



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

CHIEF DIRECTORATE: NATIONAL EXAMINATIONS AND ASSESSMENT

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TO: EXAMINATION CENTRES
CAMPUS MANAGERS
PRINCIPALS OF PUBLIC AND PRIVATE FET COLLEGES
SOUTH AFRICAN COLLEGE PRINCIPALS' ORGANISATION (SACPO)
HEDCOM SUB-COMMITTEE FOR EXAMINATIONS AND ASSESSMENT
UMALUSI

MEMORANDUM 20 OF 2011

GUIDELINES ON THE ADMINISTRATION AND MANAGEMENT OF THE NC (V) NOVEMBER 2011 EXAMINATIONS

Dear Colleague

The purpose of this memorandum is to facilitate a streamlined and timeous resulting process for all institutions involved in the NC (V) November 2011 examinations. It would be appreciated if the content hereof could be communicated to all relevant role players before embarking on the conduct of examinations and campus managers / examination officers could see to it that the processes are implemented as described.

1. MARKING PROCESS

The marking model to be used for the NC (V) November 2011 examinations is the same as was used for the November 2010 examinations.

1.1 NC (V) Level 2 and 3

FET Colleges and their respective campuses are responsible for the management of the marking of NC (V) Level 2 and 3 scripts. The marking plan per FET College for NC (V) level 2 and level 3 (**ANNEXURE A**) is to be submitted to Mr Shaun Vasuthevan via email on the address vasuthevan.s@dhet.gov.za by Friday, 21 October 2011.

It is expected that marking of Level 2 and 3 scripts will take place on a staggered basis and that the marking and moderation of an examination paper will take 5 to 7 working days to ensure that all marking is completed timeously. The original copies of the completed mark sheets are to be submitted to the Department on completion of the marking process for verification purposes. The last day for the dispatch of original completed **Level 2 and 3 mark sheets** for papers written in the November 2011 examinations is **Monday, 05 December 2011**.

1.2 NC (V) Level 4

NC (V) Level 4 scripts will be marked at two national marking centres: *Ekurhuleni East FET College*, Springs Campus in Gauteng and *Northlink FET College*, Tygerberg Campus in the Western Cape. All Level 4 scripts and mark sheets must be dispatched to the relevant marking centre within 24 hours of a paper being written.

In respect of the **fundamental** subjects, excluding Afrikaans FAL, the submission of Level 4 answer scripts for marking will be split as follows:

SPRINGS MARKING CENTRE	TYGERBERG MARKING CENTRE
• Mpumalanga • Limpopo • Gauteng • North West	• Western Cape • Northern Cape • Free State • Eastern Cape • KwaZulu-Natal

All Level 4 scripts for the **vocational** subjects and papers, including Afrikaans FAL, marked at the **Springs Campus** (see **ANNEXURE B** for the subjects to be marked at this centre) must be dispatched to the following address:

Ms Ronel Brockway
Marking Centre Manager
Ekurhuleni East FET College
Springs Campus
c/o Gold and Plantation Streets
SPRINGS
Gauteng
1560

Ms Brockway's contact details are as follows:

Email: ronelb@eec.edu.za OR ronel.brockway@yahoo.com
Tel: (011) 730 6600
Cell: 083 760 5675

All Level 4 scripts for the **vocational** subjects and papers marked at the **Tygerberg Campus** (see **ANNEXURE C** for the subjects to be marked at this centre) must be dispatched to the following address:

Mr Karel Botha
Marking Centre Manager
Northlink FET College
Tygerberg Campus
Rothschild Boulevard
Panorama
WESTERN CAPE
7506

Mr Botha's contact details are as follows:

Email: kbotha@northlink.co.za
Tel: (021) 558 1050
Cell: 084 622 5725

2. STORAGE OF SCRIPTS AND PORTFOLIOS OF EVIDENCE

2.1 NC (V) Level 2 and 3 answer scripts

Examination centres are expected to retain and store **all** examination answer scripts for NC (V) Levels 2 and 3 in a secure facility on-site for a period of 6 months for verification purposes during DHET and Umalusi visits. The scripts for the NC (V) Level 2 and 3 November 2011 examinations may be destroyed and disposed of on 30 June 2012. This must be done under the strict supervision of the college management.

