



Select Committee on Education and Recreation

Briefing on the DBE 2021 November National Senior Certificate Examination

16 February 2022



Presentation Outline

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UMALUSI MANDATE AND REGULATORY FRAMEWORK

Umalusi mandate and regulatory framework

Umalusi derives its mandate for quality assurance of assessment from the:

- National Qualifications Framework (NQF) Act No. 67 of 2008
Sections 27 (h) and 27 (i) and
- *The General and Further Education and Training Quality Assurance Act as amended in 2008. Section 17 (A)*

which state that:

- (3) The Council must perform the external moderation of assessment of all assessment bodies and education institutions*
- (4) The Council may adjust raw marks during the standardisation process and*
- (5) The Council must, with the concurrence of the Director-General and after consultation with the relevant assessment body or education institution, approve the publication of the results of learners if the Council is satisfied that the assessment body or education institution has satisfied the conditions that warrant such an approval.*

FRAMEWORK FOR QUALITY ASSURANCE OF ASSESSMENT

Framework for Quality Assurance of Assessment

Quality assurance of assessment is conducted to ensure that assessment leading to the award of certificates in schools, adult education centres and technical and vocational education and training colleges is of the required standard. This is in order to ensure that the certificates issued by Umalusi are credible.

This is achieved through:

- Moderation of examination question papers, Practical Assessment Tasks (PAT) and Common Assessment Tasks in the case of Life Orientation
- Monitoring and moderation of School Based Assessment (SBA)
- Monitoring of the conduct, administration and management of assessment and examination processes
- Monitoring and Moderation of marking
- Management of concessions and examination irregularities
- Standardisation of assessment outcomes
- Approval of release of results

National Senior Certificate

The National Senior Certificate examinations are administered by three Assessment bodies (Department of Basic Education (DBE), Independent Examinations Board (IEB) and South African Comprehensive Assessment Institute (SACAI). All three assessment bodies are quality assured and certificated by Umalusi:

Overview of candidates that wrote the NSC examinations

Assessment Body	2019	2020	2021
DBE FT	616 754	610 484	733 917
DBE PT	170 954	115 851	162 793
TOTAL	787 708	726 335	896 710
IEB FT	11 816	12 024	12 857
IEB PT	803	1 139	968
TOTAL	12 619	13 163	13 825
SACAI	2 653	2 927	4 181
TOTAL	2 653	2 927	4 181

QUALITY ASSURANCE PROCESSES UNDERTAKEN in 2021

Overview of the Quality Assurance of Assessment and Examination Processes: DBE

- Umalusi moderated and approved **162 NSC question papers** for this examination. **159** question papers were moderated and approved for the November 2021 examinations in the current moderation cycle while the other **3** question papers were sourced from the bank as they were approved for previous examinations but not utilised.
- Umalusi sampled **22** subjects for School Based Assessment (SBA) moderation and **9** subjects for Practical Assessment Tasks (PAT) moderation across the nine Provincial Education Department (PED); as well as oral assessment moderation for **4** languages in **5** PED. The sample was inclusive of schools located outside the borders of South Africa (Eswatini).
- The DBE's **state of readiness** to conduct the November 2021 NSC examinations was reported on in October 2021.
- Umalusi **monitored** a sample of **442 examination centres** and **40 marking centres** across the nine (9) PEDs.

Overview of the Quality Assurance of Assessment and Examination Processes

- Umalusi participated in the marking guideline standardisation meetings of **67** subjects comprising **145** question papers for the November 2021 examinations. Umalusi approved and signed-off marking guidelines of all these question papers.
- **Thirty-seven subjects** (including Life Orientation Common Assessment Task and Marine Sciences) were sampled for the **verification of marking** across the nine PEDs.
- DBE presented a total of **67 subjects** for the **standardisation** of the November 2021 National Senior Certificate (NSC) examinations.
- All irregularities that were identified were managed in accordance with the *Regulations Pertaining to the Conduct, Administration and Management of the National Senior Certificate Examinations* by the Provincial Examination Irregularities Committees (PEIC). Challenges experienced were captured per PED.
- A detailed report, covering all the quality assurance of assessment processes, was shared with the Department of Basic Education.

