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Resolution SEN-NUST

Acronyms

ITS - INTEGRATED TERTIARY SOFTWARE
HOD - ACADEMIC HEAD OF DEPARTMENT
RCS - REGIONAL CO-ORDINATORS
SENEX - EXECUTIVE COMMITTEE OF SENATE
BOSEC - EXECUTIVE COMMITTEE OF THE BOARD OF STUDIES
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PART 1

Examining, Moderating and Marking

Procedures for Academics, Examiners and Moderators
1. BEFORE EXAMINATIONS BEGIN

1.1 Appointment of examiners and moderators

a) Each department recommends to its Board of Studies, at least one examiner and one moderator for each course offered by the department. Should the Department be unable to identify a suitable candidate as a moderator, a request should be forwarded to the Assistant Registrar for advertising in the media. It is recommended that the appointment of examiners and moderators be completed and approved by the September Board of Studies of the year preceding the first semester examinations. External examiners and moderators are appointed for a period of three years. Should an examiner or a moderator resign during this period, a replacement examiner or moderator will be appointed for the remainder of the three-year cycle. External moderators must complete a contract with the Namibia University of Science and Technology.

b) Using the format approved by Senate, the departments prepare lists of recommended examiners and moderators, their qualifications, organisations at which they work, and their contact details. [The appropriate form is available on the Intranet.]

c) The names of the recommended examiners should include all faculty members responsible for setting papers, marking scripts, including part-time distance education lecturers/tutors.

d) The names of the recommended examiners and moderators are forwarded first to the Boards of Studies and finally to Senate for approval. It is recommended that this exercise be completed by the October Senate of the year preceding the first semester examinations.

e) Once Senate has approved the nominations, the Secretaries to the HoDs forward contracts to the nominees. The completed contracts are forwarded to the Human Resources Department for finalising the appointments.

1.2 Duties of examiners

Examiners are responsible for:

a) Compiling question papers, marking schemes and/or memoranda of model answers. [Please refer to the Guide for Assessors and Moderators for more specific information and advice.]

b) Verifying the correctness of calculation criteria on the lecturer iEnabler and informing the Faculty Officer of changes, if any, to be made.

c) Accurately entering and computing of Semester marks on the Lecturer iEnabler.

d) Notifying the Approver of Semester marks.

e) Computing of examination Admission for all students

f) Completing amendment forms for Semester marks if and when necessary.

1.3 Duties of moderators

Moderators are responsible for:

a) Evaluating the quality of question papers and marking schemes and/or memoranda as per syllabus.

b) Determining compliance of question papers and marking schemes and/or memoranda with set standards. [Please refer to the Guide for Assessors and Moderators (on the Intranet) for more specific information and advice.]

c) Moderating the marking of examination scripts and ensuring that the marking is consistent and fair.

d) Ensuring that the calculation of marks has been done accurately.

e) Compiling a moderator’s report about a) the question paper/s, marking scheme/s and/or memoranda, b) the scripts moderated. [Please see Addenda 5.2 and 5.3.]

f) Attaching moderators’ reports to claims for remuneration.

g) Moderating the assessment of courses employing Continuous Assessment only.

1.4 Submission of question papers and memoranda

a) Draft question papers, marking schemes and/or memoranda are submitted to HODs by the examiners.

b) The HODs check the standard of the question papers and marking schemes/memoranda before forwarding to the Examinations Department for moderation.

c) Departments may submit question papers to the Examinations Office or they may work directly with the moderators and only submit to the Examinations Department question papers in their final form. A moderator’s report must accompany all moderated question papers submitted to the Examinations Department.
1.5 Dispatch of question papers and marking schemes/memoranda for moderation

Should a department elect to work directly with its moderators, the latter should be sent the following documents by courier, where applicable, in a sealed tamper proof envelope:

- the question paper;
- the marking scheme/memorandum;
- the ‘Guide to Assessors & Moderators’;
- the moderator’s report form; (Please see Addendum 5.2).
- instructions for moderating the question paper;
- claim form;
- copy of the syllabus;
- information regarding the sending of documents to the NUST

These documents must be accompanied by a covering letter. (Please see Addendum 5.6).

PLEASE NOTE:
The decision to work directly with moderators is the exception rather than the rule. The decision is taken by a Department, not by individual examiners. If a Department elects to work directly with its moderators, the Examinations Department MUST be notified of such a decision. When Departments work directly with moderators, only the final examination question papers are submitted to the Examinations Department, together with moderators’ reports.

