper that they are going to administer.
- b) Candidates must be seated in the order as given in the Examination List.
- c) It is the responsibility of the invigilator to verify the identity of all the candidates under his/her supervision.
- d) If the candidate must sign on the register (Examination List), they must do so under the watchful eye of the invigilator. Passing the register around is strictly prohibited. The invigilator may want the register to be signed while collecting the Exam Attendance Forms.
- e) While collecting the Attendance Forms it is important for the invigilator to taken in their hand the National ID Card or Omang (or passport for non-citizens) and the Student Identify Card and check that the candidate writing the examination is the right one.

6.10. PROCEDURE AT THE END OF THE EXAMINATION

6.10.1. Checking of Examination Answer Books

The invigilator must examine the cover of each examination answer book that is handed in and ensure that every detail has been properly filled in and that the candidate has submitted the number of answer books he has indicated. If a candidate submits two (2) or more answer books, the others must be inside the cover of the first one.

Candidates who complete the examination before the time is up must raise their hands and have their answer books inspected before they can leave (**do NOT remove the answer book from the desk; it must be left there to ensure that the order of the answer books matches the register**).

The number of answer books must correspond to the number of ticks on the register.

All candidates who have turned up for the examination must hand in an answer book and all other examination material issued to them even if they have they have failed to answer any questions in the exam (under NO circumstances may candidates remove blank, partly completed or completed examination answer books from the examination room).

6.10.2. Closing and Sealing of the Examination Package

At NO point in time must the answered examination books (scripts) and Examination List (attendance register) be left unattended. Once the answer books have all been collected from the candidates they must be processed quickly and closed off in their return envelopes.

Check again that the number of scripts agrees with the attendance register and write the number on the return envelope as necessary and sign. This checking must be done in the presence of the Chief Invigilator who must countersign and then close and seal the envelope immediately in your presence. The attendance register used must be enclosed with the scripts (**envelopes which remain open and unattended invite mishaps such as items being introduced or falling out, and therefore not balancing with the contents described on it**).

If the number of scripts is high and they cannot all fit into one envelope, you must indicate how many scripts have gone into each envelope and mark the envelopes appropriately as “1 of so many” envelopes used for the particular examination paper.

Invigilators must take note that they are using the designated return envelopes – the envelopes have serial numbers. Each paper will have its own return envelopes enclosed with the question papers and only this must be used to package the scripts unless otherwise stated.

Other material such as Reports & Incident Forms may be enclosed in a separate envelope and must not delay the closing of the examination scripts.

All closed examination packages must be locked away safely in a secure place until they are ready to be dispatched.

6.10.3. Dispatching the Examination Scripts

The Chief Invigilator is responsible for the dispatch of the examination scripts back to the Examinations Office for marking and evaluation. The Chief Invigilator must dispatch the examination scripts within 48 hours of completing the last paper scheduled on the timetable.

All exam related documents must be dispatched with the examination scripts; these include Incident Forms and Reports, SorEC Forms and all related evidence and the students' letters (**note that Attendance Forms are retained in the Centre. It is necessary to make copies of all student correspondences before sending them to the Examinations Office**).

DO NOT enclose the examination scripts with any other material which have nothing to do with examinations when dispatching. The package must be addressed for the attention of “Assessment Coordinator”.

DO NOT send the examination scripts by post – use only courier services, and please note the waybill number.

6.10.4. Completed Attendance Forms

The Chief Invigilator must keep candidates' completed Attendance Forms in safe custody for a period of at least six (6) months after the conclusion of the examination period. After the 6 months these may be destroyed or disposed of in a manner prescribed by the University Records Policy.

Attendance Forms are important as they may be used to resolve issues concerning whether a student was present or not in the examination

6.10.5. Unused Examination materials and Answer Books

All examination material remaining at the end of the examinations must be stored safely in a locked room until the next examination session. Proper inventory of these must be kept and the Examinations Office be updated accordingly.

Unused examination answer books must not be found being used for any other purposes outside the examination period.

Your stock movement must be such that old examinations answer books are used and exhausted before turning to the new stock. Serialised answer books must follow each other in the ascending order.

