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## **RULES AND REGULATIONS ON NURSING AND MIDWIFERY LICENSING EXAMINATIONS № 3 of 16/05/2019**

### **PREAMBLE**

The Rules and Regulations describe an assessment to be considered after training programs of nurses and midwives who have not been prior registered. This assessment shall align with the curricula and framework of competencies. This assessment refers to article 3 of the National Council of Nurses and Midwives (NCNM) Law N° 25/2008 of 25 July 2008. Up until the establishment of this law, the nurses and midwives in Rwanda had varying degrees of knowledge, training, and capacity. Some had received inadequate training yet others had bought counterfeit degrees and diplomas. This is because there was no system in place to ensure nurses and midwives were adequately prepared, hence many Rwandans were subjected to inconsistent care and unreliable service quality.

To address these challenges and comply with international standards of professional regulation, the National Council of Nurses and Midwives established the system of setting licensing examinations as a pre-requisite to Registration of Nurses and Midwives. The key determining factors that must be taken into account base on the scope of practice for nurses and midwives (Ministerial Order N° 20/25 of 18/04/2012). The committee responsible for ensuring the smooth running, quality and security of examinations is the Examination Committee.

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## **2. OBJECTIVES**

- i. To determine sufficient competence of those seeking a practicing license after completion of training as a nurse and /or midwife
- ii. To assess the readiness of the graduate to proceed to practice
- iii. To determine that all accredited health profession schools are graduating candidates who meet the minimum standards for safe practice
- iv. To provide feedback on examination performance to health profession schools from which candidates received their primary health science qualification
- v. To benchmark graduates with international standards

## **3. EXAMINATION COMMITTEE**

It is the responsibility of the examination committee to appoint examiners with proven Nursing and Midwifery competences and experience to apply the correct standards to the examination.

The examination committee should ensure the smooth running, quality and security of examinations.

The members should have the following values:

- Punctuality;
- Confidentiality;
- Integrity/honesty;
- Impartiality;
- Accountability;
- Self-control;
- High sense of responsibility;
- Loyalty;
- Non-judgmental (non-prejudice);
- Being humane;
- Cooperation and communication;
- Non-discrimination;
- Humility;
- Professionalism.

## **Responsibilities:**

- i. Draw a timetable for examinations (written and practical)
- ii. Draw budget for examinations and submit to the concerned office
- iii. Check and review the guidelines for setting examinations whenever necessary
- iv. Advise on selected examination and marking center(s) for appropriateness to conduct and mark licensing examinations
- v. Propose the structure of examinations and make amendments when necessary
- vi. Nominate examiners from a pool of competent professional Nurses and/or Midwives to participate in examination process
- vii. Set criteria for passing licensing examinations.
- viii. Put in place rules or grounds for and review of appeals.
- ix. Ensure supervision of the whole examination process.
- x. Approve the final examination papers and marking schemes.
- xi. Design the practical evaluation tool and review it when necessary.
- xii. Make observations and recommendations to the NCCNM Board of Directors regarding licensing examinations and results.

## **4. RULES AND REGULATIONS REGARDING PRE-REGISTRATION AND LICENSING EXAMINATIONS**

### **4.1. General rules for candidates**

- Eligibility to take licensing examination
- Instructions for examination day
- Withdrawal or absence from the examinations
- Prohibitions (misconduct)
- Disciplinary actions

#### **4.1.1. Eligibility to take licensing examination**

A candidate shall be deemed as eligible for the Licensing Examination if s/he meets all the following requirements:

***Applicant trained in Rwanda:***

- Successfully undergone approved nursing and midwifery education at an accredited institution
- Successfully passed school examinations and fulfilled all requirements for sitting pre-registration examinations.
- Documentary proofs the Nursing/Midwifery training and qualifications should be provided
- Successfully passed the qualifying examination at certificate and diploma or degree level
- Have been indexed with the NCNM

*\* It is the candidate's responsibility to satisfy the NCNM that s/he meets all the requirements and has to inform the NCNM of any change which may affect his/her eligibility of taking the licensing examination.*