MODERATION OF QUESTION PAPERS

Moderation of Question Papers

Areas of Improvement

The DBE is commended for:

- a. The significant improvement shown by most question papers and their marking guidelines complying fully with eight of the ten criteria in the first external moderation of the November 2021 NSC question papers.
- b. The decreased number of question papers that were rejected (not approved) at first moderation.

Moderation of Question Papers

Directives The DBE must ensure that:	Nov 2019	Nov 2020	Nov 2021	Progress in 2021
The number of Question Papers requiring more than two external moderations due to non-compliance is reduced.	94% of question papers complied	98,6%	98,0%	Although not issued as a directive for the Nov 2021 examinations, the compliance level is stabilizing around 98%, an indication of improvement in the quality of question papers submitted for external moderation.
The examiners and internal moderators are capacitated on the following aspects; (technical details (TD), quality of questions (QQ), quality of marking guidelines (MG)).	Question papers that complied with criteria: TD: 54% QQ: 49% MG: 46%	Question papers that complied with criteria: TD: 54% QQ: 41% MG: 41%	Question papers that complied with criteria: TD: 59% QQ: 44% MG: 47%	Although the percentage of questions that complied with the criteria on technical details; text selection, types and quality of questions; and accuracy and reliability of marking guidelines has increased by at least 3%; it is worrying that less than 60% of question papers complied fully with these criteria for at least three consecutive years.

Moderation of Question Papers

Directives The DBE must ensure that:	Nov 2019	Nov 2020	Nov 2021	Progress in 2021
Examiners and internal moderators improve on set higher order questions and balance distribution of cognitive skills.	59% of the question papers complied	70% of the question papers complied	60% of the question papers complied	The percentage of question papers complying fully with this criterion is fluctuating between 59% and 70%. There is therefore a need to ensure that there is clear understanding of classifying questions into different levels of cognition.
More capacity building workshops/training are conducted placing more emphasis on the internal moderation criterion.	Internal moderation was at 77% compliant	Internal moderation was at 80% compliant	Internal moderation is at 84% compliant	The increase of 3% in 2020 and 4% in 2021 noted in the internal moderation criterion, indicates that internal moderators pay attention to detail and their inputs are well received by the examiners.

MODERATION OF SBA, PAT AND ORAL ASSESSMENT

Scope of Moderation of SBA

Subjects sampled for SBA moderation

Accounting	English Home Language
Afrikaans Home Language	Geography
Agricultural Sciences	History
Business Studies	Life Sciences
Civil Technology (Construction)	Mathematical Literacy
Computer Applications Technology	Mathematics
Consumer Studies	Music
Dance Studies	Physical Sciences
Economics	South African Sign Language Home Language
Engineering Graphics and Design	Technical Sciences
English First Additional Language	Tourism

Scope of PAT moderation

Province	Moderated Subjects
Eastern Cape	Music
Gauteng	Agricultural Sciences Computer Applications Technology Consumer Studies
KwaZulu Natal	Civil Technology: Construction Tourism
Limpopo	Technical Sciences
Mpumalanga	Consumer Studies Tourism
Northern Cape	Consumer Studies
Western Cape	Dance Studies Engineering Graphics and Design

Scope of oral assessment moderation

Province	Moderated Subjects
Eastern Cape	IsiXhosa Home Language
Gauteng	Afrikaans First Additional Language
KwaZulu-Natal	IsiZulu Home Language
Northern Cape	Afrikaans Home Language
Western Cape	Afrikaans Home Language

SBA Moderation

Areas of Improvement

There were no areas of improvement noted. The directives of 2020 have still not been addressed by PED in certain subjects.

