



# ECZ

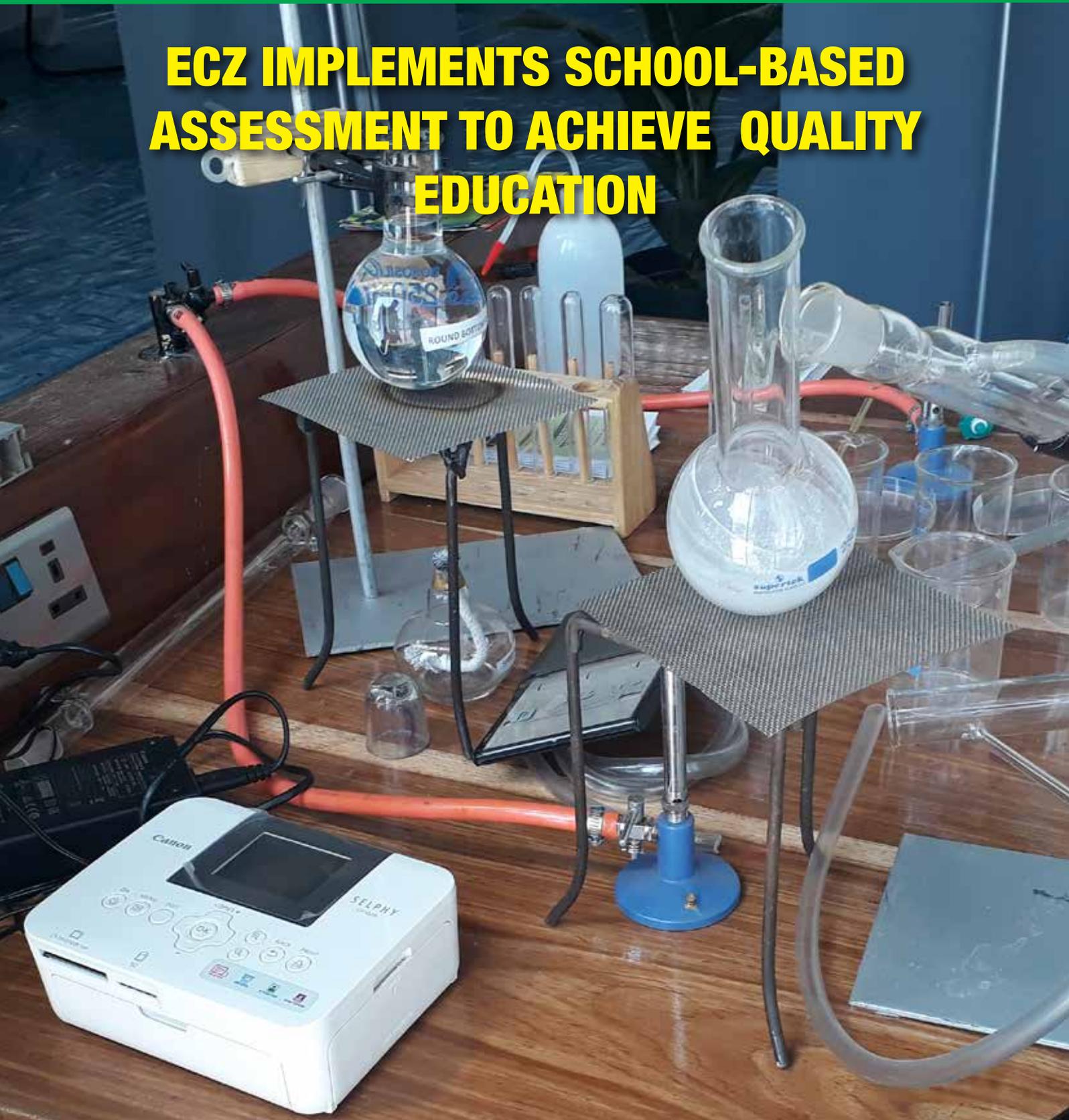
## IN PERSPECTIVE

*News about the Examinations Council of Zambia*

Issue No. 14

January to June 2019

# ECZ IMPLEMENTS SCHOOL-BASED ASSESSMENT TO ACHIEVE QUALITY EDUCATION





The Examinations Council of Zambia (ECZ) was established in 1983 by an Act of Parliament Number 15, Chapter 137 of the laws of Zambia with a mandate to set and conduct examinations and award certificates and diplomas to successful candidates.

### **VISION**

An Examining Body of Excellence.

### **MISSION STATEMENT**

Efficiently Conduct Assessments and Award Certificates of Comparable International Standards.

### **VALUES**

Accountability  
Efficiency  
Integrity  
Confidentiality  
Transparency  
Teamwork  
Competence  
Innovation

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## EDITORIAL

Dear Readers,

As in the previous editions, we are happy to produce and present key highlights of the operations of the Examinations Council of Zambia (ECZ). There is a general view, and rightly so, that the traditional examination system does not bring out the real ability, achievement, or potentiality of candidates at all the levels. Hence, there is a need for examination reforms. Arising from this, most of the articles in this edition showcase and highlights progressive reforms which the ECZ and the Ministry of General Education is implementing to achieve quality education in Zambia.

Seen in this perspective, school education is of prime importance for the all-round development of the Zambian child. This is because it is where they first access the requisite know-how essential for standing up to the demands of modern life. Examinations or assessments of learners in any given society, play a very important role in deciding the quality of education.

Within the period under review, the ECZ has embarked on reforms aimed at bringing efficiency and effectiveness in the general conduct of examinations. The reforms also align assessment tools and practices to regional, continental and global standards. The ultimate goal through the examination reforms is not only to assess learner's achievements (and grades) but also measure whether the desired learning outcomes have been attained. The ECZ implemented the School-Based Assessments (SBA) to enhance the syllabus coverage in assessing learner competencies and skills. The SBA is part and parcel of the teaching and learning process.

As a remedy to curb the occurrences of examination malpractices, the ECZ working jointly with different education stakeholders at provincial and district levels, have identified centralised points where the storage of examination related materials will take place with heightened security. The aim is to create a centralised storage facility to avoid misuse and tampering of examination materials. Related to this is the fact that effective 2019, the examination period has been reduced from the initial three (3) months to only one month. This reform has been necessitated by the introduction of the SBA which will now take place at school level.

Other reforms are related to the review of the examination syllabi for Grades 7, 9 and 12 examinations. The process includes reforming the interpretation of results for the Grade 7 examination and the review of the examination paper structures for all the ECZ set examinations. The ECZ has also invested in automating the process of test development to reduce human involvement in the construction of test items. Once the Electronic Item Banking System is implemented by 2020, there will be full accountability for those involved in the setting of examinations through the system and the ECZ will drastically reduce the cost of test development.

As guided by the Ministry of General Education, the ECZ will always premise its mandate and operational activities on creativity and innovations to meet the aspirations of the Zambian people. We are further committed to reforming the examinations system to ensure that the Zambian school qualifications continue to be credible and recognised globally. Over and above this, the ECZ will remain consultative in the process of implementing the examination reforms. To you our esteemed readers, enjoy reading the 14th edition of our corporate bulletin.

**Ronald M. Tembo**  
**Public Relations Specialist**  
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**Dr Michael M. Chilala**

**It was time to look back and think about the business we are engaged in and re-engineer our systems. We believed in what Nelson Mandela had said that it was not about how many times we had fallen, but about how many times we had woken up and forged ahead after falling.**

We started 2019 by finalising the processing of School Certificate (Grade 12) and Teacher Education examination results, before we moved to review the conduct of the 2018 examinations to draw lessons for the intended examination reforms. The examination reforms were both part of one of our Strategic Goal to enhance efficiency and effectiveness and our response to the factors that may have facilitated the leakages of examinations in 2018. The reforms affected the entire cycle of examinations from test development, through examination administration to dissemination of results.

In the area of test development, we moved to develop an Electronic Item Banking and Test Construction system. The system aims at enhanced security of test items (questions), enhanced accountability for those involved in drafting of test items and the entire process of setting question papers. Additionally, we reviewed our examination syllabi by meticulously screening all subjects and papers, identifying all learning outcomes that were defined in the teaching and learning syllabi, eliminating duplications of learning outcomes across papers, realigning practical oriented learning outcomes to the newly introduced School Based Assessment (SBA) and developing the Guidelines for the Administration of School Based Assessment in Zambia.

By the end of the first six months of 2019, we had reviewed the examination syllabi and resolved to introduce School Based Assessment (SBA) from Grade 5 to Grade 12. We had also developed a system for online transfer of SBA marks from the schools to ECZ, reviewed the number of examination papers from 47 to 30 at Grade 9, and from 74 to 50 at Grade 12 levels. We had determined the weights at primary school level at 30% SBA and 70% final examination paper

## We are moving on with Innovations

for each subject. We had resolved that SBA marks at primary school level would be spread over three years for each subject, with a maximum of 10% per subject be accrued by the candidates for the Grades 5, 6 and 7. We implemented the SBA for practical papers for all Grade 9 and 12 candidates.

