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Examinations Administration Minute: 0003/2023

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 National Senior Certificate and Senior Certificate examinations

**Subject: Distribution and use of the electronic GLAM keys during the May/June 2023 National Senior Certificate and Senior Certificate examinations**

## 1. Introduction

- 1.1 The May/June 2023 National Senior Certificate (NSC) and Senior Certificate (SC) examinations will commence on 03 May 2023 and conclude on 14 June 2023.
- 1.2 The question papers for the May/June 2023 NSC/SC examinations will once again be secured and distributed via the Electronic Security System (ESS) to all public and independent schools, including the combined centres and primary schools hosting the NSC/SC examinations.

## 2. Distribution of electronic GLAM keys to schools

- 2.1 The electronic GLAM keys will be dispatched to the May/June 2023 NSC/SC examination centres on 17 and 18 April 2023.
- 2.2 Upon receipt of the electronic GLAM keys, principals/centre managers must verify that they have received the electronic GLAM key as well as all its accessories by completing the acknowledgement of receipt form included in the GLAM key's black plastic case.
- 2.3 The completed acknowledgement of receipt forms must be emailed to [Mfana.Dyasi@westerncape.gov.za](mailto:Mfana.Dyasi@westerncape.gov.za).

- 2.4 Principals/centre managers must ensure that the electronic GLAM key is working properly before the start of the examination by testing the GSM network, GPS signal and other functions.
- 2.5 Faulty electronic GLAM keys must immediately be reported to Mr Mfana Dyasi on tel. no. 021 467 9328 before 24 April 2023.
- 2.6 The electronic GLAM key will remain with the principal/centre manager until the completion of the May/June 2023 NSC/SC examinations on 14 June 2023. The Glam key must be returned with the examination centre's last session's scripts or with the final sweep on the 15 June 2023.
3. **Instructions on how to use the electronic GLAM key**
- 3.1 For instructions on the use of the electronic GLAM 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 electronic GLAM key can be used to open or lock the black canvas bags, the principal/chief invigilator/centre manager must ensure that the electronic GLAM key is fully charged, and the battery strength must be checked daily.
- 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 electronic GLAM key and download (transfer) the following week's writing sessions onto the electronic GLAM 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 2954 or via email to [Delecia.Evertson@westerncape.gov.za](mailto: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](mailto:Mfana.Dyasi@westerncape.gov.za) by no later than 24 April 2023.

- 3.7 The principal/centre manager must download examination sessions onto the electronic GLAM 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 key (as shown in **Annexure D**).
- 3.9 All electronic GLAM 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 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  
Merle Ludick: 021 467 2246
- 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 electronic GLAM key an hour and a half prior to the start of the examination session to avoid the late opening of the black canvas bags.
- 3.11.2 Ensure that the electronic GLAM 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 electronic GLAM key shows a "Ready" status, verify that the writing session for that examination is downloaded onto the electronic GLAM key.
- 3.11.4 To lock or unlock the black canvas bag (an hour before the examination start time), fully insert the electronic GLAM key into the electronic seal and press "unlock" or "lock" once only. Please wait until the data is transferred completely before releasing the electronic GLAM 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 electronic GLAM key from the red seal. **The blue line must run across the screen completely.**
- 3.11.6 Remove the electronic GLAM key from the electronic seal and remove the electronic seal from the black canvas bag.
4. **Procedures to follow if the electronic GLAM key is lost or damaged**
- 4.1 All principals/centre managers will receive an electronic GLAM key and are responsible for its safekeeping and storage in the examination centre's safe/strongroom at all times.
- 4.2 Furthermore, should the electronic GLAM key be lost or damaged due to negligence, 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 electronic GLAM key was stolen.
- 4.4 The following procedures must be followed meticulously in the unfortunate event of an electronic GLAM key being lost or damaged:
- Immediately report the lost or damaged electronic GLAM key to Head Office for the attention of Mr Clifford Overmeyer at tel. no. 021 467 2956.
  - In the event of a stolen electronic GLAM key, the theft must be reported to the South African Police Service immediately to obtain a case number.
  - The case number, together with a report, must immediately be emailed to Mr Clifford Overmeyer at [Clifford.Overmeyer@westerncape.gov.za](mailto: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:** 2023-04-20