



UGANDA NATIONAL EXAMINATIONS BOARD

# CLIENT SERVICE CHARTER

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## **UNEB VISION**

To be a Recognized Centre of Globally Competitive Educational Assessment and Certification.

## **MISSION**

Conduct Valid, Reliable, Equitable and Quality Assessment of Learners' Achievement in a Professional and Innovative Manner and Award Internationally Recognised Certificates.

## **CORE VALUES**

### **Accountability**

Committed to being fully answerable and transparent to those we serve.

### **Confidentiality**

Ensuring that all work related to assessment is handled with utmost confidentiality.

### **Teamwork**

Combining talents and effort to build synergy for excellent outcomes.

### **Innovativeness**

Continuously striving to provide better solutions to our clients' needs in assessment through our novelty.

### **Professionalism**

Commitment to maintaining high standards of assessment and conduct in the provision of services to our clients.

## **FOREWORD**

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The Vision of the Uganda National Examinations Board (UNEB) is to be a Recognised Centre of Globally Competitive Educational Assessment and Certification. To attain this Vision, we commit ourselves to provide our clients with high quality services.

This Service Charter describes the Board's commitment to client service, our promise to the clients and our commitment to building good will and strengthening our relationship with our clients. It also defines the standard of service clients should expect, their rights and responsibilities, and the procedures for managing complaints. We also spell out our commitments, with specified timelines. The targets described in this Charter shall be reviewed on a regular basis to ensure the best possible service delivery for our clients.

The Charter is in line with the UNEB Strategic Plan and the provisions of the UNEB Act 2021. Our strategic goal is increased quality and relevance of assessment and certification for National transformation. The Charter will guide us to continuously ensure quality and service delivery to all our clients and as a tool to measure our effectiveness in service delivery.

Through this Charter, we commit to providing our clients with high quality services through Accountability, Confidentiality, Teamwork, Innovativeness and Professionalism. Our competent and proficient workforce will ensure that we honour our promise to our esteemed clients.



Professor Mary J.N. Okwakol  
Chairperson, UNEB

## **ACKNOWLEDGEMENT**

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The review of this Charter would not have been possible without the invaluable contribution of the members of the Ad hoc committee that spearheaded the revision of the Charter. They are: Mr. Sebastian M. Ngobi (Committee Chairperson), Mrs. Jennifer Kalule-Musamba, Mr. Peter H. Anywar, Mr. Justin Murana, Mr. Godfrey Bataringaya, Mr. Fredrick M. Kituuka, and Ms. Laetitia Naigaga (Committee Secretary).

I thank the Chairperson and members of the committee for their dedication to the work of the Board and in particular for reviewing the Charter.

Tribute also goes to all those who are not mentioned but in a way contributed to the review of the Charter.

  
Dan N. Odongo  
EXECUTIVE DIRECTOR

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## **ACRONYMS**

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CA Continuous Assessment

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DIS District Inspector of Schools

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DES Directorate of Education Standards

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MoES Ministry of Education and Sports

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NCDC National Curriculum Development Centre

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PLE Primary Leaving Examination

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NAPE National Assessment of Progress in Education

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SEN Special Educational Needs

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SNE Special Needs Education

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UACE Uganda Advanced Certificate of Education

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UCE Uganda Certificate of Education

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UNEB Uganda National Examinations Board

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## **DEFINITIONS**

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Examiner	Examiners, Setters, Moderators and Compilers
The Board	UNEB
The Minister	The Minister responsible for Education
Area Supervisor	a representative of UNEB in the field, in charge of a group of examination centres

## **1.0 INTRODUCTION**

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This Client Service Charter is derived from the UNEB Strategic Plan. It provides statements of commitment of the Board to offer high quality predictable services to the public in a timely manner; and outlines the duties and responsibilities of the stakeholders.

## **2.0 UNEB VISION, MISSION AND CORE VALUES**

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### **2.1 Vision**

The UNEB Vision is:

A Recognised Centre of Globally Competitive Educational Assessment and Certification.

