

# **SOUTH AFRICAN COMPREHENSIVE ASSESSMENT INSTITUTE POLICY ON THE RE-MARKING AND THE VIEWING OF THE ANSWER SCRIPTS FOR THE NATIONAL SENIOR CERTIFICATE**

## **Attachments:**

- ✓ Appendix A - Application form for re-marking
- ✓ Appendix B - Application for viewing of answer scripts
- ✓ Appendix C - Acknowledgement
- ✓ Appendix D - Appointment Notice

## **1. INTRODUCTION**

- 1.1 A candidate may apply for the re-marking of his/her examination script for any of the Assessments offered by SACAI.
- 1.2 The application for the re-marking of his/her examination scripts must be done within thirty (30) days of 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, 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 applications and the requests 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. PURPOSE**

- 2.1. This policy provides a framework and guide to SACAI's clients and stakeholders.

## **3. LEGISLATIVE FRAMEWORK**

- 3.1 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
- 3.2 Promotion of Access to Information Act, 2000 (Act No. 2 of 2000).
- 3.3 Promotion of Administration Justice Act (Act No. 3 of 2000).

#### 4. APPLICATION

- 4.1. Candidates who wish to apply for the re-marking of examination answer scripts must submit the necessary application form (**Appendix A**) to SACAI's offices. Candidates must ensure that the subject code and name of the subject are correct when completing the form.
- 4.2. A tariff to be determined annually, per subject for the re-marking of scripts and for viewing of scripts after a remark is payable. Candidates should note that the payment of the fees is not equivalent to the submission of an application form and that such payments without application forms cannot be processed.
- 4.3. Candidates or clients who are in any doubt as to the outcome of the re-mark results are advised to register for the next scheduled examination session, as the results of a re-mark will only be known after the process has been concluded.
- 4.4. No late applications will be considered.

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

- 5.1. Proper record of all applications and payments will be kept by SACAI.
- 5.2. Answer scripts will be fully re-marked according to the Umalusi approved marking guideline for that specific subject and that specific examination session.
- 5.3. Approval will not be granted for a request for the examination script to be remarked by an outside examiner.

#### 6. RELEASE OF RESULTS

- 6.1. The amended marks resulting from the re-marking are also 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-marking can, on submission of proof of identity, be collected from the SACAI's offices. Candidates or delegated representatives will 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-marking will be refunded to the (R 590,50 for NSC) (equal to the applicable fee). For example: a candidate's marks increase from 78% to 81%, indicating a higher symbol or level. 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.

## 7. VIEWING OF SCRIPTS

- 7.1. The applicant must apply to SACAI to view his/her script.
- 7.2. Only a candidate / a parent, guardian / delegated representative who have applied for a re-mark will be allowed upon receipt of feedback from the assessment body or amended results to view their scripts at a non-refundable fee per subject for NSC candidates.
- 7.3. The applications and the requests for viewing of answer scripts can only be processed after the release of the re-mark.
- 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 this must be submitted within 30 days after the date on which the results are released.
- 7.5. Viewing of exam scripts will only take place at SACAI's Head Offices in Pretoria, where exam scripts are stored and kept for only 6 months before being destroyed. SACAI will not courier or email exam scripts for viewing.
- 7.6. The closing date for applications will be thirty (30) days after the official date on which the results are released.
- 7.7. A written motivation must be submitted to the CEO of SACAI by the candidate concerned or his/her delegated representative, explaining reasons for wanting to view the script. This also applies to requests outside the prescribed requirements in sections 7.2 and 7.3. (**Appendix B** must be completed.)
- 7.8. If the CEO of SACAI is convinced that the reasons provided are valid and plausible, only 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 belongs to the candidate concerned;
  - (b) the script has been marked completely, and
  - (c) all parts of the script are intact.
- 7.9. The request to view script(s) will only be accepted if a re-mark of the script has been carried out.
- 7.10. The script(s) will be viewed in the presence of an employee of SACAI and may not be removed from the viewing room nor will any copies be made of any supplied documents.
- 7.11. No other document except the examination script of the candidate will be allowed in the room where the viewing takes place. No memorandum or question papers will be provided.
- 7.12. 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.

