THE KENYA NATIONAL EXAMINATIONS COUNCIL

INTERNAL MEMO

REF	:	**KNEC/EA/FA/SI/019/084**
To	:	Ag. Chief Executive Officer
Through	:	Director - EA
From	:	Deputy Director – FA (SE&TE)
Date	:	11th October, 2019

Forwarded & Recommended for your approval.
14/10/2019

SUBJECT **NOTES TO BE USED DURING THE 2019 KCPE AND KCSE BRIEFING AND SENSITIZATION OF FIELD OFFICERS**

1.0 The 2019 KCPE and KCSE Briefing and sensitization of field officers involved in the administration and management of examinations will be carried between **15th** and **18th October 2019** at both the County and Sub County Levels.

2.0 The briefing and sensitization exercise will be conducted by:

2.1 the TSC County Directors;

2.2 County Directors of Education;

2.3 TSC Sub County Directors;

2.4 Sub County Directors of Education.

3.0 Attached please find the notes to be used during the briefing and sensitization of the field officers.

4.0 This is to request for your comments, input and approval of the notes to be emailed to the County Directors of Education and TSC County Directors for dissemination to the officers at the Sub Counties levels.

M. IBRAHIM
DEPUTY DIRECTOR – FA (SE & TE)
Encl.

Kenya National Examinations Council RECEIVED 14 OCT 2019 Sign:..... Office of the Director - EA

OFFICE OF THE SECRETARY 15 OCT 2019 NAIROBI CHIEF EXECUTIVE - K.N.E.C.

Director-EA Approved 15/10/2019



THE KENYA NATIONAL EXAMINATIONS COUNCIL

BRIEFING & SENSITIZATION OF FIELD OFFICERS INVOLVED IN THE ADMINISTRATION OF THE 2019 KCSE AND KCPE EXAMINATIONS

1.0 INTRODUCTION:

1.1 Kenya National Examinations Council work through the agency system to execute its mandate as per KNEC ACT 2012, the core functions of KNEC include:-

- development of both school and post school examinations;
- registrations of candidates;
- administration and processing of examination results;
- certification;
- researching into examinations and the curriculum;
- Equations of certificates from other examining boards.

1.2 To ensure examinations are administered efficiently the officers involved in the exercise must be briefed before the start of the examinations.

1.3 The 2019 briefing and sensitization of the field officers, supervision and invigilation personnel will be carried out by County Directors of Education, TSC County Directors, Sub County Directors of Education and TSC Sub County Directors both at County and Sub County level.

1.4 The briefing will be carried out between **15th** and **18th October 2019** before the start of assessment in practical on Oral and Aural examinations.

2.0 OBJECTIVES OF THE 2019 BRIEFING AND SENSITIZATION

The objectives of the 2019 briefing and sensitization of Field officers is to:

2.1 inform stakeholders on development, innovations and Security measures put in place to safeguard the 2019 national examinations;

2.2 highlights on field officers to be involved in the management of examinations;

2.3 roles of Centre Managers, Supervisors and Invigilators;

2.4 deployment of Supervisors and Invigilators online as well as taking attendance of the field officers;

2.5 return of candidates answer scripts;

2.6 updates on query management system.

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 in 2019. Some of the innovations include:

3.1 Installing additional containers in some Sub Counties for storing examination materials in order to ensure examinations papers reach examination centre in good time. 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. The TSC has appointed some Curriculum Support Officers (CSOs) to manage containers in some Sub Counties that have more than one container;

3.2 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. At the container. **In 2019 an additional security officer** will be deployed in the container to supervise the four security officers manning the container;

3.3 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. In Sub Counties where there are more than one container, provision will be made for two Education Officers;

3.4 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.

3.5 In 2019, drivers will be deployed at the Sub County and they shall sign the declaration forms of the Sub County;

3.6 The examination materials under the escort of the security officers will be dispatched directly from KNEC premises to the distribution point (container) as it has been the case since 2016. The DCC and the SCDE must be present at the container to receive the materials;

3.7 The Centre managers will be collecting examination question papers from the distribution point every day and hand them over to the supervisors. 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 centre. At no time should the question papers be in any other place other than in the examination room while at the examination centre;

3.8 The Council has replaced the daily attendance forms for officers manning the container with one declaration form. The form will be signed by the following officers:

3.8.1 Deputy County Commissioner (DCC);
3.8.2 Sub County Director of Education (SCDE);
3.8.3 TSC Sub County Director (TSC SCD);
3.8.4 Sub County Examination Officer (SCXO);
3.8.5 Sub County Police Commander (SCPO);
3.8.6 Education Officer manning the Container (EMD)
3.8.7 Security officer Supervising the four security officers
3.8.8 The four security officers manning the container
3.8.9 Data Capturer;
3.8.10 Clerk. Daily attendance will be taken through the CP2 system;
3.8.11 Drivers distributing examination materials.