1.6 Return of moderated question papers, marking schemes/memoranda

The moderated material is received by the Examination Officer concerned, who accordingly returns same to the relevant HOD.

a) The moderated question paper.
b) The moderated marking scheme/memorandum.
c) The completed claim form, which must be processed only from the satisfactory completion of all activities in a session and according to the deadline schedule provided by the Human Resource Department.
d) After receipt of the moderated question paper, the HODs forward the moderated material to the examiner for amendments, if any.
e) The examiner returns the amended question paper/s, marking scheme/memorandum to the HOD.
f) Before forwarding the material to the Examinations Department, the HOD must check that the amendments, if any, have taken place.
g) The HoD must sign off the final papers and submit both final and original (draft) exam papers to the Exams officer.

PLEASE NOTE:
In the event that the examiner does not agree with the moderator’s amendments/recommendations, the HOD and/or Dean will act as arbiter/s.

1.7 Examination timetable

a) The draft examination timetable is sent to the departments at least two months before the beginning of examinations.
b) Heads of Department are required to advise the Examinations Department of any amendments they wish to make to the draft timetable within three weeks.
c) Once the amendments have been made, a final timetable is uploaded on the NUST website and Student and Staff Intranet and sent to Regional Centres approximately one month before the examinations begin.
d) A month before the examinations begin, every registered student will be able to print a timetable from the Student Kiosk on which the courses for which s/he has obtained examination admission will appear.

1.8 After an examination has been written

1.8.1 Collection of scripts

a) Scripts are to be collected within 24 hours (except Saturdays and Sundays) of the examination being written.
b) The examiner signs for receipt in the appropriate register. It is imperative that the examiner ensures that there is congruence between the number recorded in the register and the actual number of scripts being collected or returned.
1.8.2 Time allowed for marking of scripts
The maximum number of days for the marking of scripts is determined by the number of scripts an examiner has to mark:

- 50 scripts or less: 2 calendar days for marking plus 1 calendar day for capturing of marks on ITS which equals 3 calendar days;
- Over 50 but less than 100 scripts: 4 calendar days for marking plus 1 calendar day for capturing of marks on ITS which equals 5 calendar days;
- Over 100 scripts: 7 calendar days for marking plus 1 calendar day for capturing of marks on ITS which equals 8 calendar days.

PLEASE NOTE
These are the maximum number of days; the final deadline for submission of marks is not compromised by these periods.

1.8.3 Dispatch of examination scripts and marking schemes/memoranda for moderation
Scripts are selected by the examiner, in conjunction with the HOD, for moderation and are forwarded to the Examinations Department for dispatch to the relevant moderators. The scripts are selected according to the performance of the students from the full range of marks, i.e. 75 and above, 70-74, 60-69, 50-59, 45-49 and 0-44, before they are forwarded to the Examinations Department. Examination scripts must be accompanied by information that the examiner and the HOD consider will be relevant to the moderation of the scripts.

A minimum of 20 scripts, or 10% of the total, whichever is the greater, must be sent for moderation.

PLEASE NOTE:
It is the responsibility of examiners, in conjunction with their HODs, to select scripts for moderation. ALL the scripts must be MARKED before selection for moderation is done.

1.8.4 Duration for moderation of scripts
a) Moderated scripts are to be submitted to the Examinations Department within three days after receipt.

1.8.5 Processing of marks
a) Marks are to be captured directly on the ITS Lecturer iEnabler by either the examiner concerned or the course co-ordinator.
b) After the marks have been captured by the examiners, it will be 'locked' by the relevant HODs so that it cannot be altered.
c) After satisfying themselves as to the accuracy of the marks, the HODs will give digital approval of the marks by signing it off to the Examinations Department.
d) The scripts will then be submitted to the Examinations Department for the secondary capturing of marks.
e) The examination department will then produce Paper lists for HoDs and Deans to double check the final results.

1.9 Advice of results
a) Once the Examinations are finished and the marks have been finalised, promotions done and approved by BOSEC (Examinations), each candidate can access his/her results on the KIOSK with a pin number.
b) Results may be withheld for any of the following reasons:

- Outstanding fees
- Outstanding library books
- Outstanding documents e.g. birth certificate
- Outstanding Departmental equipment
- Pending disciplinary action/hearing
- Outstanding payments to departments

HOD’s who wish to have results of students withheld must communicate the names, student numbers and the reasons to the Senior Examinations Officer at least one week before the scheduled date of release of results.

c) Results will also be available through the Internet and cell phones.
1.8.5 Processing and Approval of marks

APPROVING BODY: BOSEC

RECOMMENDERS FOR APPROVAL: HoDs, Examinations Department [SEO and Examination Officer[s].]

PROCESSING OF MARKS:

Once marking is done:

- Marks are to be captured on ITS Lecturer iEnbaler by either the examiner or the course co-ordinator.
- After the marks have been captured by the examiners, it will be "locked" by the relevant HoDs to prevent the alterations of the marks.
- The HoDs will give digital approval of the marks to the Examinations Department.
- Each Examination officer will be responsible for the secondary capturing of marks to double check the accuracy of the mark entry.