***Rwanda applicants trained in a foreign country:***

Applicants who have undergone the nursing and midwifery education from foreign countries shall produce evidence of academic and practice achievements including:

- Having attended training in nursing sciences at an accredited nursing institution
- Having successfully graduated in the respective country
- Provision of an equivalence of their qualification from Higher Education Council
- Submitting transcripts showing courses with both theoretical and clinical hours
- Adhering to application procedures as prescribed in the licensing regulations
- Having paid a non-refundable licensing examination fee as per NCNM regulations
- A candidate must produce proof that she/he was indexed by NCNM.
- A candidate who upgraded his or her level and who is a civil servant or working in private sector must have study leave and service certificate of his/her current/ last employer.

***Applicant who are Non-citizens:***

Applicants who are non-citizens shall:

- Present a residential permit
- Have attended training in nursing sciences at an accredited nursing institution
- Have successfully graduated in their respective country

- Provide an equivalence of their qualification issued by Higher Education Council
- Submit transcripts showing courses undertaken with both theoretical and clinical hours
- Adhere to application procedures as prescribed in the licensing regulations
- Pay a non-refundable licensing examination fee as per NCNM regulations

**N.B:**

It is NCNM that approves a candidate for eligibility to sit for licensing examinations. All applicants must take the licensing examinations for being issued a license to practice, except nurses/midwives from other countries with valid licenses to practice.

**4.1.2. Instructions on examination day**

On the day of the licensing examination, all examinees must:

- Ensure that they report to the right examination center
- Present national IDs and examination codes. No other item is carried apart from the ID and pen(s)
- Be checked by the invigilator before entering the examination room
- Be seated in the examination room at least 20 minutes prior to the commencement of the examination
- Start and finish writing the examination and exit the examination room at the same time
- Read and respect all examination instructions
- Write the examination codes properly on all their examination booklets
- Raise up a hand and request politely for any assistance needed
- Avoid any conversation with or among themselves upon entering the examination room
- Avoid any kind of cheating and if caught cheating with evidence, the examination paper will be confiscated. The examinee will be stopped from sitting for further examinations during that period and the already written examinations will be nullified. This examinee will sit for the examinations during the next examination period.
- Ensure that they write their names, codes and sign on the attendance list during submission of the examination paper.

*\* No candidate shall be allowed in the examination room or hall after thirty (30) minutes of the examination.*

### **4.1.3. Withdrawal or absence from the examinations**

#### ***Withdrawal:***

- Any candidate who cannot be present for an examination can withdraw and notice of withdrawal must be sent in writing with an explanation of the reason, not later than 5 working days prior to the examination date. Notice of withdrawal shall be sent to the NCNM.
- If the withdrawal is due to an unpredictable event (such as illness or injury, should be supported by documentary evidence such as a medical certificate). This candidate will sit the examination in the immediate next period.

#### ***Absence from Examination:***

A candidate arriving at the registration desk more than thirty (30) minutes after the starting time of the examination will not be allowed to take the examination. They will have to apply for the next immediate licensing examination that will take place and shall incur a fine of RwF 20,000. The same fine shall apply to the absent and late withdrawal candidate (less than 5 day notice).

### **4.1.4 Prohibitions**

Applicants are prohibited from following:

#### ***Before the examination***

- Seeking, providing, and/or obtaining unauthorized access to examination materials
- Providing false information or making false statements related to sitting the examination
- Applying for an examination for which one is not eligible
- Communicating or attempting to communicate about specific examination items, cases, answers, and/or exam results with an examiner, potential examiner, or formal or informal examination preparation teams at any time before, during, or after an examination

#### ***During the examination***

- Taking an examination for which one is not eligible
- Taking an examination for someone or engaging someone to take an examination for them



- Giving, receiving, or obtaining unauthorized assistance during the examination or attempting to do so
- Making notes of any kind while in the examination center, except on the writing materials provided at the examination center for this purpose
- Failing to adhere to any examination policy, procedure, or rule, including the instructions of the examination center staff
- Verbal or physical harassment of examination centers staff or other examination staff, or other disruptive or unprofessional behavior during the examination process
- Possessing any unauthorized materials, including but not limited to books, summaries, photographic equipment, cell phones, and recording devices inside the examination centers
- Any other electronic communication device, not herein mentioned, are prohibited in the examination hall irrespective if they are turned off, and no provision will be made to keep or store them
- Communicating or attempting to communicate about specific examination items, cases, and/or answers with another candidate