Moderation of SBA, PAT and oral assessment

Directives The DBE must ensure that:	Nov 2019	Nov 2020	Nov 2021	Progress in 2021
That the quality assurance of assessment in subjects with a practical component for both the Practical Assessment Task (PAT) and the practical examinations is attended to.	Not-Compliant	Partially compliant	Partially compliant	Although internal moderation at district and provincial levels was evident in CAT PAT, there was not any for Music and Engineering Graphics and Design at any of the levels.
The use of recycled tasks and shadow marking in SBA is discouraged through effective internal moderation processes.	Partially compliant	Partially compliant	Partially compliant	The quality of the assessment tasks and internal moderation has improved in many of the subjects sampled for the external moderation. Internal moderation was able to pick up marking errors in most instances.

Moderation of SBA, PAT and oral assessment

Directives The DBE must:	Nov 2019	Nov 2020	Nov 2021	Progress in 2021
Ensure that internal moderation is conducted efficiently and effectively at all levels of the system.	Compliant	Partially compliant	Partially compliant	There was evidence of moderation across all levels, however there was no evidence of internal moderation in the teachers' oral assessment files for IsiXhosa Home Language in all the sampled schools.
Ensure that sufficient focused support is given to SASL HL SBA and the moderation thereof.	Compliant	Partially compliant	Partially compliant	Although the quality of SASL HL assessment tasks has improved, there is still poor/lack of moderation of SASL HL tasks at various levels of internal moderation

Moderation of SBA, PAT and oral assessment

Directives The DBE must:	Nov 2019	Nov 2020	Nov 2021	Progress in 2021
Capacitate teachers on item development to improve the quality of assessment tasks.	Not-compliant	Partially compliant	Partially compliant	Though there is improvement in the quality of assessment tasks, the setting of assessment tasks that do not comply with policy requirements regarding the spread of cognitive demands is still prevalent.
Develop policy to pronounce on the adjustment/addition of marks during oral moderation.	Not-compliant		Compliant	Rubrics have been developed for the marking of oral assessment tasks.
Ensure adherence to CAPS with regard to conduct and administration of SBA, Orals and Practical Assessment Tasks (PAT).	Not-compliant	Partially compliant	Partially compliant	<ul style="list-style-type: none"> Administering a very short reading text not cognitively suitable for Grade 12 in Afrikaans First Additional Language (Gauteng); and Non-adherence to oral assessment requirements for the prepared speech regarding time allocation for the assessment in IsiZulu Home Language (KwaZulu-Natal).

Moderation of SBA, PAT and oral assessment

Directives The DBE must :	Nov 2019	Nov 2020	Nov 2021	Progress in 2021
Ensure that teachers use the CAPS for teaching and assessment purposes in Visual Arts.	Not-compliant	Compliant		Visual Arts was not sampled for moderation in 2021.
Capacitate teachers on the development and use of marking guidelines/rubrics for marking.	Not-compliant	Partially compliant	Partially compliant	The incorrect use of rubrics and/or assessment criteria in Engineering Graphics and Design PAT (Western Cape); marking of essay questions in Life Sciences (KwaZulu-Natal) and Business Studies (Gauteng) is still a challenge.

STATE OF READINESS

Monitoring the State of Readiness

Areas of Improvement

The following areas of improvements were noted:

- a. Fewer challenges were found in the registration of immigrant candidates and approval of concessions/accommodations.
- b. There was improvement in security at storage facilities, due to strict compliance to the prescribed major criteria of the outlined norms and standards.

Monitoring the State of Readiness

Directives The DBE must:	Nov 2019	Nov 2020	Nov 2021	Progress in 2021
Effectively implement the policy on the registration of immigrant candidates.	Partially Compliant	Compliant	Compliant	There was clear evidence of compliance to requirements for management of immigrants.
Ensure that all districts conduct an audit of examination centres to verify their readiness to administer examinations.	Compliant	Compliant	Compliant	The DBE enforced the audits of examination centres in 2021 districts across PEDs.
Ensure that security features at districts/nodal points are evaluated and improved. Storage facilities should have features such as double locking systems, alarms in working condition, and surveillance cameras;	Compliant	Compliant	Partial compliance	Although the DBE strengthened security of question papers at storage points by ensuring that the major criteria remained the absolute security measure of evaluation used to approve storage points, there was evidence of partial compliance in some PEDs.

