

**UGANDA BUSINESS AND TECHNICAL EXAMINATIONS BOARD  
(UBTEB)**

# Quality Assurance Framework for UBTEB Examinations Processes

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## DEFINITIONS OF KEY TERMINOLOGIES

<b>Terminology</b>	<b>Definition in respect to the Board</b>
<i>Quality Assurance</i>	Mechanism put in place to guarantee that examination and assessment meet the set standards
<i>Standards</i>	A required or agreed level of quality or attainment
<i>Assessment</i>	A process of gathering evidence and judging to decide whether an individual has obtained ability to perform a task to the stipulated assessment standards or not
<i>Examination</i>	A formal test of a person's knowledge of proficiency in a particular subject or skill to obtain a qualification;
<i>Award</i>	Recognition in form of diplomas and certificates to successful candidates for a particular course or programme
<i>Examination Centre</i>	An institution accredited by the Board to conduct assessment/examinations.
<i>Competence</i>	Ability/skill of an individual to perform a given task to a specific standard under specific conditions.
<i>Technical and Vocational Education and Training</i>	Aspects of educational processes involving, the study of technologies and related sciences for the acquisition of knowledge, skills and attitudes required in the world of work.

## 1.0 INTRODUCTION



*UBTEB candidates attending to practical examination in Electronics*

Uganda Business and Technical Examinations Board (UBTEB) was established by the Business, Technical, Vocational Education and Training Act No.12 of 2008 and operationalised by UBTEB Statutory Instrument No. 9 Regulations 2009 with a broad mandate to streamline, regulate and coordinate examinations and awards in the Business, Technical, Vocational and other specialized professions in Uganda.

The quality assurance is an integral part of UBTEB's assessment and examinations system. It guarantees fairness and quality of results which is essential for candidates taking national examinations in Uganda and world-over.

Over the years, UBTEB has built a solid foundation of knowledge and expertise in delivering knowledge and practical examinations and assessments to a high professional standard for national and international recognition. UBTEB has instituted robust and rigorous quality assurance practices and are strictly observed throughout the different stages of examinations and assessment. All these good practices will be continually enhanced and applied in the UBTEB Examination and assessment system.

## 1.1 Objectives of the Quality Assurance Framework

The Quality Assurance Framework is a product of UBTEB' work-based experience, consultations from stakeholders and benchmarking of national, regional and international best practices in the BTVET sector. The main objective of the framework is to deliver high quality awards through an effective, efficient and reliable examination and assessment system. The specific objectives of the framework are:

a) Safeguarding of Assessment Standards	To ensure that UBTEB examinations and assessment standards are consistently upheld at the expected and required level and guarantee validity and reliability of results.
b) Compliance and Quality of Delivery	To ensure that the examinations are conducted in compliance with established examinations regulations and guidelines, so that fairness and reliability can be maintained.
c) Recognition of UBTEB	To ensure that examination data and results are processed and reported appropriately, at the necessary standards of reliability and integrity in order to achieve both local and international recognition of the Board awards.
d) Continuous Improvement	To ensure that feedback is collected from and provided to stakeholders by conducting regular internal and external reviews and quality audits of the assessment process in order to continually improve our services.

## 2.0 THE REGULATORY COMPONENT OF THE QUALITY ASSURANCE FRAMEWORK

The Uganda Business and Technical Examinations Board was established by the BTVET Act, 2008 and operationalized by Statutory Instrument 2009 No. 9 – the Business, Technical, Vocational Education and Training (Establishment of the Uganda Business and Technical Examinations Board Regulations, 2009). The board was created to streamline, regulate, and standardize awards in the BTVET sector through conduct of credible and unified national examinations.

The main objectives of UBTEB are:

- i. To manage reliable, transparent and efficient competence based examinations and assessment process for BTVET in Uganda.
- ii. To improve internal environment to achieve greater organizational management and increase capacity of resource mobilization for effectiveness and efficiency of the Board.
- iii. To integrate Information Communication Technology in the operations of the Board.
- iv. To increase public awareness of the Board and its activities.
- v. To establish and operationalize knowledge management and quality assurance systems

The key function of the Board as spelled out in Statutory Instrument 2009 No. 9 are:

- a) To conduct business and technical examinations for specialized training institutions in Uganda.
- b) To accredit theory and practical examination centres used for the conduct of examinations.
- c) To establish and oversee practical and theoretical question banks.
- d) To publish past question papers.
- e) To establish and maintain a secured data base of examination results.
- f) To collaborate with international and inter-governmental organizations and agencies of other states and the private sector on issues relevant to its functions.
- g) To provide feedback to training institutions on examinations.
- h) To award diplomas and certificates to successful candidates in such examinations.
- i) To make rules regulating the conduct of examinations.

The regulatory component of examinations quality assurance addressed in the Quality Assurance Framework is embedded in UBTEB mandate, objectives and functions. Accordingly the Quality Assurance Framework covers the core examinations components and processes which include:

- a) Accreditation of Examinations Centres
- b) Examination Cycle
- c) Examinations security
- d) Equating of TVET foreign qualifications

## 3.0 ACCREDITATION OF EXAMINATIONS CENTRES

In accordance with part 11 section 5 of the rules on the assessment of competences and conduct of business, technical and vocational examinations in Uganda (2014), UBTEB examinations shall be conducted at ONLY *accredited examination centres* that have been inspected and accredited.

The mandate to undertake inspection and recommend accreditation of the examinations centre lies with the Directorate of Examinations under the department (in-charge) of Quality Assurance. The Quality Assurance department shall oversee and take responsibility of examinations centre accreditation process. During the centre inspection and accreditation process, the Quality Assurance department shall ensure:

- a) The examinations centre accreditation procedures are followed as laid out in part 11 section 6 of the rules on the assessment of competences and conduct of business, technical and vocational examinations in Uganda (2014),
- b) An institution fulfils the requirements stipulated under part 11 section 5 (2) of the rules on the assessment of competences and conduct of business, technical and vocational examinations in Uganda (2014). Checklists of the accreditation requirements are provided in Appendix 1
- c) The institution fulfils the broader and core compliance requirements under Occupational Safety and Health Act, No. 9, 2006 which includes presence of policy and operationalisation of workplace OSH addressing the following among others:
  - i. OSH Committee
  - ii. Accessibility
  - iii. Electricity Safety, Chemical Safety, Plant, Equipment and tools
  - iv. Machinery and Fire safety
  - v. Emergency preparedness
  - vi. Transport safety, Food safety and hygiene
  - vii. Signage, Lighting and Ventilation
  - viii. Housekeeping and storage
  - ix. Waste management
  - x. Structures under construction
- d) The inspection team to assess the examinations centre (applicant) is composed of a technical team member(s) knowledgeable in programmes applied for by the institution
- e) Adequate notice of at least one (1) week intention to inspect the centre is provided to the institution
- f) Inspection report review meetings are held and decisions are documented for each institution and a copy of the same attached to its application file. A template to guide the preparation of the accreditation report is provided in Appendix 2
- g) A consolidated inspection report and feedback is provided to the inspected institution within fifteen (15) working days from the date of inspection.
- h) All centres awarded accreditation receive accreditation certificates as follows:
  - i. “PROVISIONAL ACCREDITATION” for newly accredited institutions and valid for a period of two (2) years
  - ii. “ACCREDITATION” for centres that have graduated from provisional accreditation as a result of fulfilling the requirements for full accreditation after re-inspection.

