

## **POLICY ON RE-CHECKING, RE-MARKING AND VIEWING OF NATIONAL SENIOR CERTIFICATE EXAMINATION ANSWER SCRIPTS**

### **1. INTRODUCTION**

- 1.1 A candidate may apply for the re-checking and re-marking of his/her examination script for any of the assessments offered by SACAI.
- 1.2 The application for the re-checking or re-marking of his/her examination scripts must be done within thirty (30) days from the official release of the results by SACAI.
- 1.3 In terms of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000), a candidate, or his/her parents or representatives, also has a right to apply to view the examination script if, after the re-marking process, the candidate is still not satisfied with the result provided.
- 1.4 The application for viewing of answer scripts can only be processed after the release of the re-mark results and must be submitted within thirty (30) days after the date on which the results are released.

### **2. LEGISLATIVE FRAMEWORK**

- 2.1 National policy pertaining to the Conduct, Administration and Management of the National Senior Certificate examination published as Government Notice No. 564 in Government Gazette No. 30048 of 6 July 2007
- 2.2 Promotion of Access to Information Act, 2000 (Act No. 2 of 2000).
- 2.3 Promotion of Administration Justice Act (Act No. 3 of 2000).

### **3. APPLICATION**

- 3.1 A tariff, determined annually, is payable for the re-checking or re-marking of scripts and for viewing of scripts after a re-mark. Candidates should note that the payment of the fees is not equivalent to the submission of an application form and that any payments without application forms cannot be processed.
- 3.2 Candidates or clients who are in any doubt as to the outcome of the re-check or re-mark are advised to register for the next scheduled examination, as the results will only be known after the process has been concluded.
- 3.3 Proper record of all applications and payments is kept by SACAI.



- 3.4 The form to be used for applying for a re-check or re-mark is attached as Annexure 11.A.
- 3.5 Late applications are not considered.

#### 4. RE-CHECKING OF EXAMINATION ANSWER SCRIPTS

Re-checking means that the counting and totalling of the marks is checked by SACAI again.

On receipt of the application and after confirmation of the relevant payment, the answer script(s) of the candidate is/are drawn and checked by SACAI staff to establish whether the marking has been complete, and the totals correct.

#### 5. RE-MARKING OF EXAMINATION ANSWER SCRIPTS

- 5.1. In the case of a re-mark, the answer scripts are fully re-marked by a panel comprising the chief marker, a marker and the internal moderator who were involved in the marking of the scripts, according to the Umalusi approved marking guidelines for that specific subject and that specific examination session.
- 5.2. After the closing of the re-marking portal, the systems administrator prepares a list of all applicants with the specific subjects that need to be re-marked.
- 5.3. Examination Assistants, preferably from those who assisted during the marking of the scripts, are appointed to draw scripts according to the list supplied by the systems administrator. This is done at least a week prior to the re-marking of the scripts.
- 5.4. EAs must be trained to use the filing system to draw the scripts, which must be drawn subject by subject, and then paper by paper, without mixing up the boxes on the shelves or in cages. Each paper drawn is ticked off on the list. Once finished, a list is made of all the scripts drawn and the scripts are then placed in new boxes.

#### 6. RELEASE OF THE RE-CHECK AND RE-MARK RESULTS

- 6.1. The amended marks resulting from the re-checking and re-marking are subject to the same moderation of marks in accordance with the norms that are determined by SACAI and Umalusi.
- 6.2. Amended statements of results for all candidates who achieved better marks as a result of the re-checking and re-marking can, on submission of proof of identity, be collected from the SACAI's offices. Candidates or delegated representatives have to collect the amended statements from SACAI's offices in person.
- 6.3. Candidates who succeed in achieving a **higher symbol or level** in a subject after re-checking or re-marking, for example from 78 to 81%, will be refunded according to the fee which they paid. If the re-checking or re-marking does not result in a higher symbol or level, there is no refund payable.
- 6.4. Candidates or clients need to apply for a refund at the SACAI's offices within 30

days after the amended results have been released. Proof of payment, the reimbursement letter and bank details must be provided.