2.2 NC (V) Level 2 – 4 portfolios of evidence for ICASS and ISAT

Examination centres are expected to collect and store **all** portfolios of evidence for ICASS and ISAT for NC (V) Levels 2 to 4 in a secure facility on-site after each examination session for a period of 6 months for verification purposes during DHET and Umalusi visits. The portfolios may be handed back to candidates on 30 June 2012.

3. QUESTION PAPERS AND MARKING GUIDELINES

3.1 Errors in question papers

Should an invigilator or candidate notice an error on a question paper within the first 30 minutes of the commencement of an examination writing session, the error must be reported immediately to the Director: Ms N Pote on the telephone number (012) 357 3893 / 5 or the cell number 082 695 6079 to allow for the Department to issue an errata to all examination centres before the first hour is up. Should an error be picked up after the first 30 minutes, the examination centre and subsequently the college should submit a report to this effect along with the Daily Report submitted to the Department. Where the error affects the outcome of the performance of the candidates, the accompanying report should recommend how the situation can be resolved.

Where an error is picked up on a question paper in the marking process this error should be indicated on the marking and/or moderation report along with a recommendation on how the situation can be resolved if the error affects the outcome of the performance of the candidates.

Where relevant, the Department will report the error to Umalusi and request a concession to resolve the matter.

3.2 Marking guidelines

All FET College head offices on the mailing list will receive the marking guidelines for NC (V) Level 2 and 3 subjects 48 hours after the writing session of a paper has elapsed. It is the responsibility of the FET College head office to ensure that all examination centres receive the marking guidelines. Queries regarding marking guidelines for Levels 2 and 3 should be directed via the designated College head office official to:

Ms Mariëtte Swanepoel
Email address: swanepoel.m@dhet.gov.za
Fax: 086 6247 168
Tel: (012) 357 3544

Any centre that commences with the marking of Level 2 and 3 scripts without having received the correct official version of the marking guideline from the Department will have the marking process declared an irregularity and due process will be followed. The centre will then have to explain to the candidates why their results are not released.

Where an error is picked up on a marking guideline in the marking process this error should be indicated on the marking and/or moderation report along with a recommendation on how the situation was overcome in the marking process if the error affects the outcome of the performance of the candidates.

4. COMPLETION AND SUBMISSION OF MARK SHEETS

4.1 NC (V) Level 2 and 3

Where candidates are absent for a paper or have left the college the letter “a” must be entered in the attendance column on the mark sheet and a “999” is to be recorded in the % column. Where candidates are present for a paper, a tick (✓) must be entered in the attendance column on the mark sheet and the % achieved by the candidate in the paper is to be recorded in the % column.

All original completed copies of the green mark sheet are to be submitted to the Chief Directorate: National Examinations and Assessment. Two copies of the completed and signed off original green mark sheets must be made on white paper **after** script moderation has taken place. One of the white copies must be placed inside the belly band on top of the batch of scripts it belongs to for storage purposes, while the other white copy must be retained and filed by the campus for record purposes.

The original completed green mark sheets are to be sorted in alphabetical order and placed in a separate envelope per NC (V) level clearly labelled MARK SHEETS for the attention of Ms Mathilda Visser with a covering sheet (**ANNEXURE D**) indicating the centre number, unique mark sheet numbers, levels and subjects being submitted at a time. This should be checked and signed off by the campus manager / examination officer prior to dispatch to the Chief National: Examinations and Assessment. The envelopes of mark sheets are to be dispatched to the Department by **05 December 2011** and addressed to:

**Ms Mathilda Visser
Assistant Director: NC (V) Resulting
Sol Plaatje Building
222 Struben Street
Work Station SF 1009
PRETORIA
0001**

4.2 NC (V) Level 4

All original copies of the green mark sheet are to be submitted to the relevant marking centre along with the Level 4 answer scripts. Where candidates are absent for a paper or have left the college the letter “a” must be entered in the attendance column on the mark sheet and a “999” is to be recorded in the % column. Where candidates are present for a paper, a tick (✓) must be entered in the attendance column on the mark sheet.