In the area of Examinations Administration, we realigned the time-tables by introducing a third session and removing all practical papers since they were to be assessed through school based activities. This led to a reduction in the examination period by four (4) weeks, leaving it at one month instead of the two months it used to take to conduct the examinations. We zoned Examination Centres to ensure that majority of schools did not keep examination papers in advance any more, but that they would receive question papers on a daily basis. This was done to enhance the security of papers. We implemented SBA for practical examinations at Grades 9 and 12 levels and deployed the system for transferring SBA marks online and developed a system to enable introduction of Online Statements of Results. Effective this year (2019), we will no longer print and distribute Statements of Results, they will be accessed online. We initiated another innovation for the establishment of the Online Results Verification System (ORVS). The ORVS is expected to benefit the individuals, higher learning institutions and would be employers as they will be able to verify certificates in the comfort of their offices and homes, when it is deployed before end of December, 2019.

We wish to encourage all our stakeholders to move along with us as we pursue our Mission to Efficiently Conduct Assessment and Award Certificates of Comparable International Standards by reading this Newsletter.



Art and Design Paper 3 Coursework

## ECZ implements School-Based Assessments to Achieve Quality Education

By Nicolas Nkhuwa

...It is part and parcel of the teaching and learning process

**The Examinations Council of Zambia (ECZ) has embarked on reforms aimed at bringing efficiency and effectiveness in the conduct of examinations and also align assessments tools and practices to regional, continental and global standards.**

Effective 2019, the Ministry of General Education through the ECZ will implement School-Based Assessment (SBA). This reform will enhance syllabus coverage in assessing learner competencies and skills. The SBA will see schools conducting practical school assessments where teachers will prepare assessment tasks and score the marks that will later be transmitted to ECZ through an online Portal. This will result in quick processing and timely release of examination results. The SBA marks will form part of the final mark in the final examination.

The SBA not only helps to avoid a one-off test that assesses fewer skills, techniques, handling fewer apparatus and teaching to the examination but also widens the skills and techniques to which learners are exposed and remedial interventions can be done in order to ensure skills and knowledge acquisition by the learners. During a visit to the ECZ office, the Permanent Secretary of Administration in the Ministry of General Education, Dr Jabbin Mulwanda said "School-Based Assessments is a way to go."

Further, to ensure reliability and validity in the SBA. The ECZ in consultation with the Ministry of General Education and other stakeholders has developed and distributed SBA Guidelines to schools. The guidelines are set to provide general and subject specific instructions to teachers, heads of departments, and schools in general on how to conduct the SBA and projects for the year 2019 and beyond.

The 2019 practical examinations will become part of the teaching and learning process.

At Grade 7 level, SBA will commence in 2020 at Grade 5 and learners will be assessed through both SBA and a final examination paper in all five subjects namely: English, Zambian Language, Mathematics, Social Studies, Science and Creative and Technology Studies. The SBA at this level will include formative ways of assessment to ensure adequate assessment of prescribed skills and competencies in the defined learning outcomes in each of the taught subjects. A 30% mark from SBA will be spread out from Grade 5, 6 and 7 with each level constituting 10% of SBA marks accumulating to a total of 30% while the final examinations will contribute 70% of the total marks, making 100%.

## Performance Awards Vital for Learner Motivation

By Nicolas Nkhuwa



Picture Courtesy Wamama

**The performance of learners in any test or assessment requires recognition. This in its sense acts as a motivation to both the teachers and learners and gives especially learners, a mind shift to continue working hard to maintain such performance. On the other hand, it molds a learner into being socially and economically responsible and attracts good behavior and encourages others to improve their performance.**

This is exactly what St. Jeff College Primary School of South Africa did. On Saturday, 30th March 2019, the school held a Certificate Awards Ceremony for the first cohort of Grade 7 learners who sat the Examinations Council of Zambia (ECZ) Grade 7 Composite Examination in 2018. As you may be aware, ECZ conducted the first ever Grade 7 Composite Examinations at this school in South Africa following the successful signing of the Memorandum of Understanding in 2017.

The ECZ was invited to attend this important event to encourage and honour the learners and to strengthen the relationship between the school and ourselves as an Examining Body. It is also worth noting that this school is expanding to open other schools in New York, USA and in Cape Town where the proprietor has indicated his plans to have ECZ set examinations for them at Grade 7 and 9 levels.

### Candidate Registration to commence in October 2019

**The 2020 registration of candidates is set to commence in October 2019. All eligible Candidates are required to visit their Examination Centre to register for the 2020 examinations.**

Similarly, parents are encouraged to ensure that their children submit the correct names especially at Grade 7 level as the details captured here will be used to sit the Grade 9 and 12 Examinations, respectively.

The registration for Grades 7, 9 and 12 is set to start on 1st October 2019 and end on 31st December 2019 while that of the Grade 9 External and GCE Candidates will start on 1st October 2019 and end on 31st January 2020.

The ECZ will not take in any late entry registration as this has potential to derail the timely procurement and delivery of examination materials to the Centres.

We therefore encourage the school administration to commence registration of candidates once the Online Candidate Registration System has been opened in October this year.

### Centralised Points identified to enhance Examination Security

By Ronald M. Tembo

**The ECZ, working with the Ministry of General Education structures at headquarters, provincial and district levels, identified centralized points where storage of examination related materials will take place under enhanced security arrangements. The identified points will act as feeders for schools to access materials on a daily basis as opposed to them keeping the materials at the school itself.**

The aim is to create a centralized storage facility to avoid misuse and tampering of examination materials. A total of 1,502

schools have been identified so far, of which 1009 are Zonal Centres while 493 are stand-alone due to their geographical location. It is therefore expected that majority of the examination centres will not keep examination materials and this will enhance security.

The ECZ is committed to ensuring that the Zambian school qualifications remains internationally recognized and one that inspires all that go through it.

# Characteristics of the 21st Century Skills Assessment

By William M. Kapambwe

**During the agrarian revolution, what was valued most in a person was what they could do. During the Industrial Revolution, what was valued most was what a person knew – knowledge revolution. In the 21st century we are in the information age where the most valued skills are how well a person thinks and uses information.**

There is a global shift in education towards complex skill sets like collaboration, creativity, critical thinking, communication and curiosity. The 21st century skills are skills that are essential in the age of the internet. They are skills needed to adapt to the internet age. They are in three categories namely learning, literacy and life skills

The Learning skills (the 5Cs) teach students about the mental processes required to adapt and improve upon a modern work environment. The most popular 21st century skills are: Critical thinking, Creativity, Collaboration, Communication and Curiosity. The Literacy skills which are sometimes called IMT skills – digital comprehension consist of: Information literacy which understanding facts, figures, statistics and data, Media Literacy refers to understanding the methods and outlets in which information is published and Technology literacy – understanding the machines that make the information age possible. The Life skills is the final category. They are also called FLIPS, these skills all pertain to someone's personal life, but they bleed into professional settings. These are Flexibility, Leadership, Initiative, Productivity, Social skills.

However, in this edition, I will highlight the key characteristics of the 21st century skills assessment. The following eight characteristics of 21st century assessment are essential guide for preparation of assessment activities by educators. It is necessary to refer to these characteristics to ensure that the learners are being assessed towards the skills and demands of the 21st century.

## 1- Responsive

The 21st century assessment should be visible performance-based work (as a result of assessment) generates data that inform

curriculum and instruction. For example in a Literature class, a teacher can discuss Literature and some Literary works. For a teacher to know if the class understood the lesson, the teacher will conduct a formative assessment. In a quarter sheet of paper, the learners will answer the question: "How does Literature mirror your life?" and "What literary work mirrors your life?"

## 2-Flexible

Assessment need to be adaptable to students' settings rather than the identical approach that works in traditional assessment, 21st century approaches are more versatile. For example in a Principles of Teaching first year class at College, the teacher can let students have a survey on their Multiple Intelligences. After that, the teacher groups the students according to their intelligences and let them have a creative presentation.

## 3-Integrated

The 21st century assessments are to be incorporated into day-to-day practice rather than as add-ons at the end of instructions or during a single specified week of the school calendar. For example a teacher can assess his/her students from time to time because assessments are not just given at the end. The teacher can give his/her students formative assessments rather than just giving them summative assessments.

## 4-Informative

The desired 21st century goals and objectives are clearly stated and explicitly taught. Students display their range of emerging knowledge and skills. Exemplars routinely guide students toward achievement of targets. For example, before a teacher starts his/her class, he/she should see to it that his/her students are aware of the goals and objectives. With that, the students will be guided with their achievements.

## 5-Multiple Methods

The 21st century assessment consists of an assessment continuum that includes a spectrum of strategies which is the normal practice. For example, in a teacher's classroom there are students having different intelligences, so the teacher should see to it that he/she does not focus on only one way of assessing their learners.