7.0 APPENDICES

A. Front cover for Answer Booklet



BOTSWANA OPEN UNIVERSITY (BOU)

ANSWER BOOK (12 Pages) 35270

Candidate details:

Candidate Number:	Centre Code:
Programme:	Course Code:
Date: www	Session:
Number of additional Answer Books used:	

Instructions to the candidate:

1. Complete the details required above and **DO NOT** write your names or any personal identifier anywhere in this answer book. All additional answer books should bear the same information. The session should be either morning or afternoon or as indicated on the examination timetable.
2. The additional answer books should be labeled to show how many books have been used and these should be tied together or stapled.
3. Write all your answers in **BLACK/BLUE** ink.
4. Begin the answer to each new question on a new page.
5. **DO NOT** write outside the margins in the Answer Book.
6. At the end of the examination complete the table below to show the questions that you have attempted.
7. This Answer Book discarded or not should not be removed from the examination room; it remains the property of the College. Only invigilators are allowed to remove the answer books.

To be completed by the candidate		Questions answered in chronological order								TOTALS	Signature of Examiner
For official use only	Examiner										
	Internal Moderator										
	External Moderator										

B. Back cover for Answer Booklet

GENERAL WARNING TO THE CANDIDATE

ITEMS BROUGHT INTO THE EXAMINATION ROOM

- a) Candidates must not bring anything into the Examination Room except those items approved by the Invigilator for the conduct of the Examination or test
- b) Bags, Coats, Briefcases, Books, Mascots, Canned drinks etc. must be left at the place indicated by the Invigilator. Security of these items cannot be guaranteed and candidates are advised against bringing any valuable items to the examination room. Money and credit cards should be kept on their person.
- c) Candidates must ensure that if mobile telephones are brought to the examination room they are switched off. Use of cell phones as calculators is prohibited.
- d) If calculators are permitted for the examination they must be cordless and noiseless. It is the candidate's responsibility to ensure that batteries are fully charged.
- e) No machines having alphabetic keys or the ability to store alphabetic characters will be permitted. Programmable calculators will not be allowed.
- f) Each candidate is allowed to receive ONLY one question paper in accordance with the field of study, and must ensure that it is complete or has all the questions as stated on the cover.

CONDUCT OF CANDIDATES IN THE EXAMINATION ROOM

- a) All candidates will remain silent whilst in the Examination Room.
- b) All enquiries must be directed to the invigilator – NO conversation is allowed between candidates.
- c) Candidates wishing to attract the attention of the Invigilator should raise their hand.
- d) Candidates will not commence writing until instructed to do so by the Invigilator.
- e) Candidates will not be allowed to smoke, consume or enjoy any refreshments in the examination room.
- f) A candidate who wishes to leave the Examination Room temporarily to visit the cloakroom may only do so under the escort of the Chief Invigilator or rover.
- g) Candidates may not receive assistance from another candidate; neither must a candidate give assistance to another; anyone found doing so will be guilty of transgressing the University Examination Regulations.
- h) Candidates are not allowed to leave when 15minutes remain to the end of the examination or test.
- i) Candidates must cease writing when instructed to do so by the Invigilator.
- j) Candidates must remain seated at the end of an examination until all papers have been collected by the Invigilator and the Invigilator has given permission for candidates to leave.

C. Examination Attendance Form



EXAMINATION ATTENDANCE FORM

Student's Full Names:

Student Number: Programme Code:

National Identity (O MANG) /Passport No:

Answer Book Serial Number (s):

Course Code: Course Name:

Centre Code: Date: Time:

This is to certify that I was personally present in the examination session on the date specified. It also certifies that I have read the rules and regulations governing the examinations and that I undertake to adhere strictly thereto

Signature of Candidate.....



EXAMINATION ATTENDANCE FORM

Student's Full Names:

Student Number: Programme Code:

National Identity (O MANG) /Passport No:

Answer Book Serial Number (s):

Course Code: Course Name:

Centre Code: Date: Time:

This is to certify that I was personally present in the examination session on the date specified. It also certifies that I have read the rules and regulations governing the examinations and that I undertake to adhere strictly thereto

Signature of Candidate.....

D. Incident Report Form



Form BOC C3

INCIDENT REPORT FORM

Full names of Candidate: Student Number:

Omang No. /Passport Number: Telephone No.:

Address:

Regional Campus: Examination Centre:

Programme of Study: Course Code:

Date: and Time: of incident.