Monitoring the State of Readiness

Directives The DBE must ensure that:	Nov 2019	Nov 2020	Nov 2021	Progress in 2021
The North West and Free State PEDs strengthen or improve printing facilities to avoid manual handling of question papers.	Partially compliant	Compliant	Compliant	PEDs largely managed to eliminate manual handling of question papers during printing by opting to use automated machines in the packaging of question papers.
Proper surveillance systems are installed at all printing facilities.	Partially compliant	Compliant	Complaint	There was an improvement observed.
Staff shortage at various levels of the system is addressed as a matter of urgency for effective administration of the NSC examinations.	Not compliant	Not compliant	Not compliant	There was evidence of recurrence as there is no improvement.

Monitoring the State of Readiness

Directives The DBE must ensure that:	Nov 2019	Nov 2020	Nov 2021	Progress in 2021
Contingency plans are put in place to address the shortage of markers (reserve list for all subjects).	Not compliant	Compliant,	Compliant	The DBE has plans in place to address the shortages, but these will still require a sustainable solution to avoid marker shortage in future.
Procurement of reliable and roadworthy vehicles for distribution of question papers and collection of answer scripts.	Not compliant	Compliant	Partial compliance	Securing of reliable and secured vehicles used in the transportation of question papers still pose a risk in North West.
High vacancy rate of examination related staff across PEDs.	Not compliant	Not compliant	Not compliant	There is a need for intervention to address the situation, since the directive is recurrent over three consecutive years.
Marker shortages in subjects likely to attract high enrolments.		Partial compliance	Not compliant	Sustainable solution is required nationally to avoid recurrence, although limited to three PEDs in 2021.

AUDIT OF APPOINTED MARKERS

Audit of appointed markers

Areas of Improvement

As compared to 2020, Umalusi noted that the PED made an effort to address previous challenges and were innovative in improving appointment requirements of markers at all levels. The following areas of improvement were noted:

- a. The thorough verification of applications at school, district and provincial levels to ensure compliance with the requirements for appointment at all levels (Limpopo), before the recommendations for appointments were made to the PED.
- b. Although the online application system used by the Western Cape was also used in previous years, it allowed for applicants to update their information and to track progress with appointments.

Audit of Appointed Markers

Directives The DBE must ensure that:	Nov 2019	Nov 2020	Nov 2021	Progress in 2021
Marker selection panels consider recommendations made by principals and/or district officials in the appointment of markers.	Partially compliant	Compliant	Compliant	There was full compliance to this directive in 2021
PED verify qualifications of markers at all levels before appointments are made.	Partially compliant	Partially compliant	Partially compliant	Though substantial progress was registered in complying with this directive, incomplete data is supplied for auditing in some quarters (Limpopo).
PED adhere to the PAM criteria when appointing marking personnel at all levels	Partially compliant	Compliant	Compliant	There was full compliance to this directive across PED. All selection criteria were aligned to the PAM requirements and were following in appointing marking personnel in various positions

Audit of Appointed Markers

Directives The DBE must ensure that:	Nov 2019	Nov 2020	Nov 2021	Progress in 2021
PEDs avail the required qualification transcripts and statistical information of applicants, which are necessary for an effective audit.	Partially compliant	Partially compliant	Partially compliant	A recurrent non-compliance was observed where in PEDs still failed to avail applicants' transcripts as requested by Umalusi. Non-indication of the level of subject specialisation (Limpopo) was noted.
PEDs submit the necessary data and provide access to online administration system for auditing purposes.		Partially compliant	Partially compliant	Incomplete data is supplied for auditing in some quarters (Limpopo).
There is compliance with the required ratio of 1:5 deputy chief markers to senior markers in Western Cape for Accounting Paper 1.			New directive	To be observed in 2022

MONITORING OF THE WRITING OF THE EXAMINATIONS

Monitoring of the Writing of the Examinations

Scope

	EC	FS	GP	KZN	LP	MP	NC	NW	WC	Total
Number of centres	61	35	64	59	52	40	31	46	54	442

Monitoring the Writing

Areas of Improvement

There was minimal improvement on the directives issued in 2020 in relation to invigilation, however:

- a. There was notable compliance with the DBE health and safety protocols across the examination centres under COVID-19 conditions.