***After the examination***

- Retaining examination papers or reproduction of any examination material, questions, or examination cases, including, but not limited to, through memorization, and/or dissemination of copyrights or printing rights, and print or publish them on the Internet, or anywhere else
- Communicating or attempting to communicate about specific examination items, cases, and/or answers with another examinee, potential examinee, or formal or informal examination preparation teams at any time before, during, or after an examination
- Communicating with the chairman or members of the examination committee to obtain the results, discuss performance or make any observations about the examination

**4.2. Preparation for examinations**

- i. Examinations take place at least once a year
- ii. The dates and time of examinations are determined by the NCNM and communicated to candidates
- iii. Rules and regulations must be clearly communicated to the candidates prior to doing examination

- iv. Report on individual candidates should be available (track-record-academic, clinical practice and conduct)
- v. Candidates are approved to sit examinations evidenced by having passed final school examinations
- vi. Candidate must have been issued with examination codes by the NCNM
- vii. The cost of examination fee per candidate is RwF 40,000
- viii. The fee may be revised by the NCNM BoD from time to time depending on financial costs and services to be provided.
- ix. Examinations take place in approved examination centers
- x. The examination room has adequate ventilation, lighting and (where possible) a wall clock with second hand tick
- xi. The examinations authority has all necessary stationery (including sheets for recording marks for practicals) and logistics for conducting examination ready.

## **5. EXAMINATION PROCESS**

The licensing examination process shall be implemented in the following order:

- i. Preparation for licensing examinations
  - Having a list of candidates
  - Detailed budget for the examination (personnel, venues, materials and services)
  - Selection of examiners (setting questions, invigilation, practical examination, marking, supervision)
  - Identification of examination centres
- ii. Setting examinations questions and marking schemes
- iii. Conducting examinations and supervision
- iv. Marking
- v. Compiling and grading marks
- vi. Deliberation on results
- vii. Results release

## 6. EXAMINATION STRUCTURE

**The structure of written examinations is as follows:**

### 6.1 Examination for candidates holding Advanced Diploma

The licensing examination is composed of written and practical sessions. The written licensing examination is composed of one paper for general nursing, one paper for midwifery and one paper for mental health nursing candidates.

### 6.2 Examination for candidates holding Bachelor degree

The licensing examination is composed of written and practical sessions. The written licensing examination is composed of one paper for general nursing, one paper for midwifery and one paper for mental health nursing candidates.

**6.3 The course content of written examination is as follow:**

<b>General Nursing</b>	<b>Medical Aspects</b>	Medical Pathology, Medical Nursing Care, Pharmacology, Infectious Diseases, Medical Psychology, Mental Health and Psychiatry, Anatomy-Physiology, Nursing Care Plan, Nursing Ethics.
	<b>Surgical Aspects</b>	Surgical Pathology, Surgical Nursing Care, Applied Pharmacology, First Aid, Anesthesia And Resuscitation, Applied Anatomy, Sensory Pathology, Nursing Care Plan
	<b>General Paper</b>	Pediatrics, Normal Obstetrics, Neonatology, Gynecology, Reproductive Health, Community Health, Primary Health Care, Health Promotion, Leadership and Management.
<b>Midwifery</b>	<b>Normal Obstetrics</b>	Normal Obstetrics, Normal Obstetrics Nursing Care, Applied Anatomy And Physiology, Reproductive Health, Applied Pharmacology, Ethics.
	<b>Abnormal Obstetrics</b>	Abnormal Obstetrics, Abnormal Obstetrics Nursing Care, Applied Pharmacology, Applied Anatomy, Mental Health