NB: APPROVAL OF MARKS BY THE HoDs:

- After the secondary capturing of marks the Examinations Officers will compute the final marks and result codes.
- The HoDs will be informed via e-mail by the Exams Officers about the courses computed.
- The HoDs will now be able to view the marks on ITS under “Head of Department View” and “View Department Information”. This view will give them access to the Full Period Mark, Examination Mark, Final Calculated Mark and Results Codes of each student per course.
- The HoD will have to do spot checks for each course to verify the accuracy of the final marks and result codes. Calculation Criteria for each course and offering type must be carefully scrutinized.
- If they are satisfied, the HoDs will give the go ahead to their Examinations Officers to print and prepare the Paper Lists for approval by BOSEC.

APPROVAL OF MARKS BY BOSEC:

- BOSEC will be chaired by the Dean of each School.
- The Examinations Department will then submit the necessary documents e.g. the Paper lists and Moderators’ reports to BOSEC to approve the final marks.
- No marks may be approved without the moderators’ reports submitted to the Examinations Department.
- Once the approvals are done, the results will be released and each candidate will be able to access their results on the Students’ Kiosk with their pin numbers.

RESPONSIBILITIES:

- It is the responsibility of the HoDs to look at borderline cases and to review the marking of the scripts, if necessary. This must be addressed before the printing of Paper lists is done.
- (Automatic condonation is not propagated).
- No results must be released before Bosec has verified and approved the results.
- No results will be released to candidates telephonically

PLEASE NOTE:
The NUST undertakes to make available examination results as soon as possible after the finalisation thereof. The NUST only accepts results issued by the Examinations Department as official and final. Lecturing staff and Examinations staff are cautioned not to release results to students telephonically.
PART 2

INVIGILATION

PROCEDURES FOR INVIGILATORS AND
REGIONAL CO-ORDINATORS

2.1 DUTIES OF THE CHIEF INVIGILATOR/REGIONAL COORDINATOR (RC)

2.1.1 Before the Examination:

a) Ensuring that invigilators are at the examination venue at least 30 minutes before the beginning of an examination.

b) Ensuring that as far as possible, invigilators keep to their allotted shifts.

c) Ensuring that any changes of invigilation shifts are reported to the Senior Examinations Officer for recording.

d) Ensuring that all invigilators sign the attendance register.

e) Checking that all examination papers and/or other relevant examination materials are available.

In addition to the above, RCs have the following further responsibilities:

f) Arranging for examinations venues.

g) Receipt and safe storage of examination material:
   - Upon receipt of said examination material, the RCs check to ensure that the contents in the envelope correspond with the checklist accompanying the documents.
   - The checklist must then be completed, signed and returned to the Examinations Officer without delay.
   - If there are any discrepancies, the RCs should report these to the Senior Examinations Officer without delay.
   - The examination material is then stored in a safe place until the beginning of the examinations.

h) Dispatch of examination material to the NUST:
   - The scripts are kept in safe custody until they are sent to the NUST.
   - The scripts and control form are to be couriered to the NUST the day after the examination.
   - Where there are no courier services available, registered mail may be used.
   - Under no circumstances may examination material be given to a private individual or official to carry to NUST.

i) Rendering assistance related to examination issues to candidates.

2.1.2 When candidates enter the examination venue:

a) Ensuring that invigilators admit only candidates who have examination admission and the necessary identification documents (Valid Student Card of the current academic year.)

b) In cases where students can produce proof that they were mugged on their way to write during the evening sessions or that the ICT Department was closed, the Senior Exams Officer / Regional Coordinator (Centres) may utilize the ITS to provide temporary Identification Documents to allow the affected students access to the examination venues. Such students must present a new student card at the next examination. If a student fails to do so, he/she will not be allowed to sit for the next examination.

c) No verbal or written identification by lecturers, Campus control staff or any third party will be accepted.

d) The student card of a particular academic year is acceptable for the January examinations of the following year.

e) Ensuring that no candidate carries unauthorized materials into the examination venue. No body search of students is allowed.

f) Ensuring that no candidate who is late one or more hours is admitted into the examination venue.

g) Ensuring that no candidate leaves the examination within an hour of the commencement of an examination.

h) Ensuring that no candidate leaves the examination venue without submitting an examination answerscript.

PLEASE NOTE:
Cell phones and dictionaries are banned in examination venues, so are programmable calculators or any other audio-visual electronic devices, unless otherwise stated. Students refusing to adhere to this regulation are guilty of misconduct and will be brought to a Disciplinary Hearing.