- 7.13. 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.
- 7.14. An appointment for the viewing will be made within fourteen (14) days from the date on which the application is received by SACAI (**see Appendix D**).
- 7.15. 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

## 8. SOUTH AFRICAN COMPREHENSIVE ASSESSMENT INSTITUTE

- 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:
- (a) The date, time and place of viewing;
  - (b) The authority to view the examination script(s) and verification of the candidate's signature;
  - (c) The amount of time set aside for viewing, and
  - (d) The completion of an acknowledgement form (**Appendix C**) by the applicant or his/her parent or 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.

## 9. FEES

- 9.1. A receipt must be issued by SACAI as proof of payment for the application for re-marking or viewing of answer scripts.
- 9.2. The prescribed fee for re-marking and viewing will be reflected on SACAI's official fees schedule.
- 9.3. Fee Schedule
- 9.3.1. Remarking - R590,50 (five hundred and ninety rands and fifty cents)
  - 9.3.2. Viewing - R330,19 (three hundred and thirty rands and nineteen cents)

**Appendix A**

APPLICATION FOR RE-MARK	
1. Application to re-mark answer scripts <b>(only one activity may be selected per subject)</b>	
2. <b>Submission of all applications and enquiries:</b> Applicants must submit relevant documents	

Name and surname	
Identity number	
Postal address	
Examination centre	
Examination session	

APPLICATION FOR THE FOLLOWING SUBJECT(S)				
Subject Code	Name(s) of Subject	Level/ Grade	Indicate the choice with a tick (✓)	
			Re-mark	

\_\_\_\_\_  
Candidate's Signature

\_\_\_\_\_  
Date

**FOR OFFICE USE ONLY**

Re-marking (NSC)	_____	Subjects X	_____	R 590,50	= R
	_____		_____	<b>Total received</b>	= R
Receipt number:	_____				
Employee name & surname	_____				

**NB: FOR REIMBURSEMENT PURPOSES**

✓ *The receipt issued will be needed for reimbursement.*

**Appendix B**

APPLICATION FORM FOR THE VIEWING OF EXAMINATION SCRIPT (S) Please note that this will only be done at the SACAI Head Office in Pretoria	
Date of application	
Name and surname of the applicant <i>(As originally registered)</i>	
Examination centre <i>(Where examination was written)</i>	
Contact telephone number	
Contact cell phone number	
<b>Email address</b>	
Postal address	
Suburb	
Town/City	
Postal code	
Receipt number when re-marked	

SUBJECT(S) REQUIRED FOR VIEWING <i>(please complete the table below)</i>			
Subject	Level/ Grade	Date of the Examination Session	Date of re-marked marks received

REASON FOR REQUEST CLEARLY STATED: <i>(This is required to ascertain the nature and urgency of the request)</i>	



## Appendix C

### ACKNOWLEDGEMENT

*(To be completed by the applicant on the day of viewing of examination answer scripts)*

1. I, the undersigned acknowledge having been allowed to view the script (s) on the \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_ for the following subject (s):
  - 1.1. \_\_\_\_\_
  - 1.2. \_\_\_\_\_
  - 1.3. \_\_\_\_\_
2. I specifically acknowledge and understand that all the answer scripts are subject to moderation processes.
3. I undertake that while viewing the examination answer script(s), I will not attempt to make any changes to the script(s).
4. I also acknowledge that the answer script(s) may not be removed from the premises where the script(s) is (are) viewed.
5. I acknowledge that copies of the answer script(s), question paper or memorandum will not be made available to me and I will not make copies of any supplied documents.

\_\_\_\_\_  
**Signature of candidate**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Signature of parent / guardian /  
delegated representative**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Signature of SACAI official**

\_\_\_\_\_  
**Date**

**Comments**




## Appendix D

APPOINTMENT NOTICE: VIEWING OF SCRIPTS (S)		
Name and surname of the candidate		
Identity number		
Company/ client name		
Receipt number (for viewing)		
Date		
Time		
Venue		
<b>Script (s) to be viewed</b>		
<b>Subject</b>	<b>Grade</b>	<b>Date of Examination Session</b>
<b>For office use</b>		
Appointment confirmed by		
Date and venue secured	Date	
	Venue	
Confirmation sent out by		