	<b>General Paper</b>	Pediatrics, Neonatology, Gynecology, Primary Health Care, Community Health, Health Promotion, Pharmacology applied to Pediatric and Neonatology, Leadership and Management
<b>Mental Health Nursing</b>	<b>General Nursing Aspects</b>	Anatomy and Physiology, General Psychology, Developmental Psychology, Neurology, General Pharmacology, Mental Health Promotion, Community Mental Health, Fundamental Nursing, Medical Surgical Pathology, Primary Health Care, Nursing Care Plan
	<b>Mental Health Psychiatric Aspects</b>	Mental Health Disorders, Psychiatric Nursing, Psychiatric Emergencies, Child and Elderly Psychiatry, Maternal Mental Health, Communication and Therapeutic Relationship, Leadership and Management, Ethics

*\*The examination paper is done on one single day and starts in the morning time in both candidates holding Advanced Diploma and Bachelors' Degree starting with the upcoming exam.*

## **7. EXAMINERS**

Examiners are professional nurses and midwives who were appointed by NCNM to set, conduct and mark theoretical and practical examinations in order to ensure smooth running, quality and security of examinations. During the examination, the examiners should put on the NCNM's examination identification card. In addition to that, each examination team should have a checklist of the documents provided to use during the examination process and hand it over to the NCNM at the completion of the activity.

The examiners are sub-divided into the following categories:

- i. Preparatory team
- ii. Review team
- iii. Selection team
- iv. Invigilators
- v. Marking team
- vi. Practical examination team

## **7.1. Professional code of conduct of all people involved in examination process**

All examiners' conduct shall be exemplary and satisfy the highest professional standards including their personal demeanor, inter-action with candidates and colleagues, as well as adherence to licensing examinations' rules and regulations. The examination committee shall be responsible for ensuring that all the examiners meet the required standards.

All nursing, midwifery professionals and other persons involved in examination process are expected to have the following values:

- i. Punctuality;
- ii. Confidentiality;
- iii. Integrity/honesty;
- iv. Impartiality;
- v. Accountability;
- vi. Self-control;
- vii. High sense of responsibility;
- viii. Loyalty;
- ix. Non -prejudice;
- x. Humanity;
- xi. Co-operation and communication;
- xii. Indiscrimination;
- xiii. Professionalism;
- xiv. Vigilance.

## **7.2. Regulations for examiners**

In order to ensure smooth running, quality and security of examination process, every nurse, midwife and other persons involved in examination process must respect the following regulations:

- i. Respect time scheduled for all activities related to examinations
- ii. Keep all information related to examinations in strict confidence
- iii. Communicate, act with openness and trustworthiness
- iv. Be guided by NCNM examinations' rules and regulations, transparency, objectivity, and equity including signing Service Contract
- v. Be ready to account for ones' actions and omissions

- vi. Exercise self-control while making decisions or reacting against a negative aspect
- vii. Take appropriate decisions basing on a given situation and communicate accordingly
- viii. Follow guidelines, rules and regulations as given by the NCNM
- ix. Avoid prejudice and discrimination at all costs
- x. Treat each candidate or any other individual with due respect and consideration
- xi. Co-operate with all persons involved in examination activities
- xii. Communicate all relevant information to the concerned in its appropriate form
- xiii. Act in a professional manner at all times

### **7.3. Responsibilities and duties of invigilators**

The responsibilities and duties of invigilators shall be as follows:

- i. Signing a declaration form stating the commitment and adherence to the code of conduct
- ii. Transporting the examination scripts to the examination center
- iii. Reporting to the examination center on the day of examination an hour prior to the commencement of the examination.
- iv. Ensuring that the center is well prepared for conducting examinations using the availed checklist
- v. Ensuring that the written examination commences at 9.00am except in unavoidable circumstances. The examination should not commence beyond 3.00pm.
- vi. Starting the examination activity on time and following the established time table
- vii. Write and submit a signed report covering the examination activity
- viii. Handing over all documents and other tools (including those non utilized) to the NCNM

### **7.4. Responsibilities and duties of practical examiners**

The practical examiners shall be composed by licensed professional nurses and midwives with a higher qualification than examinees. The examiners are practicing licensed professional nurses or midwives from academic institutions and clinical settings, and they must carry out their duties at the designated examination center as follows:

- i. Signing a declaration form stating the commitment and adherence to the code of conduct
- ii. Using the check-list, ensuring that all requirements needed for practical examinations are available
- iii. Reporting to the examination clinical site a day before the examination