Monitoring of the Writing of the Examinations

Directives The DBE must:	Nov 2019	Nov 2020	Nov 2021	Progress in 2021
Ensure that the examination centres verify the candidates at the entry point for relevant documentation to avoid impersonation.	Partially compliant	Partially compliant	Compliant	There was high level of compliance noted during the monitoring of examination centres.
Ensure that the Chief Invigilators prepare daily situational report and file copies of dispatch form in the examination file for reference.	Compliant	Compliant	Compliant	Generally, there was notable compliance.
Ensure that the key to the facility that stores examination material is kept by the Chief invigilator before the start of the examination session.	Compliant	Compliant	Compliant	Notable improvement was reported in 2021.

Monitoring of the Writing of the Examinations

Directives The DBE must:	Nov 2019	Nov 2020	Nov 2021	Progress in 2021
Ensure that all examination sessions have a seating plan drawn and available for verification.	Compliant	Compliant	Compliant	High level of compliance was observed in the last three examination cycles across sampled examination centres which were monitored.
Ensure that principals are appointed as chief invigilators as per regulation, and letter of delegation must be issued in cases where they are not able to administer the sessions.	Compliant	Compliant	Compliant	High level of compliance was observed in the last three examination cycles across sampled examination centres which were monitored.

Monitoring of the Writing of the Examinations

Directives The DBE must ensure that:	Nov 2019	Nov 2020	Nov 2021	Progress in 2021
The PEDs conduct pre-writing audits of all examination centres and provide feedback reports to the examination centres.	Not compliant	Partial compliance	Compliant	The audit of examination centres including the designated centres was the responsibility of the districts, and there was adequate evidence to show that the district audit reports were submitted to the DBE.
Life Orientation Common Assessment Tasks are administered in line with DBE examination guidelines and monitored by the PEDs.	Not compliant	Partial compliance	Not compliant	The findings suggest that there was minimal monitoring during the writing of Life Orientation (CAT) by the district, and this gap allowed for irregularities to take place in two PEDs.
Systems are in place for monitoring and evaluation of invigilators performance.		Partial compliance	Not compliant	No improvement in this regard, although trainings were conducted.

Monitoring of the Writing of the Examinations

Directives The DBE is required to ensure that:	Nov 2019	Nov 2020	Nov 2021	Progress in 2021
All examination centres administering computer-based examinations have a backup plan for electricity supply in case of power outages	Not compliant	Partially compliant	Partially compliant	Necessary arrangements prior to the writing of subjects with PAT, which is dependent on supply of electricity during its writing, were made however ESKOM disruptions were evident in some areas in 2021.
Controls are in place to enforce compliance to the health and safety protocols issued for the conduct, administration, and management of the examinations.			Partially compliant	New directive issued in 2021.

MARKING GUIDELINES STANDARDISATION

Marking Guidelines Standardisation

Scope

Umalusi attended and participated in **142** marking guideline standardisation meetings, largely via Microsoft Teams. Only **two** subjects (Marine Sciences and South African Sign Language Home Language) were attended onsite.

Areas of Improvement

The following area of improvement was noted:

- a. Six provinces increased their percentage compliance with the 20-script pre-marking requirement in 2021, compared to 2019 and 2020. This led to a total of 58% of the question papers complying with the criterion in all respects.

Marking Guidelines Standardisation

Directives The DBE must ensure that	Nov 2019	Nov 2020	Nov 2021	Progress 2021
Chief markers and internal moderators are provided with the required 20 scripts each for pre-marking in preparation for marking guideline discussion meetings.	Partially compliant	Partially compliant	Partially compliant	There was a notable increase in the level of compliance with the 20 scripts pre-marking requirement with only two provinces' compliance level being below 50% (NC & NW).
Sufficient time is allowed between the writing of a question paper and its marking guideline discussion meeting. (This allows time for chief markers and internal moderators to mark the sampled number of scripts in preparation for the marking guideline discussion meetings).	Partially compliant	Partially compliant	Compliant	There is at least 5 days between the writing and standardisation meetings to afford the chief markers and internal moderators sufficient time to engage with the marking guidelines and mark the 20 dummy scripts before attending the marking guideline standardisation meetings.

