



# **NURSING AND MIDWIFERY COUNCIL OF ZAMBIA**

*(Nurses and Midwives Act No. 10 of 2019)*

## **EXAMINATION ADMINISTRATION AND MANAGEMENT POLICY**

2023



**Copyright © 2023**

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording or otherwise without the permission of the publisher.

Inquiries concerning reproduction, rights or requests for additional training material should be addressed to:

The Registrar & CEO  
Nursing & Midwifery Council of Zambia  
P.O. Box 33521  
Lusaka

Telephone N0: +260211221284

Fax +260211224893

Email: [nmcz@nmcz.org.zm](mailto:nmcz@nmcz.org.zm)

**Second edition**

## REVIEW OF THE EXAMINATION ADMINISTRATION AND MANAGEMENT POLICY

This policy shall be reviewed five (5) years after its approval.





## Contents

<b>ACRONYMS .....</b>	<b>6</b>
<b>FOREWORD .....</b>	<b>7</b>
<b>ACKNOWLEDGMENT .....</b>	<b>8</b>
<b>1.0 INTRODUCTION .....</b>	<b>9</b>
<b>2.0 SCOPE OF THE POLICY .....</b>	<b>9</b>
<b>3.0 DEFINITION OF TERMS .....</b>	<b>9</b>
<b>4.0 EXAMINATION CENTRES.....</b>	<b>10</b>
<b>5.0 REGISTRATION FOR EXAMINATION .....</b>	<b>11</b>
<b>6.0 CRITERIA FOR APPOINTING EXAMINERS .....</b>	<b>12</b>
<b>7.0 THE EXAMINATION BLUE PRINT .....</b>	<b>13</b>
<b>8.0 EXAMINATION QUESTIONS.....</b>	<b>13</b>
<b>9.0 PACKING AND STORAGE OF EXAMINATION PAPERS.....</b>	<b>14</b>
<b>10.0 EXAMINATION STORAGE .....</b>	<b>14</b>
<b>11.0 DISPATCH AND TRANSPORTATION OF EXAMINATION MATERIALS .....</b>	<b>15</b>
<b>12.0 INVIGILATION OF EXAMINATIONS .....</b>	<b>16</b>
<b>13.0 EXAMINATION PROCEDURE .....</b>	<b>20</b>
<b>14.0 DURING THE EXAMINATION.....</b>	<b>22</b>
<b>15.0 AFTER THE EXAMINATION.....</b>	<b>25</b>
<b>16.0 EXAMINATION MALPRACTICE .....</b>	<b>26</b>
<b>17.0 EXAMINATION RULES .....</b>	<b>27</b>
<b>18.0 DRESS CODE .....</b>	<b>27</b>
<b>19.0 ATTENDANCE REGISTER.....</b>	<b>27</b>





20.0 REPORTING .....	27
21.0 UNUSED BOOKLETS .....	28
22.0 CANDIDATES WITH SPECIAL CASES .....	28
23.0 MONITORING OF ADMINISTRATION AND MANAGEMENT OF EXAMINATIONS.....	28
24.0 COMPILATION OF RESULTS .....	31
25.0 PUBLICATION OF EXAMINATION RESULTS .....	32
26.0 QUERIES ON RESULTS .....	32
27.0 REMARKING OF EXAMINATION SCRIPTS AND REVIEW OF EXAMINATION RESULTS .....	32
28.0 DEFERRED/ SUPPLEMENTARY EXAMINATIONS.....	32
29.0 COMMITTEES AT HEI.....	33
APPENDIX 1 - SENIOR INVIGILATOR ANNOUNCEMENTS (FOR WRITTEN EXAMS) .....	35
REFERENCES .....	<a href="#">37</a>



## ACRONYMS

1. **CEO-** Chief Executive Officer
2. **ECZ -** Examinations Council of Zambia
3. **HEI -** Higher Education Authority
4. **HPCZ -** Health Professions Council of Zambia
5. **NMCZ -** Nursing and Midwifery Council of Zambia
6. **ZIALE -** Zambia Institute of advanced Legal Education
7. **ZICA -** Zambia Institute of Chartered Accountants





## FOREWORD

The veracity of any education system and the qualifications thereof lie in the acceptable practices in the administration and management the examinations. This Policy elaborates on proper administration and management of Licensure and Competence examinations. Conducting examinations of acceptable standard is the responsibility of all stakeholders at all levels.

The Policy is prepared by the Nursing and Midwifery Council of Zambia in collaboration with stakeholders. The Policy is intended for the efficient and proper administration and management of Licensure and Competence examinations for nurses and midwives in Zambia. All persons involved in the administration and management of Licensure and Competence examinations should read this document carefully and strictly apply the policy as stated.

The policy applies to all the Licensure and Competence examination candidates, invigilators, coordinators, validators, examiners and all NMCZ staff involved with administration and management of NMCZ Licensure and Competence examinations. It is therefore very important that this document is used by all those responsible for the conduct of Licensure and Competence examinations and should be readily available for reference whenever in doubt.



**Board Chairperson**





## ACKNOWLEDGMENT

The Nursing and Midwifery Council of Zambia (NMCZ) would like to thank the Ministry of Health, Health Professions Council of Zambia (HPCZ), Examinations Council of Zambia (ECZ), Zambia Institute of advanced Legal Education (ZIALE) and ZICA for their contributions during the review process. The contributions from the stakeholders in ensuring that the content responded to new trends and challenges in examination cannot pass unmentioned. The Council would like to thank the NMCZ staff, the examination committee and the board who made it possible and easier to finalise the document.

Lastly the Council would like to thank the Secretariat for putting the work together.



**REGISTRAR AND CEO**





## 1.0 INTRODUCTION

NMCZ is committed to ensuring that this policy's following objectives are achieved.

### 1.1 Objectives

- 1.1.1 To establish a framework for the conduct of examination
- 1.1.2 To ensure proper and timely registration of eligible candidates for examinations at all levels
- 1.1.3 To ensure proper conduct and security of examinations at all levels
- 1.1.4 To monitor and control the conduct, administration and management of examinations
- 1.1.5 To ensure smooth processing of examination results
- 1.1.6 To enhance the integrity of examinations so as to assure credibility of qualifications awarded by NMCZ
- 1.1.7 To specify the roles and obligation of the NMCZ and all stakeholders involved in the examination process.
- 1.1.8 To ensure that quality assurance procedures are followed in examination administration and management

## 2.0 SCOPE OF THE POLICY

This Policy applies to the administration and management of competence and licensure examinations conducted by the NMCZ.