### **2.2 Mission**

The UNEB activities are guided by the mission below:

Conduct Valid, Reliable, Equitable and Quality Assessment of Learners' Achievement in a Professional and Innovative Manner and Award Internationally Recognised Certificates

### **2.3 Core Values**

UNEB is guided by the core values of:

- **Accountability**  
Committed to being fully answerable and transparent to those we serve.
- **Confidentiality**  
Ensuring that all work related to assessment is handled with utmost confidentiality.
- **Teamwork**  
Combining talents and effort to build synergy for excellent outcomes.

- Innovativeness  
Continuously striving to provide better solutions to our clients' needs in assessment through our novelty.
- Professionalism  
Commitment to maintaining high standards of assessment and conduct in the provision of services to our clients.

## **2.4 Quality Policy Statement**

The Uganda National Examinations Board is committed to providing globally competitive quality products and services for educational assessment and certification by developing and conducting valid, reliable, equitable and quality assessment of learners' achievement that meet and exceed the expectations of stakeholders, equating and awarding internationally recognized certificates, conducting research for continual improvement and promoting best practices in educational assessment for national development in accordance with ISO 9001:2015 Standard.

To achieve this policy commitment, UNEB shall:

1. Comply with statutory and regulatory requirements
2. Identify and meet customer needs and expectations
3. Provide and maintain appropriate infrastructure
4. Improve internal and external communication system
5. Establish partnerships with stakeholders
6. Identify, monitor and review internal and external issues in line with strategy
7. Develop quality objectives at relevant functional levels

## **3.0 UNEB MANDATE**

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The Uganda National Examinations Board (UNEB) Act No.1, 2021 gives UNEB legal status and recognition as the national examining and assessing institution in Uganda with the mandate to conduct examinations in Primary, Secondary and other educational areas of National interest.

### **3.1 Examinations**

1. Register candidates for Primary Leaving Examinations, Uganda Certificate of Education Examinations and Uganda Advanced Certificate of Education Examinations and any other examinations within the mandate of the Board;
2. Prepare, protect, conduct, supervise and mark primary and secondary national examinations and any other examinations within the mandate of the Board;
3. Award certificates to successful candidates who sit for the examinations conducted by the Board;
4. Issue certificates of confirmation where certificates awarded are lost or destroyed or requested by any other person legally authorized;
5. On request by any person, to determine the equivalence of qualification awarded by another examining body with a corresponding qualification awarded by the Examinations Board in consultation with the examining body;
6. Prepare, conduct and supervise examinations as may be required under any other law;
7. On request, prepare, conduct and supervise examinations on behalf of another examining body;

8. Register a school or any other place as an examination centre and keep a permanent record of information concerning that centre;
9. Offer consultancy services, undertake research on educational assessment and prepare and carry out other forms of educational assessment, including aptitude testing, national assessment and international assessment; and
10. Publish research reports, past examinations papers and any other similar documents

### **3.2 Release of results**

The Board shall in consultation with the Minister, release the examination results to the public within a reasonable period.

### **3.3 Cancellation/withholding examination results**

The Board may, with prior approval of the Minister, delay, cancel or withhold the examination results for a reasonable cause.

## 4.0 UNEB CLIENTS AND STAKEHOLDERS

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### Clients

- UNEB Candidates
- Schools and Teachers
- Candidates from other examining bodies
- Other examining bodies
- Government agencies and Ministries
- Institutions of higher learning - local and international Facilitators of the teaching/learning process
- Parents
- UNEB employees
- Employers
- Researchers
- The public

### Stakeholders

- Educationists
- Development Partners
- Suppliers
- Examination Centres Candidates
- Parents
- Teachers
- Examiners
- Moderators
- Item writers
- Supervisors
- Invigilators
- Scouts
- The Media
- Government of Uganda
- Parliament
- Government Agencies ands Ministries

## 5.0 COMMITMENT TO EXCELLENCE

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UNEB undertakes to:

