



# **RWANDA ALLIED HEALTH PROFESSIONS COUNCIL**

(Law N°46/2012 OF 14/01/2013)



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## **REGISTRY EXAMINATIONS POLICY**

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### **Office of the Registrar**



**Kigali, June 2019**



## **Vision Statement**

To be recognized as a model of good practice in regulation of health care professionals in the region.

## **Mission Statement**

To regulate, supervise, oversee, coordinate, control, enhance professionalism and enforce standards of ethics among healthcare professionals and health institutions.

## **Mandate**

The RAHPC is a statutory authority established by the Rwanda Allied Health Professions Act, 2013, of the Laws of the Republic of Rwanda, to regulate the practice of Allied Health Professionals in the country. The Council aims at ensuring compliance with the rules, honor and dignity of the health professions, thus offering Rwandans and East Africans the most effective and efficient health care services by guaranteeing that allied medical practitioners are highly qualified and that they continuously develop their professions.

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## Foreword

The Rwanda Allied Health Professions Council was enacted by law N°46/2012 of 14/01/2013 establishing The Rwanda Allied Health Professions Council and Determining Its Organisation, Functioning and Competence.

Reference to article 4, The Council is responsible for the compliance with the rules, honor and dignity of the medical profession. It is mandated to ensure compliance with the principles of morality, integrity and dedication essential to the practice of the allied health profession and ensure that all its members/registrants comply with their professional requirements, the laws and regulations governing the medical profession.

Hence the Council has the competence to grant authorization to perform allied health professions; to provide institutions of higher learning advice concerning academic programs for those undertaking allied health professions and to take disciplinary measures against practitioners of allied health professions who go against the universally accepted ethical standards.

The National Council Board shall put in place a knowledge assessment system, organs responsible for conducting such assessment and monitor its conduct as stipulated in the law.

The practitioner must obtain the minimum score as determined by the National Council Board as proposed by the examination committee and the education committee for him/her to be duly authorized to practice the profession

It is from this background that the Council resolved to put in place a detailed policy to guide the permanent secretariat in undertaking such exercise.

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Chairperson

**Examination Committee**

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Chairperson.

**National Council Board  
(RAHPC)**



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## **1. Introduction**

Health service is a public interest and health profession is an enterprise that has been established to meet this public interest. Experience shows that quality of health services provided in some parts of the world including Rwanda is declining to an unacceptable level of toleration. There are many complaints against health care services from several segments of the public in Rwanda (*refer to the growing number of malpractice cases*). Many health professionals demonstrate behaviors indicating that compassion, attire, dignity, and professional values are all declining. There is a progressive fall of knowledge, skills, attitudes, values and appreciations of healthcare career in the country.

In addition, ethics, and etiquettes are violated by many health professionals. Besides other factors, apparently, preparation of current health graduates in various professional competencies including relationship with patients and clients, relationship with colleagues, teaching skills, good practices, working within the health care system, professionalism, clinical skills, and professional knowledge did not prepare them enough to meet professional needs.

Healthcare culture and dignity is at terminal fall, a situation that may land on the public to eventually refrain from seeking attention from health care services and the system may go into confusion. This is not the time for blaming each other but it is time for retreat. There is a need to revive the reputation of health profession and its position in health care system of the country.

To ensure public protection, Health Professions Council (NPC, RAHPC, RMDC & NCNM) require candidates for licensure to meet set requirements that include passing an examination that measures the competencies needed to perform safely and effectively as a newly licensed, entry-level practical/vocational health professional.

## **2. Licensure**

Licensure is the act of granting a legal right to a qualified individual to practice a Health Profession. The purpose of licensure is to protect the public from physical, mental, emotional, social and spiritual harm by practitioners who are not sufficiently competent to practice within the profession. Licensure has the inherent property of instilling trust within the public that the licensee (Health Professional) is competent and has met the initial requirements for entry into practice as specified by a professional regulatory body – RMDC, NCNM, NPC or RAHPC.



In order to be licensed into health profession, the health professional must successfully complete an approved health educational programme and pass Licensure examinations.

### **3. Purpose of registry examinations**

The Council Registry Examinations are administered for the purpose of validating knowledge, skills, attitudes and wide attributes essential for safe and effective practice of health profession in Rwanda.

### **4. Scope of the registry examinations**

The licensure examination intends to restore quality of healthcare services in Rwanda through quality control of health ethics and etiquettes in delivering healthcare services in the health care system, the ongoing health education development program, and of maintaining strong and accountable professional Council.

To achieve such intent the examination shall demand attainment of minimum competence in the areas of concerned educational curriculum.

### **5. Objective of the licensure**

- Ensure the advancement of health profession practice in Rwanda
- Ensure the improvement in preparing proficiently health professionals in the country.
- Validate Health Professionals competencies to compete in national and international labor market.
- Improve health care and services delivery within the health care system.
- Ensure public safety when delivering health care services.
- Legalize graduate to practice health through licensing and registration.
- Regulate, control and standardize health professions' practice.