Marking Guidelines Standardisation

Directives The DBE must ensure that:	Nov 2019	Nov 2020	Nov 2021	Progress in 2021
Interpreters are available throughout the SASL HL marking guideline discussion sessions.	Not Compliant	Compliant	Compliant	Interpreters were available throughout the session.
PED have access to training scripts		Not compliant	Partially compliant	All the internal moderators and chief markers had access to training scripts, however, some did not mark the required minimum of 20 scripts in 2021.
Provincial internal moderators submit their detailed pre-marking reports timeously			Partially compliant	New directive, to be observed in 2021.

MONITORING OF MARKING

Monitoring the Marking of Examinations

Areas of Improvement

The following areas of improvement were noted:

- a. High levels of compliance with the DBE health and safety protocols for managing marking centres under COVID-19 conditions was evident across monitored marking centres;
- b. A vast improvement with the uniform application and standards of security;
- c. All PED strived to secure marking centres with appropriate facilities, which were well maintained and conducive for marking; and
- d. The availability of well-compiled management plans to be followed by management teams.

Monitoring of the Marking of the Examinations

Directives The DBE must ensure that:	Nov 2019	Nov 2020	Nov 2021	Progress in 2021
The security at the main entrances into the marking centres is tight, and security guards must be trained by the assessment body in order for them to be effective and efficient.	Compliant	Partially compliant	Compliant	Umalusi is satisfied with the strengthening of security at marking centres.
All training material is delivered on time in order to allow the determined norm time to be achieved without pressure.	Compliant	Compliant	Partially compliant	This is an area for improvement due to inconsistent management in the circulation of marking guideline documents at some marking centres.
Monitoring of marking centres by the assessment body takes place and evidence of such visits is availed to the centre.	Partially compliant	Compliant	Compliant	Significant improvement in monitoring was noted

Monitoring of the Marking of the Examinations

Directives The DBE must ensure that:	Nov 2019	Nov 2020	Nov 2021	Progress in 2021
Centre manager replacements are fully acquainted with the centre management protocols.				New directive issued in 2021.
Marking centres where computer-based marking or online marking is planned have a backup plan for the supply of electricity in case of power outages.	Not compliant	Partially compliant	Compliant	High compliance was noted in 2021, as the PED made pre-arrangements to mitigate unforeseen disruption due to load shedding when marking is taking place.
All centres are audited before they can be allocated marking centre status.		Partially compliant	Compliant	Sustainable compliance was noted in 2021.
Each PED provides centre managers with audited lists of appointed markers for verification purposes.		Partially compliant	Partially compliant	Pockets of non-compliance was noted in 2021 where evidence of marker lists were not available on request for verification during the oversight monitoring.

Monitoring of the Marking of the Examinations

Directives The DBE must ensure that:	Nov 2019	Nov 2020	Nov 2021	Progress in 2021
Uniform security arrangements and responsibilities are issued to all security companies.		Partially compliant	Compliant	Significant improvement was noted in 2021, indicating that the directive is being managed well.
All marking centres are equipped with adequate communication facilities.				New directive issued in 2021; to be tracked in 2022.
All marking centres have valid OHS certificates.				New directive issued in 2021; to be tracked in 2022.

VERIFICATION OF MARKING

Verification of Marking

Areas of Improvement

The areas that showed improvement in the marking process were noted as follows:

- a. The marking at most marking centres was consistent (kept within the tolerance range) and according to the agreed-upon marking guidelines;
- b. Marking personnel maintained high levels of concentration during the marking process due to the seating arrangements, which followed the social distancing protocol;
- c. Marked improvement in internal moderation across various levels of moderation;

Verification of Marking

Areas of Improvement

- d. Marking differences identified for all subjects were communicated to the markers as soon as they were detected. This action ensured that moderation was both informative and developmental for all marking personnel;
- e. The implementation and use of the “pay marker system” in the appointment of English Home Language implemented for the first time in Gauteng is commended; and
- f. The successful use of the e-marking solution as the continuation of a project launched in 2020 in Gauteng in Accounting (Paper 1 and Paper 2) and Mathematics Paper 2.