2.1.3 When candidates are seated and question papers and answer books are distributed:

PLEASE NOTE:
The sealed envelope with the question papers is opened by the Chief Invigilator in the presence of the Examinations Officer and the candidates.
a) The following announcements are to be made by the Chief invigilator:

   Request candidates to:
   i) write their NAMES, STUDENT NUMBER, COURSE NAME IN FULL, COURSE CODE, DESK NUMBER, AND MODE OF STUDY on the answer book and attendance slip, as appropriate.
   ii) read the instructions on the back of the attendance slip as well as on the cover page of the examination script.
   iii) complete the attendance slips which appear at the back of the answer book and tear them off.
   iv) Place their student cards, attendance slips as well as their examination admission/timetables on the right hand side on their desk.
   v) Ask students to ensure that they have received the correct question paper and an answer book.

   PLEASE NOTE:
   After these announcements, the candidates should, as far as possible, not be disturbed, e.g. during the collection of attendance slips.

b) Collect attendance slips and check them against student cards and ensure that the number of attendance slips for each course corresponds with the number of candidates/scripts.

c) Arrange collected attendance slips in strict chronological order for recordkeeping and verifying of attendance according to seating.

   PLEASE NOTE:
   Some courses do not use the standard examination stationery; these courses are either taken on-line or the question papers provide sufficient space for the insertion of answers.

2.1.4 At the end of the examination session:
   a) Inform the candidates 15 minutes before the end of the examination that they have only 15 minutes writing time left.
   b) Remind the students to check that they have written down their student numbers in the appropriate spaces on the cover page of the answer book.
   c) Candidates who have used more than one answer book should place the second book and all additional books at the back of their first book.
   d) If students have used more than one answer book, they should write down the number of books on the cover of the first book.
   e) All attendance slips and scripts must be counted and reconciled and returned to the Examinations Officer immediately after each examination session.
   f) In the case of RCs, the examination material must be couriered to the Examinations office the next working day.

   PLEASE NOTE: Chief Invigilators / RCs must be present during the examination at all times.

2.1.5 Problems with question papers
   Record the following matters, should they occur, using the report form indicated in Addendum 5.8
   a) Difficulties with papers which inconvenienced the invigilators or the students, for example:
      • missing tables
      • incorrect instructions
      • any errata
      • missing additional materials
      • many students finishing a paper long before the set time
      • many students not finishing a paper within the set time
   b) Difficulties with the content of the paper.

2.2 Duties of the Invigilators/RCs
2.2.1 Before the examination:
   a) As far as possible, invigilators should keep to their allotted shifts.
b) Requests for change of invigilation shifts must be reported twenty four hours in advance to the Chief Invigilator, who forwards the amendment to the Examination Department for recording.

c) Invigilators must be in the examination venue **30 minutes** before the start of the examinations.

d) Invigilators must sign the attendance register.

e) Before candidates enter the examination venue, determine whether they have admission for the course(s) being written.

**PLEASE NOTE:**
Candidates who are late for 1 hour or more may not be allowed into the examination venue. Candidates may not leave the examination venue within an hour of the commencement of an examination.

f) Determining whether the names and student number on the timetable/admission letter correspond with those on the student card before admitting the student into the examination venue.

g) In cases of second (or any further examinations), ensuring that there is correspondence between the names and the student number on the results and those on the student card.

### 2.2.2 Distribution of answer books

**a)** In the case of theory examinations, only one book is handed to each candidate before the commencement of each examination session.

**b)** A second book may be supplied on request of the candidate when the first book is full.

### 2.2.3 When candidates are seated and question papers and answer books are distributed:

**a)** Ensuring that candidates use only the official examination stationery. Candidates may not be supplied with loose sheets.

**b)** Ensuring that candidates do not remove any pages from the examination book.

**c)** Ensuring that candidates who do rough work do so in the answer book.

**d)** Ensuring that cancelled answer books must be packed separately and returned to the Examinations Department.

**e)** Ensuring that candidates do not use unauthorised material. If an invigilator suspects that a candidate is cheating, s/he should take the candidate’s answer book and documentary evidence away and give her/him a second book. The invigilator should retain the first book, and submit it together with a completed examination irregularity report. [Please see Addendum 5.7]

### 2.2.4 At the end of the examination session:

**a)** When the writing time is over, the invigilator must assist the Chief Invigilator in seeing to it that examination scripts are collected in the shortest possible time.

**b)** No extra time may be allotted to students who arrived late.

**c)** Students with disabilities are normally allowed an extra 15 minutes per hour (or more as approved by Senate), provided that they have applied in advance for extension of time from the Registrar and can produce proof of approval of their application. The Examinations Department must be informed in good time to make the necessary arrangements.

**d)** Candidates may not take answer books handed out by invigilators out of the examinations venue.

### 2.2.5 Completion and collection of attendance slips:

**a)** Attendance slips must be completed by every student in an examination session.

**b)** Attendance slips must be collected from all candidates within 15 minutes of the start of the examination.

**c)** The attendance slips are then grouped, counted and checked against the courses being written.

**d)** At the end of each examination session the invigilators must ensure that there is congruence between the number of attendance slips and the number of scripts.