1. conduct internal and external operations with the highest degree of honesty, fairness, transparency and accountability
2. maintain a highly skilled, dedicated, and diverse workforce that is well motivated;
3. work closely with various stakeholders to accomplish its mission and meet its objectives;
4. conduct assessments and award certificates in the most accurate and timely manner
5. act responsibly as the custodian of assessment information and qualifications while consistently operating in an efficient, cost effective and secure manner on behalf of the public
6. treat its clients with courtesy and impartiality
7. commit itself to high levels of excellence and efficiency in the discharge of its core functions.
8. treat all information regarding our clients with utmost confidentiality
9. provide information requested by our clients in a timely manner
10. maximize the benefits of information technology to continuously improve service delivery
11. provide services to clients with special needs
12. answer telephone calls within five (5) rings
13. respond to all written correspondences within 10 working days. If more time is needed to act on an issue, we commit to inform our clients on how long it will take to reply
14. provide services in a conducive work environment



## **6.0 COMMITMENT TO PROVISION OF QUALITY SERVICES**

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### **6.1 Conduct of Examinations**

UNEB undertakes to:

1. validate all examination centres by 30th April of every year
2. publish the list of approved examination centres for the following year by 31st May of each year
3. publish the list of UNEB fees and registration dates for the following year by 30th November.
4. register all eligible candidates including those with SEN by 31st May each year
5. verify draft registers from 15th July each year
6. conduct psychoeducational assessment of candidates with SEN in July of each year
7. publish the current year's examination timetables by 31st August
8. provide sufficient examination materials to examination centres at least one month before start of examinations except classified information
9. identify all examination field management personnel by 31st August each year
10. release PLE, UCE, and UACE results by 20th January for PLE, UCE by 30th January and UACE by 28th February each year
11. provide Reports on Work of Candidates by 31st July each year
12. facilitate the administration of examinations on behalf of other Examination bodies when need arises
13. receive and respond to examination queries within 30 working days of release of results

14. pay UNEB creditors within 60 days of service/product delivery
15. investigate suspected examination malpractice whenever reported to UNEB
16. dispose off all cases of examination malpractice by 31st March each year
17. release funds for field conduct and management of examinations at least two weeks before start of examinations
18. inform examination centres about any changes in the examination formats twelve months in advance
19. distribute examination papers to the Area Supervisors/Inspectors of School
20. collect scripts from main storage stations
21. distribute materials for CA conduct and data collection.

## **6.2 Award of Certificates**

UNEB undertakes to:

1. issue PLE result slips free of charge within two months from the date of release of results
2. issue UCE and UACE results together with result slips
3. issue UCE and UACE certificates to successful candidates by 30th September of the year following the examination
4. replace certificates for candidates who meet the replacement requirements within 30 working days
5. issue Letters of Verification of Results within 10 working days
6. equate results from other examination bodies to UNEB grades within 5 working days

## **6.3 Training Examiners and Setters**

UNEB undertakes to train:

1. PLE setters by August of each year
2. UCE setters by July each year
3. UACE setters by July each year
4. Multiple Choice Question Item writers by July each year
5. PLE examiners by August of each year
6. UCE/UACE examiners by August of each year
7. SNE examiners and setters in August each year
8. CA item writers by August each year

## **6.4 Briefing field officers involved in examination work**

UNEB undertakes to brief field officers:

1. UCE and UACE field officers by 15th October each year
2. PLE field officers by 30th October each year
3. SNE support personnel as in (a) and (b) above.

## **6.5 Conducting relevant research in examinations**

UNEB undertakes to:

1. carry out extensive programmes of research and validation to ensure the development of valid and reliable test items
2. carry out research related to candidate performance at either PLE, UCE and UACE levels
3. carry out results analysis related to candidate performance at PLE, UCE, UACE levels

4. carry out follow up research to emerging issues in examinations e.g. progression, absenteeism, poor performance and malpractice as and when directed by the Board
5. provide consultancy services in administration and management of examinations

## **6.6 Conducting National Assessment of Progress in Education**

UNEB through National Assessment of Progress in Education (NAPE) undertakes to:

1. measure learner's levels of educational achievement at various stages of education
2. determine the extent to which learners are attaining defined learning competencies in specified learning areas
3. identify correlates of educational achievement
4. monitor trends in learners' levels of achievement over time.