Deputy Director –  
Examinations Council of Zambia

## 6-Communicated

The 21st century assessments require that it is communicated. Communication of assessment data is clear and transparent for all stakeholders. For example, a teacher should let his/her students keep track of their progress by returning their papers or evaluation sheet. The teacher should also see to it that he/she submits his/her students' grades on time for their parents to be aware of their child/children's achievements.

## 7-Technically Sound

The 21st century assessment should be technically sound. Adjustments and accommodations are made in the assessment process to meet the students' needs and fairness. For example, the teacher should make sure that the assessments are valid, reliable and support comparisons since the students have different intelligences, beliefs, gender and socio-economic groups.

## 8-System

The 21st century assessment is part of a comprehensive and well-aligned assessment system that is balanced and inclusive of all students, constituents, and stakeholders and designed to support improvement of all levels. For example, since changes are inevitable, the teacher should make sure that he/she is able to identify the needs of his/her students and the community. With that he/she will be able to develop his/her students into globally competitive individuals.

From the foregoing, assessment plays a critical role in setting standards and influencing curricula at the local, regional, national and global level, so it is expected that these new assessments will motivate schools to do more to instill 21st century skills. Because 21st century skills are comparatively more complex, non-routine and dynamic, the measurement process needs to take into account their application in real life and non-familiar situations.

# 2018 Standard Fixing



Visitors from Zimbabwe and Malawi who participated in the School Certificate Awards Meeting



Principal Examinations Specialist, School Examinations - Njekwa Mamunye (L) sharing notes with one of the Chief Examiners



The ECZ Deputy Director - William Kapambwe (L) fixing the standards



Some members of ECZ management chairing a session during the Meeting

# Highlights of the 2018 School Examinations

By Smart Sakala

## School Certificate (Grade 12) Examination

The total number of candidates who entered for the 2018 Grade 12 examination was 121,299 of whom 64,202 (52.93%) were boys and 57,097 (47.07%) were girls. This represents a decrease in candidature of 10.03 percent from 2017. The candidature of boys decreased by 12.35% percent while that of girls increased by 7.26% percent.

Of the 121,299 who entered the examination, 119,383 candidates comprising 63,172 boys and 56,211 girls sat the examination. The total number of candidates who were absent from the examination was 1,916, that is 1,030 boys and 886 girls.

In terms of performance, the proportion of candidates obtaining School Certificates in the 2018 examination session decreased by 1.40 percentage points from 64.84 percent in 2017 to 63.44 percent in 2018. Further analysis on the performance of candidates, reveals that the proportion of boys who obtained School Certificates was higher at 65.14 percent than that of girls which was at 61.53 percent.

## Junior Secondary School Leaving (Grade 9) Examination

A total of 284,523 candidates entered for the 2018 Grade 9 Junior Secondary School Leaving Examination compared to 350,246 in 2017. This represents a decrease of 18.76 percent over the candidates that entered for the same examination in 2017. Disaggregating the number of candidates who entered the examination by sex, a total of 141,704 (49.80 %) were boys and 142,819 (50.20 %) were girls.

In terms of performance, a total of 116,616 candidates obtained certificates; representing 45.65 percent of the total candidates that sat the examination. This represents a decrease of 9.54 percentage points from 2017. More girls (63,009 or 49.35%) obtained Statements than boys (61,439 or 48.08 %). More boys (7,359 or 5.76 %) failed the examination than girls (7,026 or 5.50 %).

## Grade 7 Composite Examination

A total of 443,700 candidates entered for the 2018 Grade 7 Composite Examination compared to 400,802 in 2017. This represents an increase of 10.7 percent over the candidates that entered for the same examination in 2017. Segregation of the number of candidates who entered the examination by sex, a total of 219,658 (49.51%) boys and 224,042 (50.49%) girls entered for the examination. Out of the 443,700 who entered for the examination, 388,442 candidates sat the examination, of whom 192,723 (49.61%) were boys while 192,719 (50.39%) were girls. This figure includes 111 candidates from St Jeff College Primary School of South Africa who also sat the same examination.

There were a total of 239,024 candidates obtaining Divisions 1, 2 and 3; representing 61.53 percent of the total candidates that sat the examination. A total of 149,307 candidates obtained Division 4, the least grade; representing 38.44 percent. Further Analysis of results along the lines of gender revealed that boys performed better than girls in all the subjects except English.

In terms of the progression rate to Grade 8, all the 388,331 candidates who sat the 2018 Grade 7 Composite examination were selected to Grade 8, bringing the national progression rate to 100.00 percent from 99.14 percent in 2017. The improvement in the national progression rate is an indication that school places have been created at secondary school level by the government of Zambia.

# International Assessment Network Vital for Examining Boards

## ... As they Probe the Future of Examinations

By Menny Nachibinga



Participants during the 2019 Cambridge International Study Programme

**The Cambridge Assessment Network (CAN) which is part of Cambridge Assessment (CA), Europe's largest assessment agency and a department of the University of Cambridge, hosts the Cambridge International Study Programme (CISP) on an annual basis. The 2019 CISP took place from 13th to 23rd May 2019 at Cambridge Assessment in Cambridge, United Kingdom.**

The study programme was attended by six (6) countries drawn from 2 continents, Africa and Asia. The ECZ was present at the program that focused on two main themes—development and administration and processing of examinations. These were further broken down into principles and practices of assessment design, developing assessment frameworks, administration of examinations and the future of assessments.

Amongst the lessons learnt were that examining boards should help learners demonstrate and fulfill their potential. In doing so, some of the organizations' core values should include collaboration among officers and stakeholders, being innovative, accountable and responsible. In high stake assessments, monitoring of schools should

be encouraged so that the successful interactions between the internal and external staff should be aimed at supporting and not judgmental, in order to help improve matters.

School-based assessment should be well designed so that it is practicable and the results obtained should be both valid and reliable. Replacing practical examinations with school-based assessments not only helps avoid a one-off test that assesses fewer skills, techniques, handling fewer apparatus and teaching to the examination but also widens the skills and techniques to which learners are exposed.

E-assessments are being adopted by many examining boards. The term denotes any type of assessment that has an electronic component and incorporates one or more of e-testing, e-portfolios and e-marking. E-assessments are comparable to paper-based assessments in terms of containing a fixed number of questions, test duration, responses either human or auto-marked.

It was also discussed that in mark schemes designing, there should be a good connection between items and the marking

scheme. In this respect, good items need to be readable, understandable and closely aligned with the target syllabus or construct.

On the recommendations which were found to be useful for Zambia were the use of item banking in question paper production, On-screen marking, Introduction of school-based assessments, having a clearly defined approach to examination delivery challenges that enhances security of examination materials and appreciation of technology in the assessment systems.

The Cambridge International Assessment Programme had provided the participants a lot of insight into the process of delivery of high stakes assessments. It was clear from the presentations and contributions from other countries that the ECZ was on the right course particularly to make a number of innovations such as introducing school-based assessments, reducing the examination period, embracing item banking and generally adhering to the key principles of test development.

## Malawi hosts the 2019 SAAEA Research Forum

By Smart Sakala

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“The forum serves as viable platform for a vibrant cross pollination of ideas from assessment experts”

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Participants during the 2019 Research Forum

**The 2019 Southern Africa Association for Educational Assessment (SAAEA) Research Forum was held at Crossroads Hotel in Lilongwe, Malawi from 18th to 22nd February, 2019. The Malawi National Examinations Board (MANEB) hosted the forum after Zambia had hosted it for two consecutive years (2017 and 2018). The Research Forum was attended by seventeen (17) officers from seven (7) member organisation in the Southern Africa Development Community Region.**

The ECZ delegation was led by Mr. William M. Kapambwe, the Deputy Director and it comprised the following officers:

1. Mr. Moonga Hakalyamba, Principal Research Officer
2. Mr. Shakazo Mzyece, Senior Research Officer
3. Mr. Reuben Tembo, Senior Driver and
4. Mr. Smart Sakala, Senior Research Officer.

The 2019 SAAEA Research forum was successful, as it managed to identify limitations in the finalization of “Harmonization of Assessment Standards for SAAEA,” prepared the 2019-2022 SAAEA Research Forum work plan and produced a draft report of the 2019 SAAEA Research Forum which has since been submitted to SAAEA Executive Committee.

In order to address the gap towards harmonization in assessment, the members worked on “Similarities and differences in competences and assessment standards across the SADC region”.

It is hoped that the findings of this analysis would support the harmonization process in SAAEA member countries. The work plan was developed by incorporating outstanding activities from the previous strategic plan; and issues raised in the newly developed SAAEA strategy and operational plans.

On 18th February, 2019, Mr. William Kapambwe on behalf of the ECZ team, paid a courtesy call on the Zambian High Commissioner to Malawi. The High Commissioner and his team were very happy to host the ECZ team.

The Forum serves as a viable platform for a vibrant cross-pollination of ideas from assessment experts. The forum also strengthens ties between and among SAAEA member countries. We look forward to the 2020 Research forum.