**e)** If there is a discrepancy between the attendance slips and the number of candidates/scripts, it must be reported directly to the Chief Invigilator and Senior Examinations Officer.

**PLEASE NOTE:**
Only one attendance slip is completed per examination session. Therefore, a student who has used more than one book completes only ONE attendance slip.
f) The attendance slips must be grouped per course in an envelope and sealed.
g) RCs must forward original attendance slips separately from answer scripts for safety in case of lost parcels etc.
h) Copies of attendance slips should be available at the Regional Centres.
i) The following information should appear on the envelope:

   Name and number of question paper
   Number of attendance slips inside
   Date of examination
   Examination session
PART 3

EXAMINATIONS DEPARTMENT

Procedures for the Examinations Department
3.1 Examination venue:
   a) One month before the commencement of examinations, the Examinations Department must submit, to the
      Facilities Department, a written request for the exact items of furniture, and equipment to be used at/in
      the various examination venues as well as for cleaning, security and transport services.
   b) Before the examinations begin, all figures, maps, notes and other material relating to the courses being
      written must be removed from walls, doors and desks of the examination venues.
   c) Desks must be spaced in such a way that invigilators can move freely among them. Desks should be placed
      at least one metre apart, measured from the centre of one desk the centre of the next.
   d) The venue must be of such a nature that candidates are not obscured from the invigilator’s view.
   e) Clearly demarcate the different examinations to be written in the examination venues, by using clearly
      visible course codes outside the venue and where appropriate, clearly demarcate seating arrangements by
      different coloured labels. Desks must be clearly numbered.
   f) Ensure that a clock is displayed in a clearly visible position in all examination venues.

PLEASE NOTE:
These procedures do not apply to laboratory examination venues, which use fixed workstations.
   g) The Examinations Department personnel must ensure that the examination venues are opened promptly.
      The only exception occurs in the case of practical examinations where the examiner concerned is responsible
      for opening the venue in time.

3.2 Appointment of Invigilators
   a) The Examinations Department must compile an invigilator’s roster for faculty members. Each faculty member
      is responsible for at least two sessions per examination session.
   b) External invigilators to be appointed must have at least a Grade 12 qualification, although preference will
      be given to candidates with tertiary qualifications and, if possible, to candidates with relevant experience.
   c) External Invigilators must be literate and conversant in English.
   d) There should be at least one invigilator appointed for every thirty candidates in normal examination
      venues, and at least one invigilator for every fifteen candidates for examinations conducted in laboratories.

3.3 Submission of question papers and marking schemes/memoranda
   a) Draft question papers and memoranda are submitted to the respective HODs by the examiners.
   b) The HODs, after having agreed with the standard of the question papers and memorandum, forward the
      papers, syllabus and instructions to the Examinations Department.

3.4 Dispatch of question papers and marking schemes/memoranda for moderation
   The following documents are to be sent to the moderator, by courier, where applicable, in a sealed tamper proof
   envelope::
   a) the question paper;
   b) the marking scheme/memorandum;
   c) the moderator’s report form [Please see Addendum 2];
   d) the “Guide to Assessors & Moderators”;
   e) instructions for moderating the question paper;
   f) claim form [Please see Addendum 3];
   g) copy of the syllabus;
   h) information regarding the sending of documents to the NUST;
   i) any other relevant information supplied by the department.

The Examinations Department must ensure that:
   ☐ Question papers and memoranda received and sent to HoDs and moderators be dealt with as strictly confidential
   ☐ Examination papers are not compromised through negligence
   ☐ Examination papers are not to be routed through the NUST internal mail system
   ☐ Additional tamper proof envelopes are included for returning of exam papers.
   ☐ Name and address of recipients must be clearly indicated on both envelopes.

PLEASE NOTE:
Some departments may elect to work directly with their moderators. When this happens, only the final examination question
papers are submitted to the Examinations Department, together with moderators’ reports.
3.5 Return of moderated question papers and marking schemes/memoranda
a) The moderated question paper and memorandum, moderator’s report form, together with the completed claim form, are returned to the Head of Department concerned.

3.6 Administration of final question papers and marking schemes/memoranda

3.6.1 Storage of final question papers
a) The Examinations Department records receipt of question papers and memoranda in an appropriate register, after which the material locked is placed in the strong room. Original exam papers must be filed separately and locked in the strong room.