UBTEB shall reserve the right to withdraw accreditation of the examination centre if the centre:

- a) Is proved to have falsified or lied on any information provided to the Board during inspection or re-inspection
- b) Alters or has forged certificate of accreditation,
- c) Is proved to have engaged in any form of examinations malpractice
- d) Commits any offence that the Board deems the centre unfit to conduct her examinations at such a centre

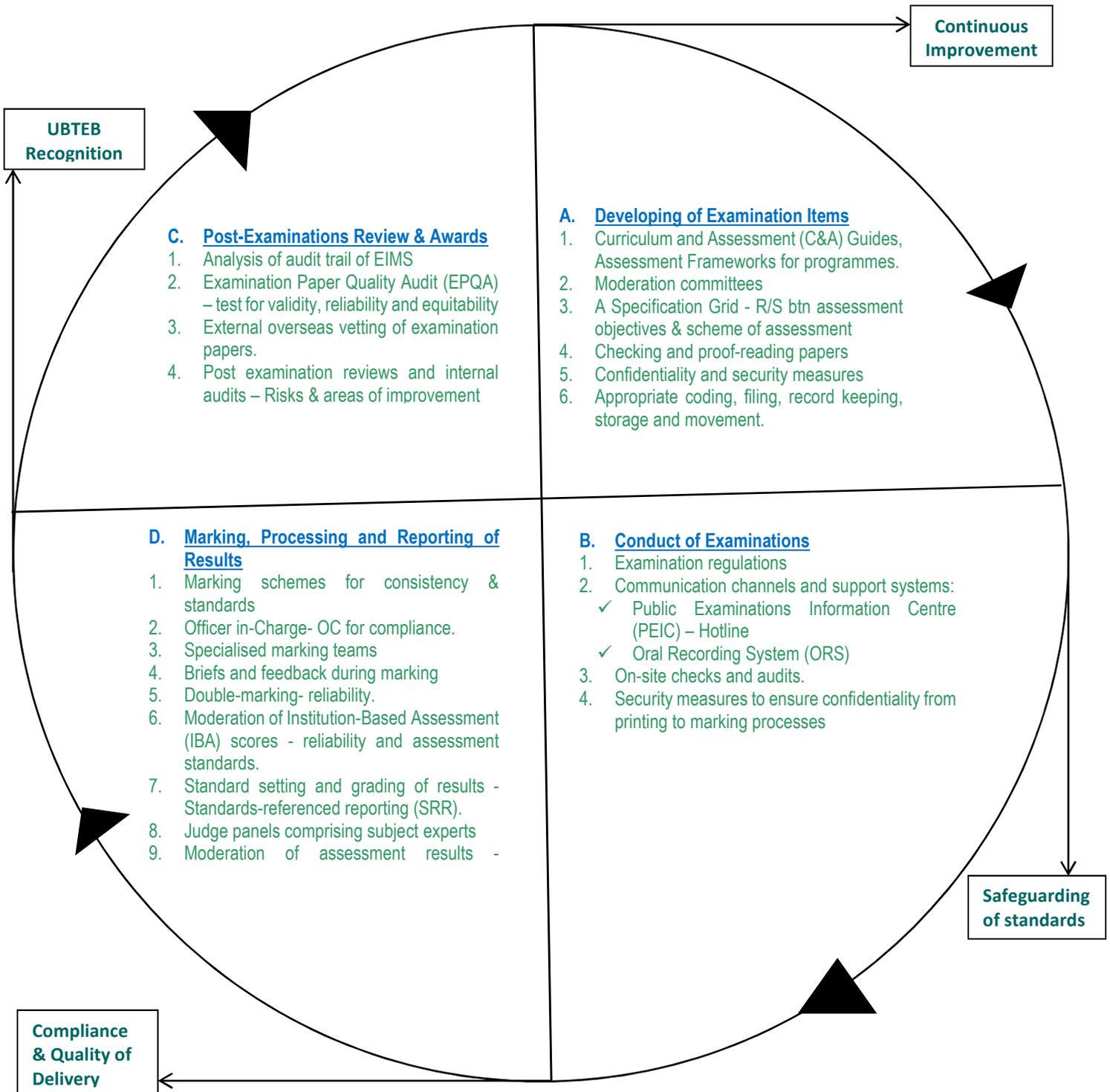
## 4.0 EXAMINATION CYCLE

The Framework (QAF) guarantees quality of outputs of the assessment cycle that is process-driven. The QAF provides quality assurance measure to be adhered to at the four core stages of the examinations cycle, however, the detailed checklist of quality assurance measures at each stage of the cycle are provided at Appendix 3. For purposes of this framework, there are four core assessment stages that the Board must focus on for purposes of quality assurance namely:

- |   |  |
|---|--|
| <b>1. Setting of Examination Items</b>        | <b>2. Conduct of Examinations</b>              |
| <b>3. Processing and Reporting of Results</b> | <b>4. Post Examination Review &amp; Awards</b> |

Figure 1 below illustrates the core stages of the examinations cycle.