### **6. Expected results/ outcomes for licensure**

Upon successful administration of the Council licensure the following will be embraced:

- Improved performance of Health Professionals in the country.
- Increased number of competent and confident Health Professionals
- Standardized Health profession practice in the country.
- Restored positive image towards Healthcare practice.
- Increased clients' satisfaction towards Healthcare services.
- Improved health professional moral and motivation.
- Improved quality of health care.
- Enhanced Health Care education.
- Improved Health professions practices that match with global standards.

## **7. Preparation for the examinations**

- 7.1. Candidates shall have been indexed with the Council within the first three months of admission to the learning institution.
- 7.2. The Council shall set examination date as determined by the Examination Committee;
- 7.3. The Examinations shall take place twice a year
- 7.4. The Council shall approve candidates to sit licensing examinations evidenced by having been graduated from an approved program,
- 7.5. The Council shall issue examination index to eligible candidates
- 7.6. Every candidate shall pay examination fees as determined by the Bureau of the National Council Board.
- 7.7. Examination question papers and marking schemes are set by a preparatory team
- 7.8. The Examination shall take place in approved examination Centre
- 7.9. The Council shall provide all the logistics; it shall avail all stationery and logistics necessary for covering examination process including: preparation, conducting, marking compiling deliberation and publication of results
- 7.10. The Council shall provide remuneration that shall be determined by the Bureau of the National Council Board; the remuneration shall be provided after handing over the examinations results/scripts and reports
- 7.11. The Council shall clearly communicate rules and regulations to the training institutions, candidates and assessors.
- 7.12. The examination rooms shall have adequate ventilation, lighting and wall clocks with second hand ticks
- 7.13. The invigilator shall ensure all candidates ease themselves before entering the examination room
- 7.14. The Candidate shall enter the examination room thirty (30) minutes before the examination starts.

## **8. Obligations of the candidate**

- 8.1. The candidates shall have been indexed/registered with Council
- 8.2. The candidate shall have paid the prescribed examination fee
- 8.3. The candidate shall have passed University/higher learning institutions final examinations
- 8.4. The candidate shall present at the examination with the National identification card and indexing certificate
- 8.5. The candidate shall report to the examination site in time
- 8.6. The candidate shall respect examinations rules and guidelines
- 8.7. The candidate shall write full names and sign on the attendance lists provided,

- 8.8. The candidate who shall fail to sign the examination attendance sheet shall be considered as absent from the examination
- 8.9. The candidate shall write their examination code on every sheet of the examination script, failure to do so the examination script shall be regarded as invalid.
- 8.10. The candidate shall only use blue ball point pens during the examination
- 8.11. There shall be "No conversation" in the examination room during examinations
- 8.12. The candidate shall start opening examination booklet and writing following permission from the invigilator.
- 8.13. No candidate shall be allowed to leave the examination room without permission from the invigilator/ examiner without sound reason
- 8.14. The candidate shall not continue writing after the announcement of placing pens down
- 8.15. In case of a sudden health problem a candidate shall inform the invigilator
- 8.16. The candidate shall report for the examination at the allotted time
- 8.17. Any candidate caught cheating during examination shall have his/her paper confiscated and all examinations shall be considered null and void and taken as an automatic failure.
- 8.18. The candidate who shall be caught while cheating or exhibiting tentative cheating behaviors for the second time shall not be allowed to sit any other licensing examination
- 8.19. The candidate who shall not be happy with the way the invigilation was conducted shall report it to the Council in writing immediately after the examination for eventual follow-up.

## **9. Who are the examiners?**

- 9.1. These are health professionals from relevant professions who are appointed to create test items, conduct and deliberate.
- 9.2. The examiners shall have the duty to ensure the smooth running and security of registry examinations.

## **10. Appointment of the examiners**

- 10.1. The office of the Registrar in consultation with relevant professional board shall select examiners and submit the list to the examination committee for approval. based on terms of reference.

the following are examiners categories:

- Preparation teams
- Independent content expert reviewers/ Moderation Team
- Invigilators
- Marking team

## **11. The Code of Conduct**

### **11.1. Code of Conduct for Examiners**

11.1.1. All health professionals involved in licensing examinations shall adhere to the following principles and values throughout the examination process:

- Punctuality;
- Confidentiality;
- Integrity/honesty;
- Impartiality;
- Accountability;
- Self-control;
- High sense of responsibility;
- Loyalty;
- Non- judgmental (non-prejudice);
- Co-operation and communication;
- Professionalism.

11.1.2. All personnel involved in the examination process must sign a declaration with the Council binding them to the above code of conduct.