- iv. The examiner establishes a rapport with the nursing/midwifery leadership of the examination center
- v. Ensuring that the clinical site is well prepared for conducting practical examinations
- vi. The examiner ensures that all examinees are aware of practical examination guidelines before attempting the examination
- vii. Ensuring that the examinees are appropriately grouped for the practical exams and that they are all examined
- viii. Checking the examinees' log books for completeness, signatures and stamp, and making comments to be included in the report
- ix. Starting the examination activity in time and following the established time table
- x. All the practical examiners should converge in one room at the end of the day and make sure that all examinees have signed the filled mark sheet.
- xi. The examiner ensures the examinee auto evaluation at the end of the practical examination
- xii. The examiners sign on the mark sheets without crossing or white washing any recorded marks
- xiii. The examiners must not alter or misrepresent examination scores
- xiv. The examiner follows carefully the practical examination process and ensures that marks are awarded for performance of each item in all sections
- xv. Compiling examinee's marks immediately and recording them on the mark sheets
- xvi. Write and submit a signed report covering the examination activity conducted
- xvii. Handing over all documents and other tools (including those non utilized) to the NCNM
- xviii. The examiners must not communicate or attempt to communicate about specific examination items, cases, answers, and/or exam results at any time before, during, or after an examination

## **7.5. Terms of reference of examination teams**

### **7.5.1. Preparatory team**

The preparatory team shall be composed by a group of professional nurses and midwives based on their thematic area of expertise in teaching. They should be proficient either in English or French.

This team should:

- i. Set the required number of examination questions and marking schemes in required languages
- ii. Hand over the prepared questions to the examination committee

### **7.5.2. Review team**

The review team shall be composed by a group of professional nurses and midwives based on their thematic area of expertise in teaching. They should be proficient either in English or French. This team should:

- i. Analyze the prepared questions set for: structure, content and language clarity
- ii. Select valid questions, make amendments where necessary and remove substandard questions
- iii. Review the set questions for completeness and match them with marking schemes
- iv. Submit the revised questions to the examination committee

### **7.5.3. Selection team**

The selection team shall be composed of a smaller group of three to six professional nurses and midwives with relevant expertise in teaching. They should be proficient either in English or French.

This team should:

- i. Draft the final papers with their exact number of questions and answers
- ii. Set aside final questions and secure alternative questions
- iii. Review the set questions for completeness and match them with marking schemes
- iv. Ensure the formatting of the examination paper is done as required
- v. Submit the revised questions to the examination

### **7.5.4. Invigilation team**

The invigilation team shall be comprised of professional nurses and midwives. The ratio of invigilator per examinee shall be 1:40 and each examination room shall have a minimum of two invigilators.

### **Responsibilities:**

- i. Transporting the examination papers
- ii. Reporting to the examination center in time
- iii. Ensure the examination center has police personnel (normally 2 per site)
- iv. Ensure the examination room or hall is clear of all teaching/ learning materials and large enough to accommodate all examinees allowing ample space of at least one meter between examinees
- v. Ensure the examination room has adequate ventilation, lighting and (where possible) a wall clock with second hand tick



- vi. Prepare the examinees and advise them to ease themselves before entering the examination room as it is not allowed to leave examination room once it is in process. In case of special situation, the examinee is escorted out.
- vii. Check the candidates: national IDs, examination numbers and candidates' card and that no other item is carried apart from the ID and pen(s).
- viii. Assign seats to examinees after thorough checking. Examinees must be seated in the examination room at least 20 minutes prior to the commencement of the examination
- ix. Ensure that no candidate shall be allowed in the examination room or hall after thirty (30) minutes of the examination
- x. Make sure that all examinees start and finish writing the examination and exit the examination room at the same time.
- xi. Ensure that all written examination instructions are read audibly to examinees
- xii. Show examinees that the envelope containing examination papers was not tampered with
- xiii. Ensure the examinees are given twenty minutes to go through the whole paper before attempting any question.
- xiv. After reading through the examination paper, there should be maximum ten minutes for any clarification. In case of any error found in the question paper, no correction should be made by invigilator. The invigilator should write a report on the error identified.
- xv. Remind examinees to check whether the examination codes are written properly on all their answer booklets at least five minutes to the end of the examination.
- xvi. No other explanations or conversation with or among examinees is permitted apart from the invigilator announcing at regular intervals, informing the examinees about the time remaining (i.e. after the first hour, second hour, 30 minutes and five minutes before due time).
- xvii. Monitor the examination process from the beginning to the end