## **6.7 Continuous Assessment**

UNEB through Continuous Assessment (CA) undertakes to:

1. determine modalities of CA implementation
2. develop materials for CA
3. support teachers/schools on CA implementation
4. ascertain the number of SEN candidates, the category of SEN and determine access arrangements
5. monitor the progress of conduct of CA
6. receive CA scores and incorporate them in the end-cycle exams.

## **6.8 Benchmarking for Best Practice**

UNEB undertakes to:

1. promote international recognition of qualifications conferred by the Board by exhibiting at both local and international shows to explain the values and integrity of the Board certification system
2. promote international recognition of qualifications conferred by the Board through exchange visits with at least two external examining bodies to participate in awards in order to render credence to the UNEB qualifications
3. enabling other institutions to learn from UNEB's good practices
4. invite any person/body either in or outside Uganda to assist UNEB in the conduct of examinations to enable comparability of standards to those of other reputable examining bodies.

## **7.0 EXAMINATION CENTRES**

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### **7.1 The loss of examination centre status**

UNEB shall withdraw examination centre status from a school as a result of

1. failure by management of the school or facility to abide by the provisions of the UNEB Act No.1, 2021 or acting in a manner prejudicial to the conduct of examinations either before, during or after an examination or
2. inadequate facilities required for the conduct of examinations as prescribed by the Examinations Board including:
  - a) lack of a sufficiently qualified headteacher at the time of the examination
  - b) insufficient laboratory facilities for teaching and examining sciences
  - c) insufficient number of fulltime qualified and registered teachers
  - d) deterioration in physical facilities at the centre
3. examination malpractice, irregularities or unethical practice prejudicial to the interests of the Board, and the country
4. closure of school/institution.

## **8.0 RIGHTS OF VARIOUS PARTIES**

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### **8.1 Rights of UNEB candidates**

All candidates registered with UNEB have the right to:

1. be availed with their registration details
2. be availed with examination timetables
3. be availed with examination materials
4. be certified when successful in examinations
5. feedback (reports) on matters concerning examinations
6. be served timely with courtesy and fairness
7. appeal if aggrieved
8. withdraw from sitting the examination.

### **8.2 Rights of learning institutions/examination centres**

Learning institutions have the right to:

1. feedback on all matters concerning examinations
2. receive the examination timetables and materials
3. other information relating to examinations (e.g. circulars, registers)
4. information whenever there is change in the examination format
5. registration as examination centre upon fulfilment of the specified criteria.

### **8.3 Rights of Examiners**

Examiners have the right to:

1. prompt payment for services rendered
2. training in aspects of examinations/assessment
3. make suggestions for improvements in assessment.

## **8.4 Rights of the public**

The public has the right to:

1. access relevant information relating to examinations
2. be treated with courtesy
3. receive the services applied for within a reasonable time
4. give feedback related to examinations.

## **8.5 Rights of other providers of works, goods and services**

Providers of works, goods and services have the right to

1. fair competition
2. payment for the goods supplied and services rendered in accordance with the terms of the contract
3. to deliver at the time stipulated in the contract
4. right to appeal if aggrieved.

## **8.6 Rights of UNEB**

UNEB has the right to:

1. Withhold/cancel examination results
2. award and withdraw examination centre status
3. commission and de-commission examiners and other personnel
4. terminate contracts of examiners
5. recommend for action against persons who flout examination regulations
6. timely feedback on examination related matters
7. withdraw certificates.