Verification of Marking

Directives The DBE must ensure that:	Nov 2019	Nov 2020	Nov 2021	Progress in 2021
The quality of marking in Mathematical Literacy receives attention, especially in Gauteng and Kwa-Zulu Natal. (Visual Arts in EC, Sesotho in Gauteng and Free State.)	Compliant	Compliant	Partially Compliant	Though the quality of marking has improved in most subjects, inconsistent application of marking guidelines (rubrics) in the marking of the literary essay in Sesotho Home Language in Free State and Gauteng is worrisome.
Marking in each subject is synchronised across PEDs, and a more effective way is found to guarantee that any approved changes to the final Umalusi approved MG arrive timeously in the PED.	Not compliant	Partially compliant	Partially compliant	Though significant progress was made to address this non-compliance, a delay in the delivery of the approved marking guidelines was noted in North West in Mechanical Technology (Automotive).
Appointed markers confirm their attendance for marking prior to the commencement of the marking process.	Not compliant	Partially compliant	Partially compliant	PED managed to replace markers who withdrew / declined appointments using the reserve markers lists.

Verification of Marking

Directives The DBE must ensure that:	Nov 2019	Nov 2020	Nov 2021	Progress in 2021
Correct templates for drawing questions in Civil Technology: Civil Services and Woodworking are completed prior to the DBE marking guideline discussion and form part of the marking guideline.	Not compliant	Compliant		The subject was not sampled for verification of marking in 2021.
Markers for Mechanical Technology who specialise in each of the three specialisations are appointed to mark the subject.	Not compliant	Not compliant		The subject was not sampled for verification of marking in 2021.
Markers for South African Sign Language HL are current Grade 12 teachers in the subject.	Not compliant	Partially compliant	Compliant	All SASL HL markers were involved with the subject in Grade 12.

Verification of Marking

Directives The DBE must ensure that:	Nov 2019	Nov 2020	Nov 2021	Progress in 2021
There is a sufficient pool of markers to draw from in case of withdrawal or shortage due to unforeseen circumstances.		Not compliant	Partially compliant	The non-compliance is still prevalent in KwaZulu Natal, where substitute markers for Dramatic Arts were not proficient in the subject.
Appointment letters are issued and distributed to all marking personnel prior to the commencement of marking.		Not compliant	Partially compliant	Non-provision of official appointment letters to markers of English Home Language Paper 1 was observed in Gauteng, and Electrical Technology (Power Systems) in North West.
Additional personnel are appointed for administration duties and the welfare of markers. This will release the chief markers and internal moderators from these duties to concentrate and add value to the marking / moderation process.		Not compliant	Partially compliant	The internal moderators are still struggling with administration duties and dealing with COVID-19 related issues, which decreased the moderation time. This is a perennial challenge that needs to be addressed.

Verification of Marking

Directives The DBE must ensure that:	Nov 2019	Nov 2020	Nov 2021	Progress in 2021
Marking personnel with requisite subject content knowledge and teaching experience at Grade 12 level are appointed. In English First Additional Language such markers must be conversant with the different genres applicable to Paper 2.		Not compliant	Partially compliant	There was improvement in this area, however, not sufficiently qualified markers were appointed as substitute markers to mark Dramatic Arts in KwaZulu Natal.
Whole scripts moderation of 10% of all scripts is completed by deputy chief markers, chief markers and internal moderators.		Not compliant	Compliant	There was evidence of whole scripts marking by the chief markers and internal moderators across all subjects moderated.