## 3.0 DEFINITION OF TERMS

- 3.1 **"Candidate"** means a registered student eligible to sit for NMCZ examination
- 3.2 **"Competence Examination"** means examination administered by the NMCZ for the purpose of establishing the prospective practitioner's professional practice competence levels and suitability to be registered and issued with a practicing certificate.
- 3.3 **"Council"** means the Nursing and midwifery Council of Zambia
- 3.4 **"Discontinue"** means that the candidate will not continue to sit for the NMCZ examination.
- 3.5 **"Disqualification"** means the act of stopping the candidate from taking part in NMCZ Examinations, usually because they have broken the guidelines stipulated here in.
- 3.6 **"Examination Centre"** means institutions that have been approved and registered by the Nursing and Midwifery Council of Zambia to conduct either competence or licensure examinations or both.



- 3.7 **“Examination Malpractice”** means any illegal activity that gives undue advantage or disadvantage to a candidate before, during and after examination
- 3.8 **“Exclude”** means to deny the candidate access to the NMCZ accredited examination Centre because they have violated the guidelines here in.
- 3.9 **“External Invigilator”** means an invigilator who is appointed by NMCZ to manage examinations at an Examination Centre other than where this invigilator is based.
- 3.10 **“Invigilator”** Means a tutor or lecturer whose job is to watch candidates taking an examination in order to check that they do not cheat
- 3.11 **“Licensure Examination”** means examinations set and conducted by the NMCZ in respect of applicants for registration as nurses or midwives whose nursing or midwifery qualifications have been obtained from a higher education institution whose competence examinations are not set and conducted by the NMCZ.
- 3.12 **“Licensure Examination”** means the examinations set and conducted by the Council in respect of applicants for registration as nurses or midwives whose nursing or midwifery qualifications have been obtained from a higher education institution whose competence examinations are not set and conducted by the Council.
- 3.13 **“Nullification of results”** means that all the results for the examination that the candidate attempted are no longer valid because of breaking the guidelines stipulated here in.
- 3.14 **“Provincial coordinator”** means an invigilator who is appointed by NMCZ to manage all the examination centres within a particular province.
- 3.15 **“Registrar”** means the Chief executive office of the Nursing and Midwifery Council of Zambia.
- 3.16 **“Wide Spread Malpractice”** means any illegal activity that gives undue advantage or disadvantage to a candidate before, during and after examination occurring among 50% of students at an Examination Centre or 50% of total examination Centre’s which can warrant nullification of the whole examination.

## 4.0 EXAMINATION CENTRES

All examinations shall be conducted at an examination Centre approved by the Council.

### 4.1 Approval of Examination Centre

The head of a Higher Education Institution shall ensure that the Institution is approved as an examination center for the purpose of administering and managing NMCZ competence and/or Licensure examinations.





#### 4.2 Withdrawal of Examination Centre

The approval of a Higher Education Institution to operate as an Examination Centre shall be withdrawn where the institution:

- i. Has its training programme withdrawn by the Council
- ii. The institution consistently records examination malpractice during examinations

### 5.0 REGISTRATION FOR EXAMINATION

All the candidates intending to sit for the competence or licensure examination shall apply for registration in the manner prescribed by the NMCZ.

#### 5.1 Eligibility Criteria

5.1.1. The head of the Higher Education Institution must ensure that the candidates meet the eligibility criteria as stipulated in this policy before approving the application.

5.1.2 The candidate eligible for entry into the examination shall:

- i. Be in possession of an index number
- ii. Have successfully completed the final qualifying examination and is in possession of a duly issued transcript from the training institution
- iii. Pay the prescribed examination fees in full.
- iv. Be recommended by the authorized person at the Higher Education Institution
- v. Attempt Licensure examination within two years of completion of training
- vi. Attempt competence examination within a year of completion of training

#### 5.2 Number of Examination Attempts

- i. A candidate shall have only **FOUR attempts** at writing the competence or licensure examinations.
- ii. Candidate who fails **FOUR times** in the examination or paper or papers thereof shall be discontinued from further attempts.
- iii. A candidate who is discontinued from further attempts may petition once after payment of the prescribed fees, to the NMCZ within six weeks of the date of publication of the results.

#### 5.3 Mode of Application

All applications shall be submitted online by the candidates through the NMCZ online portal.

#### 5.4 Deadline for Submission of Examination Application

The deadline for submission of applications and payments shall be as guided on the approved examination schedule.





### 5.5 Examination Schedule

The NMCZ shall publish the examination schedules in the fourth quarter of the year preceding the examination year.

### 5.6 Recommendations for Examinations

All candidates eligible to sit for the competence and licensure examinations shall be recommended by the head of the HEI following the eligibility criteria stipulated in this policy.

### 5.7 Validity of Examination numbers

Examination numbers shall only be valid for one examination session

### 5.8 Timing and period of examinations

The timing and period of examinations shall be as guided on the approved examination schedule.

### 5.9 Appointment of Examiners

The Registrar shall appoint a committee responsible for appointing examiners.

## 6.0 CRITERIA FOR APPOINTING EXAMINERS

All NMCZ examiners must be trained and appointed by a committee

### 6.2 Criteria for Appointing Practical Examiners

6.2.1 The practical examiners shall possess the following:

- i. A minimum of a diploma in nursing and/or midwifery
- ii. 3 years of clinical practice
- iii. Registration Certificate issued by the Nursing and Midwifery Council of Zambia
- iv. A valid practicing certificates
- v. A clean record of professional conduct
- vi. For competence examiners a minimum of a BSc in the specialized program to be examined
- vii. Medical or Clinical officers in a specialty with 3 years' experience and Registered with Health professions Council of Zambia.

### 6.3 Criteria for Appointing Theory Examiners

6.3.1 The Theory examiners shall possess the following:

- i. A minimum of BSc. in nursing and/or midwifery
- ii. 5 years of teaching experience.
- iii. Registration Certificate issued by the Nursing and Midwifery Council of Zambia
- iv. A valid practicing certificates
- v. A clean record of professional conduct





- vi. For competence examiners a minimum of a BSc in the specialized program to be examined.