*Figure 1: UBTEB Quality Assurance Cycle for the four core stages of assessment*



*NB: The above cycle is based on only core stages of the UBTEB examination or assessment activities*

## 4.1 Developing of Examination Items and Questions

The development of items is a lengthy process and consists of multiple, interdependent stages; an error can occur during any one of these stages. Therefore, the process needs to be followed to ensure that the examination items and papers are valid and reliable. At every stage of the item development process, the following measures are undertaken to ensure valid and reliable examination papers:

### **a) Item Development**

- i. First, the examination and /or assessment items must be developed according to approved Curriculum following competence-based mode of assessment for the different UBTEB examined programmes.
- ii. Only Examiners with relevant experience and expertise shall develop the items. Items shall be developed in sets each with a marking guide.
- iii. A rigorous mechanism for checking of the examination paper item shall be followed to ensure that the questions comply with the “Test blueprint” requirements. The test blueprint defines the attributes of the examinations. Also, the test blueprint is used to ensure that the assembled test forms are consistent from form to form in content. The Board shall ensure that items are received by UBTEB subject experts in their respective fields. A checklist for all papers to be sat at each examination series shall be developed and used to monitor item development process.
- iv. For many reasons (e.g. security), the setting of items shall be treated in a highly confidential nature, with stringent security measures in place to govern the handling of all secret documents.

### **b) Moderation**

- i. The Board shall appoint professionals with an appropriate balance of subject expertise from training institutions, curriculum experts and UBTEB designated Assessors to moderate the items.
- ii. At least one (1) member of the Item writers for each examination series shall be part of the moderation team to respond to issues raised by the moderators.
- iii. The moderators shall be availed with a checklist in which they are required to indicate what has been improved or changes made on the items. All items that are disqualified by the moderator(s) should be replaced accompanied by appropriate marking guide.

### **c) Processing of Items and Question Papers**

- i. A specification grid, which specifies the relationship between assessment objectives and the scheme of assessment, shall be used to check whether the paper item accurately reflects the weighting of the learning outcomes or assessment objectives. Items should be kept safely but separately in the item bank.
- ii. A team of subject and language specialist shall be constituted and shall be responsible for proof-reading of the typed items. The proof readers should ensure that there are no rubric, typing or technical errors.
- iii. The quality assurance team shall undertake content validity and reliability tests of the final items at the final stage of proofreading before questions are printed or banked.
- iv. The Executive Secretary or his/her delegated officer (assisted by UBTEB subject experts where need arises) shall be responsible for the selection of the examination papers for the given series. The selected examination paper(s) shall be sanctioned for printing by the executive secretary.

- v. The examinations papers shall be packed and sealed in plastic envelopes clearly labelled. It is important to ensure that the activity of envelope writing is keenly supervised and quality assured to avoid the effects of wrong labelling.
- vi. A delivery plan, bag content form and delivery checklist for the staff delivering the examinations shall be prepared by the team charged with delivery of exams. A thorough delivery report shall be presented by each team leader of the route and shall be discussed in a post-examinations delivery meeting for lessons learning and continuous improvement.

Throughout the item development process, activities in table 1 below shall be monitored and enforced by quality assurance team in collaboration with Officer in-Charge:

Table 1: *Quality Assurance interventions during Item Development process*

Main Activities	Detailed activities/Assurances to be undertaken
1. Review of the item data bank	<ol style="list-style-type: none"> <li>i. Generate a check list of items to be developed for the examination series</li> <li>ii. Evaluate the relevancy of the data bank of un-examined items (typed and un-typed)</li> </ol>
2. Identification and appointment of item writers	<ol style="list-style-type: none"> <li>i. Review and update data base of item writers</li> <li>ii. Vet item writers</li> <li>iii. Generate and submit a list of selected item writers</li> <li>iv. Communication to item writers at least 2 weeks in advance</li> </ol>
3. Training of item writers	Test sample items compliance to; <ol style="list-style-type: none"> <li>i. CBA Standards</li> <li>ii. Reviewed/New curriculum (if any)</li> <li>iii. Test Blue Print</li> </ol>
4. Constitute the item writing teams	<ol style="list-style-type: none"> <li>i. List of item writing team and subject specialists to be received and informed at least 3 days in advance</li> <li>ii. Orientation of teams / leaders regarding compliance to CBET model, curriculum, Blue Print and reporting</li> </ol>
5. Item writing	<ol style="list-style-type: none"> <li>i. Conduct item analysis of test items to comply with CBET model, new curriculum and Test Blue Print</li> </ol>
6. Proof reading by team leaders and subject specialist	<ol style="list-style-type: none"> <li>i. Conduct Validity and reliability test</li> <li>ii. Receive, review and proof read reports</li> </ol>
7. Receiving of items	<ol style="list-style-type: none"> <li>i. Generate a list of final items to be received</li> <li>ii. Receive properly packed and labelled items in envelopes</li> <li>iii. Generate a record of receipt of items</li> <li>iv. Secure storage of items i. e, be kept under lock and key by responsible officers</li> </ol>
8. Moderation of items	<ol style="list-style-type: none"> <li>i. Receive and review moderation report.</li> <li>ii. Content validity (relevance to curriculum and level, spelling, numbering etc)</li> <li>iii. Analyze moderated item in relation to curriculum and marking guide</li> </ol>
9. Typing of items	<ol style="list-style-type: none"> <li>i. Test for grammatical, rubric, technical errors editorial guide lines</li> <li>ii. List of typing teams</li> </ol>
10. Second proof reading by subject experts	<ol style="list-style-type: none"> <li>i. Report on typo corrections made based on quality assurance template</li> </ol>
11. Selection of item for the series	<ol style="list-style-type: none"> <li>i. Enforce compliance to item selection guidelines</li> <li>ii. Provide guidelines for selection</li> <li>iii. Ensure security and confidentiality of selected items</li> </ol>

12. Printing of final draft items	<ul style="list-style-type: none"> <li>i. Reviewing for typo and type setting errors, grammatical errors.</li> <li>ii. Ensure security and confidentiality of selected item</li> </ul>
13. Final production of question papers	<ul style="list-style-type: none"> <li>i. Generate and complete a checklist of papers for the examination series</li> <li>ii. Generate parking lists, bag content form, time tables</li> <li>iii. Undertake verification of packages</li> <li>iv. Ensure bagging-labelling of bags</li> <li>v. Ensure appropriate storage</li> <li>vi. Develop and execute a routing plan</li> </ul>
14. Delivery of exams	<ul style="list-style-type: none"> <li>i. Monitor compliance to delivery plan</li> <li>ii. Receive and discuss a report on the delivery exercise</li> <li>iii. Develop an Examinations Collection Plan</li> </ul>

## 4.2 Conduct of Examinations

The Board shall guarantee adherence to examinations standards throughout the process of conduct of examinations and by ensuring the following:

