



**THE KENYA NATIONAL EXAMINATIONS COUNCIL**

**BRIEFING & SENSITIZATION OF FIELD OFFICERS INVOLVED IN  
THE ADMINISTRATION OF THE 2018 KCSE AND KCPE  
EXAMINATIONS**

**By**

**KNEC SENIOR OFFICERS**

**ON BEHALF OF**

**CHIEF EXECUTIVE OFFICER**

## Salutation

Regional Coordinators of Education  
County Commissioner  
County Director of Education  
TSC County Director  
County Examinations Officer  
Deputy County Commissioner  
Sub County Director of Education  
TSC Sub County Director  
Sub County Examinations Officer  
Deputy Administration Police Commandant  
Police Officer in charge of the Sub County  
Centre Managers  
Ladies and gentlemen;

Good morning

(Depends on the level of the briefing)

***Welcome to 2018 KCPE & KCSE examinations briefing for all the field officers involved in the administration of the national examinations.***

### 1.0 INTRODUCTION

The Kenya National Examinations Councils' mandate as per KNEC ACT 2012 is to perform the following core functions:-

- 1.1 development of both school and post school examinations;
- 1.2 registrations of candidates;
- 1.3 administration and processing of examination results;
- 1.4 certification;
- 1.5 researching into examinations and the curriculum;
- 1.6 equations of certificates from other examining boards.

### 2.0 OBJECTIVES OF THE KCSE & KCPE BRIEFING AND SENSITIZATION

The objectives of the 2018 KCSE & KCPE briefing and sensitization of field officers is to:

- 2.1 Discuss and inform stakeholders on development, innovations and Security measures put in place by the Council to safeguard the 2018 national examinations;
- 2.2 Give Highlight on the guidelines developed jointly by KNEC and the TSC on roles of teachers and other officers involved in the management of national examinations.
- 2.3 discuss ways of Enhancing efficiency in Registration of candidates as stipulated in the 2018 -2019 performance contract;
- 2.4 inform stakeholders on Query management information system which was launched on 1st July 2018;
- 2.5 discuss examination malpractices and their repercussions on examination's outcome;
- 2.6 Sell feedback reports;
- 2.7 Discuss the way forward on resolution of Public Complaints forwarded to the Council;
- 2.8 Explain Risk Management issues on administration of examinations;
- 2.9 Discuss emerging issues on the intersex persons in our society;
- 2.10 Brief and sensitize stakeholders on HIV/ AIDS;
- 2.11 Demonstrate mode of capturing data in the declaration form to avoid errors made in the 2017 examinations.

### 3.0 INNOVATIONS PUT IN PLACE BY THE COUNCIL TO IMPROVE SECURITY AND MANAGEMENT OF EXAMINATIONS

The Council has put measures in place to improve on the security and administration of national examinations since 2016. Some of the innovations include:

- 3.1 Installing containers in each Sub County for storing examination materials. Materials for the 2018 KCSE & KCPE examinations will be stored in these containers as was the case with the previous examinations. In 2018 KNEC has installed additional **forty (40)** containers in vast regions to reduce the distances between distribution and examination centres.
- 3.2 The containers will continue having double locking system where the Sub County Directors of Education (SCDE) and the Deputy County Commissioners will have the keys to secure and ensure that they open and close the containers every day of the examination. It has been noted that some of the officers delegate their duties to other officers without authority from their supervisors.

- 3.3 The Deputy County Commissioner will provide security to these containers. Four security officers will be deployed to man the container on a 24 hour basis. Two will man the container during the day and two at night. At no time should there be no armed security personnel manning the container. The supervisor of the security officers at the container should be among the four officers. This is to minimise on the costs involved. The Council does not have a provision for a fifth security officer at the container;
- 3.4 One education officer should be appointed by the SCDE to assist in the distribution of the examination materials to the centre managers every day of the examination. The officer should work with the Sub County Examinations Officer.
- 3.5 One clerk will also be recruited by the SCDE to help in lifting the cartons in and out of the container and carry out other clerical duties at the Sub County which are related to examinations twice weekly.
- 3.6 The examination materials under the escort of the security officers will be dispatched directly from KNEC premises to the distribution point (container).
- 3.7 The Centre managers will be collecting examination question papers from the distribution point every day and hand them over to the supervisors. In 2018 all the Centre Managers will be issued with identification badges which they must wear as they collect examination materials from the container and at the examination centres.
- 3.8 At no any time should the question papers be in any other place other than in the examination room while at the examination centre;
- 3.9 After the examination of the day, the supervisor will hand over the candidates' answer scripts to the centre manager who will return them to the distribution point /container under security escort;
- 3.10 The TSC Sub County directors will be expected to ensure accurate data of supervisors and invigilators has been captured before it is submitted to the Council. All Supervisors' Invigilators and other field officers' data shall be captured online. You need to enter your details in the KNEC website.
- 3.11 Previously, KNEC experienced the following challenges on supervision

and invigilation of examinations:

- 3.11.1 Supervision personnel who have signed the declaration forms being different from those summarized in the softcopy;
- 3.11.2 Supervision personnel claiming twice by filling in another declaration form after the original one has been submitted to KNEC for payment;
- 3.11.3 More officers being summarized for payment than was expected by KNEC;
- 3.11.4 Supervision personnel claiming that they have not been paid yet on KNEC checking its database of paid officers establishing that they have been paid;
- 3.11.5 Some teachers passing their queries to OMBUDSMAN, KNUT and KUPPET that they have not been paid without finding out the situation on the ground from the TSC Sub County office or KNEC itself. Others claiming for payment for services not rendered.