**Assesment**  
 ...is the  
**ENGINE**  
 which drives  
**STUDENT LEARNING**  
 -John Cowan

# Common Mistakes Made During Candidate Registration

**Globally, candidate registration is an important activity in the general administration and management of examinations. It is an integral process which help the ECZ run credible and efficient examinations. Through our various communication and feedback platforms, the ECZ has noted that the majority of the candidates who sit ECZ examinations are mostly at a loss when it comes to writing examinations and certification. This is because they do not or hardly pay particular attention to the registration process,. Simply put, they do not adhere to the prescribed guidelines for the registration of candidates. In this edition, I will try to explain what prospective candidates should do as they register for the ECZ examinations.**

From the outset, registration of candidates is one of the activities examination bodies undertake in order to fulfil their mandate of conducting examinations and awarding certificates to deserving candidates. A fair and equitable candidate registration process is important to maintain the integrity of the examination process. A clear, standardized and reasonable process facilitates the equal treatment of prospective candidates and helps ensure each candidate has an equal opportunity to register and sit the examinations. Adherence to the registration process gives the ECZ the actual number of eligible candidates for the examination. The registration data also ascertain the amount of examination question papers to be printed in line with Government policy. Accurate registration details helps avoid post examination queries.

Regrettably every year, the ECZ receives queries to do with misspelt names, name and subject omission and incorrect information on the candidates personal details. This challenge is mostly manifested during and after the examinations. It is prominent when the examination results are officially announced by the Ministry of General Education and candidates obtain their statement of results and collect their certificates. From our analysis, the most culprits are the GCE candidates who barely find time to verify their registration details from the examination centre.

The reason is simple. Most of the candidates do not take time to fully adhere to the registration guidelines from the ECZ which are always available at the examination centre in advance before commencement of candidate registration. We should note that the entry point for the ECZ to understand, correctly capture and accept the candidate entries is the examination centre. In the approved examination centres, the ECZ has endeavoured to build human capacity for them to register candidates using the Online Candidate Registration System (OCRS). Ideally, the centre should correctly capture the candidates details and ensure candidates pay the prescribed examination fees where applicable.

It is extremely important that prospective candidates should ensure that the examination centre correctly captures their details in the OCRS. The centre should further generate the provisional Candidate Register which the candidates should view and physically sign against their names once they verify that the details captured in the OCRS are correct. It is therefore this same provisional register which the ECZ uses to amend and consolidate from various examination centres before the Final Register is published.

It should be mentioned that a candidate is eligible to sit any ECZ examination only when the examination centre has correctly captured the candidates details in the OCRS, the candidate has paid the prescribed examination fees where applicable, the candidate has verified his/her personal details and signed against their names in the provision register generated at the examination centre and the entries have been accepted by the ECZ. Therefore, if candidates do not verify their personal details in the provisional register, it is assumed that their details are correct when the document is received at the ECZ. So, these details will filter through to the issuance of the statement of results and later on- the certificate.

The other mistake made by the candidates is at the time the examination results have been announced. We reiterate and urge the candidates to ensure that when the results are announced and the statement of results are issued, they should at all times ensure



*By Ronald M. Tembo*

that they check and verify the details on the results transcript. If they notice any anomaly, it is the duty of the candidate to engage the examination centre/ school to officially write to the ECZ to effect the changes.

As a matter of policy, the ECZ has a defined period in which it resolves examination queries. This is a legal window in the ECZ examinations cycle in which it attends to all the queries related to results. For the Grade 9 External and GCE, the deadline for submission of queries is 31st December in the year of the examination. For the Grade 7 and 9 Internal, it is 31st March following the year of the examination. For the School Certificate (Grade 12) and Teacher Education, it is 31st May following the year of the examination. We strongly encourage candidates to adhere to these deadlines so that examination queries are resolved by the ECZ.

It is imperative that candidates strictly adhere to the prescribed registration guidelines as stipulated in the Guidelines for the Administration and Management of Examinations in Zambia. Therefore, candidate registration will always be critical as the ECZ endeavours to implement new examination reforms. We are hopeful that for the 2020 examinations candidates are going to follow the registration guidelines so that there would be none if not fewer queries at the end of the examination process.

# 2020 Scale of Examinations Fees

The scale of examination fees payable by School/College Examinations Candidates for the year 2020 is as follows:

S/N	LEVEL	AMOUNT
1	GRADE 9 INTERNAL Administration fee	K5.00 per candidate
2	GRADE 9 EXTERNAL Entry fee	K15.00 per candidate
	Subject fee	K25.00 per subject
3	GRADE 12 INTERNAL Entry fee	K25.00 per candidate
	Subject fee	K23.00 per subject
4	GENERAL CERTIFICATE OF EDUCATION (GCE) Entry fee	K75.00 per candidate
	Subject fee	K120.00 per subject
5	TEACHER EDUCATION Entry fee	K60.00 per candidate
	Subject fee	K100.00 per subject

## Plan for Your Retirement Now!



before you reach 60 year cannot be accomplished at retirement. Plan your Retirement now and secure your future. Remember, rule number 1 is not to lose any money and rule number 2 is never forget rule number 1.

Peter Lynch said "In the long run, its not just how much money you make that will determine your future prosperity. Its how much of that money you put to work by saving it and investing it."

Therefore, preparation for old age should begin not later than one's teen. What cannot be done

The ECZ Pension Trust Scheme encourages its members to keep a proper record of their details and those of their registered beneficiaries with the scheme Administrator.

**Contact Benefits Consulting Service Limited on:**  
**+260 211 252 265 or**  
**+260 977 740 265**

## ECZ Ready to Award Examination Centre Status to Schools



**There has been a public concern that some pupils move longer distances to sit for examinations in different schools from where they learn. This has led to some pupils to drop out of the school system all together because they probably had nowhere to stay where they wrote the examinations from.**

Speaking at a media briefing, ECZ Director, Dr Michael Chilala said in order to enhance access to education and examinations, the ECZ will award Examination Centre Status to all schools recognized by the Ministry of General Education. "This calls for the Ministry to ensure

that schools have the appropriate facilities before they are authorized to operate in order to maintain the required standards for learning and assessment," he said.

Dr Chilala also said that Provincial Education Officers must ensure that all recognized schools, both public and private were presented to the ECZ for Award of Examination Centre numbers.

The ECZ was leaving to its mandate of providing quality assessments by ensuring that all citizens had access to quality assessments.

# 2019 Labour Day



Council Staff display the 2019 Labour Banner



The Match Past



The Military Band in procession

On 1st May 2019, the ECZ was among dozens of Government, Parastatal and Private institutions that took part in the commemoration of the 2019 Labour Day under the theme "Enhancing Productivity and Alleviating Poverty Through Decent Work Agenda." The event was graced by His Excellency Mr. Edgar Chagwa Lungu, President of the Republic of Zambia. The President pledged to provide an environment for decent work and called on all workers to put in their best to develop the country.



ECZ Staff pose for a photo

## e-Statements of Results a Reality

By Nicolas Nkhuwa



**Meeting an institution's vision requires well thought plans and strategies especially those that are inclusive or benefit the communities. The ECZ's vision of "An Examining Body of Excellence" synchronizes with quality service provision in this sense by introducing e-Statements to candidates.**

The ECZ has developed a system for the provision of Statements of Results (SOR) online. The 2018 examinations were the last to use manual Statements of Results meaning that a

phased approach has been adopted and ECZ will only print replacements for 2018 SOR in case one loses it.

This innovation of accessing results online by candidates will help reduce on the production costs and will help the ECZ save its stakeholders more effectively through prudent resource management. Results will be made available online once they are announced by the Ministry of General Education and ECZ is working in consultation with the stakeholders to realise this innovation for industrialization and inclusive growth that contributes to sustainable development of the nation.



## Digitisation of Examination Records

By Ronald M. Tembo

**In this new era of Information and Communication Technology, document digitisation is one of the critical issues organisations need to look at to remain competitive and achieve operational efficiency.**

It is best to opt for this new and improved way of documentation today and leave all the old and dusty ways of filing and documentation aside. In other words, digitisation involves the conversion of an object, document or an image into electronic format. It means converting an original, source record and is usually carried out through scanning or photographing the source record.

In line with its strategic objective of automating the records management at the ECZ in the light of challenges resulting from increased workload and limited physical space, the Council has made strides towards the digitisation of

examination records. The examination records earmarked for digitisation are School Certificate and General Certificate of Education. The two levels have been singled out because of their demand especially from people who want to gain entry into tertiary education or are seeking employment.

For the ECZ, the digitisation of examination records will not only make the provision of various council services easy but also will avoid the loss of records since they will be safe in a central documentary server.

Digitisation will also avoid any loss of time since several people can retrieve the documents from different places and departments in case of actual files and documents. With such automation at ECZ, digitisation will save a lot of time and effort that can go into something more productive.

Worth noting is that the digitisation of records will improve security of information. This is because the access to information and documents is maintained in a secure and structured manner. With the current expansion programme through the creation of service centres in strategic locations, the responsible officers managing these facilities will be in control to define the different access permissions to the data and documents within the document management system.