- i. The Board shall inspect accredited Examinations/Assessment Centres (on a sampling basis as the minimum standard) to establish their preparedness before examinations begin. Any centre that shall be found to be wanting shall be required to transfer all candidates or subject specific candidates to a nearby centre that meets the requirements.
- ii. UBTEB shall recruit, train and deploy vetted Examinations Managers (Coordinators, supervisors and reconnoiters etc) who shall be selected based on the regulations concerning “Recruitment of UBTEB Examinations Managers”. The Examinations Managers shall officially be appointed by and represent UBTEB and shall enforce examinations regulations during the conduct of examinations.
- iii. Examiners shall be appraised annually by their supervisors and also based on quality of their output and those who fall short of examinations standards shall be removed from database and/or blacklisted.
- iv. The Board shall update a database of examiners annually and cause removal of unreliable/blacklisted examiners including those who will have not worked for three (3) consecutive years.
- v. UBTEB and its delegated officials shall adhere to security measures to ensure confidentiality and safety of examinations during administration of examinations, picking and delivery of answer scripts or candidates files/papers to the storage station or marking centre.
- vi. The examination managers shall be given the final registers, candidates’ albums for their respective institutions. Also a quality assurance checklist shall be availed and completed by reconnoiters and centre supervisors to guarantee compliance to requirements of conduct of examinations.
- vii. During conduct of examinations, candidates shall fully comply with all UBTEB examination regulations to ensure fairness of the UBTEB Examinations.
- viii. The Board shall deploy and utilise different communication channels and support systems shall be provided to facilitate communication between examinations managers and UBTEB in handling examination-related matters efficiently and appropriately. Particularly, the “HOT LINE” shall be put in place.
- ix. Examination managers shall be appointed at each stage and shall write a report which cover the level of compliance to Quality Assurance measures undertaken and recommendations for purposes of continuous improvement.
- x. The conduct of examinations or assessment, shall be monitored/evaluated by UBTEB Quality Assurance team who shall conduct on-site checks and audits and provide an objective assessment of the conduct of examinations for each sitting/assessment.

- xi. The Board shall make on-spot visits to training institutions to evaluate the validity and reliability of coursework and project assessment scores awarded by assessors at institutional level. Where all institutions can't be covered a standard sample of institutions shall be surveyed for validity and reliability assessment of coursework and project scores.
- xii. When the conduct of examinations is complete, the examination gunny bags carrying candidates' scripts shall be picked from the storage stations to UBTEB Secretariat using special collection forms.
- xiii. At the time of collection examinations, the quality assurance team and the OC shall:
  - ✓ Monitor compliance to Examinations Collection Plan
  - ✓ Receive and discuss a report on Examinations Collection
  - ✓ Reconcile Delivery Checklist against Received Checklist
  - ✓ Ensure documentation or record of receipt of answer scripts/exams
  - ✓ Ensure secure storage of examinations
  - ✓ Generate answer scripts/exams issuing Register and Checklist.

### 4.3 Marking, Processing and Reporting of Results

The Board shall ensure adequate preparations in terms of materials, venue, personnel and facilitation for the marking, results processing and reporting process. The following major considerations have been identified among others to protect the standard of the assessment process:

- i. UBTEB staff, Examiners and checkers to participate in the marking exercise shall be appointed and informed at least two (02) weeks to the start of the activity.
- ii. The marking of examinations shall be highly confidential in nature, with stringent security measures and done at a gazetted place(s).
- iii. The marking team shall be trained before start of marking exercise and each marking centre shall be headed by the Officer in Charge (OC), assisted by the Deputy OC and UBTEB staff. The OC shall ensure adherence to examinations standards and designate appropriate manpower at mainly four critical operational areas at the marking centre namely the Library, Data, Marking and checking sections.
- iv. The OC shall ensure that the marking team is subjected to marking dummy scripts before they embark on the live candidates' scripts. At this stage examiners shall coordinate in their marking teams such that there is fairness in candidates' scores by different examiners.
- v. The quality assurance team shall in collaboration with the marking team and OC ensure data collection on reliability of the scores on sample basis and provide feedback to the marking teams in the course of the marking exercise to enable continuous improvement.
- vi. The OC and team leaders of marking teams/groups shall ensure that marking schemes are prepared so that examiners/assessors are able to mark/asses consistently according to agreed/pre-set assessment standards. Thereafter, the examiners in charge shall be expected to sign for candidates scripts from the library section.
- vii. The Board shall ensure strict compliance to conveyor-belt system and double-marking (each script being marked independently by two markers) for all examination papers to enhance reliability of scores.
- viii. Marking should take place in clearly designated rooms under specified time intervals. The rooms shall be locked whenever the examiners go for break and after marking. There should be adherence to security restrictions on taking candidates scripts from the marking rooms to other places such as hostels, dining halls, play grounds etc.
- ix. Whenever the examiners have completed marking all the candidates' scripts for all institutions offering a given paper, then the marked work shall first be returned back to the library. After which, the scripts will be sent to the checking section. The checkers shall ensure that there is no unmarked work, scores have been correctly added, and there isn't any error that might have

- occurred during marking. In case of any discrepancy, this shall be brought to the attention of the examiner in charge of that paper for correction.
- x. For security reasons, checkers are restricted to use only pencils while examiners are restricted to use only red ink, and the OC checkers should use green ink in making corrections.
  - xi. There shall be an audit trail to ensure that queries that have been raised by the checkers have been appropriately addressed. This shall be done by the quality assurance team working hand in-hand with the OC.
  - xii. The data team shall avail mark sheets to the checking section for “mark sheeting”. After mark sheeting, the duly filled in mark sheets shall be sent to the data section for data capturing. In order not to create redundancy in the data section, the data officers may be required to enter School-based assessment (SBA) scores from both practical and theory assessments while waiting for examination marks for data capturing.
  - xiii. The OC shall ensure that the captured marks are printed out for adjudication. Adjudication is meant to establish if there are any errors that might have arose while capturing candidates’ raw marks. The processing of results in the Excel spreadsheets shall start at the marking centre and proceed till the release of results.
  - xiv. The Board shall ensure maintenance of an effective and efficient result processing – Examinations Information Management System (EIMS) for uploading and processing of statistical data and generating reports on examinations performance.

Through the marking, data processing and reporting, activities in table 2 below shall be monitored and enforced by quality assurance team in collaboration with Officer in-Charge.