3.9 All the officers at the County should also sign their declaration forms and log into the CP2 system. These officers include:

3.9.1 County Commissioners;
3.9.2 County Directors Of Education;
3.9.3 TSC County Directors;
3.9.4 County Examination Officers
3.9.5 County Police Officers.

3.10 Officers overseeing management of examinations at the region will also be required to log their details in the CP2 system and fill in declaration forms for accountability purpose. These include:

3.10.1 Regional Coordinators of Education;
3.10.2 TSC Regional Coordinators;

3.10.3 Regional Police Commander.

3.11 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;

3.12 The Sub County Director of Education must take daily attendance of all field officers manning the container on line

3.13 The Centre Manager (CM) on the other hand must take attendance of all the supervisors, Invigilators and Security Officers assigned to his/her Centre on daily basis on line.

3.14 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. In 2019 the deployment of field officers, Supervision and invigilation personnel was done online by the TSC. The appointment letters will be available for download as from **15th October 2019**. Officers not deployed into the system will not be able to get their appointment letters. Once they download the letters they should have them stamped by the TSC Sub County Director after verification.

3.15 Previously, KNEC experienced the following challenges on supervision and invigilation of examinations:

3.15.1 Supervision personnel who have signed the declaration forms being different from those summarized in the system;

3.15.2 Supervision personnel claiming twice by filling in another declaration form after the original one has been submitted to KNEC for payment;

3.15.3 More officers being summarized for payment than was expected by KNEC;

3.15.4 Supervision personnel claiming that they have not been paid yet on KNEC checking its database of paid officers establishing that they have been paid;

3.15.5 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,Sub County Directors or KNEC itself;

3.15.6 Some officers claiming for payment for services not rendered.

3.16 To avoid these challenges, officers involved in the administration of examinations uphold integrity while executing their roles.

4.0 FIELD OFFICERS TO BE INVOLVED IN THE MANAGEMENT OF EXAMINATIONS

The Kenya National Examinations Council will involve the following field officers in the administration and management of national examinations.

4.1 Officers to be engaged at the regional level include:-

4.1.1 Regional Coordinators of Education (**RCEs**) and their drivers;
4.1.2 TSC Regional Coordinators (**TSC RCs**) and their drivers;
4.1.3 Regional Police Commanders (**RPCs**) and their drivers.

- Only the RPC will be involved to oversee the security of examinations in their respective regions.

4.2 Officers to be engaged at the County level:

4.2.1 County Commissioners (**CCs**);
4.2.2 County Directors of Education (**CDEs**);
4.2.3 TSC County Directors (**TSC CDs**);
4.2.4 County Police Commanders (**CPCs**);
4.2.5 County Examination officers (**CXOs**).

- Only the CPCs will be involved to oversee the security of examinations in their respective Counties.

4.3 Officers to be engaged at the Sub County level:

4.3.1 Deputy County Commissioners (**DCCs**)/Assistant County Commissioners (**ACCs in cases where there is more than one container**);
4.3.2 Sub County Directors of Education (**SCDEs**);
4.3.3 TSC Sub County Directors (**TSC SCDs**);

4.3.4 Sub County Police Commanders (**SCPCs**);
4.3.5 Sub County Examination officers (**SCXOs**);
4.3.6 Examination Officers Manning Distribution Centres (**EMDs**);
4.3.7 Security Officers manning containers (**Sec-Cont.**);
4.3.8 Security Officers in charge of containers (**OCSs**);
4.3.9 Data Capturers (**DCs**) attached to TSC SCDs' offices;
4.3.10 Clerks attached to SCDEs' offices;
4.3.11 Drivers (**DRVs**) attached to DCCs and SCDEs' offices to be deployed to serve shorter routes in the distribution of examination materials so as to be paid.

- One driver is expected to serve at least **four** examination centres.
- Where more security officers or drivers are required, the SCDEs should write through their CDEs requesting for approval by the KNEC CEO, **one** month before commencement of the examinations.

4.4 Officers to be engaged at the examination centre level;

4.4.1 Centre Manager (**CM**);
4.4.2 Supervisor(s) (**SUP(s)**);
4.4.3 Invigilator(s) (**INV(s)**);
4.4.4 Security Officers (**SECs**).

- **NOTE**:
  - Nairobi and Mombasa examinations are currently administered from their respective Sub Counties, unlike before when they used to be administered from one distribution point. As a result, the rates paid to supervisors and invigilators will be the same for all the Sub Counties.