- 6.5. Application for re-check and re-mark does not guarantee an increase in marks.

## 7. VIEWING OF SCRIPTS

- 7.1. The applicant must submit an application to SACAI for permission to view his/her script.
- 7.2. Only a candidate, parent, guardian, or duly delegated representative who applied for a re-mark will be allowed, upon receipt of feedback or the amended results from SACAI, to view the relevant script(s) at a non-refundable fee per subject.
- 7.3. The applications and the requests for viewing of answer scripts will only be processed after the release of the re-mark results.
- 7.4. Therefore, the request to view script(s) will only be accepted if a re-mark of the script has been carried out and the request must be submitted within 30 days after the date on which the results were released.
- 7.5. The application for viewing must be accompanied by a written motivation by the candidate concerned or his/her delegated representative, explaining reasons for wishing to view the script. (**Annexure 11.B**)
- 7.6. If the CEO of SACAI is convinced that the reasons provided are valid and plausible, the candidate and/or the candidate's parents/guardians or delegated representative will be allowed to view the script(s) to confirm that -
- (a) the script is that of the candidate concerned;
  - (b) the script has been marked completely;
  - (c) the totalling of the marks is correct; and
  - (d) all parts of the script are intact.
- 7.7. Viewing of examination scripts is done only at SACAI's Head Offices in Pretoria, where the examination scripts are stored and kept for 6 months before being destroyed. SACAI will not courier or email examination scripts for viewing.
- 7.8. The following will be required for access to an examination answer script:
- (a) Proof of identity;
  - (b) Latest statement of results, and
  - (c) Proof that the relevant examination scripts have been re-marked.
- 7.9. The script(s) are viewed in the presence of an employee of SACAI and may not be removed from the viewing room nor may copies be made.
- 7.10. When viewing the scripts, the candidates and/or representatives will only be allowed to check that all sections have been marked and that the marks have been

calculated correctly.

- 7.11. No other document except the examination script of the candidate will be allowed in the room where the viewing takes place. No memorandums or question papers are provided. No photos may be taken of the answer script.
- 7.12. Processing of applications by SACAI will take no less than seven (7) days from the day on which the application and proof of payment were received.
- 7.13. An appointment for the viewing will be made within fourteen (14) days from the date on which the application was received by SACAI (**Annexure 11.D**).

## 8. RESPONSIBILITY OF SACAI

- 8.1. The CEO for SACAI and/or his/her representatives will in all cases ensure that the correct procedures are followed in respect of the following:
  - (a) The date, time and place of viewing.
  - (b) The permission to view the examination script(s) and verification of the candidate's signature.
  - (c) The amount of time set aside for viewing.
  - (d) The completion of an acknowledgement form (**Annexure C**) by the applicant or his/her parent, guardian or representative.
- 8.2. Should a candidate / parent / guardian / delegated representative wish to lodge a complaint regarding the marking of the candidate's answer script(s), he/she may do so in writing within seven (7) working days of the viewing date. SACAI will respond to this complaint with a final decision on the matter, also within seven (7) working days.
- 8.3. A receipt will be issued by SACAI as proof of payment for the application for re-checking, re-marking or viewing of answer scripts.

## 9. FEES

- 9.1. The prescribed fee for re-checking, re-marking and viewing is reflected on SACAI's official fees schedule.
- 9.2. Fee Schedule
  - 9.2.1. Re-checking R 275 (inclusive of VAT: two hundred and seventy five rand alone), calculated per answer script
  - 9.2.2. Re-marking - R614 (inclusive of VAT: six hundred and fourteen rand alone) calculated per answer script
  - 9.2.3. Viewing - R343 (inclusive of VAT: three hundred and forty-three rands alone) calculated per answer script.