Table 2: *Quality Assurance interventions during marking, processing and reporting of results*

Main Activities	Detailed activities/Assurances to be undertaken
1. Marking of Dummies and Live scripts	<ol style="list-style-type: none"> <li>i. Test compliance to marking scheme</li> <li>ii. Undertake harmonization of test scores</li> <li>iii. Promote constant feedback between the marking teams and supervisors</li> <li>iv. Sample tests to ensure that all scripts have been marked</li> </ol>
2. Checking of marked scripts	<ol style="list-style-type: none"> <li>i. Analyze dully completed query forms</li> <li>ii. Follow up and report the implementation of the recommendations</li> </ol>
3. Mark-sheeting	Verify that candidates who sat examination have marks using attendance sheets
4. Data Capturing	<ol style="list-style-type: none"> <li>i. Verify and monitor to ensure that data is backed-up</li> <li>ii. Carry out and oversee double entry of data</li> <li>iii. Verify whether the mark sheeted candidates’ results have been captured</li> <li>iv. Verify corrections of entered results on a sample basis</li> </ol>
5. Adjudication	<ol style="list-style-type: none"> <li>i. Verify that all marks have been adjudicated on a sample basis.</li> <li>ii. Verify that all reported errors are rectified</li> </ol>
6. Bagging	<ol style="list-style-type: none"> <li>i. Ensure that bags are dispatched</li> <li>ii. Verify that proper labeling of bags has been done</li> <li>iii. Verify appropriate bagging</li> <li>iv. Ensure bags are appropriately stored</li> </ol>
7. Feedback Meetings	<ol style="list-style-type: none"> <li>i. Hold a briefing meeting of marking teams at the start of the marking exercise</li> <li>ii. Hold daily team reflection and sharing meetings</li> <li>iii. Hold a de-briefing meeting at the closure of the marking exercise</li> </ol>
8. Data verification	<ol style="list-style-type: none"> <li>i. Provide and adhere to access limits to guarantee security and confidentiality of data</li> <li>ii. Ensure back-up of verified data files</li> </ol>

9. Up-loading of results	<ul style="list-style-type: none"> <li>i. Verify that appropriate files have been up loaded</li> <li>ii. Verify that all queries during up loading have been addressed</li> <li>iii. System back-up of up-loaded files</li> <li>iv. Report on data clearing and up-loads</li> </ul>
10. Awards Meetings	<ul style="list-style-type: none"> <li>i. Vet and train the committee chairpersons</li> <li>ii. Follow-up on implementation of appropriate recommendations</li> <li>iii. Compile and share a synthesized report on Awards Meetings</li> </ul>
11. Proofreading of results	<ul style="list-style-type: none"> <li>i. Verify accuracy and correctness of results</li> <li>ii. Conduct validity and reliability tests</li> </ul>
12. Release of results	<ul style="list-style-type: none"> <li>i. Proofread preliminary results based on subjects</li> <li>ii. Proofread the release speeches</li> <li>iii. Provide a statement of quality assurance to be incorporated in the release speeches for Executive Secretary, Board Chairperson and the Minister</li> <li>v. Review the draft report before it is submitted to the Board for approval</li> </ul>

#### 4.4 Post Examination Review and Awards

##### *a) Post-Examinations Reviews*

The following post examinations reviews shall be undertaken by the board:

- i. UBTEB shall ensure that the quality of examination papers is reviewed by means of psychometric analysis or otherwise.
- ii. The Board shall establish and undertake an Examination Paper Quality Audit (EPQA) mechanism which aims to identify areas for improvement with regard to the validity, reliability and equitability of the examination papers.
- iii. In addition, external vetting of examination papers shall be conducted to ensure that the UBTEB standards are comparable with those of overseas examinations in order to maintain international recognition.
- iv. Internally, post examination reviews and different types of internal audits shall be carried out to identify areas for improvement and to ensure that key risks associated with the provision of the UBTEB Examination can be monitored and managed at an acceptable level.

##### *b) Awards*

As part of the Awards process, the following assurances shall be adhered to by the board:

- i. The Board shall convene awards meetings where the examiner in-charge of the subject will present his or her report on the marking of a particular paper to a committee of professionals familiar with the subject. Statistical data on given examination (such as the mean, standard deviation, highest and lowest scores obtained, the percent of candidates passing etc) that shall be processed by the statistician. The pass mark score for the examinations shall be determined during awards meetings after reaching a mutual agreement by the awards team. In accordance with the circumstances that might have prevailed during item development; conduct of examinations and testing guidelines, UBTEB pass/fail standards shall be established in a manner that is generally accepted as being fair and reasonable, rather than arbitrarily set. Once the passing point is established for the examinations, the recommendations will be considered during the final processing of the results.
- ii. It is recommended that Standards-Referenced Reporting (SRR) be adopted to enable candidates' results to be reported against a set of level descriptors which illustrate the typical performance of candidates at each level. The Board shall constitute Judge Panels comprising subject/programme experts responsible for setting the cut scores for different levels of subject performance based on the level descriptors. In the grading process, various factors shall be considered and expert

- judgments shall be made based on candidates' actual performance, examination statistics and the recommended cut scores derived from the application of statistical models. This will ensure that grading standards are held constant each year.
- iii. Before the reporting (release) of results, quality check of examination data at different critical stages of examination data processing shall be conducted by the team in-charge of data processing together with quality assurance team. "System logic detectors" shall be in place and any errors detected must be eliminated before proceeding to the next stage of results processing. This will assure the accuracy of examination data processing.
  - iv. The Awards department shall print Dummy Transcript which shall be verified and quality assured by selected teams headed by Quality Assurance Officers.
  - v. The Awards department shall ensure documentation of certificates and transcripts that shall be printed, issued and those that have been corrected.

## **5.0 EXAMINATIONS SECURITY**

The Board shall establish systems and deploy reliable and competent personnel to guarantee security of the examinations at every stage of the examinations cycle.

The Board shall undertake the following to ensure examinations security:

- i. The Board shall establish a registry for movement of people and documents.
- ii. The Board shall provide multiple locks on points of access to places with examinations materials, with different keys kept by different officers
- iii. The Board shall provide strong rooms where examinations materials shall be kept under camera surveillance
- iv. The Board through examinations managers and other authorised representatives shall effect the arrest of any person involved in malpractices or any acts that might threaten the security and safety of examinations at any level of the examination process;
- v. The Board through examinations managers and other authorised representatives shall carryout surveillance and ensure maximum security of the examinations during item development, moderation, printing, delivery and during administration of examinations at the center;
- vi. The Board through the Assurance Officers in charge of examinations security shall work towards preventing and detecting any form of examinations insecurity including examinations malpractice.
- vii. The Assurance Officers in charge of examinations security shall compile all malpractice cases with documented evidence and submit them to UBTEB Management that shall provide guidance to the Examinations Security Committee of the Board on relevant actions.
- viii. The Examinations Security Committee shall provide them right to a fair hearing of the suspected offenders.
- ix. The Examinations Security Committee of the Board shall recommend appropriate actions to the Board after meeting the suspected offenders.
- x. The Board shall determine appropriate cases for submission to the Minister for appropriate action.