## **9.0 OBLIGATIONS OF VARIOUS PARTIES**

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### **9.1 Obligations of Candidates**

All candidates registered with UNEB are obliged to

1. pay examination fees within the stipulated time
2. register for correct number of subjects in accordance with the Entry Regulations
3. provide digital passport-size photograph for uploading on the portal by the school at the time of registration
4. provide accurate information required for registration for CA tasks as and when administered and for all subjects registered
5. verify registration details,
6. prepare appropriately and adequately for the examinations
7. present themselves for examinations for every subject/ paper registered for
8. follow and adhere to examination regulations
9. report cases of suspected examination malpractice
10. collect examination results from centres
11. report anomalies to the Head of Centre within 14 working days from the date of release of results e.g. missing results, misspelt names,
12. submit request for review of results (where applicable) through head of centre within 15 working days from date of release of results
13. collect certificates from centres.

## **9.2 Obligations of Teachers**

Teachers are obliged to

1. develop tasks for CA following the approved curriculum for the subject they are responsible for
2. administer CA for the subject he or she teaches following guidelines issued by UNEB
3. score continuous assessment tasks objectively and as fairly as possible
4. keep records regarding CA for all subjects he or she is responsible for
5. avail records (CA scores, tasks, learner's responses) to UNEB as and when required from time to time
6. maintain high level of professionalism and integrity while handling processes of CA.

## **9.3 Obligations of Headteachers**

Headteachers are obliged to

1. register all learners to receive Learner Identification Numbers (LINs) following the registration guidelines
2. submit accurate information on CA scores to UNEB
3. administer CA to all learners and for all subjects in the school in accordance with the guidelines and standards determined by UNEB
4. maintain high level of professionalism and integrity while handling matters regarding CA.
5. Securely keep CA records for all learners and subjects offered; and avail them to UNEB when required
6. Submit CA scores to UNEB within the prescribed period as issued by UNEB
7. manage CA of learners with Special Needs and those that may transfer from other schools

8. submit reports on CA as and when required
9. avail all the necessary information on CA when required.

### **9.4 Obligations of the Ministry responsible for Education**

The Ministry of Education and Sports is obliged to:

1. Provide Policy guidance on matters of national examinations and assessment
2. assign Learner Identification Numbers
3. receive and release examination results
4. monitor the teaching/learning process to ensure adherence to and completion of the curriculum
5. take disciplinary action on teachers involved in examination malpractice.

### **9.5 Obligations of Individual researchers, the Press and other users of UNEB information**

Users of UNEB information; individual researchers, the press and other users of UNEB information are obliged to:

1. seek authority from the Executive Director for information they may require from UNEB
2. pay the required fees where applicable
3. give an undertaking that the information obtained will not be used against UNEB or the Government of Uganda
4. ensure that the information is used only for the purpose for which it has been granted
5. give feedback to the Board in line with research etiquette on their findings
6. use information obtained in accordance with the Data Protection and Privacy Act 2019

## **9.6 Obligations of learning institutions/examination centres**

Learning institutions are obliged to:

1. ensure that they are registered as learning institutions with the Ministry responsible for Education and as examination centres with UNEB
2. ensure that learners enrolled in candidate classes are registered for the examination in time
3. pay examination fees to UNEB
4. create and maintain a conducive atmosphere for the conduct of examinations
5. ensure safe storage of examination materials within their premises before and after examinations
6. provide avenues for private candidates to register for examinations
7. ensure that learners with Special Needs are not discriminated against during enrolment and registration
8. ensure adherence to regulations on conduct and supervision of examinations
9. report cases of examination irregularities
10. report all examination queries within 21 working days
11. facilitate safe storage and release of certificates to candidates
12. maintain minimum requirements for examination centres.

## **9.7 Obligations of UNEB Secretariat**

The UNEB Secretariat is obliged to:

1. issue guidelines and standards for conducting and managing CA to schools

2. ensure that teachers are trained on how to conduct CA
3. sensitise stakeholders on CA
4. provide and manage the platform for registering and submitting CA scores for onward incorporation into the end-of-cycle assessment
5. monitor the implementation of CA in schools and for all subjects
6. handle stakeholder appeals regarding CA
7. prepare and issuing the general guidelines on conduct and supervision of examinations
8. hold seminars throughout the country to brief the Inspectors of Schools, Area supervisors, Heads of schools/centres, Chief Invigilators and Invigilators on the proper conduct and supervision of examinations, security personnel, SNE support personnel.
9. appoint all those persons involved in the supervision of examinations.
10. distribute examination materials to the Area Supervisors/District Inspectors of Schools
11. collect scripts from main storage stations
12. monitor the progress of conduct of examinations, e.g. posting scouts to examination centres.
13. attend to queries from Area Supervisors/Heads of Centre/District Inspectors of School
14. mark scripts and processing and releasing results
15. print and issue result slips and certificates
16. register candidates.