## 4.0 CONDUCT AND ADMINISTRATION OF EXAMINATIONS

**4.1** The Teachers Service Commission and the Kenya National Examinations Council have jointly developed guidelines for teachers and officers engaged in examination administration and related activities with a view to enhancing efficiency and coordination in examination management process. KNEC will be working closely with TSC to ensure that examinations are administered according to these guidelines.

**4.2** Highlights of these guidelines are stipulated as roles to be carried out by various officers.

**4.3** On **Examination arrangements for Persons with Disabilities**, the role of a Centre Manager shall include but not limited to submitting the following information to the Council:

- 4.3.1 Name and Index number of candidate;
- 4.3.2 Examination subjects;
- 4.3.3 Nature and degree of impairment of the candidate with special needs with supporting evidence from a qualified professional assessor; and
- 4.3.4 Recommendation on the nature of assistance to be provided during the examinations.

**4.4 On Materials and Equipment for Examinations,** the role of a Centre Manager shall include but not limited to:

- 4.4.1 Providing the facilities, materials and equipment required for the examination;
- 4.4.2 Ensuring that there is no loss or damage to any candidates' answer script, project or coursework materials before submission to the Council;
- 4.4.3 Ensuring that only the Council's Mathematical Tables shall be allowed in the examination room or be used in answering questions unless the instructions on the question paper rubric states otherwise;
- 4.4.4 Ensuring calculators used are aligned to Council regulations and instructions; and
- 4.4.5 Ensuring that there are sufficient equipment, chemicals, materials and specimens for practical papers

**4.5 On Conduct of examinations,** the role of a Centre Manager shall include but not limited to:

- 4.5.1 Ensuring that the rehearsal is undertaken prior to the examination;
- 4.5.2 Maintaining a conducive environment for the conduct of examinations;
- 4.5.3 Ensure that only the following persons are allowed within the examination centre during the period of examinations:-
  - a) The Deputy Centre Manager;
  - b) The Supervisor;
  - c) Invigilators;
  - d) Subject teachers and Laboratory Technicians/Assistants conducting the practical examinations when required as per the timetable; and
  - e) Any other authorised personnel and support staff.
- 4.5.4 Ensure that all other unauthorised persons are restricted and kept away from the examination area during the examination period.
- 4.5.5 Being at the distribution Centre at the time prescribed by the Council to collect the examination materials;
- 4.5.6 Witnessing the opening of examination containers at the distribution Centre every day of the examination;
- 4.5.7 Collecting the question papers as prescribed by the Council from the distribution centre and ensuring protection of the same when on transit to the examination centre;
- 4.5.8 Upon reaching the examination centre, hand over the examination materials directly to the supervisor in the presence of the security officers in the examination room and sign the accountability documents.
- 4.5.9 Ensure that the security officer is in close proximity to the

- examination materials to ensure their safety and security at all times.
- 4.5.10 Ensuring that examination question papers are not tampered with and kept in one of the examination rooms and guarded by the security officers before handing over to the Supervisor.
- 4.5.11 Ensure that there is security
- 4.5.12 Ensuring that the candidates, supervisors, invigilators and security officers inspect the question paper packets and signing the declaration to witness that they are intact before opening;
- 4.5.13 Witnessing the opening of the examinations question paper packet by the Supervisor in front of the candidates and ensuring at least one of the candidates countersigns the envelope as evidence of witnessing the opening;
- 4.5.14 Witnessing the counting of the question papers by the Supervisor and ensuring that the examination papers are adequate before the commencement of the examination and issuance to each invigilator;
- 4.5.15 Ensuring that no candidate who is more than half an hour late is given a question paper prior to clearance by the Council;
- 4.5.16 Be vigilant, monitor and ensure that the examinations are conducted in accordance with KNEC laws, rules and regulations.
- 4.5.17 Ensuring that all reports of hardship cases which might have affected candidates' work during the examination and which are related to the conduct of the examination are indicated in the Report and Certificate of Supervision;
- 4.5.18 In consultation with Sub County Director of Education ensuring that candidates taking examination under special circumstances do so in a conducive environment;
- 4.5.19 Ensure that any excess scripts and question papers for absent candidates are picked and sealed in a separate envelope and returned together with the other candidates answer scripts to the distribution centre.
- 4.5.20 Submitting to the officer managing the distribution Centre answer scripts of candidates taking examinations under special circumstances in a special envelope separately;
- 4.5.21 Receiving the packed candidates answer scripts and examination materials from the supervisor in the examination centre and returning them directly and securely to the distribution centre after each day of the examination under armed security escort and signing the relevant accountability documents;
- 4.5.22 Accurately completing the Attendance Sheets, Report and Certificate of Supervision, Declaration Form for Payment and any other documents required thereafter submitting the documents to the Council through the officer managing the distribution centre upon completion of the examination;

4.5.23 The Overall responsibility of Centre Managers during examinations shall include but not limited to:

- a) For the avoidance of doubt, the Centre Managers shall not, under any circumstance, take the examination materials to any other room/place other than the designated examination room.
- b) Taking overall responsibility for management of the examinations at the examination centre and ensure that all candidates strictly adhere to the examination rules;
- c) Taking overall responsibility where instances of massive examination irregularities occur;
- d) Taking necessary action as per the Act, other written law, the Council rules and regulations and reporting the matter to the Council when he/she observes any examination malpractice.