Kindly ensure that only the scripts belonging to a single mark sheet are batched together in one belly band and not scripts for different mark sheets.

5. REPORTS ON MARKING AND MODERATION OF MARKING

As in November 2010, markers are expected to complete marking reports (**ANNEXURE E**) and 10% of the scripts per paper written for a subject are to be moderated (**ANNEXURE F**) at the marking centre.

Every marking centre must appoint a chief marker and an internal moderator per examination paper per subject written at the centre. In instances where only one marker is utilised for an examination paper because of low enrolment, such a marker will assume the position of a chief marker and complete a chief marker's report on the performance of candidates in the examination paper. The internal moderator, who may be the subject head or senior lecturer in the subject, must moderate at least 10% of the scripts marked per examination paper at the marking centre. Such a moderator is expected to complete an internal moderator's report.

The academic head of the FET College must appoint a subject head/senior lecturer as the coordinator of the chief markers' reports for the FET College and another subject head/senior lecturer as the coordinator of the internal moderators' reports

per examination paper marked at the centre. These coordinators will be responsible for receiving the reports for an examination paper from each marking centre that is marking that paper and collating these reports into a single report for that FET College. For example, where a college has five campuses all offering Applied Accounting Level 3, the coordinator for the chief markers' reports for the examination paper will receive five reports and then collate the information into a single report for the examination paper and submit this to the Department on behalf of the FET College. Similarly, the internal moderator will consolidate the five moderation reports into a single internal moderator's report for submission to the Department. In effect, therefore, the Department will receive only 50 reports per examination paper if all public colleges are offering the subject, instead of receiving 300-odd reports on the same subject. The consolidated reports for the marking and moderation processes must respectively reflect the examination centres that submitted reports to each of the coordinators.

It is critical that all FET Colleges engage in the process as outlined above and submit a chief marker's and an internal moderator's report per question paper marked at the college. Failure to do so can result in UMALUSI, the quality assessor and verifier of all examination and assessment related aspects, blocking the release of results of a particular college and/or examination centre. College principals and campus managers are requested to ensure that there is total compliance in this regard. It is the responsibility of the FET College head office to keep the marking and moderation reports submitted by the different examination centres on file for a period of 6 months for verification purposes after the release of the November 2011 results.

All marking and marking moderation reports must be submitted by the academic head of the FET College on the same day that the marking of a question paper concludes. The reports are to be submitted electronically in Word editable format to Mr Anand Bodasing via email on the address Bodasing.a@dhet.gov.za with a covering sheet (**ANNEXURE G**) indicating the FET College, centre number, levels and subjects for which reports are included. This should be checked and signed off by the academic head of the FET College prior to dispatch thereof.

Umalusi and DHET will undertake script moderation of Levels 2 and 3 during the marking process and/or in the week following the completion of the NC (V) examinations.

6. REPORTING ON THE DAILY CONDUCT OF THE 2011 NATIONAL CERTIFICATE (VOCATIONAL) NOVEMBER 2011 EXAMINATION

It is mandatory for daily reports on the conduct of a national examination to be submitted to the Chief Directorate: National Examinations and Assessment within the stipulated timeframes. All examination irregularities are to be reported, irrespective of the nature and degree of seriousness. Failure to submit daily reports will result in UMALUSI blocking the release of results of a particular college and/or examination centre found guilty of non-submission.

College head offices need to collect reports from their respective campuses and collate them into one Daily Report (**ANNEXURE H**) for the college on a daily basis. Completed reports must be submitted to Mr John Nkabinde on the email address nkabinde.j@dhet.gov.za by 09:00 every day. The Daily Report must cover the examination sessions conducted in the morning and afternoon of the same day and be submitted to the Department by 09:00 the following morning.

