



## OFFICE OF THE HEAD OF DEPARTMENT

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### INTERNAL MEMORANDUM

**TO :** HEAD OFFICE CHIEF DIRECTORS  
CLUSTER CHIEF DIRECTORS  
HEAD OFFICE DIRECTORS  
DISTRICT DIRECTORS  
DISTRICT CHIEF EDUCATION SPECIALISTS:  
DEPUTY DIRECTORS: FINANCE AND SUPPLY CHAIN  
MANAGEMENT  
DISTRICT HEADS OF EXAMINATION AND ASSESSMENT  
SCHOOL PRINCIPALS  
EDUCATION STAKEHOLDERS

**FROM :** ACTING HEAD OF DEPARTMENT

**DATE :** 17 OCTOBER 2024

**SUBJECT :** PROVISION OF FOCUSED SUPPORT DURING THE INTERNAL  
AND EXTERNAL CONDUCT, MANAGEMENT AND  
ADMINISTRATION OF NATIONAL AND PROVINCIAL  
EXAMINATIONS FOR 2024.

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### PURPOSE

The purpose of this memorandum is to give guidance to the entire staff of the Eastern Cape Department of Education on the support required to conduct a successful 2024 National Senior Certificate Examination

### BACKGROUND

The Eastern Department of Education is responsible for the examination of all Grade 1-12 learners in the province – schools, approved independent schools and approved examination centres. The basic principles of assessment and examinations that provide for fair and equitable opportunities for all learners are important in the examination processes. This enables candidates to write their examinations in a reasonably conducive environment so that they can give an account of the knowledge and learning they have acquired over the several years of learning.

The conduct, management and administration of National Senior Certificate Examinations is governed by the following pieces of legislations:

- *The National Policy on the Conduct, Administration and Management of the National Senior Certificate: A Qualification at Level 4 on the National Qualifications Framework (2009).*
- *National Policy Pertaining to the Program and Promotion Requirements of the National Curriculum Statement Grades R-12 (2012).*

There has been significant progress in ensuring a common approach to the examination system across all districts and schools. However, there are still variations in the interpretation and implementation of Policy and Regulations, Circulars, DBE Examination Instruction, Directives and Assessment Instructions. These inconsistencies may compromise the rights of learners to fair and equitable assessment and, to some extent, the credibility of the entire examination.

## **SCOPE AND SCALE**

The Department of Basic Education in collaboration with Provincial Education Departments shall conduct the 2024 Grade 12 National Senior Certificate Examinations for over 117 730 candidates. Of these candidates are 964 (88 %) full time examination centers and 131(11.9%) part time centers. The 964 full time examination centers are inclusive of public and independent schools registering 102 073 full time candidates. The 131 part-time centers account for 15 694 registered part-time candidates.

On the other hand, the Provincial Education Department is responsible for the efficient conduct, management and administration of all internal examinations from Grades 1-11. The schools internal manage the assessment and examination processes from Grades 1- 10 and the provincial education administers Grade 11 final examinations. The district management, especially the circuit managers and curriculum are responsible for the verification and approval of the promotion and progression schedules in line with policy requirements.

It is clear from the above statistics that the 2024 National Senior Certificate examinations in the province is bigger than 2023 examinations. This calls for the support of all the critical role players such as, the decision makers, parents, community members, learners, teachers, principals, officials, unions and other departments to all have their hands on deck.

## **THE CONDUCT OF EXAMINATIONS**

The period starting from 21 October 2024 to 2<sup>nd</sup> week of December 2024 is set aside for three critical activities for the Department of Education at all levels, namely.

- The writing of National and provincial examinations across grades, particularly the NSC Grade 12 examinations.

- Readiness of the Department of Education for 2025 academic year.
- Finalisation of the statutory financial planning for 2025/26, preparations for the oncoming budget adjustment estimates, performance reporting and PPN distribution processes.

To conduct, administer and manage successful examinations for all selected grades which are 9,11, 12 and internal examinations it has become critical currently that both human and financial resources are re-directed towards the strengthening of successful conduct, administration and management of examination and assessment in schools and examination centres.