The efficiency and ease-of-use of document digitization are indisputable, but the eco-friendly aspect of going paperless is an added incentive for the ECZ. Therefore, the automated records management system at the ECZ will form a vital link to the efficient service delivery and assurance of safe custody of critical records for the office, clients and stakeholders.



# PHOTO



ECZ Council Secretary- Teza Nakazwe Musakanya making a vote of thanks during the Joint Media Breakfast Meeting between the ECZ and TCZ.



The 2019 International Womens Day



Some examples of school based projects for the learners



Copperbelt Based Assessor during the Programme for International Student Assessment for Development Field Work

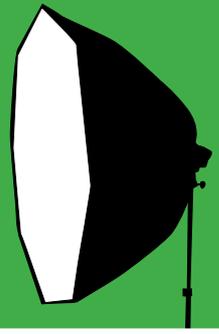


Journalists covering the Press Briefing on examination reforms at ECZ offices



The scanning of Grade 7 Optical Mark Readable Forms

# FOCUS



Dr Jobbicks Kalumba preaches Love and Unit to ECZ Staff during his visit at the Head office



The ECZ Service Centre Project Team visit the Northern Provincial Education Offices



ECZ staff explains the Accumulation of GCE certificates to a client



Verification of 2019 Examination Entries



Some institutions showcasing their services during the 2019 Labour Day Celebrations



ECZ ladies after the Weekly Fitness Fun Friday Exercises

# Examinations and You Radio Programmes Hits Airwaves

By Ronald M. Tembo

**Positive corporate image is very critical today for continuous growth of modern entities particularly in service delivery. Visibility becomes essential for a public service organisation like the ECZ. The more people who know about the good work of the ECZ, the more they will receive and the larger impact they can make to support examinations administration processes.**

The ECZ through its Corporate Affairs Unit is running a 12 weeks part-series of Examinations and You Radio programmes on selected Community Radio Stations. The approach and target was to engage Radio stations with a wider audience and coverage area to maximize on impact and spread. These stations were Radio Christian Voice, Serenje Community Radio Station, Iso Fm, Radio Mano, Radio Icengelo, Solwezi FCC Radio, Radio Cheke and Sky FM. The episodes commenced in May 2019 and will end in August 2019.

The topics covered in the episodes include: Examinations Reforms and Management in Zambia, The Role of the ECZ in Examinations Administration, Candidate Registration, Resolving of examination queries, The Importance of an Examination Number, The Validity of an Examination number,



An interview with ZNBC

Combination of Examination Results Registration of Examination Centre, Teacher Education Programmes under the ECZ, The Service offered by the ECZ and Fighting Examination Malpractices.

The power of Radio cannot be overemphasized. Radio is intimate, it's direct, and it's human — and that is its power. Thus, the ECZ Radio programmes are very powerful as they reach a larger audience and interact with the ECZ. Most members of the public especially in the communities are already appreciating the different aspects of examinations administration and the feedback the Council is receiving is

extremely positive. As the programmes run on Radio, the ECZ has experienced growing numbers of clients seeking council services in the established service centres.

From the business front, the airing of Radio programmes was certainly one way of making the ECZ visible, thereby marketing the Council's products and services to the public. This is no secret. The episodes are making more and more people become aware of the ECZ activities and services. The strategy was a best way to increase the chances of gaining more potential customers to access the ECZ services and an opportunity to raise revenue in a cost effective manner.

## 2019 National Library Week Commemorated

By Milimo Mweemba

**The City of Ndola was at the hive of national activities from 24th to 28th June 2019. This period saw the National Library Week (NLW) held alongside the Copperbelt Investment Expo. The NLW was held under the theme "Libraries = Strong Communities". During this period, Schools organised reading and spelling competition for Grade 5, 6, 7, 8 and 9. There were also debate competitions contested by different schools.**

The ECZ was represented by Mr. Milimo Mweemba, Ms. Mwamba Lesa and Ms Agnes Mwewa at this event. The ECZ exhibited information services that the institution holds and this allowed stand visitors to appreciate the information through Newsletters, Brochures, National Assessment Reports, Performance Review Reports and Books.

We understand the power of information and how it can influence decision making. Hence, we endeavor to share information with the general public on what ECZ has to offer so that people can make rational decisions on matters relating to ECZ functions and services.



A learner receives an Award during the 2019 Library Week

# More Demand for Results Verifications during the 2019 Shows

By Nicolas Nkhuwa and Ronald M. Tembo



In its pursuit to provide the most appropriate communication infrastructure to ensure that information reaches the public using the most effective media platforms, the ECZ has continued to participate in the Zambia International Trade Fair (ZITF) and the Zambia Agricultural and Commercial Show (ZACS).

The two national shows provide a premier forum and a platform of choice for the ECZ to showcase its products and services with a view to create sustainable partnerships with stakeholders and the public. The occasion also provides an opportunity for advisory services on matters of examinations and certification.

Since 2012, the ECZ has also been providing instant council services to members of the public during the shows. These council services include verification of results, Combinations of Grade 9 Results, Accumulations of GCE Certificates, Certificate Replacements, Equating of foreign qualifications to the Zambia standard as well as pre and post examination queries.

In the 2019 ZITF and ZACS, the ECZ received a total of 728 requests from members of the general who were seeking Council services during the shows. Of the total requests, there were 625 results verifications, 21 Grade 9 Combinations, 69 Accumulation of GCE Certificates, 12 Certificate Replacements and 2 Foreign Results Translations. This outlook shows that a lot of people are now aware and appreciate the importance of accessing services from the ECZ for different purposes.

As ECZ, we will remain open to views and opinions that will help us continue to provide efficient services to the public. The Council will endeavour to participate in activities which will make the ECZ visible and where constructive feedback will be received to enhance service delivery.



## ECZ Mints Silver during 2019 Trade Fair



**As a service organization, ECZ has remained key in the provision and support for quality education. This very important role that the ECZ carries to provide public examinations and award academic credentials to the Zambian citizens leads to national development.**

At the just ended Zambia Trade Fair, the ECZ was awarded Best Exhibit-



Government Department/Ministry 2nd Prize for its performance. The ECZ has been decentralizing its services and has embraced ICTs in its operations in support of a SMART Zambia we all desire. The ECZ has improved access to examination results via mobile phone and created an opportunity for the citizen to improve their results or grades by providing mid-year General Certificate of Education (GCE)

Examinations and Grade 9 External Examinations. The Council has further reduced the time in which it takes to print certificates from 6 months to printing within 30 days. The ECZ has also increased the teaching and learning process in schools by setting and conducting examinations in one month.

As ECZ, we do not take any award lightly including this

one, but focus more to build on any recognition be it local or international. We promise to continue improving our services to reach the remotest parts of Zambia through our decentralization programme of setting up provincial offices and to meet the expectations of the Zambian Government and citizens.

## ECZ Dates Media on Examination Reforms



Dr Michael Chilala (L) during the Media Briefing

**On Thursday, 13th June 2019, the ECZ held a Media Briefing as a way of sharing information and educating the stakeholder and the public on various reforms that ECZ was implementing.**

This was vital in ensuring that people make the right and informed decisions and create an environment for mutual agreement in the conduct of examinations and other services so as to steer the country towards sustainable economic development and the vision 2030.

Visit the ECZ website for a full speech from the ECZ Director – Dr Michael M. Chilala <http://www.exams-council.org.zm>

### Examination Period Reduced

**Starting this year 2019, the ECZ has reduced the period of Examinations from the initial period that used to run for about 3 months to only one month. This has been necessitated by the introduction of the School-Based Assessment (SBA) and other reforms that ensure the Zambian people get quality assessment services and education.**

Through the Ministry of General Education and other stakeholders, the ECZ has rolled out SBA which is meant to improve learner skills acquisition and practical demonstration.

The 2019 Grade 7, 9 and 12 Examinations have been set to run in the month of November as part of the call to enhance security of examination materials which were prone to tampering when they were stored for longer periods in the examination centres.



Stakeholders during the Breakfast Meeting

## ECZ Pledge to Partner with Zambia Police Service

By Ronald M. Tembo

The stakeholders pledge to assist the ECZ in fighting examination malpractices

**The ECZ and other Governance stakeholders have pledged to work with the Schools Liaison Unit of the Zambia Police Service to fight delinquency among the youths in learning institutions and other communities.**

The resolution was arrived at during the Breakfast Meeting held on 22nd February 2019 at the Lusaka Hotel organised by the Zambia Police Service. Held under the theme, "Enhancing Partnerships in Promoting Safer and Crime Free Environment," the purpose of the Meeting was to identify mutual ways in which the School Liaison Unit can collaborate with other organisations to fight delinquency among the young people.

Other stakeholders invited to the Meeting were the Ministry of General Education, Ministry of Health, Zambia Information and Communication Technology Authority, Road Transport and Safety Agency, United Nations International Children's Emergency Fund, Zambia Breweries, Drug Enforcement Agency and others. The stakeholders present resolved to collaborate with Zambia Police Service to ensure that crime was prevented and the young people are inculcated with values that would make them responsible citizens.