## **6.0 REVIEW OF THE FRAMEWORK**

The Board shall effect the review of the framework every after three years and at such a time when it deems fit. The QAF shall be reviewed on recommendation of the Board. The review process shall be undertaken by the Secretariat of the Board under the leadership of the department charged with Quality Assurance. The review process shall take a participatory and consultative process of relevant policy documents and stakeholders of the Board, Ministry, government and other assessment and quality assurance standards.

**UGANDA BUSINESS AND TECHNICAL EXAMINATIONS BOARD**

**P.O BOX 1499**

**KAMPALA**

**0414-289786**

**Checklist for Inspectors of Examinations Centres**

**CHECKLIST FOR INSPECTORS DURING ACCREDITATION/INSPECTION EXERCISE FOR INSTITUTIONS TO BE ACCREDITED AS EXAM CENTRES**

**A. GENERAL INFORMATION**

Name of Institution.....

District..... Nearest

Town/Centre.....

Office Telephone number..... Nearest Police Station

.....

E-mail:

.....

UBTEB Centre Number:

.....

Contact 1. Principal

.....Mobile.....

Qualification of the Principal.....

Contact 2. Academic Registrar .....Mobile.....

Contact 3. Proprietor's Name .....Mobile.....

**B. LEGAL STATUS**

	<b>Areas of interest</b>	<b>Tick (√)where applicable</b>	
<i>Either</i>	<b>Government Institution</b>		
	Proof of ownership	Principals posting instruction	
		A letter from MoESTS	
<i>Or</i>	<b>Private Institution</b>		
<i>i.</i>	Proof of ownership	Land title	
		Valid running tenancy agreement	
<i>ii.</i>	Registration Certificate by MoESTS	Certificate Available	
<i>iii.</i>	License by MoESTS	Licensed	
<i>iv.</i>	License by NCHE	Licensed	

***(Attach copies of documents)***

### C. FACILITIES

#### Information about students and Program in the institution

S/N	Parameter	Tick (✓) and Indicate Quantity	Qty	Comment
1	Strong room for examination	lockable		
		Walls partitioned using strong materials		
		Walls up to the ceiling		
		Room not shared		
2	Examination room with a minimum capacity of 35 candidates at 1.2m spacing in either direction	A Hall exists. (Find out its capacity)		
		Large classrooms exist. (Find out its capacity)		
		Windows with lockable shutters		
		Doors with lockable shutters		
		Floor properly cemented		
		Weather proofed roof		
		Adequate over hang		
3	Furniture	Single seater desks available		
		Writing tops with reasonable size		
4	Candidature	At least 30 candidates overall		
		Each course has a minimum of 15 candidates		
5	Environment	Fire and other emergency evacuation procedures		
		Clean Sanitation		
		Conducive surrounding		

### D. TRAINERS / INSTRUCTORS / LECTURERS / Programs

Program.....e.g. UDBS

UDBS				
	Lecturers Names	Qualification	Professional Qualification	Regn No
1				
2				
3				
4				
5				

*(Attach staff profile)*

## E. NUMBER OF COURSES OFFERED

S/n	programme	with a curricula	total number	Comment
1	Diploma	Approved by NCDC or NCHE		
		not yet approved		
2	Certificates	Approved by NCDC or NCHE		
		not yet approved		

***(Attach evidence from NCHE)***

## F. (a) WORKSHOPS / LABORATORIES (GENERAL PARAMETERS)

S/N	Parameter	tick (✓) where applicable	Qty	Comment
1	workshops/laboratories	Adequate number of w/shops or labs		
		Floor dimensions, area & height		
		Electricity		
		Fire precautions		
		Gas Supply		
		Water supply		
		Work benches		
		Hand tools		
		Storage facilities		
		Materials available		
		Access restrictions		

## (b). WORKSHOPS / LABORATORIES (SPECIFIC EQUIPMENT)

S/N	Parameter	Tick( ✓)Where Applicable	Qty	Comment (Availability & functionality)
1	Catering & Hotel	Refrigerator		
		Electric Cooker		
		Oven (Local/Electric/Gas)		
		Gas Cooker		
		Electric Kettle		
		Weighing Scale		
		Washing Machine		
		Dryer		
		cookers		
		Toaster		
		Generator		
3	Business Education/secretarial/journalism	computers		
		typewriters		
		printers		
		photocopier		
		scanners		

		Teaching Aids e.g. Text Books		
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**CONCLUSION**

Inspector's remarks on the institution's capacity for accreditation

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.....

.....

**INSPECTOR 1.**

**Name of Inspector:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Signature** \_\_\_\_\_

**INSPECTOR 2.**

**Name of Inspector:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Signature** \_\_\_\_\_

## Appendix 2: Quality Assurance Checklist

### i) Accreditation of Examinations Centres

Activities involved in accreditation of examination centres.		Status
i.	Extraction of guidelines on accreditation from the Examination Standards.	
ii.	Provision of guidelines on accreditation to institutions.	
iii.	Institutions Inspected.	
iv.	Development of Inspection Tool.	
v.	Reports of the inspected institutions prepared.	
vi.	Reports of inspected institutions submitted for approval.	
vii.	Institutions communicated to about the Board's decision on accreditation.	
viii.	Updating of the list of UBTEB Examination centers & and submission of updated list to <b>ES</b> .	
ix.	Enforcement and implementation of the examination standards and regulations.	
<b>Assurance Performed:</b>		
1	Meeting with the staff assigned the activity	
2	Obtain Quality Assurance reports on these outputs including the list of applicants.	
3	Ensure all institutions are Inspected.	
4	Inspection tools/forms cover relevant questions/information for accreditation.	
5	Ensure that appropriate staff are selected to conduct the inspection.	
6	Inspection is conducted as per the plan.	
7	Ensure guidelines are clear.	
8	Final Inspection reports are authentic to the data corrected from the field.	
9	Ensure the list of UBTEB Examination centers is updated.	