All irregularities must be included in the Daily Report submitted to the Department. A comprehensive report is to follow within 3 days after the occurrence of an irregularity when additional investigation is required, providing details which were not available at the time when the irregularity was initially reported.

Irregularities of a serious nature, that is, where the security or integrity of a question paper has been breached or the wrong question paper has been opened, must be reported immediately to the Director, Mrs EM Malindi, on the email address malindi.k@dhet.gov.za or the fax number (086) 298 3541. It is the responsibility of each college head office to ensure that such irregularities do not occur.

NOTE: Only one Daily Report needs to be submitted per FET College for all college examinations being written at that college during the November 2011 examinations. It is not necessary to submit a separate report for the NC (V) and the Report 190/1 examinations.

7. HANDLING OF APPLICATIONS FOR RE-MARK / RE-CHECK

Examination centres that receive applications for re-marks or re-checks must ensure that the administrative fee is paid to facilitate the release of the result upon re-mark or re-check. The deposit must be made directly into the DHET account in accordance with Memorandum 24 of 2010 and Examination Instruction 11 of 2009 (Tariff List):

- R 81.00 for a re-mark
- R 14.50 for a re-check

7.1 NC (V) Level 2 and 3

The FET College head office is responsible for the re-mark / re-check of NC (V) Level 2 and 3 examination answer scripts at its respective examination centres. After the scripts have been re-marked / re-checked the college head office must forward the application for the re-mark / re-check along with a scanned / faxed copy of the re-marked / re-checked script and the proof of payment slip to Ms Mathilda Visser.

All applications for re-marking / re-checking scripts must be finalised within three days of receiving the application and the closing date for submission to the Department is 27 January 2012. Amended marks, where applicable, will be effected and released by the Department on or before 10 February 2012.

7.2 NC (V) Level 4

Similarly, all applications and proof of payment slips for re-marking / re-checking of Level 4 scripts must be submitted to the Department by 27 January 2012. Amended marks, where applicable, will be effected and released by the Department on or before 10 February 2012.

8. COMMUNICATION WITH THE DEPARTMENT

The successful conduct and administration of the NC (V) November 2011 examinations depends on the cooperation of a large number of people. In an attempt to streamline the services rendered and turnaround times for responses provided to FET Colleges, each college head office must provide the name and contact details of two key head office staff (i.e. academic head and examination officer) who will serve as their college's main point of contact with the Department for the following:

- Distribution of marking guidelines
- Coordination of marking and moderating reports
- Following up with examination centres regarding gaps in results as per data provided by the Department and verification of data against evidence
- Release of results and dealing with queries in results from respective examination centres

It is expected that the above college officials will be available at all times during the conduct and resulting processes of the NC (V) November 2011 examinations and act as the conduit for contact with the Department on behalf of their respective examination centres. The Department will not engage with college officials situated at examination centres or with candidates on an individual basis. Furthermore, candidates at each examination centre are to be informed as to who they should submit their queries to at the particular centre and these queries must be channelled through the designated head office staff to the Department. Similarly, it is the responsibility of the designated head office staff member to report back on all responses to the respective examination centres who in turn must keep candidates updated of progress regarding their queries.

The staff situated at the national office of the Department of Correctional Services need to identify two officials who will perform these functions on behalf of all correctional services examinations centres situated across the country. Similarly, each private provider offering the NC (V) qualification must identify two staff members who will perform these functions on behalf of their organisation.

Each college principal is requested to complete and submit via email the attached form (**ANNEXURE I**) by **Friday, 14 October 2011** in Word editable format to:

Ms Michelle Malherbe
Email address: malherbe.m@dhet.gov.za
Fax: 086 515 9638
Tel: (012) 357 4326

Wishing you a successful end-of-year examination.

Kind regards

A handwritten signature in blue ink, appearing to be 'N Pote', with a stylized, cursive script.

Ms N Pote
Director: Examinations and Assessment (Colleges and ABET)
Date: 11 October 2011