3.6.2 Printing of question papers
a) A requisition is completed by the Examinations Department indicating the quantity of copy paper required for question papers to be duplicated.
b) The approved requisition and order are then taken to the Stores Department for further processing.
c) Each Examinations Officer is responsible for the sorting and printing of her/his question papers according to the schedule compiled by the Senior Examinations Officer. The printing of all examination question papers will take place in the Examinations Department strong room.
d) No cell phones, bags, hand bags etc. are allowed in the strong room during the printing of examinations papers.
e) The Examinations Officer may not leave the printing area while the question papers are being printed.
f) During examinations, access to the Examinations Department and Strong room should be strictly controlled. Examinations Officers must not allow employees from other departments of the NUST or any other person to be in the printing area while question papers are being printed.

3.6.3 Storage of printed question papers and marking schemes/memoranda
a) The printed question papers are taken to the Strong Room where they are counted, placed in tamper free envelopes and sealed.
b) A week before the commencement of the examinations, ALL the questions papers must be printed, question papers for Regional Centres are dispatched; the papers for Windhoek are locked in the Strong Room for safekeeping until the day of the examination.

3.7 Dispatch of examination material to Regional Centres
a) Examination papers are dispatched to the centres in sealed envelopes/boxes by courier at least one week before the examinations commence.
b) These should be accompanied by a checklist indicating the contents of the boxes/envelopes forwarded to the Regional Centres.
c) Question papers for ALL courses offered on the distance education mode must be forwarded to all Centres.
d) Enough answer books must be forwarded to the Centres before the examinations commence.

3.8 Examinations venue procedures:
3.8.1 Invigilators per session:
a) There should be at least one invigilator appointed for every thirty candidates in normal examination venues, and at least one invigilator for every fifteen candidates for examinations conducted in laboratories.

3.8.2 Handing over of examination papers
a) On the day the relevant course is written, the Examinations Officer hands over the examination papers to the Chief Invigilator.
b) The Examinations Officers must ensure that they accompany their papers to the exam venue.
c) The Examinations Officer must ensure that the sealed envelope with the question papers is opened by the Chief Invigilator in the presence of the candidates.
d) The Senior Examinations Officer must ensure that all relevant forms, e.g. problems with questions papers to facilitate the exam administration are available at the venue.

3.9 Procedures after the examinations:
a) Once the examination is over, scripts are collected by the Chief Invigilator and other invigilators.
b) The External Chief Invigilator hands over the scripts to the Examinations Officers, who count the scripts and
sign for their receipt in the appropriate register, before it is locked away safely.

c) The relevant examiner collects the scripts and signs for their receipt in the appropriate register within 24 hours (except Saturdays and Sundays). It is imperative that the Examinations Officer ensures that there is congruence between the number recorded in the register and the actual number of scripts being collected or returned.

d) These registers (b,c) and other documents of control are source documents and must be kept in a secure place by each Examinations officer for at least five (5) years.

3.10 Duration of marking of examination scripts

The number of days for the marking of scripts is determined by the number of students writing a course:

- 50 scripts or less: 2 calendar days for marking plus 1 calendar day for capturing of marks on ITS which equals 3 calendar days;
- Over 50 but less than 100 scripts: 4 calendar days for marking plus 1 calendar day for capturing of marks on ITS which equals 5 calendar days;
- Over 100 scripts: 7 calendar days for marking plus 1 calendar day for capturing of marks on ITS which equals 8 calendar days.

3.11 Dispatch of examination scripts and marking schemes/memoranda for moderation

The moderator is sent the following documents by courier, where applicable, in a sealed envelope:

- a) a minimum of 20 scripts, or 10% of the total, whichever is the greater;
- b) the question paper;
- c) the marking scheme/memorandum;
- d) the moderator’s report form;
- e) instructions for moderating the scripts via a covering letter;
- f) claim form;
- g) information regarding the sending of documents back to the NUST [See Addendum 5.6].

3.12 Moderation of scripts

a) Having already been sent instructions relating to moderation, moderators are sent claim forms and other appropriate documentation together with the scripts.

b) The moderated scripts as well as the completed claim form and moderator’s report are then returned to the Examinations Department.

c) Once the Examinations Department has acknowledged receipt of the scripts and claim form by means of an appropriate register entry, the scripts and moderator’s report are handed to the relevant HOD for adjustments (if any) to be effected. [Please see Addendum 5.3]

d) A copy of the report is handed over to the Dean of the Faculty concerned by the HoD.

e) If marks must be changed due to the motivation and recommendation of a moderator, an amendment form must be completed by the HOD.

PLEASE NOTE:
Some Departments may elect to work directly with their moderators. When this happens, only the final marks, accompanied by the moderated scripts and moderator’s reports, are submitted to the Examinations Department.