## **10. OBLIGATIONS OF VARIOUS PARTIES**

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### **10.1 Scout/Monitor**

A UNEB scout/monitor is appointed by the Board to monitor the conduct of examinations at a centre(s) under a storage station.

The Scout/ Monitor is obliged to ensure:

1. security of examination materials while in the field
2. conduct of exams in accordance with the Examination Rules and Regulations
3. supervision and conduct of examinations
4. documentation of progress of examinations and of any cases of observed or suspected malpractice
5. adherence to all other regulations on conduct and supervision of examinations.

### **10.2 Area Supervisor**

The Area Supervisor is obliged to:

1. act as liaison between UNEB Secretariat and all field officers involved in the conduct of exams, including security officers.
2. identify, appoint, deploy and supervise competent and qualified professionals to conduct exams in his/her area of jurisdiction.
3. ensure that candidates with Special Educational Needs are catered for
4. document all activities related to issuance and receipt of examination materials at his/her storage station.
5. document and account for all payments made to field officers under his/her station.
6. submit Reports on the conduct of examinations.
7. report any cases of examination malpractice.
8. adhere to all other regulations on conduct and supervision of examinations.
9. take charge of daily duties pertaining to the conduct of exams

10. promptly pay field personnel
11. account for all monies advanced to the district by UNEB for conduct of examinations
12. initiate administrative action against teachers who flout examination regulations.

### **10.3 Head of Centre**

A head of school/examination centre/hall is responsible for ensuring that examinations in his/her centre are conducted smoothly in accordance with the rules and regulations laid down by the Board.

The main duty of a head of centre is to ensure that examinations run smoothly at his/her centre.

Heads of Centre are obliged to:

1. make all preparations for UNEB examinations and in time.
2. identify and nominate qualified teachers to invigilate UNEB examinations.
3. ensure that candidates are prepared and briefed on the regulations governing the examinations.
4. ensure the smooth conduct of examinations at his/her centre in accordance with the regulations.
5. compile and transmit to UNEB a report on the conduct of examinations at the centre.
6. attend the annual briefings for Heads of centres.
7. notify the Board of any anomalies or queries within two weeks from the date of release of results.
8. report any cases of examination malpractice.
9. adhere to Rules and Regulations on conduct and supervision of examinations that may be issued by the Board from time to time
10. issuing of result slips and certificates to candidates free of charge.

## **10.4 Chief Invigilator**

A Chief Invigilator is responsible for supervising and coordinating invigilation of examinations at a centre.

The Chief invigilator is obliged to:

1. oversee the conduct of examinations at the centre
2. prepare invigilation programme for each day
3. supervise invigilators during examination
4. fill completion/supervision certificates and make reports to UNEB
5. report any cases of suspected examination malpractice
6. submit a report on conduct and supervision of examinations.
7. adhere to Rules and Regulations on conduct and supervision of examinations that may be issued by the Board from time to time.

## **10.5 Invigilators**

The invigilator is a teacher whose role is to ensure that candidates sit the examinations according to the Regulations on Conduct and Supervision of UNEB.

The invigilator is obliged to:

1. establish the identity of all candidates at the centre
2. check candidates thoroughly for unauthorized materials
3. perform invigilation duties during examinations
4. report suspected cases of examination malpractice
5. adhere to Rules and Regulations on conduct and supervision of examinations that may be issued from time to time.