**ii) Development of assessment tools/Guidelines**

<b>Activities involved in the development of Assessment tools/Guidelines.</b>		<b>Status</b>
i	Assessment Materials/tools developed.	
ii	Report on the developed Assessment tools.	
iii	Distribution of Assessment Tools.	
iv	Development of Semester Syllabi from the Curriculum and aligning it with <b>CBET</b> .	
v	Institutions applying the tools.	
<b>Assurance Performed:</b>		
1	Obtain Quality Assurance reports on these outputs.	
2	Ensure the concept Notes clearly defines the entire process.	
3	Full participation of Key Stakeholders ( <b>NCDC, NCHE, DES</b> ) among others.	
4	Appropriate team of facilitators/Team leaders is identified.	
5	Ensure the syllabi are addressed.	
6	Ensure developed tools are in line with curriculum/ <b>CBET</b> curriculum.	
7	Establish whether relevant material was utilised (Text Books).	
8	Development is as planned.	
9	Ensure institutions are applying the tools.	

**iii) Preparation and Issuing of Circulars and Registration of candidates**

<b>Activities</b>		<b>Status</b>
i	Examination circulars for registration of candidates and fees drafted.	
ii	Examination circular issued to institutions and copied to MOES.	
iii	Draft time table prepared and issued to institutions.	
iv	Candidate's registration at the Secretariat.	
v	Draft Register developed.	
vi	Final candidates register developed and issued to institutions.	
vii	Photo albums prepared.	
viii	Report on the registration exercise compiled and submitted to ES.	
ix	Final time table issued to institutions.	
<b>Assurance to be Performed:</b>		
1	Meeting with the staff responsible and those directly involved with the activities.	
2	Obtain Quality Assurance reports on Time tables, Circular and Registers.	
3	Obtain all the Circulars, Registers, albums and entry forms for candidates.	
4	Ensure the content in the circular approved by Board and authorised by the Minister.	
5	Ensure time table is prepared accurately caters for all programmes.	
6	Ensure up load of photos from albums accurately capture candidates details.	
7	Ensure registers data is accurately captured and authentic to photo album and summery sheets.	
8	Ensure Final register approved and issued to institutions.	
9	Ensure register compilation computers do not contain any other information.	

**iv) Developing Question Items**

<b>Activities in involved in the process of question development</b>		<b>status</b>
i	Item writers identified.	d
ii	Training of Item writers/Examiners.	
iii	Items written/developed.	
iv	Items moderated.	
v	Report on item writing and moderation submitted to <b>ES</b> .	
vi	Items typed and proof read.	
vii	Question paper selection.	
<b>Assurance Performed:</b>		<b>status</b>
1	Meeting with the staff responsible and those directly involved with the item development.	
2	Obtain Quality Assurance reports on item setting, moderation and proof read.	
3	Review the examiners data base and,	
4	Ensure examiners identified previously had trained with UBTEB	
5	Examiners are from BTVET institutions and or recommended institutions.	
6	Recommendation from Head of institutions or place of work.	
7	Ensure data base updated on changes in examiners details occurred during the year.	
8	Ensure briefing of the examiners in time.	
9	Items developed are in line with curriculum/syllabi.	
10	obtain reports to ensure accuracy of the test items in respect to:	
a	<b>Validity</b> specifying (knowledge, skill and attitude) a learner should obtain.	
b	<b>Reliability</b> capable of yielding stable results in future.	
c	<b>Fairness</b> having capacity to give romm to all learners irrespective of gender, religion, ethnicity, social Economic, background to perform equally well.	
11	ensure the items are good and all attributes addressed by:	
a	Ensure the <b>Blooms Taxonomy of education</b> / Exam blue print/ test of table filled accurately and adhered to.	
b	ensure it's filled by the appropriate examiner	
12	Ensure appropriate examiners are identified to moderate the test/items developed.	
a	complies with the examination standards by addressing: Integrity, Knowledge of the subject, ability to: interpret the curriculum, understand the test specification grid, practicing teacher.	
b	compiled paper if IS of good quality:	
	Test the syllabi adequately, balanced in terms of comptences, appropriate, open ended, error free, not leak.	

**v) Printing of Examinations Question papers and Answer scripts**

<b>Processes &amp; activities in printing of Examinations Question papers and Answer scripts.</b>		<b>status</b>
i	Selection of confines.	
ii	Identification of confinement venue.	
iii	Envelops writing.	
iv	Printing of question papers and answer scripts.	
v	Label Gunny bags.	
vi	Question papers packed in appropriate labeled Gunny bags.	
vii	Other Examination materials are prepared and issued to institutions.	
viii	Cutting Lists prepared and issued.	
ix	Establishment of question bank.	
<b>Assurance to be performed:</b>		
		<b>status</b>
1	Ensure the staff selected are mentally prepared in case of stress. i.e need for counseling	
2	Environment of the confinee is appropriate and suitable for the activity.	
3	Ensure printing of question papers is on time, this leave room for correction of errors.	
4	ensure printing answer scripts is on time	
5	Labels on gunny bags are accurate.	
6	Cutting list in line with curriculum, syllabi and questions prepared.	

**vi) Recruitment of Examination Supervisors & Managers**

<b>To monitor the examination supervisors &amp; managers recruitment and deployment.</b>		<b>status</b>
i	Examination Area coordinators and supervisors identified.	
ii	Reconnoiters identified and appointed.	
iii	Examination managers are briefed.	
iv	Conduct of examination Manager, supervisors are deployed.	
v	Police Personnel deployed.	
<b>Assurance to be performed:</b>		<b>status</b>
1	Review the database of coordinator and reconnoiters and ensure update.	
2	Ensure coordinators and reconnoiters are appointed in accordance to examination standards.	
3	Inform coordinators a week before the briefing exercise.	
4	Ensure necessary material prepared in time, (at least 2 days before staff leave the station).	
5	Briefing of staff at least 2 days before the actual briefing of coordinators.	
6	Inform coordinators at least 2 days before the briefing exercise.	
7	Briefing of reconnoiters at least 1 day before delivery of exams to police stations.	
8	Ensure all reconnoiters report to respective stations before dropping exam at police station.	
9	Logistics issued to staff on time, including Transport (MV at least 2 days before set off).	
10	Ensure appropriate staff are selected and according to Exam standards.	