## 7.0 THE EXAMINATION BLUE PRINT

The examination blueprint describes the key elements of a question paper, including the content to be covered, the amount of emphasis allocated to each content area, and other important features.

7.1 Each question paper will have 100 objective questions structured as follows:

- i. Section A. 50 multiple choice questions and/or true or false questions
- ii. Section B. 20 matching questions
- iii. Section C. 30 completion questions

7.2 Section D. should have 3 or 4 Essay questions where candidates are supposed to choose from with one compulsory. The compulsory questions should be have the must know content.

7.3 The developed question paper must be representative of all the units in the curriculum in comparison to their weight.

## 8.0 EXAMINATION QUESTIONS

### 8.1 Preparation of Examination Questions

- i. The Registrar shall request the Higher Education Institutions (HEIs) to submit a set of questions for each nursing and midwifery programme twice a year.
- ii. The HEIs shall submit the developed test items to the Council by February for the 1<sup>st</sup> session and September for the 2<sup>nd</sup> session.
- iii. The registrar shall constitute a team of subject matter experts to scrutinize the submitted test items.
- iv. The Registrar shall constitute a team to validate the submitted test items
- v. The test items that will be approved and validated shall be deposited in the examination question bank for the Council.

### 8.2 Review of the question bank

The question bank shall be reviewed and updated by the Council annually.

### 8.3 Backup of examination question bank

The question bank shall be stored on desktop for the head of department and the examination specialists and on a password protected hard drive.

The security pass word shall only be known by the Head of Department and the examination specialist





#### 8.4 Preparation of examinations question paper

The education and examination specialist shall select examination questions from the question bank and prepare the question paper in accordance with the examination blue print.

## 9.0 PACKING AND STORAGE OF EXAMINATION PAPERS

### 9.1 Packaging of Examination Papers

The examination papers for each session shall be stored in temper-evident envelopes once printed and stored in the NMCZ Strong rooms in readiness for collection by the HEIs.

The HEIs shall be provided with the same number of empty temper-evident envelopes as the packaged question papers for purposes of submitting the examination scripts upon completion of the examination session.

### 9.2 Packaging of Examination Script

- i. All examination scripts shall be reconciled with the attendance list in the presence of all candidates before placing them into temper-evident envelopes and returned to the institution's examinations strong room thereafter.
- ii. All examination centres shall return any unused question papers and empty temper-evident envelopes to the NMCZ immediately after completion of the examination.
- iii. The Senior Invigilator shall return the sealed envelopes placed in the metallic trunks under lock and key to the HEI's Examinations strong room immediately following the end of the examination session.
- iv. Ensure that examination scripts are kept secure at all times.
- v. On no account shall examination scripts be photocopied or read before they are sent to the NMCZ.

## 10.0 EXAMINATION STORAGE

### 10.1 Storage of Examination Question Papers

- i. All examination centers shall store the examination materials in lockable trunks which should be placed in the strong room built according to the NMCZ required specifications.
- ii. The storage strong rooms must be manned by Zambia police service officers at all times
- iii. The storage of the examination materials at the marking Centre should be stored in a secured room.





## 10.2 Security of Examination Scripts

All examination scripts and examination related materials such as empty and used envelopes shall be kept in the strong room at an approved examination centre. The examination materials shall include pre-written, written and unused ones. The Chief Invigilator shall be responsible of the safe custody of the examination scripts and examination related materials which shall be returned to the Council after administration of examinations at the examination centre.

### 10.3 Storage of examination scripts at the NMCZ

10.3.1 The NMCZ shall store all the marked examination scripts in a secured room for a period of seven years.

10.3.2 The education and training department shall be responsible for ensuring the orderly storage of scripts per year, session, program and course.

10.3.3 Only the head of department for education and training shall have access to the storage space.

### 10.4 Archiving and disposal of examination script

The NMCZ shall archive the examination script but shall dispose of the examination scripts after 7 years.



## 11.0 DISPATCH AND TRANSPORTATION OF EXAMINATION MATERIALS

### 11.1 Dispatch

The NMCZ shall dispatch the Examination materials to the HEIs from its head office in Lusaka.

The HEIs should be represented by a minimum of three people (the Head of Nursing and midwifery, the senior lecturer and one other lecturer) in the presence the Zambia police service officer when collecting the examination materials.

The NMCZ shall ensure that the dispatched registers are filled in correctly bearing the serial numbers for the packaged temper-evident envelopes which should be verified by both parties.

The HEIs shall record all the serial numbers of the empty temper-evident envelopes supplied to them on the dispatch note for record keeping by the NMCZ.

### 11.2 Transportation

The examination materials shall be transported by the HEIs during working hours (between 08:00 to 18:00 hours) in the company of Zambia Police Service officer. In case the institution



needs to travel on another time other than the stipulated time they should seek express permission from the Registrar of the NMCZ.

Where the HEIs is unable to reach the designated examination Centre on the same date of collection, the HEI shall store the examination materials at the next available examination centre approved by the NMCZ.

Any break in the transportation of the examinations shall be reported immediately to the head of department of education and training.

The HEI shall submit a written report to the registrar of the NMCZ within 24 hours of the incident.

## **12.0 INVIGILATION OF EXAMINATIONS**

Invigilation of an examination is an essential element of any examination because it maintains examination integrity. An invigilator ensures that no unfair activities are utilized to advantage or disadvantage others during examinations.

### **12.1 Invigilation of theory Examinations**

Every theory examination shall be supervised by invigilators appointed by the NMCZ.

### **12.2 Types of Invigilators**

#### **12.2.1 Chief Invigilator**

The NMCZ shall appoint a Chief invigilator who shall oversee the conduct of Competence and Licensure examinations. The Chief Invigilator shall be the head of a nursing or midwifery programme.

#### **12.2.2 Senior Invigilators**

The NMCZ shall appoint a Senior Invigilator who shall oversee the day-to-day conduct of Competence and Licensure examinations.

The senior invigilator shall be appointed from among the Senior Lecturers

#### **12.2.3 Other Invigilators**

Invigilators will be appointed from among the following:

- i. Lecturers
- ii. Clinical Instructors
- iii. Ward Managers,
- iv. Nursing Officers, Senior Nursing Officers, Principal Nursing Officers and Chief Nursing Officers.





#### 12.2.4 External Invigilators

The registrar shall appoint a team of External Invigilators to monitor the nursing or midwifery examinations at some or all of the examination centres as per set criteria.