## **10.6 Teachers**

Teachers are obliged to

1. prepare candidates adequately for examinations
2. sensitize candidates on the dangers of involving themselves in examination malpractice
3. report suspected cases of examination malpractice
4. ensure confidentiality of examination materials in their care
5. prepare materials required for science examinations
6. make arrangements for practical examinations conduct CA and submit scores to UNEB through the Head of Centre.

## **10.7 Inspectors of Schools**

1. Inspectors of Schools are obliged to
2. ensure that all candidates in their jurisdiction are registered
3. group schools into examination sitting centres in accordance with the guidelines issued
4. ensure that candidates with Special Educational Needs are catered for
5. report any cases of suspected examination malpractice
6. submit comprehensive reports on conduct and supervision of examinations.
7. adhere to Rules and Regulations on conduct and supervision of examinations that may be issued from time to time.

## **10.8 The Public**

The public is obliged to:

1. be partners with UNEB and the Ministry responsible for Education in ensuring malpractice free examinations
2. report suspected cases of examination malpractice
3. make timely requests for UNEB services and ensure that each request/application for UNEB services is accompanied by all information and documents required at the time of application
4. avoid offering gifts, favours or inducement to UNEB staff and contracted professionals and suppliers, or soliciting the same
5. treat UNEB staff with courtesy and
6. avoid disruptions in the designated areas of examinations
7. make payments for services offered by UNEB where applicable.

## **10.9 Examiners**

Examiners are obliged to:

1. strictly adhere to procedural guidelines related to their functions
2. maintain high levels of professional integrity and confidentiality
3. inform the Board on any eventual change of address
4. provide accurate information, such as bank accounts, to facilitate timely payments
5. take and adhere to the oath of secrecy
6. report suspected cases of examination malpractices
7. make their financial claims immediately after offering the service
8. declare interest not to mark scripts for centres where they teach or where they have children/relatives, during apportionment of examination scripts
9. avoid use of their position as examiners for their personal gain.

## **10.10 Providers of Works, Goods and Services**

The providers of works, goods and services to UNEB are obliged to:

1. ensure timely delivery of quality works, goods and services
2. maintain high levels of integrity and confidentiality
3. submit all relevant documents related to the works, goods and services rendered
4. promptly submit all financial claims within the contractual period
5. submit receipts/evidence of payment.

## **11.0 Client complaints procedure**

Our clients are expected to follow the procedure below when forwarding a complaint.

**Step 1:** Identify yourself first.

**Step 2:** Speak or write to the person you have been dealing with and explain your complaint. Most problems can be solved this way.

**Step 3:** Contact the Public Relations office if you feel you need to pursue your complaint further.

**Step 4:** Contact the Director responsible if you feel your complaint has not been fully, or fairly addressed by the Public Relations office.

**Step 5:** Contact the office of the Executive Director if you are not satisfied with the response from the Director.

OFFICE	PHONE NUMBER
1. Executive Director	0417 773 122
2. Director/Finance, Planning and Projects	0417 773 116
3. Director/Examinations	0417 773 249
4. Director/Research & Development	0417 773 114
5. Director/Technology & Reprographics	0417 773 513
6. Director/Human Resource & Administration	0417 773 186
7. Public Relations Officer	0417 773 187
8. General Line	0417 773 100









## UGANDA NATIONAL EXAMINATIONS BOARD

### **CONTACT ADDRESS**

#### **Executive Director**

Uganda National Examinations Board  
Plot 35, Martyrs Way, Ntinda  
& Plot 61, Kyambogo  
P.O. Box 7066, Kampala-Uganda

#### **Telephone:**

256 417 773 100

#### **Toll free:**

0800 111 427

#### **Customer Care:**

0776-865556

0760-731261

0776-993-335

#### **Email:**

[unebsecretariat@gmail.com](mailto:unebsecretariat@gmail.com)

[uneb@uneb.ac.ug](mailto:uneb@uneb.ac.ug)

#### **Website:**

[www.uneb.ac.ug](http://www.uneb.ac.ug)

[www.eservices.uneb.ac.ug](http://www.eservices.uneb.ac.ug)

#### **Twitter:**

@UNEB-UG