The School Liaison Unit is one of the sections under the Community Service Directorate in the Zambia Police Service with the mandate to prevent crime in schools and learning institutions. To a larger extent, the Unit advocates for proactive methods in its advocacy activities such as Radio and Television awareness, distribution of information and education materials on human trafficking, child abuse, sexual harassment, abduction, examination malpractices and drug abuse

For the ECZ, the Breakfast Meeting provided an opportunity to share the challenges it was battling with regarding the occurrences of examination malpractices especially during school examinations. The stakeholders further pledged to assist the ECZ through the creation of synergies by including issues of integrity and honesty in their programmes as they interacted with the young people in the Zambian schools and communities.

## Chipata, Kasama and Livingstone Service Centres to open in 2019

**Important arguments in favour of decentralization are that it creates an efficient and reliable administration, intensifies and improves local development, better ensures the rights of the local population to have a voice in Government, better protect minorities and bring the provision of public services closer to the people.**

Under this backdrop, the Government of the Republic of Zambia through the Ministry of General Education and the ECZ is moving steadily in ensuring that public services are brought closer to the people. In line with the Government's Decentralization Policy, the ECZ even in 2019 will open regional offices where all Council services will be accessed by the public. As part of the expansion programme, four regional office so far have already been established and these are Lusaka, Kitwe, Mpika and Mongu Service Centres.

The planned expansion programmes through decentralization of Council Services will this year see the ECZ opening up Service Centres in Chipata, Kasama and Livingstone. The three ECZ Service Centres will cater for clients from eastern, northern and southern provinces. This move will support local people to access educational support services without traveling long distances. This will in turn help people to channel the saved time on other productive businesses thereby helping to boost economic growth.

Like the other Centres, the new Service Centres will be set to provide Council service such as; verification of school results, combination of Grade 9 results, accumulation of GCE results, replacement of certificates, translation of foreign results, renewal of examination centre status for private schools and many other pre and post examination services once the facilities are officially opened.

With the creation of regional offices, the Council is optimistic that the decentralization programme will go a long way towards taking the ECZ services closer to the people and fulfilling the Zambian Government's promise of efficient public service delivery.

## Government Commends ECZ for Innovations

By Nicolas Nkhuwa



Dr Jabbin Mulwanda (L) being welcomed by ECZ Senior Management

**The Permanent Secretary for Administration in the Ministry of General Education Dr Jabbin Mulwanda has congratulated the ECZ on its innovations to improve service delivery to the Zambian People.**

Dr Mulwanda spoke during a familiarization meeting held at the ECZ Main Offices along Haile Selassie Avenue in Longacres Lusaka on 30th May 2019. He noted that despite the challenges ECZ was facing, the institution had made great strides to improve the way business was conducted. "Through the challenges, ECZ has seen opportunities and has done something towards them," he said.

Speaking at the same meeting, ECZ Director, Dr Michael Chilala outlined some of the developments that had taken place in the ECZ since 2014. He noted that ECZ had embraced ICT through the introduction of the online candidate registration system, the electronic item banking system, digitization of records that were in hard copy form, electronic marks capture system and the online access of Statements of Entry.

He also mentioned that ECZ working with the Ministry of General Education had re-zoned schools to enhance security in the storage of examination materials. He stated that the ECZ had adopted School-Based Assessments (SBA) as a measure to meet quality education standards and widen the skills and techniques to which learners were

exposed as opposed to one-off test. "One-off tests are not enough to assess the skills and so the school-based approach will broaden the learning achievements," he said.

Dr Chilala also stated that the ECZ had developed the examination syllabi which have been made available to the public through Bookworld Africa Stores countrywide. He further disclosed that the ECZ had reduced the number of examination papers at Grade 12 from 74 to 50 as a result of some learning outcomes that were duplicated. "We have also automated the procurement and payroll system and have carried out research on behalf of the Ministry," Dr Chilala said.

He said that the ECZ had introduced mid-year Grade 9 and GCE Examinations and has conducted exams at Grade 7 level at a school in South Africa called St Jeff College Primary School. "The school results have been released on time and are made accessible via mobile phone and the marking of GCE Scripts has been decentralized to which we foresee an improvement in the learner performance as teachers involved in marking have been increased," Dr Chilala stated.

The ECZ Director further stated that the council had opened Customer Service Centres in Lusaka, Kitwe, Mpika and Mongu and hoped to open more by the year 2021 with resources allowing.

# Council employees urged to Embrace Love and Peace for One Another

By Nicolas Nkhuwa



ECZ staff lighting up candles

The Ministry of General Education Permanent Secretary in charge of Technical Services, Dr Jobbicks Kalumba visited the ECZ Head Office on Tuesday, 23rd April 2019 and addressed members of staff. The main theme in his official Speech was the urgent need for all Council employees to embrace LOVE and SUPPORT one another in various work stations.

Dr Kalumba implored on all Council staff to learn the master of SHARING and being TOLERANT towards one another. The Permanent Secretary added that the future of the Council was in the hands of employees. "Your input to the examinations administration activities is critical for the provision of quality education and social-economic development of our beautiful country, Zambia," Dr Kalumba stated.

As ECZ, we receive this message with humble hearts and remain committed and accountable to serving the government and the people of Zambia.



Dr Jobbicks Kalumba

## Facebook Fans soon to Hit 200,000

By Ronald M. Tembo

**In 2013, the ECZ Facebook page was operationalized to provide a platform for the public to access unlimited valuable information on certification, examinations administration and press releases.**

Since its operationalisation, the ECZ page has a steady increase in the number of fans subscribing daily. As in the month of June 2019, the page has more than 198, 247 subscribers interacting and getting feedback daily from the ECZ. The trend indicate that the number of subscriptions could increase as the year 2019 unfolds.

For the Council, the Facebook page has been an excellent place to gather the customers, prospects, and fans to provide reviews, share opinions, voice concerns and offer feedback. This platform has built a community on our

Facebook page who follow keenly issues and information on examinations. The Facebook has continued to provide a simple hub of information about the operations of the ECZ. The public can now communicate with the ECZ just like email. Anyone who likes the page is automatically added to the page and can easily communicate with all the members in a manner even simpler than email. Through this interaction, all the page members pay attention and receive instant feedback.

The facebook profile for the ECZ is [www.facebook.com/examsCouncilZambia](http://www.facebook.com/examsCouncilZambia). It has proved to be one of the effective platforms which the ECZ has been using to interact and provide feedback to the public on various aspects of examinations, certification and service delivery.



# 2019 Graduation Ceremonies



Since 2018, the ECZ has endeavoured to participate in Teacher Education Graduation Ceremonies organised by respective Colleges of Education. By law, the ECZ is mandated to award diplomas to candidates who pass the ECZ set examination for Teacher Education Programmes. In 2019, the ECZ officiated at the Graduation Ceremonies for Malcom Moffat College of Education, Chipata College of Education, Charles Lwanga College of Education, David Livingstone Teacher's Training College, Kitwe College of Education, Kasama College of Education and many others.

## Congratulations to all the Graduates!

## Your Questions

# ANSWERED

### Online Results verification

**I just want to know. Has the online verification started working? By Firmdouglas Shrivés**

**Answer:**

No, the online verification has not started. However, the good news is that we have made strides in the development of the system to have it up and running. All things being equal, the system should be operational by the end of 2019.

### Combination of Results

**How much is combination of grade 12 results? And how many days does it take? Trywell Ngo'mbe**

**Answer:**

According to ECZ policy, we do not combine Grade 12 results but we combine GCE Certificates in order for you to have an Accumulated GCE Certificate. The Grade 12 Results and GCE Results are two different sets of results undertaken at different intervals with different conditions within the examination cycle. The accumulation of GCE Certificates is K1000 and at most it takes 10 working days for the document to be ready.  
All the best

### Refund of GCE Examination Fee

**I am kindly asking if it is possible to refund someone for GCE examination fee if they happen not to write due to sickness? By mmukazo**

**Answer:**

It is not possible for the ECZ to refund. According to the Guidelines for the Administration and Management of Examinations in Zambia, examination fees are not transferable.

### Verification of Results

**I need my Grade 12 Certificate to be certified by ECZ as required by the School. I am currently based in Solwezi. Should I send a copy of my certificate or what is your advise? By Mary Kabwe**

**Answer:**

It is a good thing that you intend to verify your Grade 12 results with the ECZ. Since you are in Solwezi, you do not need to travel to Lusaka for the service. We have a Service Centre in Kitwe near Copperbelt University in River side area. Kindly, find time to go there and you will be assisted. The charge is K100 per copy.

### Examination Past Papers

**I am kindly asking for the website where can download past papers for Grade 9 and Grade 12. e.g. Home Management, art and design, Mathematics? By Lawrence Lubasi**

**Answer:**

You only get copies of the past examination question papers from any Bookworld outlet in your area. Visit any outlet near you.