### **Invigilation process:**

To ensure the quality and security of the examination, the following guidelines should be respected:

- i. There should be (an) invigilator(s) stationed at the back of examination room and another or others in front of the examinees circulating in the examination room
- ii. Any examinee caught cheating with evidence during examination will have his/her paper confiscated. This examinee will be stopped from sitting for further examinations during that period and the already written examinations will be nullified. This examinee will sit for the examinations during the next examination period.

- iii. The invigilator has to write an immediate incident report regarding cheating, examinee's malpractice or misconduct and submit the report to NCNM office for further action.
- iv. Any unusual incidence not caused by the examinee (e.g. abrupt sickness, disaster, etc.) shall be handled accordingly and reported to NCNM office.
- v. In case of unforeseen incidence such as sudden illness an examinee may be permitted to leave room, escorted by an appointed person
- vi. The invigilator ensures that every examinee write his/her names, codes and put signature on the attendance list during submission of the examination paper.
- vii. The invigilator must verify whether examination papers correspond to the number on the attendance list.
- viii. Giving extra time is not allowed.
- ix. Invigilator allows all examinees to leave the examination room after checking the number of examination papers submitted.
- x. The examination papers are enclosed in fresh envelopes and sealed. The total number of examinees, examination paper written and the examination center are written on the envelope in the presence of the examinees. The invigilators write their names and sign on the envelope. The attendance lists and the report are enclosed in separate envelopes.
- xi. Hand over all used and unused examination papers to the coordinator and make sure they are counted and recorded.
- xii. The invigilators should avoid unnecessary stop overs to and from the examination centers. No unauthorized persons should move in the vehicles transporting the examination papers.
- xiii. Any complaint or appeal from the invigilator must be made the very day of examination.

#### **7.5.5. Marking team**

The marking team shall be composed by licensed professional nurses and midwives and their duties are as follows:

- i. Reporting to the marking center a night before
- ii. Starting and ending marking exercise on time
- iii. Marking examination scripts while avoiding unnecessary conversations during the activity
- iv. Leaving in the room all scripts and other materials used during marking exercise at the end of each day
- v. No bringing any unauthorized material or equipment in the marking room
- vi. No visitors are allowed during marking hours and around the marking room

- vii. Avoid any thing that may distract or disrupt the marking exercise (e.g. smoking and alcohol consumption, telephone calls)
- viii. In case of conflict of interest, the examiner declares it to the coordinator
- ix. Any breach of the above rules must be fully justified or else may result in discontinuation from the exercise and/or face disciplinary sanctioning
- x. If the remarking is done and the plaintiff is awarded a pass instead of the failure that was published, the NCNM will reimburse the plaintiff cost and recharge it on the examiners who marked those specific examination scripts.

### **Marking Process**

In order to have a quality marking process, the following must be put into consideration:

- i. All logistics for marking are availed to the marking center in time. If the marking center is out of NCNM premises, logistics should be availed at least a day before.
- ii. The team is briefed on the ground rules that must be strictly respected by every member prior to the commencement of the marking process
- iii. Examination papers and marking schemes are read out clearly, analyzed and agreed upon by all members before the commencement of the actual marking
- iv. Each member is allocated a number of examination scripts for marking per day
- v. No recalling the script after marking it
- vi. Each paper is marked by two examiners, one handing over to the other after completing marking the script. In case of disagreements a third examiner may be necessary to arbitrate
- vii. The team member should report any error detected to the coordinator of marking exercise
- viii. The coordinator of marking exercise must at all times monitor the marking process to the end of the exercise
- ix. All marked scripts are collected by the coordinator of marking exercise.
- x. A report is compiled by each marking team immediately after the end of marking exercise and submits it to the examination coordinator.
- xi. The examination coordinator writes a general report.