**4.6 On Conduct of Continuous Assessment and Supervision of Projects,** Centre Managers and Subject Teachers shall;

- 4.6.1 Ensure that continuous assessment is conducted at regular intervals in the course of instruction for the relevant courses in accordance with regulations and guidelines.
- 4.6.2 Acquire the required project materials and equipment within stipulated time.
- 4.6.3 Keep an accurate and verifiable record of course work marks and project reports and marks.
- 4.6.4 Upload and submit copies of course work marks and project marks to KNEC by the scheduled time.
- 4.6.5 The assessment of the 2018 KCSE candidates registered for oral and practical papers will be carried out from **22<sup>nd</sup> to 26<sup>th</sup> October 2018**. KNEC will deploy assessors to carry out this assessment and will be assisted by the examination centre supervisors.

**4.7 On Receipt of Results Printouts, Results Slips and Certificates,** the role of a Centre Manager shall include but not limited to;

- 4.7.1 Receiving and issuing results slips and certificates to the candidates.
- 4.7.2 Verifying results in the Results printouts and raise queries with KNEC within 30 days from the date of release of the examination results;
- 4.7.3 Receiving certificates as per the checklist from KNEC and raise queries related to the Certificates within Sixty (60) days from the day of dispatch of the certificates from KNEC.
- 4.7.4 Keeping and maintaining a record of issued results slips, certificates and candidates' details together with a certificate checklist for ease of reference.



**4.8 On Conduct of Examinations,** the roles of a **Supervisor** shall include but not limited to:-

4.8.1 Attending briefing sessions.

4.8.2 Reporting to the allocated examination centre at least a day before the start of the examination for rehearsal and carrying out the following duties;

- a) Ensuring a secure room with a lockable cabinet or cupboard is allocated by the Centre Manager for storage of examination materials other than the question papers and answer scripts during the examination period;
- b) Briefing and assigning duties to the invigilators on what is expected of them during the examination period;
- c) Inspecting examination rooms to ascertain that they meet the specification prescribed by the Council and are free of stimulus materials and ensure that the desks or tables are arranged as per the Council's specifications;
- d) Requesting the Centre Manager for materials or equipment required to administer the examination as prescribed in the Rules and Council regulations for the examination; and
- e) Ensuring that only registered candidates sit the examination; and
- f) Briefing candidates on how to conduct themselves during the examination.

4.8.3 Reporting to the examination centre by **6.30 am** in the morning on every day of the examination to receive the examination materials from the Centre Manager in the presence of the security officers.

4.8.4 Inspecting the examination rooms every day before the start of examinations to ensure that they meet the specifications prescribed by the Council Rules and Regulations and that there are no unauthorized or stimulus materials in the examination room including the washrooms that are to be used by candidates;

4.8.5 Ensuring that all candidates are positively identified against the photograph register and Council registration data;

4.8.6 Supervising the search of candidates as they enter the examination rooms for every examination session and ensuring that female candidates are searched by a female officer or teacher while male candidates are searched by a male officer or teacher;

4.8.7 Ensuring that the candidates, invigilators, Centre Manager and security officer inspect the question paper packets and signing the declaration to witness that they are intact before opening;

4.8.8 Receiving from the Centre Manager, the question papers in one of the

- examination rooms and ensuring they are not tampered with.
- 4.8.9 Opening the examinations question paper packet in front of the candidates, security officers, invigilators and Centre Manager and ensuring at least one of the candidates countersigns the envelope as evidence of witnessing the opening;
- 4.8.10 Counting the question papers to ensure they are adequate before the invigilator issues them to the candidates and starting the examination on time as specified in the respective examination timetable and ensuring that the examination lasts for the period scheduled on the examination timetable;
- 4.8.11 Stapling the question paper packet and question papers for the absent candidates, together with spare question papers to ensure the packet is sealed then placing the packet on a desk in front of the candidates inside the examination room;
- 4.8.12 Preparing a report on any examination irregularity and ensuring that any confiscated materials are sealed and handed over to the education officer managing the distribution centre and ensuring that all examination irregularity materials collected at the examination Centre are forwarded with a report to the Council;
- 4.8.13 Reporting to the security officer and the Council any criminal activities and handing over any persons implicated to the security officer;
- 4.8.14 Closely monitoring candidates' inside and outside the examination room during the examination session and escorting and searching a candidate who visits the washrooms or any other premise before re-entering the examination room;
- 4.8.15 Ensuring that the institution's centre number is boldly written in an appropriate position where all candidates can see and ensuring that candidates use the index number issued by the Council as per the approved list;
- 4.8.16 Ensuring candidates write their answers using the writing materials prescribed by the Council;
- 4.8.17 Ensuring that no person including the supervisor, invigilator, Centre Manager and candidate enters the examination room with mobile phone or any other electronic communication devices;
- 4.8.18 Ensuring that no unauthorized persons have access to question papers or candidates while the examination is in progress;
- 4.8.19 Ensuring that the invigilators do not explain the questions to candidates, read or allow any person to read candidates' responses;
- 4.8.20 Ensuring that the script control form is signed by all candidates before the end of the examination session where applicable;
- 4.8.21 Ensuring the question papers for the following sessions and answer scripts for the preceding sessions are placed at a desk in front of the candidates while the examination is in session;
- 4.8.22 Collecting, counting, and putting all the candidates' answer scripts and duly signed script control form in the official Council script return