11.1.3. Failure to adhere the above principles shall lead to disciplinary measures provided in internal rules and regulations.

### **11.2. Responsibilities and duties of examiners**

11.2.1. The examiners shall sign a declaration form stating their commitment and adherence to their code of conduct.

11.2.2. The examiners shall report to the examination center a day before the examination with exception of the person transporting the examination papers who shall bring them to the examination Centre on the very day for security purposes.

- 11.2.3. The examiners shall check the required identification of the eligible candidates
- 11.2.4. The examiners shall cross check the attendance list with that of the eligible candidates from the Council.
- 11.2.5. The examiners shall ensure time and the established time table are respected
- 11.2.6. The examiners shall ensure smooth running of the assessment in the examination room
- 11.2.7. The examiners shall ensure candidates are appropriately grouped during the examination
- 11.2.8. The examiners shall ensure compiling candidate's results immediately after marking the scripts and record them on the designated result sheets

**In order to ensure smooth running and security of examination process, every Health Professional involved in the assessment activities shall respect the following rules:**

- 11.2.9. Shall respect of scheduled time for all activities related to examinations
- 11.2.10. Shall keep all information related to exams in strict confidence
- 11.2.11. Shall communicate, act with openness and trustworthiness
- 11.2.12. Shall be guided by objectivity and equity
- 11.2.13. Shall be accountable for one's actions and omissions
- 11.2.14. Shall exercise self- control while making decisions or reacting against a negative aspect
- 11.2.15. Shall take appropriate decisions basing on a given situation and communicate accordingly
- 11.2.16. Shall follow guidelines and rules as given by the relevant authority
- 11.2.17. Shall avoid prejudice and discrimination at all costs
- 11.2.18. Shall treat every applicant or any other individual with due respect and consideration
- 11.2.19. Shall co- operate with all persons involved in examination activities
- 11.2.20. Shall communicate all relevant information to the concerned in its appropriate form
- 11.2.21. Shall act at all times in a professional manner.

### **11.3. Examination committee**

- 11.3.1. The examination committee shall ensure the smooth running and security of examinations.
- 11.3.2. Shall propose guidelines and amendments on the structure of examinations
- 11.3.3. Shall draw a timetable proposal for licensing exams
- 11.3.4. Shall approve the list of eligible candidates
- 11.3.5. Shall approve a design of examination card to the Council
- 11.3.6. Shall approve a design of examination booklets to the Council
- 11.3.7. Shall propose different examination team members in consultation with the Office of the Registrar

- 11.3.8. Shall assess the suitability and appropriateness of Centre for conducting examinations
- 11.3.9. Shall approve the professional weight of each examination paper
- 11.3.10. Shall approve the format of set examination questions
- 11.3.11. shall elaborate and propose to the bureau, criteria for deliberations, the pass mark criteria and re-sitting eligibility where applicable
- 11.3.12. shall approve the decisions of the appeal committee on exam related matters
- 11.3.13. Shall make observations and recommendations to the Bureau and the National Council Board on exam related matters.

## **12. Test items Preparatory team**

- 12.1. In order to ensure smooth running and security of registry examinations, every health professional involved in the preparation of test items for examination shall adhere to the following:
  - Respecting the timeframe,
  - Confidentiality,
  - Accountability,
  - Integrity/honesty
  - Professionalism
- 12.2. Shall set test items (examination questions) and their marking guides according to the set guidelines and structure of the thematic areas.
- 12.3. Shall ensure all test items (questions) and marking guides are set using only Council computers with security measures and coded
- 12.4. Shall ensure translation of examination questions and their marking guides when necessary
- 12.5. Shall submit appropriate number of questions as determined by the Examination Committee and their marking guides in soft copy to the relevant authority.

### **13. Moderation team**

- 13.1. In order to ensure security of registry examinations, every health professional involved in the moderation of test items for registry examinations shall adhere to the following:
- Confidentiality,
  - Self-control
  - Accountability,
  - Integrity/honesty
  - Professionalism
  - Punctuality;
- 13.2. The moderation team shall check the examination structure, quality and structure of questions
- 13.3. The moderation team shall check translated versions
- 13.4. The moderation team shall check the allocation of marks
- 13.5. The moderation team shall submit them to the Registrar

#### ***Selection team***

- 13.6. The exam selection team shall be made by the Deputy Registrar and the Examination committee.

### **14. Invigilation team**

- 14.1. In order to ensure a smooth running and security of licensing examinations, every health professional involved in the invigilation during registry examination shall adhere to the following:
- Punctuality and time keeping;
  - Integrity/honesty;
  - Confidentiality
  - Accountability;
  - Self-control;
  - Having a high sense of responsibility;
  - Co-operation;
  - Effective communication
  - Vigilance
  - Professionalism
- 14.2. The invigilator shall report to the examination Centre a day before the examinations with the exception of the person transporting the examination



papers who shall bring them to the Centre of examinations on the very day for security purposes.

