



For Performance Measurement

ZIMBABWE SCHOOL EXAMINATIONS COUNCIL

(ZIMSEC)

EXAMINATIONS ADMINISTRATION

INVIGILATORS' MANUAL

**GUIDELINES FOR THE CONDUCT, ADMINISTRATION AND MANAGEMENT OF
PUBLIC EXAMINATIONS AT GRADE SEVEN (7), ORDINARY AND ADVANCED
LEVEL.**

Overview

These guidelines have been developed to assist invigilators in their role in overseeing the conduct of examinations and should be read and interpreted in the context and in conjunction with the **Zimbabwe School Examinations Council (ZIMSEC) Regulations for the Conduct of Examinations** and the **Handbook for Examination Centres**.

It is a mandatory requirement for Heads of Examination Centres, and in particular invigilators to read and apply rules and regulations detailed in the Handbook for Centres and Examination Regulations instruments to administer ALL ZIMSEC Examinations.

Appointment

- i. All Heads of Examination Centres shall be the Chief Accounting Officers for all Examination Activities at their Examination Centres. The Headmaster shall therefore be the Head of the Examination Centre and overallly responsible for the supervision and guidance of all those involved in the administration of Examinations.
- ii. Deputy Head shall be the Chief Invigilators for all Examinations and shall be the chairpersons of the Examinations Committees.
- iii. It shall be the responsibility of Heads of Examination Centres to appoint invigilators for every examination. Such appointments shall be communicated to and approved by the Council through the ZIMSEC Regional Managers.
- iv. All appointed invigilators shall be professional educators with qualifications in Education.
- v. The Council reserves the right to disqualify any person(s) appointed as invigilators.
- vi. Members of the ancillary staff including bursars, receptionists, matrons, boarding masters and responsible authorities are not eligible for appointment as invigilators. Examination Centres should therefore not engage this category of personnel as invigilators.
- vii. The Council may, at its discretion, disqualify all members of staff for any Examination Centre from invigilating Examinations and instead appoint and assign invigilators from the Council for any other Examination Centre to invigilate Examinations.
- viii. Heads of Examination Centres may not delegate their Examinations Administration responsibilities to any third parties without authority from the Council. In all cases Heads of Examination Centres shall be held responsible for any misconduct or maladministration of examinations resulting from their delegation of their roles.

The Head of the Examination Centre shall;

1. Appoint and put in place an Examinations Committee for the Centre.
2. Recommend appointed invigilators to ZIMSEC through the ZIMSEC Regional Managers.
3. Train and orient the examinations committee in the administration of examinations.
4. Ensure that ALL Candidates and invigilators read, understand and adhere to all Examination Regulations in the Hand Book for Centres, Examination Regulations Manual, the Time-Table and all Examination Circulars.
5. Supervise the registration of Candidates for the Examination.
6. Adhere to all scheduled Examination administration times including Candidate registration deadlines, time-tabled examination times, question paper collection times, script delivery times and submission of query returns for all examinations.
7. Submit to ZIMSEC accurate and comprehensive registration data for their respective Centres.
8. Ensure that all dully registered Candidates receive confirmation of their registration for the examination in the form of Statements of Entry.
9. Ensure that Candidates with special needs are given due attention and all their examination requirements are met without prejudice.

The following shall apply;

- i. All registered Candidates **MUST** be afforded an equal opportunity to access all Examinations without disruption or prejudice. Invigilators **MUST** be satisfied that Candidates sitting for the examination are duly registered. Unregistered Candidates **MUST** not be allowed to sit for examinations.
- ii. For every **20 Candidates** writing any Examination, there **MUST** be two (2) invigilators who shall ensure that Candidates write Examinations without disruption and that there is no cheating in the Examination Room.
- iii. Invigilation involves frequently pacing up and down the Examination Room vigilantly and standing strategically in the Examination Room in order to have a full view of all Candidates' activities during the Examination .For all Examinations, there **MUST** be a standby invigilator to relieve any invigilator who may wish to take a break or access ablution facilities.
- iv. School authorities are not allowed to use the Examination period to settle scores with any Candidate. It is therefore unethical and it is prohibited to waylay Candidates who have defaulted in any school fees during the Examinations and barring them from writing Examinations. Invigilators are required to protect the interests of the Candidates during Examinations.