A special appeal is made to the **Cluster Chief Directors and District Directors** to support the **examination operations** in their districts and schools in the following focused ways:

## 1. Registration of centres and candidates

- a. The stability of statistics and compliance to registration requirements by all registered examination centres and the appropriate registration of all Grade 12 candidates for appropriate subjects are critical and have serious implications for the results not only of schools, but for circuits, districts, clusters and province at large.
- b. The principals must ensure that all learners registered in their schools are fully accounted for, all resulted, and parents receive the report cards not later than the last day of the fourth term.

## 2. Security and safety in schools

- a. The safety and security of learners, teachers and school infrastructure are of utmost importance therefore, all efforts must be made to ensure that the school premises during the day and at night are secured, by keeping the gates always locked and strict control of the movement of people and learners in and out of school premises. Where possible, security guards must be provided.
- b. The District Education Fora and Schools Governing Bodies must be engaged to ensure that there are no disturbances in and around the school, such as limiting the heavy traffic in and out of nearby taverns and other attention dividing community activities. Further the Circuit managers, School Management teams, the faith-based organizations must ensure that prayer sessions and motivational support sessions and any other school safety patrol mechanisms are conducted during this time. This is in line with the mantra that, education is a societal matter.
- c. The School Management Teams, Circuit Managers and SGBs must ensure that where possible schools are linked with or adopted by police stations and security companies to ensure quick distress response when necessary.

- d. The district offices and school management teams must have comprehensive contingency plans to respond during the times of disasters on any nature, including response in cases of inclement weather.
- e. The districts that have special schools must make appropriate arrangement with the to utilize the special schools' buses in cases of emergency or where there is an urgent need.
- f. The schools are prone to vandalism, especially during the longer school vacations, the school management teams and district offices under the leadership of circuit managers must ensure that there are mechanisms in place to ensure the patrolling of the schools during the schools' vacations to reduce or eliminate the vandalism of school premises. The communities, SGBs, police stations, security companies are central in providing practical solutions to this endemic challenge. The vandalism of schools and any public property for that matter is self-defeating to the pride of our communities.
- g. All GG vehicles must be grounded except for LTSM related and be directed towards servicing the examination related- activities.

### **3. The Security of the Examination material Storage Facilities.**

- a. All the storage facilities must be secured with armed security guards, CCTV cameras and alarm systems with armed response teams.
- b. Double security systems in the form of strong rooms and burglar gates and access control to the premises is mandatory.
- c. No schools shall be allowed to collect both morning and afternoon question papers in the morning. In cases where the collection of the morning and afternoon question papers is inevitable due to geographical location of the school, due evaluation processes to assess compliance of the school shall be implemented by local and provincial examination units.
- d. If the schools fully comply with minimum security standards, compliance certificate to that affect shall be issued to the school. It is only when such a compliance certificate has been issued that the school(s) can be issued with morning and afternoon question papers in the morning.
- e. The district examination offices must adhere to the protocol document provided to control the issue of question papers and the return of the written scripts.

### **4. Secure receipt, control, storage, distribution of question papers, admission letters, control lists and mark sheets.**

- a. It is of utmost importance that all storage facilities comply with minimum security norms and standards as prescribed in the *examination policy and regulations*.

- b. The allocation of responsibilities such as **the receipt of examination material, safe key custody, nodal points and distribution points managers, delivery officials, resident monitors, capturers, mark sheet control officials and question paper sorting officials must be done in writing** and allocation files always be available upon request.

#### 5. **Secure receipt, control, storage and delivery of candidates' batches of written scripts, mark sheets and attendance registers.**

- a. The department must account for all the written scripts and mark sheets of candidates. The security and safety of these sensitive documents is of utmost importance for examination integrity and credibility.
- b. Procedures for receipt, delivery, storage and distribution must be always observed, cumbersome as they may look and feel. **NO SHORT CUTS.**

#### 6. **The monitoring of the writing of examinations.**

- a. The examination officials are mandated to monitor all examination centres in their districts as **per customised monitoring plan**. Priority must be given to all **high-risk centres**.
- b. **Resident monitors** must be placed in all high-risk centres.
- c. **Daily reports** must be sent to the Provincial Office as per the policy requirements.

#### 7. **The collection of written scripts.**

- a. At regular intervals, the written scripts shall be collected for delivery to various marking centres and provincial offices. The written scripts must always be found ready, controlled and appropriately batched and secured in scripts bins ready for collection.