3.13 Duration of moderation of scripts:

a) Within three calendar days after the receipt of scripts, the moderated scripts, together with the mark sheet are to be submitted to the Examinations Department.

b) A moderator’s report, as well as the claim form, must accompany the scripts.
3.14 Processing of marks and/or mark sheets

a) The Examinations Officer signs for receipt of scripts and does the secondary entering of the marks on the ITS in order to verify the primary entering of marks, done by examiners on the lecturer iEnabler.
b) Mark sheets are then printed and forwarded to the HOD and Dean for final checking.
c) Once approved by BOSEC, the marks sheets are then filed according to the year in which the relevant examination was written and are stored in the Examinations Department strong room for a 5 year period.

3.15 Approval of results

a) No results may be released to candidates before BOSEC has verified and approved the results.
b) Once the Examinations are completed, the marks have been finalized and approved by BOSEC, each candidate can access his/her results on the KIOSK. Upon request, a printed advice of a student’s results may be issued, signed by the Senior Examinations Officer on behalf of the Registrar.
c) Results may be withheld for any of the following reasons:
   - outstanding fees
   - unreturned library books
   - documents (eg. birth certificate) not submitted
   - outstanding departmental equipment
   - pending disciplinary action/hearing
   - outstanding payments to departments.

d) Results will also be available through the Internet and via cellular phones.

PLEASE NOTE:
The NUST undertakes to make available examination results as soon as possible after finalisation thereof. The NUST only accepts results issued by the Examinations Department as official and final. Lecturing staff are cautioned not to release examination results to students. No results may be communicated telephonically.

3.16 Approval of Promotions

a) Once promotions have been done by SENEX, documents / data for the relevant qualifications are prepared by the Examinations Department for printing purposes.
b) These qualifications are entered into the registry for reference purposes.
c) A copy of each student's qualification is kept on his/her file, while the serial number and the date of issue of the qualification are entered in the appropriate registry.

3.17 Storage of scripts

a) Scripts are to be kept in the Storage Room for at least 5 years after which permission is sought from the Chief Archivist of the National Archives via the Office of the Registrar for its destruction.

3.18 Processing of claims

a) Claims must be processed on the day of receipt, or the day after BOSEC whichever is relevant.
b) Each Examinations Officer must check the claims in her/his Faculty.
c) Examinations Officers must liaise with the HODs / Deans to verify the accuracy and validity of the claims.
d) The claims must be certified by the Examinations Officer before being forwarded to the Senior Examinations Officer. No invalid claims must be recommended for approval.
e) The Senior Examinations Officer must check the validity of all claims and whether all the relevant information is filled in before forwarding the claims to the Assistant Registrar / Registrar for further processing.
PART 4

STUDENT INFORMATION

ASSESSMENT POLICY AND REGULATIONS AND EXAMINATIONS PROCEDURES
4. A. ASSESSMENT POLICY AND REGULATIONS

Evaluation of a student’s performance in a certificate/diploma/degree programme shall be based on continuous assessment and or examinations.

4.1 Admission to the Examination

Admission to the examination of a course will normally require a semester mark of at least 40%. A student, who failed to gain admission to the examination, must repeat the course when it is offered again.

4.2 Passing a course

In order to pass a course, a student shall, unless otherwise determined by Senate, obtain a final pass mark of at least 50% in that course, subject to a sub-minimum of 40% in the examination mark.

4.3 Examination opportunities

Examination opportunities will be offered in all courses at the end of each semester i.e. in June and November each year. A semester/year mark of 40% or more, will give a student access to a maximum of two examination opportunities. Students can take the first opportunity examinations at the end of the semester in which a course was taught. If the course is not passed, a supplementary examination can be taken at the beginning (January or July) of the next semester. If a student misses the first opportunity for whatever reason, he/she may sit for the second opportunity examination at the beginning of each semester. The Second opportunity examinations will be written together with the Supplementary examinations.

There will be no supplementary (re-examinations) for students who have taken the second opportunity examinations.

There will be no Remarking for Supplementary and Second opportunity examinations.

The maximum mark allocated for supplementary examinations will be 50%. Students who fail the supplementary or second opportunity examinations must repeat the course when it is offered again.

4.4 Examinations consisting of more than one paper

In cases where the examination in a course consists of two or more papers, all the papers must be written during the same examination session. Should the student fail to write all examination papers in the first examination, all the papers must again be written when students take the second opportunity / supplementary examinations.

PLEASE NOTE: This regulation does not apply to non-NUST examinations.

4.5 Student’s own responsibility

The NUST encourages every student to utilize the first examination in a course. However, it remains the student’s own responsibility which of the opportunities s/he utilizes.