### **8. PRACTICAL EXAMINATIONS**

During practical examinations, the examiners, examination centres and its staff must ensure smooth running, quality and security of examination environment.

## **8.1. Practical examination process**

To ensure the smooth running, quality and security of practical examination, the following process should be respected:

- i. Before commencing a day's practical examination, any conflict or conflict of interest regarding either the examiner or examinee should be declared and sorted out
- ii. The examination starts on time following the schedule
- iii. Each examinee has to sit for practical exam on the date as scheduled
- iv. Each examinee is accorded 90 minutes for practical examination
- v. Examinee's marks are immediately compiled and recorded on the score sheet without crossing or white washing the marks
- vi. Daily regular reports based on the format given and a general compiled report covering the whole practical examination
- vii. All score sheets and reports are handed over to the examination coordinator within 24 hours after all practical examination sessions
- viii. Any complaint or appeal against examiners or examinee's action or attitude has to be lodged immediately after the examination.

## **9. RECORDING AND PROCESSING OF MARKS**

For the smooth recording and processing of marks, the NCNM examination coordinator ensures the following:

- i. Monitoring the recording process of marks
- ii. Recording marks in a secured software
- iii. Verifying if the recorded marks correlate with the marks on the submitted scripts/evaluation sheets
- iv. Passes and failures appear on the final copy automatically
- v. Submitting the final copy to the NCNM Registrar's office for further management
- vi. Keeping safely the examinees' examination scripts and evaluation sheets for a minimum period of five years

## **10. DELIBERATION AND PUBLICATION OF RESULTS**

### **10.1. DELIBERATION**

The deliberation for candidates' licensing examination results is done by the examination committee and approved by the NCNM Board of Directors. In order to ensure transparency, validity and reliability of the examinations process, both examination committee and NCNM Board members approve the deliberations on the candidates' results and abide to the following terms of reference:

- i. Review the general and individual performances of candidates in both written and practical examinations
- ii. Award "pass" as a decision of deliberation to any examinee with 60% in practical and written examination all combined. The practical examination carries 70% and written examination carries 30%.

#### **10.1.1. Eligibility to repeat an examination(s)**

Candidates who are eligible to repeat are the following:

- a. Candidate who scored a minimum of 40% of the total marks,
- b. Candidates who scored between 30%-39.9% of the total mark shall be allowed to re-sit for exam after one year if she/he has a proof of retraining in council recognized teaching institutions or hospitals. The candidate will have covered a minimum of six hundred hours (600) of theory aspect and six hundred hours (600) of practical aspect.

N.B: Candidates who are eligible to repeat shall have a maximum chance of three times

Candidates who are not eligible to repeat:

Candidates who scored total marks below 30% shall not be allowed to repeat

## **11. PUBLICATION OF RESULTS**

After deliberation, the results should be published within 48 hours. To maintain the security and confidentiality of the results, the access to the results should be by a person with the examination code number or any other means (e.g. telephone number) which a person can use to access the results.

## **12. COMPLAINTS PROCEDURES**

An appeal is a complaint made by a disgruntled examinee who is not satisfied with the examination process or results. The appeal related to examination results should be lodged within **five (5)** working days after the results publication. A written letter should be addressed to the office of the NCNM Registrar.

The nature of the complaint should:

- i. Be genuine
- ii. Have an evidence
- iii. Be related to the current examination process
- iv. Respect the established period of appeal

The complainants should receive a feedback within fifteen (**15**) working days of publishing the results.

### **12.1. Appeals or Complaints Management Committee**

#### ***Responsibilities:***

- i. To analyze the complaints
- ii. Investigate the complaints where considered relevant
- iii. Involve all concerned parties
- iv. Write down the findings and give recommendations to the BoD

#### ***Composition:***

The appeals or complaints management committee comprises any five of the following members and performs its activities on ad-hoc basis and must have the same values as members of examination committee:

- i. A member of the BoD
- ii. Two members of examination committee
- iii. A member of education committee
- iv. A general nurse educator
- v. A midwifery educator
- vi. A mental health nurse educator
- vii. A practicing nurse or midwife from a referral hospital

**N.B:**

- All members must be currently licensed by the NCNM
- They must have a minimum qualification of Bachelor's degree in Nursing or Midwifery
- They must have practical experience of three years in a school or clinical setting.