The selection of examination centres for external invigilation shall be based on NMCZ's risk assessment.

The external invigilator shall be responsible for the management of the examinations at the examination centre

The external invigilator shall report to the provincial coordinator of all the happenings at the examination centre.

### 12.3 Responsibilities of Invigilators

#### 12.3.1 Chief Invigilator

- i. Countercheck examination cards for eligible examination candidates, collect examination schedule and list of practical examiners at the Examination Centre
- ii. Collect examination materials from the NMCZ Head Office
- iii. Verify the serial numbers on the dispatch note with the one on the temper evident envelopes
- iv. Communicate with the Education and Examination Specialist on any questions regarding the examination question paper
- v. Ensuring safe custody of examination materials
- vi. Acting on all examination-related malpractice
- vii. Delegation of tasks of invigilation activities
- viii. Meeting with invigilators ahead of the examination and outline expectations
- ix. Resolving all anomalies and concerns relating to the examination at the end of each paper before leaving the examination room
- x. Completing and maintaining accurate records of the examination session
- xi. Conduct on spot checks on the conduct of invigilators and candidates at the examination centre
- xii. Monitor examination candidates for any suspicious activity
- xiii. Report on incidences, emergencies, breaches of security and faulty questions
- xiv. To receive the examination reports from the senior invigilators for compilation and onward submission to the council





### 12.3.2 Senior Invigilators

- i. Verify the serial numbers on the dispatch note with the one on the temper evident envelops
- ii. Collect examination materials in accompaniment of the Chief invigilators from the strong room to the examination room and back to the strong room after the examinations
- iii. Supervise the search of examination candidates
- iv. Counting examination scripts to ensure that they are all present and neatly organized
- v. Checking the number of examination scripts against the number of examination candidates
- vi. Collect examination scripts and question papers from individual candidates at the end of the examination
- vii. Instruct other Invigilators which area(s) of the room they should cover during the examination and ensure that candidates are constantly and appropriately supervised.
- viii. Ensure the distribution and accurate completion of the examination attendance register
- ix. Ensure that the correct procedure is followed where a candidate become ill, distressed or behave in a way perceived to be misconduct as provided for in this policy (under section 23 on illness/sickness)
- x. Ensure that all invigilators are familiar with the fire exits in the room in which they are invigilating
- xi. Collect, package and deliver completed scripts to the examinations strong room.
- xii. Submit a full and accurate report on each examination recording any incidents, disruptions or suspected irregularities

### 12.3.3 Other Invigilators

- i. Report to the appointed examination room 30 minutes before the starting time of the examination.
- ii. Search for any unauthorized material from the candidates before entering the examination room.
- iii. Collect all unauthorized materials from the candidates
- iv. Check the desks of candidates occupying areas of the examination room assigned to you by the Senior Invigilator
- v. Distribute the examination papers and other materials





- vi. Collect all examination papers and materials from the candidates' desks assigned to you by the senior invigilator
- vii. Report any matters of concern to the Senior Invigilator.
- viii. Monitor and escort the movement of candidates to the bathrooms during examinations
- ix. Ensure that no candidate goes to the toilet 30 minutes after the examination has commenced and 30 minutes before the end of the examination.
- x. Providing candidates with additional approved answer booklets upon request
- xi. Ensure that all candidates sign the attendance register for each course each day and indicate the candidates that are absent
- xii. Ensure that no candidate leaves the examination room before the examination papers are collected, counted and sealed
- xiii. Checking the number of examination scripts against the number of examination candidates

#### **12.4 Number of Theory Invigilators per Examination Room**

- i. There shall be a minimum of three (3) invigilators in an examination room where there are 50 candidates and below. One of these invigilators must be a senior invigilator
- ii. For theory examinations there should be one additional invigilator for every 25 candidates

#### **12.5 Number of OSCE Invigilators per Examination**

- 1. There should be two invigilators who shall also serve as coordinator and time-keeper per circuit
- ii. There shall be a minimum of two (2) invigilators in an examination holding room where there are 50 candidates and below. One of these invigilators must be a senior invigilator
- iii. There shall be one additional invigilator for every 25 additional candidates in the holding room
- iv. Where a candidate requires assistance during the performance of a procedure the senior invigilator shall provide an assistant. The assistants shall be accommodated in a separate holding room
- v. The invigilator must be made aware, prior to the examination, of the particular task(s) the practical assistant will be performing





## 13.0 EXAMINATION PROCEDURE

### 13.1 Reporting for Invigilation Duty

All invigilators will be required to meet for debriefing a day before commencement of each examination.

Invigilators assigned to collect the examination materials are required to report to the examinations' storage strong room at least one hour prior to the start of the examination to collect the following: -

- i. Question papers and answer booklets in NMCZ-approved and sealed security-enhanced envelopes
- ii. Attendance registers per course per day
- iii. Candidates' photographic identification examination cards

### 13.2 Venue Set-up

On arrival at the examination room, invigilators check and action the following:

- 13.2.1 The layout of the room reflecting the sitting plan
- 13.2.2 Minimum distance between each candidate's chair and table shall be 1.25m<sup>2</sup> apart
- 13.2.3 For written examinations, that all candidates are facing the same direction
- 13.2.4 Examination notices for candidates are displayed in conspicuous places at the examination centre including entrance of the examination room
- 13.2.5 The location and details of candidates who have been granted extra time is recorded
- 13.2.6 The conditions of the examination room are appropriate before the examination begins and any concerns on arrival in the room with the Chief Invigilator are recorded. Attention is given to conditions such as heating, lighting, ventilation and level of noise outside the examination room.
- 13.2.7 The display of materials such as maps, diagrams, wall charts and projected images which might be helpful to candidates are removed from the examination room.
- 13.2.8 There is a reliable wall clock that is visible to each candidate in the examination room. The clock must be big enough for all candidates to see clearly.
- 13.2.9 The sitting plan provided by the Chief Invigilator is displayed at the entrance to the room.
- 13.2.10 All Invigilators have signed the invigilator's report form at the end of the examination.





13.2.11 The candidates are informed prior to the examination commencing of any authorized material or special instructions and the location of the nearest toilets and emergency exit.

13.2.12 The Examination specialist is immediately informed of any concerns regarding the examination paper, material or venue before, during or after the examination.