- envelope and seal the return envelope in full view of the candidates, Centre Manager and security officer;
- 4.8.23 Ensuring that the declaration on the return envelope is duly filled in the presence of the candidates, invigilators, Centre Manager and security officer as provided for in the return envelope containing candidates' answer scripts;
- 4.8.24 Ensuring that no candidate's answer scripts are left behind by physically counting the number of candidates present against the number of answer scripts collected at the end of every examination session;
- 4.8.25 Ensuring that the spare question papers are only given to the Centre Manager at the end of the day when every candidates' answer script has been sealed in the return envelopes;
- 4.8.26 Receiving question papers that might have errors or blank pages from invigilators and recording the details in the report and certificate of supervision and enclosing the report and certificate of supervision in the return envelope and handing it over to the officer managing the distribution centre for submission to the Council;
- 4.8.27 Preventing the occurrence of examination irregularities in the examination centre and if such cases arise, handling them as stipulated in the act, these rules and Council regulations;
- 4.8.28 Keeping an accurate record of work allocated to invigilators on a daily basis and accurately completing the attendance sheets, report and certificate of supervision, seating plans, declaration form for payment and any other documents required then submit the documents to the Council through the officer managing the distribution centre;
- 4.8.29 Ensuring that no candidate who is more than half an hour late is given a question paper unless cleared by the Council;
- 4.8.30 Ensuring that all reports of hardship cases which might have affected candidates' work during the examination and which are related to the conduct of the examination are indicated in the report and certificate of supervision;
- 4.8.31 In consultation with the Centre Manager and the sub county director of education ensuring that candidates taking examinations under special circumstances have a conducive environment as per KNEC regulations;
- 4.8.32 Overall Responsibility of the **Supervisor**
- a) **The Supervisor shall be held personally liable for any examination irregularity which he/she failed to report during the conduct of the examinations where it emerges that examination irregularities indeed occurred.**
  - b) **The Supervisor must ensure that the examination is conducted as per the Act, other relevant law, the rules, regulations and these Guidelines;**

**4.9 On Conduct of Examination,** the role of the **Invigilator** shall include but not limited to:-

- 4.9.1 Reporting to the assigned examination centre a day before the start of the relevant examination for briefing and assignment of duties by the supervisor;
- 4.9.2 Reporting to the examination centre by 7.00 am in the morning on every day of the examination to receive the examination materials from the Supervisor in the presence of the security officers.
- 4.9.3 Inspecting the examination rooms assigned and the washrooms to be used every day before the examination starts to ensuring that there are no unauthorized materials or stimulus materials in the examination room or on the candidates' desks or tables;
- 4.9.4 Closely monitoring candidates inside and outside the examination room and ensuring candidate is escorted to washrooms and searched before re-entering the examination room;
- 4.9.5 Searching candidates each time they enter the examination room to prevent smuggling of unauthorized materials and stimulus materials including mobile phones or any other electronic communication devices into the room. In this regard, female candidates must be searched by a female supervisor or invigilator or teacher and male students must be searched by male supervisors or invigilators or teachers;
- 4.9.6 Receiving the question papers from the supervisor, checking to ensure that the paper is correct as per the timetable and count them to confirm that there are enough copies for all the candidates before distributing them;
- 4.9.7 Ensuring that the examination starts promptly and lasts for the time scheduled on the examination timetable and hand over to the supervisor any question paper with errors or blank pages;
- 4.9.8 Ensuring that no unauthorized persons has access to question papers or candidates while the examination is in progress;
- 4.9.9 Identifying the candidates against the photograph register as appropriate, verifying the candidates' index numbers, names and ensure that the script control form is signed by all candidates before the end of the examination session;
- 4.9.10 Being vigilant to ensure that candidates do not engage in any kind of examination malpractice and in case of any, report to the supervisor;
- 4.9.11 Ensuring candidates write their answers in the writing materials prescribed by the Council;
- 4.9.12 Not explaining the questions to the candidates, reading or allowing any person to read candidates' responses;
- 4.9.13 Marking 'AB' against the name of every candidate who is absent every session of the examination and account for every candidate using the attendance register and ensuring that there is no discrepancy between the record of absenteeism, on the attendance register and the script control form;

- 4.9.14 Taking note of the absent candidates' index numbers and paper missed to be transferred to the computer printed attendance sheet and the script control form; and
- 4.9.15 Collecting and physically counting candidates' answer scripts before releasing the candidates from the examination room at the end of an examination session and handing over candidates answer scripts at the end of each examination session to the supervisor for recording, packing and sealing in the return envelope;
- 4.9.16 Signing the declaration form in the report and certificate of supervision;
- 4.9.17 Handing over candidates answer scripts at the end of each examination session to the supervisor for recording, packing and sealing in the return envelope;
- 4.9.18 Ensuring that there is no discrepancy between the record of absenteeism, on the attendance register and the script control form.
- 4.9.19 During the practicals, ensure that subject Teachers and Laboratory Technicians/Assistants do not interact directly with the candidates.

#### 4.9.20 Overall **Responsibility of the Invigilator**

- a) The Invigilator shall be held personally liable for any examination irregularity which he/she failed to report during the conduct of the examinations within the examination room he/she is allocated and its environs.
- b) The Invigilator must ensure that the examination is conducted as per the Act, written law, these rules and Council regulations.