**vii) Conduct of Examinations**

<b>Activities involved in the conduct of examinations.</b>		<b>status</b>
i	Route plan prepared.	
ii	Vehicles identified and deployed.	
iii	Delivery staff identified and deployed.	
iv	Examinations delivered to Police Stations.	
v	Examination Answer scripts collected from UNEB/delivered to UBTEB.	
vi	Storage of Exams.	
vii	Invigilation of Theory papers.	
viii	Invigilation of Practical Papers.	
ix	Collection of scripts from field.	
<b>Assurance to be performed:</b>		
		<b>status</b>
1	Review the database of practical examiners details and updates.	
2	Ensure practical examiners deployed have relevant skills to the assignment.	
3	ensure the routing take care of all the examination centres and police stations	
4	Ensure staff identified are briefed and deployed within appropriate time before the delivery.	
5	Ensure drivers are briefed & deployed within appropriate time before the delivery and collection.	
6	Contacts for the reconnoiters, coordinators and police are issued to staff delivering exams.	
7	Invigilation schedules are prepared comply with examination standards.	
8	Invigilation schedules issued to coordinators at least 1 week before exams are delivered.	
9	Ensure all answer scripts are collected from the field.	

**viii) Feedback to Stakeholders**

<b>Information gathering from the Feedback workshops and meetings.</b>		<b>status</b>
i	Reports on conduct of exams received from the field.	
ii	Analysis of field reports conduct of examination reports.	
iii	Submission of the analyzed reports to ES.	
iv	Feedback workshops conducted and reports analyzed compiled and submitted to ES' and relevant office for partitioning	
v	Report on the examinations conduct process compiled and submitted to ES' office.	
<b>Assurance to be performed:</b>		
		<b>status</b>
1	Ensure that reports follow a certain format	
2	Ensure that action points are developed after analysis	

**ix) Marking of Examination Scripts g of Examination Scripts**

<b>Activities during the marking of examination scripts.</b>		<b>Status</b>
I	Marking centre identified.	
Ii	Examiners identified.	
Iii	Checkers identified.	
Iv	Data entrants/capture staff identified.	
V	Marking guide prepared.	
Vi	Dummies prepared.	
Vii	Marking of Scripts.	
Viii	Marks captured.	
Ix	Adjudication.	
X	Report on the marking exercise compiled and submitted to ES.	
<b>Assurance to be performed:</b>		<b>status</b>
1	Ensure Proper number and list of examiners required per paper is prepared.	
2	Ensure Marking guides are prepared before the centre opens.	
3	Ensure coordination of marking guide & question papers are done & the two are compatible.	
4	Ensure the marking centre identified is in line with the exam standards & suitable for marking.	
5	Invitation of examiners to marking centres is communicated appropriately.	
6	Is the period of the marking session estimated appropriately?	
7	Are materials required at a marking centre prepared early enough at least 2 days before travel?	
8	UBTEB staff manning the centre report at the centre a day earlier to the reporting day of examiners	
9	Examiners register at the gate and are allocated gate serial numbers	
10	Ensure the briefing of examiners conducted as soon as they report to centre.	
11	Ensure examiners start by marking dummies during coordination.	
12	Ensure the Marking of live scripts is Conveyor Belt System (CBS)	
13	Ensure the EIC are remarking a reasonable sample size of the marked scripts for quality checks.	
14	Are the marked scripts checked by the deputy O/C and the team of checkers?	
15	Ensure Marks of the checked scripts are accurately entered on the mark sheet in duplicate.	
16	Ensure un adjusted mark sheet is kept <b>intact</b> in Soft and Hard copies for reference.	

**x) Analysis of marks from Mark-sheets**

<b>Processes in the Analysis of marks from the mark sheets.</b>		<b>Status</b>
I	Adjudication and entering of course works on the mark sheet.	
Ii	Standardization of the marks.	
iii	Compilation of results and Analysis for the awards.	
Iv	Awards meeting.	
v	Incorporation of recommendations from the awards meeting.	
vi	Final analysis and printing of results for respective Exam committees.	
vii	Submission of Results to Board Committees.	
viii	Approval of Results by the Board.	
xi	Release of Results.	
xi	Issue of results to institutions.	
xi	Amendments errors on issued results ( <i>Target should be zero errors</i> )	
<b>Assurance to be performed:</b>		
		<b>status</b>
1	Ensure that adjudication and entering of course works is done by the right cadre or staff.	
2	Ensure Formula used to standardise marks need to be consistent and thus checked for accuracy.	
3	Ensure the report of the award meeting including adjustments made on the marks is kept intact.	
4	Ensure complete accuracy of the results after awards meeting and incorporation of recommendation.	
5	Ensure original mark sheets are kept separately for reference before any incorporation adjustments.	
	Computers worked on by analyst do not contain any other information.	
6	Ensure the analyst spend recommendable hours on computers in order to reduce errors.	

**xi) Continuous Assessment**

	<b>Activities</b>	<b>Status</b>
i	Development of continuous Assessment plan	
ii	Inspection and assessment of Real life Projects	
iii	Monitoring students during Industrial Training	
iv	Report of inspection of Real Life Project prepared and submitted to ES	
v	Report of Industrial Training prepared and submitted to ES	
vi	Examination past papers compiled and published	
<b>Assurance to be performed:</b>		
i)	Moderation of School-based assessment (SBA) scores	
ii)	Conduct validity and reliability test on SBA scores	
iii)	Inspection reports of Real Life Projects done	
iv)	Conduct Project inspection	
v)	Review Project inspection reports and provide feedback	

**xii) Printing and Issuance of Transcripts**

<b>Activities</b>		<b>Status</b>
i	Printing of Dummy Transcript.	
ii	Verification & Quality Assurance of Dummy Transcripts.	
iii	Printing of Transcripts & Certificates.	
iv	Issuing Transcripts & Certificates.	
vi	Compilation of Malpractice cases.	
vi	Conduct of Stakeholders Workshop.	
vii	Security Committee of the Board Meeting.	
viii	Sub-Security Committee Meeting to handle malpractice cases.	
ix	Submission of malpractice cases to Board for comments.	
x	Submission of malpractice cases to Minister.	
<b>Assurance to be performed:</b>		
1	Ensure compilation of results and analysis be handled by appropriate staff.	
2	Ensure the candidates Data is accurately captured ie correspond with the final result analysed:-	
a.	<i>Bio data, photograph, DoB, and Name of candidates.</i>	
b.	<i>Center number, Name of institution.</i>	
c.	<i>Year of completion.</i>	
d.	<i>Paper codes and titles.</i>	
e.	<i>Grades and class.</i>	
3	Ensure that the hard & soft copy of the released results submitted to ES	
4	Final hard & soft copy after incorporation of correction before print of transcripts kept intact.	
5	Ensure that there is back up of all results that should be securely kept	