### **13.3 Authorized Equipment and Materials**

Candidates shall be allowed to enter the examination room with a clear pencil case or transparent plastic containing writing materials needed to complete the paper.

### **13.4 Unauthorized Equipment and Materials**

The following materials shall not be permitted in the examination room.

13.4.1 Phones and other electronic devices

13.4.2 Water or any fluids

13.4.3 Foreign written materials

### **13.5 Start of the Examination**

#### **13.5.1 Searching of the candidates by the Invigilators**

All candidates shall be searched by invigilators of the same gender before entry into the examination room to ensure that no candidate enters with unauthorized materials.

Invigilators shall ensure that all unauthorized materials are kept in a secured room and returned to the candidates at the end of the examination.

#### **13.5.2 Admitting the Candidates to the examination room**

The Senior Invigilator shall ensure that:

- i. Candidates are admitted to the examination room 30 minutes before the examination published start time.
- ii. No candidate shall be admitted into the examination room 30 minutes after commencement of the examination.
- iii. Candidates are seated according to the set sitting arrangements.
- iv. Candidates do not turn the examination paper until instructed to do so

Candidates complete their details on the answer book cover. (Examination number, course and date of the examination)

candidates place their identity cards and examination card in clear view on their desk.

### **13.6 Distribution of Papers**

The Senior Invigilator shall confirm the paper or course being administered before distribution.





The senior invigilator shall instruct Invigilators to assist with distribution of the examination papers, and any other materials in accordance with the sitting plan.

The examination papers shall be placed upside down on the candidate's table.

If there is more than one examination-taking place in the venue, papers must be distributed according to a sitting plan. Place one question paper on each desk and check that each desk has an answer booklet and examination card.

### **13.7 Examination Start and End Time**

The examination shall start at 09:00 hrs. and end at 12:00 hrs. for morning session. The afternoon session shall start at 14:00 hrs. and end at 17:00 hrs.

If there is a delay in starting the examination after the published start time, NMCZ shall be contacted immediately for express authority to commence the examination after the start time. The senior invigilator shall make an announcement at the start of the examination - see Appendix 1.

In no circumstances shall an examination start before the published start time.

The senior invigilator shall draw the candidate's attention to the official clock being used in the examination room.

### **13.8. Checking Toilets**

The Invigilator shall within the first 30 minutes after starting the examination shall inspect the nearest toilets for any materials related to the examination



## **14.0 DURING THE EXAMINATION**

### **14.1 Conduct of Invigilators**

- i. The invigilators shall dress and behave in a manner that does not create distraction.
- ii. Invigilators must not advise on the meaning or interpretation of question or attempt to answer queries themselves
- iii. Invigilators should approach a candidate in a calm and supportive manner

### **14.2 General Information**

- i. Candidates shall be given 10 minutes to read the instructions and examination questions prior to commencement of examination
- ii. All activities carried out during the examination should be conducted as quietly and discretely as possible
- iii. Patrolling should be carried out periodically and any suspicious behaviour should be reported to the Senior Invigilator.



- iv. All Invigilators are expected to remain in the hall for the entire duration of the examination. In an event that an Invigilator must leave the room in order to clarify a question or other emergency, these absences must be kept to a minimum.

### **14.3 Identity Checks**

All candidates must be able to confirm their identity by presenting their identity card or other photographic proof of identity (i.e. NRC, Passport, Driver's license).

Any candidate wearing a veil for religious reasons and who chooses not to remove it in the examination room should be given the opportunity to show their face to an invigilator of the same sex in a discrete location nearby.

### **14.4 Candidates Arriving Late**

No candidate may enter the examination room 30 minutes after the examination has begun. The Senior invigilator should record the candidate's name and reason for arriving late, and the revised start and end time for that candidate. A candidate who arrives late (but within 30 minutes) will still be allowed to sit for the examination within the normal time.

### **14.5 Confirming Attendance**

The Senior Invigilator will instruct an Invigilator to complete the attendance register within 30 minutes after the commencement of the examination. The senior invigilator shall ensure that the candidates' identity is checked against their photographic ID at this point. If any candidate does not have an appropriate form of ID they must leave the room to have their identity confirmed.

The completed attendance register should be returned with the completed scripts at the end of the examination.

### **14.6 Examination Enquiries**

Where there is an alleged error on the question paper and it has been confirmed that the NMCZ has not issued a list of corrected errors, the instruction to candidates must be to answer the question as printed.

### **14.7 Supplementary Answer Booklet**

If a candidate requests additional paper, additional answer booklet should be supplied as quickly as possible along with a tag to join supplementary answer booklet to the answer book. Please ensure all unused supplementary answer booklets are collected at the end of the examination before the candidates leave.

### **14.8 Disturbances**





In the event of noise or other external factor causing a disturbance in the room, the senior invigilator shall immediately be informed. Any incident or condition which could potentially cause disturbance or discomfort to candidates should be reported to NMCZ in writing.

Invigilator reports are referred to as evidence in candidate appeals and complaints. Failure to report an incident is a dereliction of duty on the part of the senior invigilator.

#### **14.9 Toilet Arrangements**

Candidates who request a toilet visit during the examination should be accompanied by an Invigilator to the door of the nearest toilet (the location of which can be found on the Useful Information Sheet in each examination venue). Candidates are not allowed to take any papers or notes out of the room during the examination. If the accompanying invigilator suspects a candidate might have notes in their possession (e.g. if he or she is wearing a jacket with pockets), the candidate should be asked to empty their pockets to confirm if they do not have any notes. Invigilators should search quickly the candidates and avoid delays during this process. Toilets should be checked after each toilet break for written material which may benefit a candidate using the toilets during the examination.



#### **14.10 Smoking, Eating and Drinking**

Smoking and eating are prohibited in

#### **14.11 Emergencies – e.g Fire Alarm**

14.11.1 The fire assembly point for each examination room should be listed in a prominent position

14.11.2. In the event of an emergency all candidates should be instructed to stop writing, leave all papers, answer books and bags and silently leave the room

14.11.3 It should be made clear to candidates that examination conditions will continue until they are told otherwise. Invigilators should keep candidates together and proceed to the fire assembly point as quickly as possible.

14.11.4 The senior invigilator shall ensure that the attendance register is collected to ensure all candidates are present

14.11.5 The Senior Invigilator shall ensure all candidates have left the building safely. The senior invigilator is responsible in keeping all candidates together and silent until the NMCZ determines if the examination should continue or not.