## 5.0 OTHER ISSUES TO TAKE NOTE OF

### 5.1 REGISTRATION OF CANDIDATES

Center managers are required to note the following:

- 5.1.1 All candidates to be registered for KNEC examinations must be eligible to sit the examinations.
- 5.1.2 Registration of candidates should be done correctly to ensure the whole process is conducted with minimal challenges.
- 5.1.3 It is important to ensure that corrections on registration data are done before candidates sit the examination.
- 5.1.4 Centre managers should ensure repeaters' data is correctly captured in the KNEC database.
- 5.1.5 Corrections of errors on certificates should be done before the candidates proceed to the next level of education. Many

candidates have previously suffered while sitting for their KCSE examinations because of errors committed during KCPE registration which was never corrected on time.

- 5.1.6 Wrong registration data attracts penalties and therefore due diligence should be observed when carrying out the exercise.
- 5.1.7 Centre managers are required to safeguard and secure their passwords and accounts. The passwords are the property of the examination centres and not of the cybercafes.
- 5.1.8 The passwords should be handed over to the next management in case of change of Heads of institutions. KNEC advises institutions to be changing password to avoid unscrupulous person who can tamper with the candidates' data.
- 5.1.9 The Council urges you to invest in ICT facilities and internet connectivity to avoid registering in cyber cafes which are in business and the more you visit them because of corrections to be done, the better for them. Some of them make mistakes knowingly so that they may make money from institutions.
- 5.1.10 Candidates' correct photographs are supposed to be uploaded into the system then printed to produce examination centres' photo registers /albums in the case of KCSE examination.
- 5.1.11 The centre manager will keep a signed copy of the photo album and hand it over to the supervisor on the rehearsal day for use in identifying the candidates during administration of the examination.
- 5.1.12 Centre managers are advised to enforce checking of accuracy of registration data before candidates sign nominal rolls.
- 5.1.13 Centre managers are required to access a form using their password where they will key online all UNDER PROTEST and ABSENT candidates on a daily basis.
- 5.1.14 They are also required to indicate DECEASED candidates in the head teachers reports and ensure the supervisors indicate the same in the supervisors report.
- 5.1.15 Centre managers are required to key project/aurals /oral marks as per the KNEC deadline indicated in the circular to schools.

## 5.2 EXAMINATION CENTRES

- 5.2.1 New institutions should apply to the Council to be registered as examination centres one year before they register candidates.

**5.2.2** The institutions must have the necessary basic facilities:

- 5.2.2.1 Adequate examination rooms/halls (which can accommodate at least **20** candidates, spaced at **1.22.metres** in all directions);
- 5.2.2.2 lighting;
- 5.2.2.3 security;
- 5.2.2.4 qualified staff;
- 5.2.2.5 reference materials;
- 5.2.2.6 furniture.

**5.2.3** The Sub County Directors of Education are expected to prepare and submit to KNEC a list of new schools wishing to register candidates for 2019 examination. The list must reach KNEC by **30<sup>th</sup> November, 2018**.

**5.2.4** The list must be accompanied by valid registration certificate from the Ministry of Education. Similarly new Sub Counties wishing to have their schools coded must submit the list of schools together with Kenya Gazette notice legalizing the creation of the new Sub County. The documents must reach KNEC by **30<sup>th</sup> November, 2018** through the CDE's office.

### **5.3 DEPLOYMENT OF SUPERVISORS AND INVIGILATORS**

**5.3.1** The TSC Sub County Directors provided the names of the 2018 KCPE and KCSE Supervisors and Invigilators. The data was forwarded to TSC for vetting. Vetted Supervisors and Invigilators will be re-forwarded to the Sub County Directors for deployment.

**5.3.2** Correct details of the supervision personnel should be provided and should ensure no under recruitment or over recruitment is done. For every **20 candidates** there should be **one invigilator** and for every **200 candidates** there should be one supervisor.

**5.3.3** All the Supervisors and Invigilators are expected to be trained teachers working under TSC. They must be persons of high integrity who cannot be easily compromised.

**5.3.4** KNEC still gets unqualified personnel supervising and invigilating in some examination centres. This is an irregularity and should be avoided at all cost. Regulations as stipulated in the circular on deployment should be adhered to. Since the Government has declared November as an examination period, the shortages of teachers to supervise and invigilate should not arise. Our humble request is you to ensure we get the best teachers to carry out the task.

**5.3.5** Supervisors will be expected to fill in all the necessary documents required by the Council. Failure to which difficulties will be experienced when processing candidates' results and claims.

**5.3.6** KNEC has standard rules and regulations that must be adhered to by all the officers involved in the administration of national examinations. Supervisors should therefore ensure that:

- a) examination question papers are not opened before the scheduled time;
- b) invigilators and teachers are not allowed to write examinations for any candidates at any given time;
- c) candidates write their names and index numbers as they appear on the nominal roll.
- d) Brief the invigilators and candidates before the start of any examinations.

## **6.0 ACTUAL ADMINISTRATION OF 2018 KCSE & KCPE EXAMINATIONS**

**6.1** KNEC will dispatch Examination materials other than question papers in



September or early October. The materials will be distributed to Sub County Director of Education to be issued to center managers, supervisors and invigilators. Each examination centre to check if the materials are adequate before the examination start.

