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To: Deputy Directors-General, Chief Directors, Directors (Head Office and district offices), Deputy Directors, Chief Education Specialists, Heads: Curriculum Support, Heads: Management and Governance, Circuit Managers, Deputy Chief Education Specialists, Heads: SLES Coordination and Advice, Assessment and Examination Coordinators, Subject Advisers and Heads of institutions that prepare candidates for the November 2021 National Senior Certificate (NSC) examinations

Subject: Distribution and use of GLAM Smart Keys during the November 2021 National Senior Certificate (NSC) examinations

1. Introduction

The NSC question papers for the November 2021 NSC examinations will be secured and distributed via the Smartlock security system to all public and independent schools, including the combined centres and primary schools hosting the examinations.

2. Distribution of GLAM Smart Keys to schools

- 2.1 The GLAM Smart Keys have been dispatched to all full-time examination centres with the question papers for the Common Assessment Task for Life Orientation from 30 August to 01 September 2021.
- 2.2 Upon receipt of GLAM Smart Keys, principals/centre managers must verify that they have received the GLAM Smart Key and all accessories by completing an acknowledgement of receipt form.

2.3 The GLAM Smart Key will remain with the principal/centre manager until the completion of the November 2021 NSC examinations on 07 December 2021.

2.4 Completed acknowledgement of receipt forms must be emailed to Mfana.Dyasi@westerncape.gov.za.

3. **Instructions for using the GLAM Smart Key**

3.1 For instructions on the use of the GLAM Smart Key please refer to the Standard Operating Procedures (SOP), attached as **Annexure A**.

3.2 The principal/chief invigilator/centre manager must ensure that a copy of the SOP is clearly displayed inside their safe/strongroom for ease of reference.

3.3 Before the GLAM Smart Key can be used to open or lock black Smartlock canvas bags, the principal/chief invigilator/centre manager must ensure that the GLAM Smart Key is fully charged and the battery strength must be checked on a daily basis.

3.4 On delivery of every consignment of question papers to examination centres by the Western Cape Education Department (WCED), the principal/centre manager will receive a weekly SMS and an email instructing them to switch on their GLAM Smart Key and download (transfer) the following week's writing sessions onto the GLAM Smart Key as indicated in **Annexure B**.

3.5 Should the principal/centre manager change their cell phone number for any reason or be replaced, the WCED must be informed immediately by contacting Mrs D Evertson on tel. no. 021 467 2956 or via email to Delecia.Evertson@westerncape.gov.za.

3.6 For the WCED to maintain an updated list of cell numbers and email addresses for principals/centre managers and school management teams, the principal/centre manager is requested to complete and email the attached **Annexure C** to Mfana.Dyasi@westerncape.gov.za by 15 October 2021.

3.7 The principal/centre manager must download examination sessions onto the GLAM Smart Key as and when instructed, and not wait for the morning/afternoon of an examination session as downloading can become challenging and will impact negatively on the entire process of the examination session.

3.8 After the principal/centre manager has downloaded their schedule of sessions for a consignment, they must verify the downloaded schedules by briefly pressing the on/off button repeatedly and scrolling through the sessions on the GLAM Smart Key (as shown in **Annexure D**).

- 3.9 All GLAM Smart Key activities will be monitored by WCED officials on the Realtime Smartlock Monitoring System. Each examination centre will be assigned to a monitor for the duration of the examination. The principal/chief invigilator/centre manager will receive their monitor's contact information before the start of the examination.
- 3.10 Principals/chief invigilators/centre managers must start the opening of the black Smartlock canvas bags an hour before the scheduled examination session. If any challenges are experienced with the unlocking or relocking of the seals, the principal/chief invigilator/centre manager must call their monitor immediately. Alternatively, they may contact the officials listed below:
- | | |
|--------------------|--------------|
| Clifford Overmeyer | 021 467 2956 |
| Clive Berry | 021 467 2265 |
- 3.11 The correct process must be followed when the electronic seal is unlocked and relocked on the day of the examination. The process is as follows:
- 3.11.1 Switch on the GLAM Smart Key an hour and a half prior to the start of the examination session to avoid the late opening of the black Smartlock canvas bags.
- 3.11.2 Ensure that the GLAM Smart Key has GSM network and GPS signal (the GPS icon must be yellow), as it will not function without the **reception of both these networks**.
- 3.11.3 Once the GLAM Smart Key shows a "Ready" status, verify that the writing session for that examination is downloaded onto the GLAM Smart Key.
- 3.11.4 To lock or unlock the black Smartlock canvas bag (an hour before the examination start time), fully insert the GLAM Smart Key into the electronic seal and press "unlock" or "lock" once only. Please wait until the data is transferred completely before releasing the GLAM Smart Key from the electronic seal.
- 3.11.5 Principals/chief invigilators/centre managers are reminded to wait until the entire data downloading process has been completed when unlocking and relocking the red seal. Always wait for the data transfer to be completed before removing the GLAM Smart Key from the red seal. **The blue line must run across the screen completely.**
- 3.11.6 Remove the GLAM Smart Key from the electronic seal and remove the electronic seal from the black Smartlock canvas bag.
4. **Procedures to follow if the GLAM Smart Key is lost or damaged**
- 4.1 All principals/centre managers will receive a GLAM Smart Key and are responsible for its safekeeping and storage in the examination centre's safe/strongroom at all times.

- 4.2 Furthermore, should the GLAM Smart Key be lost or damaged, the principal/centre manager will be held responsible and will bear the cost of its replacement.
- 4.3 In the event of a break-in at the examination centre, the principal/centre manager must immediately verify whether the GLAM Smart Key was stolen.
- 4.4 The following procedures must be meticulously followed in the unfortunate event of a GLAM Smart Key being lost or damaged:
- a) Immediately report the lost or damaged GLAM Smart Key to Head Office for the attention of Mr Clifford Overmeyer at tel. no. 021 467 2956.
 - b) In the event of a stolen GLAM Smart Key, the theft must be reported to the South African Police Service immediately to obtain a case number.
 - c) The case number, together with a report, must immediately be emailed to Mr Clifford Overmeyer at Clifford.Overmeyer@westerncape.gov.za.
5. All principals/centre managers are kindly requested to strictly adhere to the procedures and processes in this minute.

SIGNED: H MAHOMED

DEPUTY DIRECTOR-GENERAL: CURRICULUM AND ASSESSMENT MANAGEMENT

DATE: 2021-10-04