Verification of Marking

Directives The DBE must ensure that:	Nov 2019	Nov 2020	Nov 2021	Progress in 2021
<p>COVID-19 protocols are adhered to at all marking centres.</p>		<p>Not compliant</p>	<p>Partially compliant</p>	<p>Generally, COVID-19 protocols were in place in almost all marking centres where verification of marking was conducted. However, non-implementation of COVID-19 protocols was observed at Florida Park High School marking centre for English Home Language in Gauteng and University of Limpopo marking centre for Life Sciences in Limpopo.</p>

STANDARDISATION AND RESULTING



What is Standardisation?

A process used to eliminate the effect of factors other than the learners' knowledge, abilities and aptitude on their performance.



Why Standardise Results?

- To ensure that learners are not advantaged or disadvantaged by factors other than their knowledge of the subject, abilities and aptitude.
- To achieve comparability and consistency of the results from one year to the next.



Standardisation Principles

No adjustment should exceed 10% of the historical average in either direction (upward or downward)

If the distribution of the raw marks is below or above the historical average, the marks may be adjusted either way subject to limitations

In the case of an individual candidate, the adjustment effected should not exceed half of the raw mark obtained by the candidate

After considering qualitative and quantitative reports, Umalusi formulates positions on each subject

Results Standardised by Umalusi per Qualification

Department of Higher Education and Training (DHET)	<ul style="list-style-type: none">• National Certificate (Vocational)• General Education and Training Certificate• N2-N3 Engineering Studies
Department of Basic Education (DBE)	<ul style="list-style-type: none">• National Senior Certificate• Senior Certificate (amended)
Independent Examinations Board (IEB)	<ul style="list-style-type: none">• National Senior Certificate• General Education and Training Certificate
South African Comprehensive Assessment Institute (SACAI)	<ul style="list-style-type: none">• National Senior Certificate• General Education and Training Certificate

Standardisation Decisions DBE NSC

Description	2017	2018	2019	2020	2021
Number of instructional offerings standardised	58	67	67	65	67
Raw marks	38 (65%)	39 (58%)	47 (70%)	48 (74%)	35 (52%)
Adjusted (mainly upwards)	16 (28%)	17 (26%)	13 (19%)	9 (14%)	27 (40%)
Adjusted (mainly downwards)	4 (7%)	11 (16%)	7 (11%)	8 (12%)	5 (8%)

Challenges Observed

The following challenges were noted:

- a) The continued poor performance in NSC SASL Home Language is worrisome; and
- b) The extra ordinary negative or positive impact of the structural changes in some subjects needs to be attended to.

Recommendations

- The DBE must strengthen security measures around collection and storage of question papers at all levels prior to the administration of the examination to prevent early unauthorised access to question papers.
- The DBE must intensify the training of teachers in the development of good quality assessment tasks and marking guidelines more especially the development and application of rubrics.
- Ensure that effective feedback that seeks to enhance learner performance and quality of assessment tasks is provided to the learners and the teachers respectively.
- Use of assessment and examination data to improve teaching and learning.
- Close monitoring of the training of invigilators by the districts is required.

EXCO Approval Statement

- Having studied all the evidence presented, the Executive Committee (EXCO) of Umalusi Council noted that, apart from some examination irregularities identified during the writing and marking of the examinations, there were no systemic irregularities reported that might have compromised the credibility and integrity of the **November 2021 National Senior Certificate (NSC)** examinations administered by the **Department of Basic Education (DBE)**.
- The Executive Committee of Council approves the release of the **DBE November 2021 NSC** examination results based on available evidence that the examinations were administered largely in accordance with the examination policies and regulations.

Approval of Results

In respect of identified irregularities, the DBE is required to block the results of candidates implicated in irregularities including the candidates involved in group copying pending the outcomes of further DBE investigations and Umalusi verification.

In the cases where candidates had unauthorised access to question papers, the results of the implicated candidates should be blocked pending further DBE investigations and Umalusi verification.

Approval of Results

The DBE is required to address the directives for compliance and improvement highlighted in the Quality Assurance of Assessment report, develop and submit an improvement plan to Umalusi by **15 March 2022**. Particular attention should be paid to recurring matters of non-compliance.

The Executive Committee of Council commends the DBE for conducting a successful examination despite the challenges presented by COVID-19.






Two Decades of Education Guardianship
2002 – 2022



THANK YOU



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