- 6.2 The examination papers and related materials will be dispatched from KNEC premises to the distribution point/containers, by KNEC officers a few days just before the examination start.
- 6.3 Timetables for KCSE & KCPE are available in the **KNEC website** for colleges to download. The timetable should be strictly adhered to. Where there is a conflict in timing between the timetable and the question paper, the supervisor must adhere to the timing given on the question paper;
- 6.4 KCPE and KCSE rehearsals shall be held on **29<sup>th</sup> October 2018** and **2nd November 2018** respectively. The Centre Managers, Supervisors, Invigilators and candidates must be present for rehearsal;
- 6.5 KCPE examination is scheduled to start on **30<sup>th</sup> October 2018** and end on **1<sup>st</sup> November 2018** while KCSE will begin on **5<sup>th</sup>** and end on **28<sup>th</sup> November 2018**
- 6.6 Supervisors and Invigilators must carry their letters of appointment, KNEC badges and national identity cards as a means of identification when at the examination centres;
- 6.7 The badges should be left with the centre managers after the examination for future use;
- 6.8 Behind each badge there is an URL <http://cp2.knec.ac.ke/> which every officer involved in the management of examination must log in to register online and provide correct details for easier and faster payment after the administration of examination. All officers involved in the running of the 2018 national examinations must register online using the URL given

above. Only those who will register will be paid;

- 6.9 Each Education Officer and Sub County Director of Education managing a storage facility/distribution point **MUST** check the boxes/bags containing question papers and ensure that the serial number label corresponds to the dispatch document and the centres listed are correct;
- 6.10 The Education Officer and the Centre manager must verify and record the examination papers issued for each day to ensure that they are the correct papers for the day as per the timetable;
- 6.11 The supervisor **must** be at the examination centre before the Centre Manager arrives with the examination materials;
- 6.12 The Centre manager should not advise the supervisor to adjust index numbers of candidates or the time table;
- 6.13 Candidates should be very keen when using their index numbers during the examination, especially the repeaters in the KCSE examination.
- 6.14 When a candidate is absent, the answer script is dispatched back to the container in the question paper envelope;
- 6.15 If the candidature is 80 and 3 candidates are absent, the first envelope will read 40 scripts inside and indicate (1 of 2). The second will read 37 scripts and the absentees' index numbers indicated clearly. This second envelope will be labeled (2 of 2);
- 6.16 The **two (02)** envelopes must then be **tied** together back to back using a cello tape. All the return envelopes for a particular paper, e.g. English paper 1, must be labelled individually before they are tied together;

- 6.17** At the container the check list print out must be correctly filled, verified and used to dispatch the return envelopes containing the answer scripts back to KNEC;
- 6.18** The examination centre real number should not be written on the return envelope. Only Random numbers should be written on return envelopes;
- 6.19** The empty question paper envelope must not be enclosed together with candidates answer scripts;
- 6.20** Please note that no special need cases should be brought to Council notice when examinations are ongoing except for special cases that occur during the examinations whose authority must be sought from Chief executive officer, KNEC;
- 6.21** Examination centres for Special needs candidates should have supervisors/invigilators teachers trained in special needs if possible. KNEC shall communicate through letters to institutions on how different candidates with special needs will be handled during the examination;
- 6.22** Candidates sitting examination in other venues (hospitals, remand etc,) should not be indicated absent on the attendance register; instead the supervisor should indicate where the candidate sat the examination and the script packed in a hardship return envelop;
- 6.23** The school administration and the supervision personnel should not impede the KNEC monitoring officers from accessing the examination rooms. Instead they should ask for evidence of being monitoring officer. Each monitoring officer must have identification badge;

- 6.24** Absent candidates (ABS) and under-protest cases should be keyed in online (KCSE). Candidates raising under protest cases should be allowed to only sit for the examination as long as they are genuinely registered and have paid under protest fee;
- 6.25** The Council is aware of availability of watches which also serve as mobile phones and they can also be used to send text messages. Therefore no wrist watch should be allowed in examination rooms. Instead centre managers to provide wall cloaks in every examination room.
- 6.26** No unregistered candidate should be allowed to sit for the examination unless there is proof that the candidate was once registered and maybe was erroneously deleted after submission of registration documents to KNEC;
- 6.27** All candidates must sign the attendance register as proof that they presented themselves for the examination. The details for absent candidates must be clearly and correctly captured on the attendance registers and in the supervisors reports;
- 6.28** The KCSE candidates should verify and sign against the photo album. In case of photo correction, the correct photo should be presented in soft copy in a CD before start of the examination period;
- 6.29** The Sub County directors of education should ensure prompt dispatch of attendance registers and other supervision documents to examination centres to allow time for verification, packing and dispatch of missing documents in case of shortages;
- 6.30** All examination centres with less than fifteen candidates must be hosted in other centres except centres for candidates with special needs, prisons

or any other case where an exception has been granted. Information on host and hosted centres should be submitted to KNEC latest by 30th September, 2018;

- 6.31 All private candidates must be hosted in a public school and the information of the host center relayed to KNEC by 15<sup>th</sup> Sept 2018;
- 6.32 Both the supervisor's and head teacher's reports should be enclosed in the supervisor's return envelope. The report must be promptly returned with examination scripts after the examination period is over. The KCSE supervisors' report must be correctly filled and both **real** and **random numbers** must be captured.