4.5 The changes indicated in some of the personnel to be used is as a result of:

4.5.1 restructuring of some government departments that are directly involved in management of examinations. They include the security and the Teachers Service Commission;
4.5.2 gearing towards costs cutting measures as a requirement by the government;
4.5.3 inclusion of some key officers who play key role in management of examinations but not remunerated;
4.5.4 creation of more Sub Counties leading to easier administration units;

4.5.5 minimizing duplication of payments for some field officers undertaking concurrent examination administration activities;

4.5.6 Harmonizing discrepancy in rates of payment used by different KNEC departments.

5.0 ROLES OF CENTRE MANAGERS, SUPERVISORS AND INVIGILATORS

The following are the roles to be played by Centre Managers, Supervisors and Invigilators in the management of examinations;

5.1 the roles of Centre Manager shall include but not limited to:

5.1.1 Providing the facilities, materials and equipment required for the examination;

5.1.2 Ensuring that there is no loss or damage to any candidates' answer script, project or coursework materials before submission to the Council;

5.1.3 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;

5.1.4 Ensuring calculators used are aligned to Council regulations and instructions; and

5.1.5 Ensuring that there are sufficient equipment, chemicals, materials and specimens for practical papers;

5.1.6 Ensuring that the rehearsal is undertaken prior to the examination;

5.1.7 Maintaining a conducive environment for the conduct of examinations;

5.1.8 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.

5.1.9 Ensure that all other unauthorised persons are restricted and kept away from the examination area during the examination period.

5.1.10 Being at the distribution Centre at the time prescribed by the Council to collect the examination materials;

5.1.11 Witnessing the opening of examination containers at the distribution Centre every day of the examination;

5.1.12 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;

5.1.13 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.

5.1.14 Ensure that the security officer is in close proximity to the examination materials to ensure their safety and security at all times.

5.1.15 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.

5.1.16 Ensure that there is security;

5.1.17 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;

5.1.18 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;

5.1.19 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;

5.1.20 Ensuring that no candidate who is more than half an hour late is given a question paper prior to clearance by the Council;

5.1.21 Be vigilant, monitor and ensure that the examinations are conducted in accordance with KNEC laws, rules and regulations;

5.1.22 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;

5.1.23 In consultation with Sub County Director of Education ensuring that candidates taking examination under special circumstances do so in a conducive environment;

5.1.24 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.

5.1.25 Submitting to the officer managing the distribution Centre answer scripts of candidates taking examinations under special circumstances in a special envelope separately;

5.1.26 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;

5.1.27 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;

5.1.28 Taking daily attendance of supervisors, invigilators and security officers assigned to the examination centre.

5.1.29 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.**

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

5.2.1 Ensure that continuous assessment is conducted at regular intervals in the course of instruction for the relevant courses in accordance with regulations and guidelines.
5.2.2 Acquire the required project materials and equipment within stipulated time.
5.2.3 Keep an accurate and verifiable record of course work marks and project reports and marks.
5.2.4 Upload and submit copies of course work marks and project marks to KNEC by the scheduled time.
5.2.5 The assessment of the 2019 KCSE candidates registered for oral and practical papers will be carried out from **21st** to **25th October 2019**. KNEC will deploy assessors to carry out this assessment and will be assisted by the examination centre supervisors.

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

5.3.1 Attending briefing sessions.

5.3.2 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.

5.3.3 Reporting to the examination centre by **6.30 a.m** 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.

5.3.4 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;

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

5.3.6 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;

5.3.7 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;

5.3.8 Receiving from the Centre Manager, the question papers in one of the examination rooms and ensuring they are not tampered with.

5.3.9 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;

5.3.10 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;

5.3.11 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;

5.3.12 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;

5.3.13 Reporting to the security officer and the Council any criminal activities and handing over any persons implicated to the security officer;

5.3.14 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;

5.3.15 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;

5.3.16 Ensuring candidates write their answers using the writing materials prescribed by the Council;

5.3.17 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;

5.3.18 Ensuring that no unauthorized persons have access to question papers or candidates while the examination is in progress;

5.3.19 Ensuring that the invigilators do not explain the questions to candidates, read or allow any person to read candidates' responses;

5.3.20 Ensuring that the script control form is signed by all candidates before the end of the examination session where applicable;

5.3.21 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;

5.3.22 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;

5.3.23 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;

5.3.24 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;

5.3.25 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;

5.3.26 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;

5.3.27 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;

5.3.28 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;

5.3.29 Ensuring that no candidate who is more than half an hour late is given a question paper unless cleared by the Council;

5.3.30 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;

5.3.31 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;

5.3.32 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;**

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

5.4.1 Reporting to the assigned examination centre a day before the start of the relevant examination for briefing and assignment of duties by the supervisor;

5.4.2 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.