- v. Mobile Cellular phones, smart digital/cellular watches/clocks, spy glasses, spy pens and any other electronic devices that can copy and or store information are **STRICTLY** prohibited in the Examination rooms. Both Invigilators and Candidates are not allowed to bring these gadgets into the Examination rooms.
- vi. Invigilators are **not allowed to peruse through the** Question Papers or take Question Papers away from the Examination Room until the end of the Examination.
- vii. School authorities and responsible authorities are strongly advised against soliciting for Question Papers from invigilators for the purposes of perusing them during the course of the Examination.
- viii. Except for Candidates and invigilators, NO other persons are allowed to hold live Question Papers until **24 hours** after the Examination has been written. This includes Teachers, Heads of Departments, Deputy Heads, Ministry and ZIMSEC staff.
- ix. Extra Question Papers SHOULD not be taken away from the Examination Room until the end of the examination.
- x. Invigilators are NOT allowed to set the starting time forwards or backwards for any Examination. All Examinations MUST start and finish at the designated times without compromise. For time management, Centres are encouraged to use clocks which are visible to every Candidate in the Examination Room.
- xi. Candidates who turn up **15 minutes** after the start of the Examinations should not be allowed to write the Examination for which they are late. Refer to the Handbook for Centres for further details.
- xii. It is the responsibility of invigilators to ensure that **the Confirmation of Absence Form** is completed in respect of every candidate who is absent for the examination.
- xiii. Invigilators SHOULD not allow any Candidate to enter the Examination Room with a Statements of Entry Form that has notes, scribbles and any materials written on it other than the electronic print on the Statement of Entry.
- xiv. It is **MANDATORY** for Candidates and within their rights to **INSPECT** all Question Paper packs before they are opened for the start of the Examination. Invigilators **MUST** facilitate this process.
- xv. Should Candidates notice any evidence of tampering with Question Paper envelopes during inspection they SHOULD be informed that they are allowed to report the matter to ZIMSEC and any relevant authority using contacts provided on the Time-Table. The invigilator must notify the Head of the Examination Centre immediately. The examination process MUST continue while the matter is being attended to by authorities.
- xvi. The **SEALING OF ENVELOPES** containing Candidates' scripts **SHOULD BE DONE IN THE EXAMINATION ROOMS AND WITNESSED BY CANDIDATES.**

It is mandatory for Candidates' representatives to sign script envelopes as soon as they have been sealed.

- xvii. Sealed Script envelopes SHOULD be submitted to designated collection points within the stipulated times as advised by the Council without prejudice.
- xviii. Engaging in other activities or carrying out other duties such as marking, setting tests, reading any form of literature, eating and knitting in the Examination Rooms is prohibited. This might distract Candidates or allow malpractice activities to go unnoticed.
- xix. Examination rooms are out of bounds for all personnel not involved in the writing and invigilation of the current Examination including responsible authorities and media personnel.
- xx. All Candidates who wish to access ablution facilities during the Examination MUST be accompanied by a standby invigilator of the same sex. Invigilators should be vigilant in the washrooms; in all cases ensuring that Candidates do not visit the washrooms for the purposes of accessing their mobile phones or pre-written Examination materials.
- xxi. Attendance Registers should be marked **15 minutes** after the start of the Examination by physically checking each Candidate and ticking their name. Candidates who arrive **15 minutes late** for the Examination should not be allowed to sit for that Examination unless they fall into the category of those affected by adverse conditions beyond their control as detailed in the **Handbook for Centres**.
- xxii. Private Candidates who fail to produce positive National Identity documents with relevant features as detailed in the Handbook for Centres **should not** be allowed to sit for any ZIMSEC Examinations for security reasons and possible cases of impersonation.
- xxiii. Be on the lookout for people whose actions and behaviors facilitate and promote Examination malpractice. Report such people to ZIMSEC or the Police irrespective of their rank.
- xxiv. Heads of Examination Centres are urged to support invigilators and to ensure that invigilators do not invigilate for very long hours without being relieved. It is therefore the responsibility of the Heads of Examination Centres to come up with a user friendly invigilation schedule that does not overstretch educators.
- xxv. There should always be a standby invigilator stationed outside the examination room to relieve other invigilators and to accompany candidates to convenience rooms.

Exception Handling

1. Candidates who fall sick during the examination MUST be assisted at all times. If the Candidate's condition is serious and the Candidate cannot continue with the examination, the Candidate MUST be withdrawn from the Examination and ZIMSEC MUST be notified immediately.

2. If the Candidate is able to continue after a stoppage, the Candidate MUST be compensated for the lost time provided that the Candidate had been quarantined during the stoppage time.

The integrity of Examinations MUST be maintained at all times and in all cases ensuring that Candidates sit for Examinations without prejudice.

Any queries should be channeled to the following contacts;

1. Harare Region	:	0242706538
2. Manicaland Regions	:	0202068770
3. Mashonaland East Region	:	0652321779
4. Bulawayo	:	0292262599
5. Midlands Region	:	0542224300
6. Masvingo Region	:	0392264558
7. Mashonaland Central	:	0662106005
8. Mashonaland West	:	0672122745
9. Matabeleland South	:	0842821065
10. Matabeleland North	:	0292886752
11. Head Office	:	+263 242 304 119

Use the following Toll Free numbers to report cheating and corruption before, during and after Examinations; **Fraud & Ethics Hotline:**

ZIMSEC WhatsApp Numbers: 0712737759 or 0782745768