### Outline for Mathematics Teaching Method

**Hi my name is Francis Sampa I'm asking for the course outline for mathematics education and mathematics teaching method for junior secondary teachers diploma for 2016, 2017 and 2018**

**Answer:**

You can request from the Curriculum Development Centre or the nearest College of Education. By law, it is not the mandate of the ECZ to prepare or distribute Mathematics Education and Mathematics Teaching Methodology for Junior Secondary School Teachers Diploma for different years.

### Name Omission and other verified Subjects

**My daughter entered for GCE examination and she verified the five subject she is sitting for and wrote science practical. However, when the final register came from the centre, her name was omitted on mathematics and science which she did the practicals for. What is going to happen with science practical result? Nalukui Sitwala**

**Answer:**

Your query is genuine. We highly suspect that there may have been miscommunication between the ECZ and the school which resulted in that omission. We also hope that the candidate wrote theory examination. Our advice is that when the results are officially out for the 2019 GCE examination, let the school write to the ECZ attaching the necessary documentation. I am certain the issue can be resolved by the ECZ.

### Replacement of GCE Results

**I lost my GCE Transcript. What can I do to get a replacement? By Maliwa Mulemwa**

**Answer:**

We are not sure which year you the examination. If it is 2017 or earlier, you do not need a transcript because Certificates have been printed and are ready for collection in schools. Therefore, you may go and collect the Certificate from there. If it is for the 2018 examinations, we will need a police report, a sworn in affidavit and a letter from the school confirming that you collected the results and the charge is K200. Please visit any of our service centres for help.

### Examination Number Error

**What happens if a candidate makes an error on the examination answer sheet and writes the centre number and the last five digits of the examination number. Can you make such a candidate fail inspite the name being on the answer sheet? Your quick response will appreciated. By Maureen Siyunyi**

**Answers:**

If that occurs, there is a likelihood that your results may not be processed. Also, instructions are part of the examination. Sso if you do not follow instructions, you fail the examination. Please, get details from the examination centre on the matter.



## EXAMINATIONS COUNCIL OF ZAMBIA

### PUBLIC NOTICE

#### 2019 EXAMINATION SESSION DATES

The Examinations Council of Zambia (ECZ) hereby notifies the general public that the 2019 Examinations will be conducted between the following dates. Candidates are advised to get detailed Examination Timetables showing dates and time for each subject at their Examination Centre or download from the ECZ Website at: <http://www.exams-council.org.zm>

S/N	Name of Examination	Start Date	End Date
1	General Certificate of Education (GCE) Examination	Friday, 26 <sup>th</sup> July 2019	Wednesday, 14 <sup>th</sup> August 2019
2	The Junior Secondary School External Examination (Grade 9 Ext.)	Friday, 26 <sup>th</sup> July 2019	Wednesday, 7 <sup>th</sup> August 2019
3	Grade 7 Composite Examination	Monday, 11 <sup>th</sup> November 2019	Friday, 15 <sup>th</sup> November 2019
4	The Junior Secondary School Leaving Examination Internal (Grade 9 Int.)	Friday, 1 <sup>st</sup> November 2019	Tuesday, 12 <sup>th</sup> November 2019
5	School Certificate Examination (Grade 12)	Monday, 11 <sup>th</sup> November 2019	Wednesday, 27 <sup>th</sup> November 2019
6	Early Childhood Education (ECE) Teacher's Diploma Programme First (1 <sup>st</sup> ) Year - Examination	Friday, 25 <sup>th</sup> October 2019	Monday, 18 <sup>th</sup> November 2019
7	Early Childhood Education (ECE) Teacher's Diploma Programme Second (2 <sup>nd</sup> ) Year – Examination	Friday, 25 <sup>th</sup> October 2019	Friday, 15 <sup>th</sup> November 2019
8	Early Childhood Education (ECE) Teacher's Diploma Programme Third (3 <sup>rd</sup> ) Year -Examination	Friday, 1 <sup>st</sup> November 2019	Tuesday, 19 <sup>th</sup> November 2019
9	Junior Secondary Teacher's Diploma (JSTD) First (1 <sup>st</sup> ) Year - Examination	Thursday, 17 <sup>th</sup> October 2019	Wednesday, 13 <sup>th</sup> November 2019
10	Junior Secondary Teacher's Diploma (JSTD) Second (2 <sup>nd</sup> ) Year - Examination	Thursday, 17 <sup>th</sup> October 2019	Monday, 20 <sup>th</sup> November 2019
11	Junior Secondary Teacher's Diploma (JSTD) Third (3 <sup>rd</sup> ) Year -Examination	Thursday, 17 <sup>th</sup> October 2019	Thursday, 14 <sup>th</sup> November 2019
12	Primary Teacher's Diploma Programme (PTD) First (1 <sup>st</sup> ) Year - Examination	Thursday, 17 <sup>th</sup> October 2019	Thursday, 14 <sup>th</sup> November 2019
13	Primary Teacher's Diploma Programme (PTD) Second (2 <sup>nd</sup> ) Year - Examination	Friday, 25 <sup>th</sup> October 2019	Thursday, 19 <sup>th</sup> November 2019
14	Primary Teacher's Diploma Programme (PTD) Third (3 <sup>rd</sup> ) Year - Examination	Thursday, 17 <sup>th</sup> October 2019	Thursday, 14 <sup>th</sup> November 2019

- All the Examinations will be conducted in accordance with the Guidelines for the Administration and Management of Examinations in Zambia.

For further details or clarifications on the 2019 Examination Session Dates, please contact the nearest Examination Centre in your area. **Say NO to Examination Malpractices. Call 8383 Toll Free line on Zamtel Network to report suspected cases of Examination Malpractices.**

Issued by:

Dr. Michael M. Chilala

**DIRECTOR**

**EXAMINATIONS COUNCIL OF ZAMBIA**

# PUZZLE

R	E	C	Z	T	I	M	E	T	A	B	L	E	S	C
U	N	H	E	Q	W	X	Y	F	R	E	E	R	C	G
M	F	N	O	V	E	M	B	E	R	F	C	Z	W	X
Y	O	S	Y	L	K	A	B	T	S	R	A	Q	F	R
H	R	E	G	U	L	A	T	I	O	N	S	K	J	E
S	C	H	O	O	L	J	P	R	O	J	E	C	T	S
M	E	Z	X	V	X	E	V	I	Q	W	D	L	P	U
O	M	I	D	Y	E	A	R	L	Z	K	A	I	X	L
N	E	P	R	A	C	T	I	C	A	L	C	N	M	T
T	N	X	D	R	C	A	B	I	N	E	T	E	G	S
H	T	A	S	S	E	S	S	M	E	N	T	O	L	L
V	M	Z	A	M	T	E	L	R	E	D	U	C	E	D

Read the sentences below and Spot the Underlined Words from the Puzzle.

**Remember, as you read and work out the puzzle, you will get important information about the Examinations Council of Zambia that concerns YOU!**

1. Cabinet approved the amendment of the existing ECZ Act of 1983 to strengthen the enforcement of regulations related to the printing and handling of examination materials.
2. The public is hereby notified that the conduct of the School Based Assessment (SBA) is effective 2019 examinations. The practical assessments and projects will therefore be implemented as part and parcel of the teaching and learning process.
3. Effective 2019, the examination timetables for the school and Teacher Education Examinations will be conducted in the month of November.
4. At Grade 12 level, the total number of examination question papers to be set, printed and distributed by the ECZ has been reduced from the current 73 to 50 effective 2020.
5. The ECZ Toll Free Line 8383 remain available to members of the public to report any suspected cases of examination malpractices through the Zamtel network.
6. The e-statements of results will be published to the candidates effective 2019 Mid-Year Examinations.
7. Effective 2020, the ECZ will implement the Electronic Item Banking System to set, populace and enhance the quality of test items.

## New Members of Staff

Join us in welcoming the following members of staff to the ECZ:



**Mr. Manfred Chansa**  
**ICT Software Support Specialist**



**Mr. Michael Musaki**  
**Senior Exams Officer Logistics**



**Mr. Bright Chiwama**  
**Senior Exams Officer Processing**



**Mr Raymond Mutale**  
**ICT Officer**



**Mr Liato Samuel**  
**Examinations Officer**



**Ms. Mutinta Malambo**  
**Computer Operator**

## New Appointments

Join us in congratulating the following members of staff on their respective appointments:



**Mr Angel Kaliminwa**  
**Principal Planning Officer**



**Mr Ian Chirambo**  
**Principal Examinations Officer (Processing)**



**Mr Albert Siamunako**  
**Principal Examinations Officer (Logistics)**



**Ms Njwekwa S. Mamunye**  
**Principal Examinations Specialist, School Examinations**



**Mr Humphrey Mpundu**  
**Senior Examinations Officer (Processing)**



**Mr Nicolas Nkhuwa**  
**Corporate Affairs Officer**

## Congratulations

Join us in congratulating the following members of staff for attaining their respective qualifications:



Ian Tembo  
**Bachelor of Finance and Accounting**



Milimo Mweemba  
**Bachelor of Arts in Library and Information Studies and Development Studies**



Mwamba Lesa  
**Bachelor of Arts in Library and Information Studies and Public Administration**



Kennedy Lungu  
**Bachelor of Arts in Education**

## Elections

Join us in congratulating the following members of staff on their nomination to the ECZ Pension Trust Scheme Board of Trustees:



Evans Zulu  
**Professional Diploma in CIPS**



Agness M. Manyando



Fanuel Katele

# End of Year Cycle Party 2018



The ECZ Staff celebrated the End of the 2018 Examinations Cycle in Lusaka. The event provides a light moment for all Council staff to reflect on the achievements made. It is also a time to take a postmortem of the challenges encountered during the year and make appropriate recommendations to improve the conduct of examinations.