## 7.0 DESPATCH AND RETURN OF ANSWER SCRIPTS

- 7.1 The dispatch of examination papers and return of answer scripts programme will be prepared and circulated to Sub County Directors of Education;
- 7.2 Scripts under special cover e.g. of candidates who do not take their examination at their centre should be handed to the KNEC officer in person at the point of receiving and the returning officer should ensure the case is recorded;
- 7.3 The Sub-County Director of Education is required to submit the following examination materials to KNEC at the end of the examination period or as per the instructions given:
  - 7.3.1 candidates' answer scripts and answer sheets;

- 7.3.2 completed attendance registers for Candidates, Supervisors, Invigilators and other accountable tracking documents;
- 7.3.3 completed and accurately filled in reports and certificates of supervision;
- 7.3.4 reports on Irregularities together with any seized material (where applicable);
- 7.3.5 claims for supervisors, invigilators, drivers, security and education officers in both soft and hard copies, duly certified by the Sub-county Education Officer;
- 7.3.6 all empty question paper packets and bags;
- 7.3.7 seating plans for candidates;
- 7.3.8 copies of any question papers with misprints or missing pages (where applicable);
- 7.3.9 any extra question papers;
- 7.3.10 Summary of '**Under Protest**' entries and a letter from the **Centre manager** of the Institution explaining the cases.

## 8.0 EXAMINATION IRREGULARITIES/MALPRACTICES

- 8.1 An examination irregularity is any deliberate act that gives a candidate undue advantage over others. Irregularities may occur during:
  - 8.1.1 registration;
  - 8.1.2 assessment;
  - 8.1.3 movement of examination materials;
  - 8.1.4 administration of examination(influenced appointment);
  - 8.1.5 marking;
  - 8.1.6 processing of the results.

- 8.2 Any form of examination malpractice during the administration of examinations must be reported and handled by the Sub County Directors of Education.
- 8.3 Any candidate, who is proven beyond a reasonable doubt as having been involved in an examination malpractice, will have their results cancelled.
- 8.4 Cheating in examinations can, if undetected and unpunished undermine one of the major functions of examinations which is to grade candidates according to their abilities.
- 8.5 Cheating in examinations can very quickly erode the confidence the public has in examinations if “false” grades are awarded by the system.
- 8.6 Cheating undermines the values of honest candidates if it appears that dishonest candidates are the ones who are being allocated places on the basis of grades attained irregularly.
- 8.7 It is saddening to note that there are cases where school administration, parents and teachers are involved in abetting cheating in examinations.
- 8.8 The supervision personnel and the school administration should be at the forefront in fighting examination malpractices.
- 8.9 All centres and the personnel who will handle the examination are bound by the Leadership and Integrity Act, which lists the responsibilities of public officers.
- 8.10 The centre managers should not give “lunch”, “fare” etc. to monitoring officers. Officers who demand the same should be reported to KNEC through any of the channels available.

8.11 The centre managers should also not demand money from parents/guardians to entertain school guests who may include KNEC monitoring officers. This is normally a foundation of compromised examination management. As public officers, it is important to be aware of the Bribery Act 2016.

8.12 Supervisors and Invigilators shall handle any case of candidates found with unauthorized materials in the examination room as follows:

8.12.1 Collect the unauthorized material, identify it with candidate(s) names and index number and submit to the Council as evidence;

8.12.2 The Supervisor to ensure that handwritten witness statements are recorded by the Centre Manager, invigilator, candidate(s) and record the accurate details of the candidate.

8.12.3 Supervisor to prepare a detailed and duly signed report on the malpractice.

8.12.4 Report the case to the Council through the call centre.

8.13 Supervisors and Invigilators shall handle any case(s) of collusion as follows:

8.13.1 Raise it with the Centre Manager and ask them to write a detailed report giving accurate and specific details;

8.13.2 Record the correct names and index numbers of the candidates involved;

8.13.3 Ensure that handwritten witness statements are recorded by the invigilator and candidate(s) and record the accurate details of the candidate;



8.13.4 Prepare a detailed and duly signed report on the malpractice;

8.13.5 Report the case to the Council through the call centre.

8.14 Supervisors and Invigilators shall handle cases of Impersonation as follows:

8.14.1 Inform the Security Officer and ensure the Centre Manager, invigilator and the alleged impersonator record own handwritten statements and attach evidence such as identification.

8.14.2 Ensure the impersonator is handed over to the security officer at the end of that session;

8.14.3 Prepare a detailed and duly signed report on the malpractice.

8.14.4 Report the case to the Council.

## **9.0 PROCESSING OF CANDIDATES' RESULTS**

9.1 This is a process undertaken by the Council after examinations have been administered to candidates. It includes marking, grading and release of examination results to the candidates.

9.2 Some of the challenges related to the field which hinder effective processing of candidates' results include: inaccurate reports provided by supervisors on absentee candidates during administration of KNEC examinations.

9.3 All institutions are encouraged to submit accurate data during the administration of examinations and verify the examination results immediately after release to ensure accuracy.

## **10.0 REQUEST FOR CONTAINERS**

Allocation of extra containers is only done on merit. The SCDE's should make sure the reasons given are genuine. The request must pass through the CDE's office and the letter must reach KNEC by **30<sup>th</sup> November, 2018**.

## **11.0 KCSE QUALIFYING TEST**

The KCSE Qualifying Test will be administered on the day KCPE rehearsal exercise will be undertaken (**29<sup>th</sup> October 2018**). This information should be communicated to all KCSE Qualifying Test candidates. The examination is normally administered at the office of County Director of Education.

## **12.0 ADMISSION OF FOREIGN CANDIDATES**

Heads of institutions are advised to inform foreign candidates seeking admission in their institutions to seek equation letters from KNEC before being admitted.

## **13.0 EMERGING ISSUES ON THE INTERSEX PERSONS IN OUR SOCIETY**

In the recent past, Kenya has witnessed cases of intersex candidates who grow up in one sex and decide to change to another depending on one's choice and biological development. This has affected the registration of candidates and as such, the government is in the process of coming up with a policy on how the issue needs to be handled. Views from education stakeholders on the same will be collected through some questionnaires so that they may be incorporated in the policy.