14.11.6 The senior invigilator should write a note on the interruption and how long it lasted

14.11.6 Candidates should be given the full working time set for the examination



14.11.7 A full report will be required to be completed of the incident and the actions taken and sent to the NMCZ

## **15.0 AFTER THE EXAMINATION**

### **15.1 Ending the Examination**

15.1.1 The examination should end at the advertised time unless extra time has been added due to a delay in starting or exceptional circumstances. This must be agreed upon with NMCZ

15.1.2 In the last 30 minutes of the examination candidates who have completed should not leave the room

15.1.4 Any candidate who must leave temporarily because of illness or emergency may do so if they are accompanied by an invigilator

15.1.5 At the end of the examination, the Senior Invigilator shall instruct candidates to remain seated and be silent until all scripts have been collected

15.1.6 Candidates finishing at the standard time should be reminded to remain quiet if there are candidates with extra time who still writing. Invigilators who remain in the venue after the standard time should work quietly and not disturb candidates who are still writing.

### **15.2 Collection of Completed Scripts**

15.2.1 The Senior Invigilator will instruct the assistant invigilator to collect answer books, examination papers and any other materials related to the examination.

15.2.2 It is very important that all answer books and supplementary sheets (whether used or not) are collected from each candidate before candidates leaves. In no circumstances are candidates allowed to take answer books or paper from the examination room.

15.2.3 Candidates who have used supplementary sheets should attach them to their answer book with the tag provided.

### **15.3 Administration of Completed Scripts – Packaging the Papers**

15.3.1 Once answer books are reconciled with the attendance list in the presence of all candidates, place the following documents into the security enhanced (sealed envelopes) and returned to the examinations strong room. i.e. Candidates' examination scripts - Spare copies of the examination paper

15.3.2 The Senior Invigilator shall return the sealed envelopes placed in the metallic trunks under lock and key to the Examinations strong room immediately following the end of the examination session.

15.3.3 Ensure that scripts are kept secure at all times.





15.3.4 On no account shall completed answer books be photocopied or read before they are sent to the NMCZ.

## 16.0 EXAMINATION MALPRACTICE

### 16.1 Malpractice in the Examination Room

16.1.1 Malpractice in an examination room usually involve the possession of unauthorized material, equipment or conferring with another candidate

16.1.2 If an Invigilator suspects a candidate of being in possession of unauthorized notes, he or she must inform the Senior Invigilator

16.1.3 Where the allegation involves the possession of unauthorized notes, texts, books, mobile phones or other electronic equipment, the Senior Invigilator will remove the candidate from the room and inform them of the nature of the suspected misconduct

16.1.4 The Senior Invigilator shall confiscate any unauthorized material found in possession of the candidate.

16.1.5 The candidate will be asked to write and accept the allegation.

16.1.5 The materials found should be attached to the script and the script should be packed separately

16.1.6 The candidate will automatically be disqualified from the entire examination and will not be allowed to sit for NMCZ examination for the **next two years**

16.1.7 The Senior Invigilator must complete a Malpractice Report and submit to NMCZ along with any confiscated materials

16.1.8 The report of examination malpractice submitted should clearly indicate the following:

- i. The examination number of the candidate
- ii. Name and number of the subject/paper/course
- iii. Details of the malpractice
- iv. The name of the institution
- v. The exculpatory letter
- vi. The signed malpractice forms

### 16.2 Malpractice Detected at the Marking and Validation Centre

16.2.1 Where the Group of examiners suspect dishonest work, they should immediately submit the marked script in question to the Group chairperson with a report of the reason for the suspicions.





16.2.2 Where the suspicion is found to be reasonable, he will add comments before sending the document to the NMCZ representatives at the marking centre in a separate envelop marked **"MALPRACTICE"** the report should be in sufficient detail for the reasons for suspicion.

16.2.3 Reports should be made even if the candidate has gained nothing from his/her dishonesty and is a clear failure. It is the intention to cheat, which alone, is relevant and must be dealt with if the reputation of the examination is to be maintained.

## 17.0 EXAMINATION RULES

The nursing and midwifery examination candidates shall be guided by the rules and regulations in this policy and the front cover of each of the question papers of all the programmes.

Failure of the candidates to follow the stipulated rules shall warrant disqualification of the entire examination session

## 18.0 DRESS CODE

The Higher Education Institutions must ensure that all candidates for competence examinations wear prescribed Nursing and Midwifery Council of Zambia uniform whereas candidates for licensure examinations must wear decent attire for theory and an addition of a white lab coat for practical examinations or appropriate uniform.

## 19.0 ATTENDANCE REGISTER

The Chief Invigilator must ensure that the Higher Education Institution has prepared the attendance lists for each day, each course and each room of the examination Centre.

The attendance list shall be sealed in a temper-evident envelope on a daily basis clearly labeled "attendance lists for day one, day two, day three etc."

## 20.0 REPORTING

### 20.1 Invigilator's Report

Senior Invigilators should fully complete a report form for each examination session and report all incidences. Failure to complete report forms fully and correctly will be noted and, if repeated, may result in removal from the Pool of Invigilators. If necessary, append a continuation sheet to the invigilator sign in sheet. The Report will be forwarded to the Registrar by the Invigilators if any concerns relating to candidate performance are raised.





## 21.0 UNUSED BOOKLETS

The Higher Education Institution should surrender all unused question papers and answer booklets to the NMCZ for storage.

There shall be no booklet left at the Higher Education Institution.

## 22.0 CANDIDATES WITH SPECIAL CASES

### Illness / Stress

22.1 Invigilators should bear in mind that examinations can be very stressful for candidates and can occasionally provoke unreasonable or extreme behaviours. The situations should be dealt with in a sympathetic and supportive manner which minimizes any adverse effect on other candidates and maintains security of the examination.

22.2 If a candidate becomes ill during an examination and must leave the room as a result, the Senior Invigilator must be informed.

22.3 A candidate who becomes ill may leave the room for a short time then return to complete the paper, as long as they have been continuously accompanied by an Invigilator. No extra time should be given, but the candidate can report extenuating circumstances to the Higher Education Institutions.

22.4 The script should be marked with the time the examination was interrupted and its recommencement.

22.5 In the event of a problem occurring with a candidate for whom special arrangements have been made due to additional needs, contact NMCZ.