Brief description of incident by the invigilator:

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* For a more detailed description of the incident continue on the back of this Form, attach the seating plan.

Description of the incident by the candidate;

.....

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.....

.....

I confirms that the information I have given above is true to the best of my knowledge.

Signature: Date:

Name of Invigilator: Signature:

Chief Invigilator's Signature: Date& Stamp:

[Turn over for Continuation Form]

Examinations Office © 2018

E. Sample of Dispatch Note

<u>Course</u>	<u>No.of Pieces</u>	<u>Total number of papers packed</u>	*Check and confirm your package; Received By: Date:
BE211	1	2	
BF211	1	2	
BL221	1	2	
BS121	1	2	
CR121	1	2	
HD121	1	2	
IE211	1	2	
IP231	1	2	
OH121	1	3	
PR231	1	3	
BC111	1	4	
BC211/BC221/CS211	1	4	
EC111	1	4	
LO222	1	4	
OB111	1	4	
OB211/OB221	1	4	
PM111	1	5	
RM120	1	5	
Total Pieces	18		

F. Invigilator's Nomination Form



INVIGILATOR'S NOMINATION FORM

To be completed by the student;

Full names of Candidate: Student Number:

Omang No. /Passport Number: Regional Centre:

Programme Code: Semester: Course(s):

To be completed by the Nominated Invigilator (**The invigilator nominated must be a trained educationist familiar with regulations governing examination administration**)

Invigilator's Full Names:

Name of Institution:

Email Address:

Mailing Address:

Physical Address:

Current Position:

State highest qualification held by Invigilator:

Declaration by Invigilator;

I hereby confirm that the information given above is true. I also confirm that I am not related in any way to the examination candidate(s).

Signed: on this day of 2018.

Kindly scan and email the completed form to the Botswana Open University Examinations Office - examdevs@staff.bou.ac.bw OR khanda@staff.bou.ac.bw 2 weeks (local centres) or 4 weeks (international centres) before the start of the examinations.

Date Stamp of Institution:

Note: Any charges incurred by this activity shall be the responsibility of the student and the agreement to invigilate must be based on this understanding. Examination material will be sent directly to the invigilator who will return the student's worked scripts to Botswana Open University on the address below;

Physical Address:
 Botswana Open University Head Office
 Plot No. 39972/1
 Corner Western By-pass - Garamothhose Street
 Block 6
 Gaborone
 Botswana



G. Envelope Labels for Examination Papers

IM322 – International Marketing [CEMBA Y2S2]

FP (Francistown Guests) Packet # 1 of 1 **9** question papers enclosed in packet.

Date of Examination: 16-May-18 Session : 2 Start: 1400Hrs

Duration: **3Hrs**

Packet to be opened ONLY in the presence of the candidates. Use the appropriate return envelope to enclose the students worked responses. All returning packets must be addressed for the attention of the Assessment Manager, Office of the Registrar. Do not enclose students answer scripts with any other documents.

Inspire Tomorrow, Today

RK212 – Risk Management [BBALCM/BBENTR Y1S2]

KP (Kang Guests) Packet # 1 of 1 **3** question papers enclosed in packet.

Date of Examination: 10-May-18 Session : 1 Start: 0900Hrs

Duration: **3Hrs**

Packet to be opened ONLY in the presence of the candidates. Use the appropriate return envelope to enclose the students worked responses. All returning packets must be addressed for the attention of the Assessment Manager, Office of the Registrar. Do not enclose students answer scripts with any other documents.

Inspire Tomorrow, Today

H. Envelope Label for returning written scripts to the Examinations Office

Private Bag B0187, Botleng, Gaborone
Tel: (+267) 3646000 Fax: (+267) 3191089
www.bou.ac.bw

Inspire Tomorrow, Today



NAME OF COURSE:	
COURSE CODE:	
DATE:	TIME:
CENTRE:	REGION:
NUMBER OF PAPERS ENCLOSED:	
ENVELOPE NUMBER: OF:	

<u>TO:</u> EXAMINATIONS OFFICE BOTSWANA OPEN UNIVERSITY CORNER WESTERN BY-PASS GARAMOTLHOSE STREET PLOT 39972/1 BLOCK 6 GABORONE

<u>FROM:</u>

All written scripts should be returned securely to the Examinations Office at the address given above using the appropriate return envelopes