**12.2. The process of lodging a complaint or appeal**

- i. The complaint is lodged in writing to the authorized person at the examination centre where the candidate is registered or at the NCNM
- ii. To lodge a complaint related to the examination process, the following process is observed:
  - To avoid conflict in case of written or practical examination or complaining about examination results, the plaintiff reports the incidence or complaint and fills a Complaint Form at the NCNM office within 3 working days
  - In case of an emergency the complaint is addressed immediately by the appropriate authority to the NCNM
  - The complaint management or appeals committee judges whether the complaint is well founded or not and accepts or rejects it.
  - In case of appeal related to examination results and the plaintiff wants to check the results or to be remarked, she/he shall pay RwF 5000 for checking or RWF 15,000 per examination script if s/he wants to be remarked.
  - The Committee considers the complaint and informs the plaintiff in writing of the decision taken normally in not more than:
    - Thirty (30) days for checking, dating from the date the complaint was received by NCNM;
    - Thirty (30) working days for remarking starting from the date of receiving the complaint
  - Appeal is received only once
  - If the remarking is done and the plaintiff is awarded a pass instead of the failure that was published, the NCNM will reimburse the plaintiff the cost and recharge it on the examiners who marked those specific examination scripts. This should be indicated on the examination contract between NCNM and Examiners.

**13. SANCTIONS**

- i. Any breach of the above rules/regulations will lead to disqualification of the examinee (s), or the examiner (s).

ii. Any examinee found involving him/herself in examination malpractice may be handed over to the police, disqualified and/or refused to continue with his/her examination. Examination malpractice may be in but not limited to any of the following forms:

- External assistance by an examiner or any other person(s)
- Prior knowledge of examination questions
- Impersonation
- Copying from one another
- Exchanging examination scripts between candidates
- Substitution of examination scripts
- Smuggling notes into the examination room
- Intended improper behavior in the examination room
- Smuggling any unauthorized equipment in the examination room

iii. Any person who:

- Knowingly or negligently reveals contents of any examination material to an unauthorized person whether a candidate or not;
- With intent to fail or pass a candidate, alters the work, data or information or scores of a candidate;
- Willfully and maliciously damages examination material;
- With intent to impersonate, presents or attempts to present himself/herself in the place of a candidate;
- Answers in unauthorized language;
- Writing unrelated items to that of the subject inside the answer booklet;
- Withholds any information which is prejudicial or likely to be prejudicial to the proper functioning of the examinations authority;
- Commits an offence and on conviction shall be liable to legal prosecution and/ or will accordingly be sanctioned by the professional body.

iii. The Board reserves the right to withhold release of results of the examination for any candidate suspected of having been involved in examination irregularity or misconduct pending completion of investigations and final disposal of any consequent disciplinary or other proceedings.



- iv. If the board is satisfied that the examination at any center has not been conducted in accordance with its regulations or that there have been widespread irregularities at an examination centre, it may at its sole discretion disqualify all the candidates at the centre.
- v. Candidates or schools whose results are withheld or cancelled will be informed as soon as the examination results have been announced.

#### **14. ALTERATION/CANCELLATION OF EXAMINATIONS**

The Examinations Committee may determine whether it may be necessary to change the dates, time, or conditions of the administration of the examinations or cancel the examination to protect the safety of the candidates and/ or the integrity of the examinations or the Board.

Such alterations or cancellation may also occur when the examination is hindered by any cause that could not be reasonably prevented by the board, including natural disaster such as fire, floods, earthquake and storm, outbreak of an epidemic disease or by threat to national security and act of political or government authority. If these occur, candidates are notified at the earliest time possible.

*\*Any breach of the NCNM instructions will result into disciplinary action.*

**The above Rules and Regulations have been reviewed and agreed upon by the examination committee on 12 April 2019.**

**Approved by the NCNM Board of Directors on 16<sup>th</sup> May 2019**