## 23.0 MONITORING OF ADMINISTRATION AND MANAGEMENT OF EXAMINATIONS

### 23.1 Local Coordination

The local coordination of the examinations at the HEIs shall be managed by the Chief Invigilator who is appointed by the Registrar of the NMCZ.

The Chief Invigilator shall be assisted by the Senior Invigilator of the HEI and other Invigilators

### 23.2 Provincial Coordination

23.2.1 The provincial coordination shall be conducted by the provincial coordinators who will be appointed by the office of the Registrar.

23.2.2 The Provincial Coordinator shall be responsible for overseeing the conduct of examination at every Examination Centre within the province they are designated.





23.2.3 The chief invigilator shall report to the Provincial Coordinator and submit the following reports to the Provincial coordinator:

- i. Daily report as prescribed
- ii. Detailed Summary report as prescribed

**(The templates for the said reports shall be provided by NMCZ)**

### **23.3 Non-Disclosure Agreement**

The Provincial Coordinator, Chief Invigilator, Senior Invigilator, External Invigilator, Invigilators and all examiners shall be required to sign a non-disclosure agreement.

### **23.4 Marking of Examination Scripts and Compilation of Examination Results**

Marking shall be conducted by NMCZ appointed Examiners at designated marking Centre (s). NMCZ shall coordinate the marking session and shall be assisted by the chairperson for each course or programme.

#### **23.5.1 Roles of NMCZ at the Examination Marking Centre**

NMCZ shall be responsible for all administrative and logistical requirements for the marking exercise, such as:

- i. Lists of Group Chairpersons and Examiners
- ii. Candidates answer scripts for the Centre.
- iii. Marking guides and schedules
- iv. Stationery required for the marking exercise.
- v. Recommend dismissal or discharge Examiners, in consultation with the Registrar/CEO, who prove to be incompetent or dishonest during the marking session with a report to their respective supervisors and the Council.
- vi. There is security of all examination materials including candidates' answer scripts and marking guides and schedules at the marking centre.



#### **23.5.1 Roles of the Marking Centre Chairperson**

A. The Marking Centre Chairperson shall be appointed from among the Markers by NMCZ. The Chairperson shall be responsible for the overall administration and supervision of the Marking Centre in conjunction with Group Chairpersons.

The Marking Centre Chairperson shall also ensure that:

- i. Every marker does the work as laid down in the marking procedure.
- ii. Discipline is maintained at the marking centre.
- iii. Each Group Chairperson prepares a checklist for the documents he/she is handling over to the marking centre chairperson.



### 23.5.2 Roles of the Group Chairperson

At the end of the marking exercise, the Chairperson is responsible for the collection of the following documents from Group Chairpersons:

- i. A copy of the completed attendance registers.
- ii. Scripts after marks have been entered on the mark sheets
- iii. Marking Group report, including reports on any serious irregularities observed during marking such as:
  - a) envelopes not being intact,
  - b) scripts missing from envelopes,
  - c) attendance registers not in sealed envelopes,
  - d) attendance registers not marked and
  - e) evidence of malpractice.
- iv. Examiners and secretariat's signed claim forms
- v. Transcription Checklists, for electronic marking

### 23.5.3 Examiner's Groups/Panels

**23.5.3.1** The selected Group of examiners shall have a Chairperson from amongst themselves for that particular Group and shall be responsible for safe custody of examination scripts.

**23.5.3.2** The Examiners shall work as a group and shall enter and leave the marking room at the same time.

**23.5.3.3** Examiners shall ensure that the examination scripts are secured in sealed envelopes which shall be opened in the presence of all Group members under the supervision of an officer from the NMCZ.

**23.5.3.4** The NMCZ shall provide the Examiners with model answers and/or transcription checklists, as the marking guide to ensure consistency and transparency in marking.

**23.5.3.5** No single examination script shall be marked by one examiner. Red Ink shall be used to record a mark of less than 50% while all marks of 50% and above shall be written using either Black or Blue ink.

**23.5.3.6** The final marks shall be recorded in the appropriate spaces provided on the front cover of the examination booklet.

**23.5.3.7** NMCZ shall only clear the Group Chairperson and his/her Group of examiners when all the documents above have been received.





## 24.0 COMPILATION OF RESULTS

At the end of marking all examination scripts, examiners shall compile a list of examination results bearing the candidates examination number, questions attempted by each candidate and marks scored; and the general comments on the performance of each candidate. Compilation of the list of examination results shall be done using NMCZ record on hard copy and soft copy.

### 24.1 Pass Mark

The Pass mark for competence and licensure examinations shall be 50%, for both theory and practical examinations.

### 24.2 Awarding of Honours

Honours shall be awarded to candidates for exemplary performance in both theory and practical examinations. The Mark for awarding of the Honours shall be at **75%**.

### 24.3 Moderation of Examination Results

Moderation of results shall be done in an objective and transparent manner. Only candidates who have a pass mark of 60% and above in at least 3 courses may be considered for moderation. The mark to be considered for moderation shall be between 48% and 49%. Moderation may only be done during marking by a Group of examiners and during verification- by a Group of verifiers. Any moderation done shall be reported.

Examination results may be moderated in an event that the question was ambiguous or the question had errors.

### 24.4 Penalties

- i. Where the standard of marking for an examiner is reported and verified to be unsatisfactory, that examiner shall be discontinued from marking.
- ii. An Examiner who is involved in examination malpractice shall not be reappointed as an examiner. Such an Examiner shall be reported to the police for prosecution and disciplinary proceedings instituted in accordance with the Nurses and Midwives Act
- iii. An Examiner who fails to record or enter marks correctly shall be discontinued from participating in marking.
- iv. An Examiner who misconducts him/herself shall be discontinued from marking.

### 24.5 Verification and Validation of Examination Results

Verification and validation of examination results shall be conducted as a quality improvement and quality assurance mechanism following marking of examination scripts. Verification and validation shall only be conducted after marking of examination scripts and





compilation of examination results are completed. The Registrar and CEO shall appoint a Group of validators among the nurses and midwives who are eligible to be examiners. Validators will be drawn from NMCZ examiners.

#### **24.6 Nullification and/or Withholding of Examination Results**

NMCZ may nullify examination results after thorough investigations, under the following circumstances;

- i. Failure to follow instructions by candidates as provided for in the examination answer booklet
- ii. Confirmed cases of wide spread examination malpractice
- iii. Use of name, index number, and wrong examination number

NMCZ may withhold examination results for the purpose of conducting investigations relating to examination results. NMCZ shall inform the candidates, in writing, whose examinations have been nullified or withheld stating the reasons for such actions.