5.4.3 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;

5.4.4 Closely monitoring candidates inside and outside the examination room and ensuring candidate is escorted to washrooms and searched before re-entering the examination room;

5.4.5 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;

5.4.6 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;

5.4.7 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;

5.4.8 Ensuring that no unauthorized persons has access to question papers or candidates while the examination is in progress;

5.4.9 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;

5.4.10 Being vigilant to ensure that candidates do not engage in any kind of examination malpractice and in case of any, report to the supervisor;

5.4.11 Ensuring candidates write their answers in the writing materials prescribed by the Council;

5.4.12 Not explaining the questions to the candidates, reading or allowing any person to read candidates' responses;

5.4.13 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;

5.4.14 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

5.4.15 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;

5.4.16 Signing the declaration form in the report and certificate of supervision;

5.4.17 Handing over candidates answer scripts at the end of each examination session to the supervisor for recording, packing and sealing in the return envelope;

5.4.18 Ensuring that there is no discrepancy between the record of absenteeism, on the attendance register and the script control form.

5.4.19 During the practicals, ensure that subject Teachers and Laboratory Technicians/Assistants do not interact directly with the candidates.

5.4.20 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.**

6.0 DEPLOYMENT OF SUPERVISORS AND INVIGILATORS

6.1 The TSC Sub County Directors nominated and deployed the 2019 KCPE and KCSE Supervisors and Invigilators online using the CP2 system.

6.2 The TSC Sub County Directors should ensure no under recruitment or over recruitment of personnel. For every **20 candidates** there should be **one invigilator** and for every **200 candidates** there should be one supervisor.

6.3 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.

6.4 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 Schools will be closed during 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.

6.5 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.

6.6 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.

6.7 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. The appointment letters will ready for down load in the CP2 system on 15th October 2019.

6.8 The badges should be left with the centre managers after the examination for future use;

6.9 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 2019 national examinations must register online using the URL given above. Only those who will register will be paid. Contracted professionals can also access the CP@ system to update their personal bio data;

6.10 Examination centres for Special needs candidates should have supervisors/invigilators teachers trained in special needs if possible;

6.11 The supervisor **must** be at the examination centre before the Centre Manager arrives with the examination materials;

7.0 RETURN OF CANDIDATES SCRIPTS

7.1 The Centre Manager must ensure **KCSE** candidates answer scripts are inserted in a preprinted return envelope which will be provided. This year the return envelopes have been packaged separately from the question paper packets; and shall be issued to each centre manager by the Sub County Director of Education together with the manual containing instructions for science practicals. Any unused envelopes must be returned to the Council for accountability purposes.

The Sub County Director of Education should ensure each paper is put in its own green bag and packing of the packets in to the green bags should be done on daily basis at the container using the check list provided by KNEC. KNEC Officers collecting the green bags will vet the comtents of the green bags using the same checklist to avoid missing of candidates answer scripts for different papers.

7.3 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 envelope;

7.4 Candidates are only supposed to use provided answer booklet. Any unused KCSE answer booklet must be returned to KNEC. Instructions on the used envelopes and the unused return envelopes must be returned to KNEC. Failure to which the sub county will not be cleared.

7.5 The dispatch of examination papers and return of answer scripts programme will be prepared and circulated to Sub County Directors of Education;

7.6 the following officers will be catered for by KNEC for returning candidates answer scripts:

7.6.1 Sub County Director of Education;
7.6.2 Two (2) security officers;
7.6.3 One (1) Clerk;
7.6.4 One (1) driver.

7.7 The personnel subsistence allowance will be deposited in the Sub County Director of Education account as it has been the case before.

7.8 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;

7.9 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:

7.9.1 candidates' answer scripts and answer sheets;
7.9.2 completed attendance registers for Candidates, Supervisors, Invigilators and other accountable tracking documents;
7.9.3 completed and accurately filled in reports and certificates of supervision;

7.9.4 reports on Irregularities together with any seized material (where applicable);

7.9.5 claims for supervisors, invigilators, drivers, security and education officers in both soft and hard copies, duly certified by the Sub-county Education Officer;

7.9.6 all empty question paper packets and bags;

7.9.7 unused preprinted return envelopes and answer booklets;

7.9.8 seating plans for candidates;

7.9.9 copies of any question papers with misprints or missing pages (where applicable);

7.9.10 any extra question papers;

7.9.11 Summary of **'Under Protest'** entries and a letter from the **Centre manager** of the Institution explaining the cases.

8.0 QUERY MANAGEMENT INFORMATION SYSTEM (QMIS)

8.1 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);

8.2 The use of QMIS was launched on 1st July 2018 and it is an effective way of raising your queries and resolving them.

8.3 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;

8.4 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;

8.5 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).

8.0 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 2019 KCSE & KCPE examinations in the most efficient way without experiencing cases of dishonesty.

THANK YOU