4. B EXAMINATIONS PROCEDURES

4.6 Before the examination

Candidates must ensure that they:

a) have qualified to write the specific examination.
b) have a valid student card of the current academic year.
c) have thoroughly read the examination timetable.
d) have a timetable and/or admission letter
e) know where the venue is.
f) arrive at the examination venue 30 minutes before the examination begins.
g) leave their books, notes, study aids, cell phones etc. in a safe place before coming to
the examination venue.

h) if a candidate has a disability, s/he must apply in writing to the Registrar in advance [at least one calendar month before the examinations begin] for extension of time and also inform the Examination Department immediately after approval if extra time has been granted. **Candidates with disabilities are entitled to 15 minutes extra time per hour, or more as approved by Senate / Office of the Registrar.**

i) Prior to entering the examination venue, declare any highly contagious illness to the chief invigilator or an Exams officer. The student will be required to provide a medical certificate, stating that the student may be at the NUST without any danger of contaminating other students or staff. In the absence of such a medical certificate the NUST reserves the right to refuse such student entry to the examination venue and campus in the interest of public health and safety. The Registrar must be informed of such cases.

**PLEASE NOTE:**
Candidates will not be allowed into the examination venue if they

- Are more than 1 hour late.
- Do not have a valid student card, timetable and/or admission letter.

### 4.7 During the examination: before students start writing

Candidates are required to:

a) Display their student cards on the right hand side of their desks.

b) Complete the attendance slip and place it next to their seat number.

c) Correctly copy the student number from the student card onto the answer script and attendance slip. The purposeful altering of student numbers on the official documents is an offence and may lead to disciplinary procedures being instituted.

 d) Fill in all their particulars on the answer book/s in the appropriate spaces.

It is the responsibility of the candidates to ensure, before they start writing, that they have the correct question paper.

**PLEASE NOTE:**

Cell phones are banned in the examination venues, so are programmable calculators, or any other electronic audio-visual devices, unless explicitly stated otherwise. Candidates who fail or refuse to adhere to this regulation make themselves guilty of misconduct and will be brought to a Disciplinary Hearing.

### 4.8 During the examination: after the students have started writing

Candidates must:

a) Obey the examination rules and invigilators’ instructions at all times. Failure to do so may result in:

- cancellation of the specific examination session;
- candidates being prohibited to continue with the rest of the examinations for the year;
- any such measures as Senate may impose.

b) Keep to the time.

c) Not cheat – this can cost candidates two years of study or result in dismissal.

d) Not talk to fellow students; any questions candidates may have must be channelled through an invigilator.

e) Not eat, drink or smoke in the examination venue.

f) Not leave the examination venue within one hour after the examination starts.

g) Not borrow or lend examination material such as calculators, pens, erasers, pencils, etc. from or to other candidates.

h) Not have any unauthorized notes or pieces of paper, however small and insignificant, in their possession or notes written on their bodies.

If candidates use more than one answer book, they should take care to number them correctly, and complete only **ONE** attendance slip.
4.9 At the end of the examination session
   a) Candidates must check that they have written their student number, course name, course code, desk number, and offering type in the appropriate spaces on the cover page of the answer book.
   b) Candidates must ensure that they hand their answer books to an invigilator.
   c) Candidates are not allowed to take examination answer books out of the examination venue.
   d) If candidates use more than one answer book they must make sure they place the second book and all additional books inside the back cover of the first book.
   e) If candidates use more than one answer book, they must write down the number of books on the cover of the first book.

4.10 Advice of results
   a) After the June/July, November/January exam results have been approved by BOSEC, all candidates can access their results on the KIOSK. Upon request, a printed advice of their results will be issued at the Examination Department. Results will also be available through the Internet and cell phones. Hard copies of the examination results will only be printed on request.
   b) Candidates’ results may be withheld for any of the following reasons:
      • Outstanding fees
      • Unreturned library books
      • Documents (e.g. birth certificate) not submitted
      • Outstanding departmental equipment
      • Pending disciplinary action/hearing
      • Outstanding payments to departments.
   c) Once the results have been made available on the Kiosk, NUST pre-supposes that s/he has received them.

PLEASE NOTE:
The NUST undertakes to make available examination results as soon as possible after finalisation thereof. NUST only accepts results issued by the Examinations Department as official and final. Results will not be communicated to students telephonically.
PART 5

THE FOLLOWING DOCUMENTS / FORMS ARE AVAILABLE ON THE NUST INTRANET:

1. MODERATORS’ REPORT ON EXAMINATION PAPERS.
2. MODERATORS’ REPORT ON EXAMINATION ANSWER SCRIPTS.
3. CLAIM FOR SERVICES RENDERED TO THE EXAMINATIONS DEPARTMENT.
4. CLAIM FOR POSTGRADUATE ASSESSMENT.
5. CLAIM FOR SUPERVISION OF POSTGRADUATE STUDIES.
6. EXAMINATION IRREGULARITY REPORT.
7. EXAMINATION REPORT ON PROBLEMS WITH QUESTION PAPERS AND MEMORANDA.
8. GUIDE FOR ASSESSORS AND MODERATORS.
9. APPLICATION FOR REMARKING AND RECHECKING.
10. AMENDMENT FORM.