#### **25.0 PUBLICATION OF EXAMINATION RESULTS**

The Council shall verify all the examination results compiled by the examiners using established internal processes and shall, after approval by the Board, publish the results.

#### **26.0 QUERIES ON RESULTS**

A candidate shall be entitled to lodge a query regarding the examination within 14 days of release of results. All queries should be addressed to the Registrar and Chief Executive Officer.

#### **27.0 REMARKING OF EXAMINATION SCRIPTS AND REVIEW OF EXAMINATION RESULTS**

The decision of the Council on examination results shall be final. Remarking and review of the examination results shall not be available to aggrieved candidates.

#### **28.0 DEFERRED/ SUPPLEMENTARY EXAMINATIONS**

NMCZ does not conduct Deferred or Supplementary examinations. All candidates scheduled to re-sit examinations shall do so during a scheduled examination session(s).





## 29.0 COMMITTEES AT HEIs

There shall be an established Examination Committee to oversee the administration of Examinations in a transparent and credible manner and ensure safe custody of examination materials at the Examination Centre.

29.1.1 The composition of the Examination Committee shall be:

- i. Chief Invigilator/Head of Higher Education Institutions/Head of Nursing or Midwifery Programme – Chairperson 1
- ii. Deputy Head of Higher Education Institutions/Deputy Head of Nursing Programme 1
- iii. Senior Lecturers/Lecturer (Secretary) 1
- iv. Community Representative 1
- v. Representative from Zambia Police Service 1

29.1.2 The total membership of the Examination Committee shall be 5 and 3 members present at the meeting shall form a quorum.

29.1.3 The functions of the Examination Committee shall be to:

- i. Ensure adherence to the provisions of the Examinations Policy.
- ii. Ensure that regulations governing the security of examination papers and materials at the Centre are adhered to.
- iii. Devise and implement ways and mean of inculcating security consciousness among officers handling examinations at the Centre.
- iv. Work with all law enforcement agencies at the Centre in implementing the provisions of Part V of the Nurses and Midwives Act No. 10 of 2019.
- v. Ensure the security of premises where examination papers and materials are going to be stored.
- vi. Mobilise transport and other logistics for collecting and returning of examination materials, where applicable.
- vii. devise and implement preventive strategies to curb examination malpractice and irregularities

29.1.4 Frequency of meetings for the Examination Committee shall be at least four times per year and shall hold extraordinary meetings when need arises.

29.1.5 he Chief Invigilator/Head of Higher Education Institutions/Head of Nursing or Midwifery Programme shall ensure that all members of staff at the Higher Education Institution (HEI) are familiar with the guidelines contained in this document.





29.1.6 The Chief Invigilator/Head of Higher Education Institutions/Head of Nursing or Midwifery Programme shall be responsible for the credible conduct and security of examinations at the Centre.

29.1.7 The Committee may invite any other person(s) who might be relevant to attend the meeting according to the provisions of the Nurses and Midwives Act.

29.1.8 All members of the Examinations Committee must take Oath of Secrecy. All officers involved in the conduct of examinations must take the oath of secrecy before every examination. The oath of secrecy shall be binding for a period not exceeding 5 years.





## APPENDIX 1 - SENIOR INVIGILATOR ANNOUNCEMENTS (FOR WRITTEN EXAMS)

As candidates enter the room: You must have photographic ID with you to take the exam. Please leave bags and coats at the back/front of the room and take a seat as quietly and quickly as possible. Switch off mobile phones now, including alarm functions, and place with your personal belongings at the back/front of the room. Hand in watches and electronic devices. Remove any revision notes etc. from your pockets and place within your personal belongings. Remove any labels from drink bottles and water. Please ensure you have checked the seating plan and are sitting in the correct seat.

### **When candidates are seated and settled:**

We are now in exam conditions. In the event of a fire, exits are located. If forced to leave the room please stay with the group and await instructions. If you have not already done so, switch off mobile phones including alarm functions, and place in the area designated for personal belongings. You must not have a mobile phone in your possession during the examination.

You must not have any revision notes in your pockets or in the vicinity of your desk, pencil cases on desks must be clear plastic. You are not allowed to have any electronic device in your possession during the examination. This includes smart watches. Can I please remind all candidates that they are not allowed to communicate with other candidates in any way whilst in the exam room.

Any candidate believed to be conferring or using unauthorized material or notes will be informed and reported to the NMCZ. Raise your hand now if you have anything on or around your desk which should not be there. Can you please ensure that you have the correct exam paper entitled. For this examination you will require..... [quote relevant materials, pen, calculator etc]. Can you please ensure that you read the instructions on the front of the question paper. [inform of any erratum notices, if applicable].

Please ensure that you write in black/blue ink and do not use correcting pens, fluid or tape such as tipex. Erasable pens, gel pens and highlighters cannot be used in our answers. If you require any assistance, including additional paper, please raise your hand and speak to an invigilator.

All rough workings should be done on examination paper.





Ensure all answers are written in the designated sections of the answer booklet.  
Invigilators cannot give assistance on the meaning or interpretation of questions.

Please do not disturb your fellow candidates in any way. Some candidates may continue to write after the main examination end time, please be considerate and remain quiet until you have left the examination room.

Fill in the front of the answer book. Clocks are located (identify clocks). This examination will last for 3 hours. You must not leave the examination room until 30 minutes of the examination has elapsed. The time is now \_\_\_\_\_, the examination will end at \_\_\_\_\_.  
You may now open your

question paper and begin.

#### **At the end of the examination**

The time is \_\_\_\_\_, please stop writing. You are still under examination conditions and must remain silent. Check that you have completed the front of your answer booklet correctly. If you have used supplementary sheets, please attach them to your answer book with the tag provided. Please remain seated and silent until you are instructed to leave the hall.





## REFERENCES

Examination Council of Zambia (2020) Guidelines for the Administration & Management of Examinations in Zambia. Lusaka, Zambia

Zambia Institute of Advanced Legal Education (2022) Examination Management Policy Lusaka, Zambia

Zambia Institute of Chartered Accountants rules and regulation on examinations

Nurses and midwives act no. 10 of 2019