All the above responsibilities require additional resources to be redirected to examinations sections to deal with the peak period of examinations activities. Intensive monitoring and integrated execution of examination related work need the support of each sub-directorate in the cluster and district offices.

The following list of resources, but not exhaustive, is very vital for enabling successful execution of credible examinations:

- Secured storage facilities, strong rooms and safes and CCTV cameras.
- Physical security guards to conduct body searches and manage access control to examination sections and nodal points.
- All officials at a distribution point must be accompanied by a security guard.
- Telephones, photocopying, fax and email facilities for providing daily reports must be provided.

- Provision of airtime bundles and vehicles preferably ‘bakkies’ for monitors and officials operating in nodal and distribution points as well as those official doing direct delivery to schools is critical.
- Additional human resources from other sections can be deployed as per the requirements of the district plan determined by the CES for Curriculum and District Head of Examinations.
- The District Director and CES for Curriculum must directly monitor the operations at all Examination Sections in their districts at this time.
- District Directors to note the daily reports that are submitted to PDE and DBE to timeously intervene where necessary.
- The reporting and management of all examination related malfeasance cases to be handled immediately.
- To note the presence of independent monitors from PDE, DBE and Umalusi in all our districts.

## 8. Pledge signing and prayer sessions for Grade 12 and other learners

- Following the approval, in 2013, by the Council of Education Ministers (CEM) that candidates registered to write the National Senior Certificate (NSC) examination sign a pledge committing to comply with the Examination Code of Conduct applicable to all candidates, the schools together with the Provincial Education Department (PED) are required to convene a formal ceremony for the signing of the pledge by the candidates writing the examination for that particular year
- The Pledge Signing Ceremony is scheduled to take place on Friday, 18 October 2024, at 10:00 am at each of the public schools participating in the 2024 NSC examination. Independent schools writing the State NSC examinations must also be requested to participate in the Pledge Signing Ceremony.
- In accordance with a decision taken by CEM in 2018, all learners writing the NSC examination
- together with their parents must sign a “Commitment Agreement” (ANNEXURE C) to maintain honesty and not participate in any irregularities during the conduct of examination. This is guided by ASSESSMENT INSTRUCTION 46 OF 2024 - DATED: 01 OCTOBER 2024:
- PARTICIPATION IN THE PLEDGE SIGNING CEREMONY RELATING TO THE 2024 NATIONAL SENIOR CERTIFICATE (NSC) EXAMINATION.
- The districts and schools are mandated to integrate the Prayer Session within the Pledge Signing Ceremony.

The following numbers can be contacted at Head Office to deal with your NSC Grade 12 Examination queries:

OFFICE	NUMBER	ENQUIRY
Office of the Chief Director – Examinations & Assessment.	040 602 7004	Ms Olwethu Mkefe Ms Somikazi Saziwa
Office of the Acting Director – Examinations & Assessment Management Services.	040 602 7067	Ms Nombongo Nongubo
Office of the Acting Director –	040 602 6067	Ms Pamella Mdunyelwa

Examinations Administration, Systems and Certification		
Office of the Deputy Director – Systems and Certification	040 608 4462	Mr T Fourie
Office of the Acting Deputy Director - Examinations Administration.	040 602 6069	Mr S Mosele
Office of the Acting CES – Instruments development and Item Bank Management	040 602 4392	Ms P Japhta
Office of the CES - Examinations Policy Compliance, SBA Irregularities Management and Monitoring.	040 608 0733	Ms Thandi Mabhengu
Office of the Acting CES Marking Processes Management	040 608 4392	Ms M Mkhutshulwa

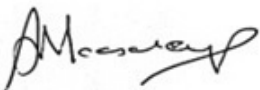
## CONCLUSION

We are confident of the logistical and administrative readiness of all the districts. There are adequate contingency plans in place to reasonably respond to emergency situations.

We sincerely hope that, together we can conduct, manage and administer a credible National Senior Certificate. We rely on your unconditional support to provide to over 120 000 candidates who will be participating in our National and Provincial Examinations.

If all of us can put our shoulders to the wheel we can achieve and do more.

Yours faithfully,



**MS.S.A. MAASDORP**  
**ACTING HEAD OF DEPARTMENT**  
**DATE: 17.10.24**