## **14.0 ALCOHOL AND DRUG ABUSE**

14.1 Administration of examination is a serious national exercise that should be handled carefully by sober people.

14.2 Persons who abuse alcohol and other drugs should not be allowed to participate in any way in the management of examinations, because the

reason why they abuse the drugs is to manipulate their emotions and behavior.

- 14.3 This may lead to negative consequences in whatever they undertake as well as breaking rules since they do not seem to be important to them.
- 14.4 These people concentrate on thinking on how to get high and most of their efforts go to planning where to get more of the substance to feel good about themselves.
- 14.5 The only meaningful relationship they have is that of themselves and the drug.
- 14.6 Such people should not be entrusted with the lives of our children because they might be compromised and interfere in the process of administering examinations leading to cancellation of candidates' results.
- 14.7 Each and every institution should use recommended ways to help the victims to overcome the effects of drugs.

## **15.0 AIDS AND HIV**

- 15.1 As KNEC stakeholders, we need to live with the fact that AIDS and HIV are a reality and that we are either infected or affected;
- 15.2 The menace directly and indirectly affects all that we do as KNEC stakeholders;
- 15.3 KNEC requests you to take any opportunity at your disposal to talk about

it at any forum that you meet the people you supervise.

## 16.0 RISK MANAGEMENT

16.1 The work of administering examinations comes with its own risks;

16.2 As examination stakeholders, you need to see the risks ahead of any action you may take. Such risks may include:

16.2.1 Appointment of a supervisor or an invigilator who is not qualified or has vested interest in the institution he/she is engaged to administer examination;

16.2.2 Involvement of security officers who don't take security issues seriously;

16.2.3 Summarizing officers for payments who never worked during the examination for payment;

16.2.4 Being influenced to appoint a supervisor/ invigilator to a certain examination centre or influencing to be appointed to a certain examination centre.

16.2.5 Failing to keep time at the container or at the examination centre etc.

16.3 It is important to mitigate against any risks before they occur and manage them accordingly to avoid related risks that may affect candidate's results adversely.

## 17.0 HANDLING OF COMPLAINTS IN KNEC

- 17.1 A complaint is an expression of a dissatisfaction made to an organization related to its products and services.
- 17.2 KNEC closely works with Commission on Administrative Justice (CAJ) in ensuring customer complaints are resolved. It prepares quarterly reports on complaints received from all its customers and their status and submit to the Commission.
- 17.3 As we endeavour to give our services to customers, there are mechanisms put in place for handling, managing, responding and reporting citizens' complaints. Customers seeking services can channel their communication to KNEC through the following: face book: Kenya National Examinations Council, twitter :@ExamsCouncil, Email addresses: info@knec.ac.ke, telephone numbers: Head office – 3317427, 3317419, 3341027 South C offices: 0720741094, 0202329598, Industrial Area 0720741003, 0775471980, 0775471997, correspondences, walk in and any other means that may feel appropriate.
- 17.4 We also have a customer relations management system which is web-based; it is called Sema Nasi.

## 18.0 QUERY MANAGEMENT INFORMATION SYSTEM (QMIS)

- 18.1 The Query Management Information System (QMIS) is an electronic system for online submission and processing of queries related to examination results and other services (confirmation, claims, equation and certifications;
- 18.2 The use of QMIS started on 1st July 2018 and to date, a total of 407 clients have been registered to use the system, out of which 172 have launched a query;
- 18.3 Examples of queries handled by the system include:
- Bio data Amendments
    - o Name

- o Photo
  - o Gender
  - o Year of Birth
  - o Birth certificate number
  - o Citizenship
  - o Entry code
- Direct Recoveries (only for schools)
  - o Slips
  - o Certificates
  - o Result printout
- Results (Marks) queries
  - o Absenteeism
  - o Missing Marks
- Payment queries

Examples of services handled by the system include:

- o Certification letter
- o Confirmation statements
- o Equations

- 18.4 To access the system to launch and track queries/services, client should use a computer/mobile phone with internet access. The web address to use is [www.qmis.knec.ac.ke](http://www.qmis.knec.ac.ke);
- 18.5 All requirements for particular queries are displayed by the system for client to scan and attach. Upon successful processing, clients will be required to avail original copies of the requirements before collecting their documents;
- 18.6 All payments are done through M-pesa, of which the system will prompt the client through SMS on the amount and how to pay. (PLEASE, YOU SHOULD NOT PAY BEFORE ASKED TO DO SO);

## **19.0 MATERIALS AVAILABLE FROM KNEC BOOKSHOP**

- 19.1 KNEC Examination feedback reports for KCSE & KCPE which statistically analyze the two examinations paper by paper are available for sale. The feedback reports gives overview of responses given by candidate to previous year's questions. It highlights where they went wrong and helps greatly current candidates to avoid making same errors;
- 19.2 Question & Marking schemes for KCPE and KCSE Examinations;
- 19.3 KNEC Examination regulations for both school and post school examinations;
- 19.4 KCSE Regulations and syllabuses;
- 19.5 Past papers; and
- 19.6 Mathematical tables.

## **20.0 CONCLUSION**

The Council takes this opportunity to thank you for attending this important meeting. It is important to cascade the information you have acquired today to those under you in order to ensure that those who will be involved in this exercise are well informed and equipped to manage the 2018 KCSE & KCPE examinations in the most efficient way without experiencing cases of dishonesty.



**THANK  
YOU**