# Avoiding Stress at work

For so many reasons in our lives topped by work, we unwillingly have to experience stress. Actually it is taken for granted that whenever there is work, defiantly there is stress. This could be for several reasons starting from the fear of being laid off, or being pressured to work at optimum levels all the time, to lack of control on your own schedule. So, employees should really know how to avoid stress, and how to handle it whenever they have to. There are some tips of how to avoid stress at the first place: According to [thinkmarketingmagazine.com](http://thinkmarketingmagazine.com) (2019), here are the seven (7) tips to avoid stress at work:

## 1- Come on time:

First rule to avoid stress at work is to come on your time every day. Hours work are specified, it may not be enough for your work if you come late, and this may cause overloaded work which may lead to you being stressed. So, you have to be meticulous about time. Another point, not being on hurry, and arriving at work on time will make you relaxed and ready to start your day without being stressed out. So, just wake up early enough and be in your office on time and operate at your best.

## 2- Make a schedule:

Being messy and clutter bring on by stress. So, always arrange a schedule. Write down the tasks you have to do today, even prioritize them. You can extend the schedule to include the tasks of your whole week. You can start with the heavy tasks or the tasks you are unpleasant to do, and the tasks you enjoy leave them at the end. Highlight all the deadlines, it would be even better if you make your own deadlines before the real one to have extra time to revise when it is needed. Divide big projects into small steps, and on several days so you do not get bored working at the same project all day long. Set reminders, whether write down on colorful notes and put on your disk, or setting your phone alarm. Since sometimes we get so involved in working and forget about the other tasks we have to do, reminders are efficient way to put us back on track.

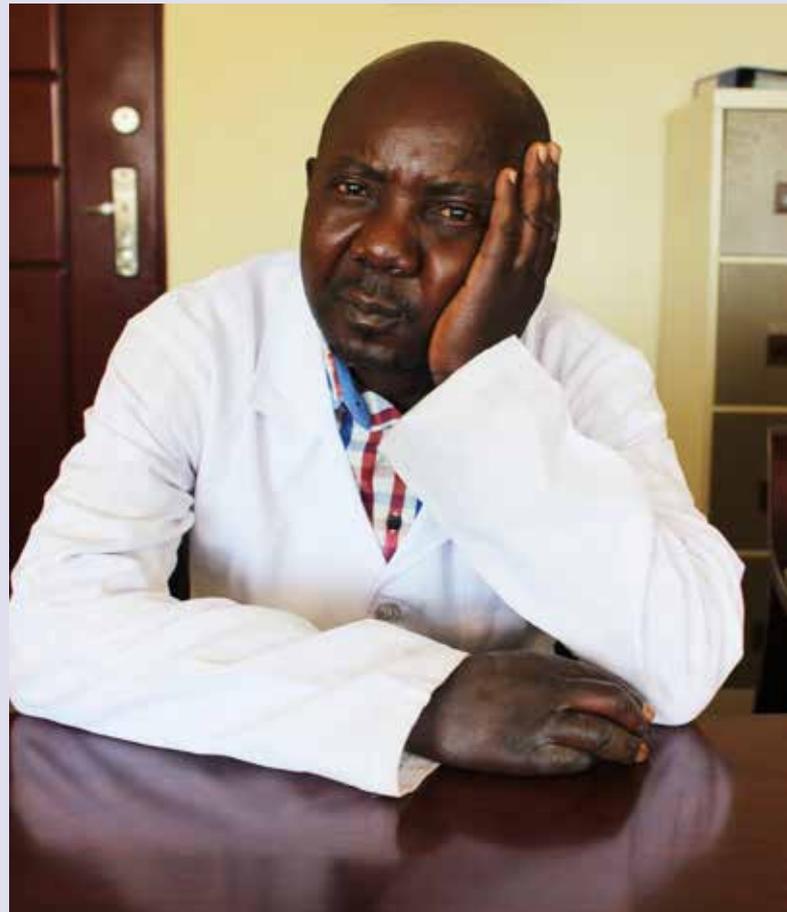
## 3- Avoid excessive interruptions:

Whenever you at work, you are surrounded by colleges, and friends. Sometimes you just crack some jokes around and try to have fun, and others you ask about work. It is fine to take a break every now and then for drinking coffee, eating a snack, or even laughing with some friends.

But when this wastes your time, you have to put a limit for it. Because excessive interruptions, will lead to piles of work, which will lead surely to you being stressed out about finishing that work in time, and things getting out of control. So, it is better to manage your time; to know when you can take a break and when you do not have to take a break today at all.

## 4- Know your responsibility:

Identifying your responsibilities is the base of knowing what you are going to do or what you have to do. In some offices, bosses take advantage of the employees being so enthusiastic about doing the work, or their inner willing to prove themselves. As a result, they throw a lot of work and responsibilities on them, they even make them in charge of others' duties. So, one golden rule, before you stress, you have to precisely read your job description. Simply, you aren't obliged to do others' work.



## 5- Restyle your desk:

Create your own cozy free of tension little zone. You owe yourself to feel relaxed when you are about to work. This why you can restyle your desk you can but whatever that makes you feel comfortable and help you reduce your stress. I mean some people like to put plants on their desk, somehow that makes them chill in and more focused. Others like to listen to songs or music, and so on. The point is: put on your desk whatever will make you feel less stressed.

## 6- Take a positive perspective:

Do not make mountains out of molehills. Some people stress out of nothings. Whenever things get a little bit out of control, they panic and stress out. Actually they consider the problem from a negative perspective. Therefore, from the very begging, try to see the problem from a positive perspective. Try to find out other options, solutions, or even alternatives before you become so nervous. You have to trust yourself and believe of your abilities. Another way of thinking, you can consider it a challenge. A challenge brings out your best determine side, and keeps you going without catching the feeling of being hopeless or desperate. And instead of stressing over a big task, you can breathe in, think wisely, and try to figure it out to prove yourself.

## 7- Asking for help:

Do not ever be afraid to ask for help. Most of people get stressed when they face something they don't know or don't know how to do it. But it is totally fine to ask trusted co-workers to help, you can even ask your boss. You can do anything that help not to be stressed over something manageable and can be fixed. At the end, handling stress techniques may be well-known by now, but how we avoid it from the beginning is what we should start doing. I mean why you have to worry about something when you can eliminate it or not letting it happen form the begging.

# Introduction of Wellness Programmes at ECZ is Welcome

By Ronald M. Tembo

**Being healthy should be part of our overall lifestyle. Living a healthy lifestyle can help prevent chronic diseases and long-term illnesses. Feeling good about ourselves and taking good care of our health is important for our self-esteem and self-image.**

Inspired by these arguments, the ECZ established the Social and Sports Club in 2012 to help employees live a happy and healthier life. The outcomes of this brilliant innovation are there for everyone to see. On many fronts, there is a heightened level of interaction and effective communication amongst members of staff. What is so good about the sports activities is that there is a motivated workforce who trust and respect each other.

Arising from this, the ECZ over the years has been scoring successes in a number of areas because of its employees largely participating in different sports activities either at corporate or personal levels.

However, the point am driving home in this edition is to do with wellness programmes. In simple terms, wellness is an active process of becoming aware of and making choices towards a healthy and fulfilling life. I am extremely happy to state that the ECZ Human Resource Unit has plans to include a wellness programme for all Council staff. The proposal to include Aerobics weekly is a progressive idea which needs to be supported by all staff.

Wellness programs are more popular than ever. According to [www.snacknation.com](http://www.snacknation.com), wellness programmes started as out with large corporations and infact used to be called corporate fitness programmes.

Today wellness programs are common for all business and are now regularly part of a company benefits package. There are mountains of evidence which shows the benefits of wellness. If done correctly and sustainably, wellness programmes makes employees feel happier, helps reduce

weight, increases energy levels, reduces the risk of chronic diseases and can help enhance the brains health and memory.

It should be underscored that wellness is not just meant to prevent illnesses but it is rather a dynamic process of change and growth. The idea to introduce of wellness programme by the Human Resource unit at ECZ is a timely one. It will provide an option to those employees who are less inclined to participate in sports related activities to embrace aerobics as part of their healthy lifestyle.

If streamlined in the corporate culture, we feel that the wellness programme will improve the lives of the employees and help drive the success of the ECZ. Kudos to the Human Resources Unit and we eagerly await for the actual implementation of the wellness programme at the ECZ in 2019.



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