- 14.3. The invigilator shall ensure the presence of policemen on examination site for sustainable security
- 14.4. The invigilator shall check the legibility of candidates' identifications before the examination set time: examination index, examination card, national ID or any other requirement
- 14.5. The invigilator shall ensure that all requirements needed for writing examinations are available: seats and sitting arrangement, room ventilation, lighting, cleanliness, toilet facilities, elementary first aid facilities etc.
- 14.6. The invigilator shall ensure that examinations start and end on time established on the timetable.
- 14.7. The invigilator shall make a list of candidates (attendance list) who sat the specific examination with index number and their signatures for easy identification.
- 14.8. The invigilator shall write and submit a brief report covering the examination session including problems encountered and solutions made to the Coordinator
- 14.9. The invigilator shall submit sealed scripts and all papers used to the coordinator
- 14.10. The Coordinator shall submit sealed scripts and report to the Registrar

## **15. Printing and storage**

15.1 Printing is done 24hours before the examination day under supervision of the Exam Selection team

15.2 Printing shall be done at the Council offices. In case of machine malfunction or other valuable reasons, printing shall be done outside the council office under supervision of the selection team and escorted by the police.

15.3 The team shall ensure no printed data remain at the printer set.

- 15.4 The team shall use sealed boxes to keep and transport exam papers to a designed area and be escorted by the Police throughout the process

**15.5** The key to access the area mentioned in 15.3 shall be kept by the Chair of the Examination committee

## **16. Examinations Process**

- 16.1. Examination scripts from the Council office must be transported to and from examination centers on the very day of examination
- 16.2. The examination must start on the planned time,. In case of unforeseen circumstances the time for sitting examination must not exceed three hours after ordinary time for commencement.
- 16.3. All examination centers must start the examination at the same time
- 16.4. Candidates or other people who are not participating in examination activities must be kept away from the examination area.
- 16.5. Candidates must be searched thoroughly before entering the examination room or hall.
- 16.6. Candidates must bear proper identification.
- 16.7. Candidates must be seated in the examination room 30 minutes prior to the commencement of the examination
- 16.8. The boxes shall be opened in front of the candidates
  
- 16.9. The booklets shall be distributed, followed by inverted examination question papers
- 16.10. No candidate shall be allowed to turn the examination paper before the invigilator announces it
- 16.11. All answers and rough work must be written in paginated answer on the back of booklets provided
- 16.12. Silence must be strictly observed
- 16.13. No candidate shall be allowed in the examination room after the commencement of the examination
- 16.14. All candidates shall start and finish writing the examination and exit the examination room at the same time .
- 16.15. In case of unforeseen incidence such as sudden illness a candidate may be permitted to leave the examination hall, escorted by an appointed person after signing an incidence form.
- 16.16. Every candidate shall write his/her names on the attendancelists and signs it during the submission of the scripts
- 16.17. A candidate who does not sign on the attendance list shall be considered absent from that particular paper

- 16.18. Examination scripts are counted, put in envelopes and sealed in the presence of candidates; bearing the number of scripts and invigilators' signatures
- 16.19. Examination scripts, questionnaires and any rough papers are transported back to the Council

## **17. Invigilation**

- 17.1. All the invigilators shall be allied health professionals
- 17.2. Invigilators shall reach to the examination center a day before the examination day for briefing and other preparations
- 17.3. The invigilator shall come from the outside of the Centre of the examination with exception of co-invigilators
- 17.4. The invigilators shall show candidates that the envelope containing examination papers were not tampered with
- 17.5. Instructions shall be read to the candidates by the Principal invigilator audibly and clearly in all official languages before the commencement of the examination with special consideration to persons living with disabilities.
- 17.6. There shall be no other explanations or communication with or among candidates apart from the candidate asking for extra paper or the invigilator announcing the time remaining at regular intervals (i.e. after the first hour, second hour, 30 minutes and five minutes before due time)
- 17.7. Any candidate caught cheating or attempting to cheat during or after examination shall have his/her paper confiscated and the examination shall be considered null and void. He/she shall sign an incidence form A candidate caught cheating again shall be allowed to sit for the examination after one year.
- 17.8. The invigilator shall report in writing any candidate's malpractice immediately after examination for further action.
- 17.9. In case of any error made in the question paper, no correction should be made. The invigilator shall write a report on any error detected
- 17.10. Conspiracy of the invigilator in candidates' cheating during examination is punished according to the Rwanda penal code
- 17.11. The invigilator shall instruct candidates to check whether the numbering of answers, examination codes are written properly on all their answer booklets five minutes to the end of examination
- 17.12. Invigilators shall verify whether the question papers/answer booklets correspond to the numbers written on the envelopes

17.13. Invigilators shall at all times monitor the examination process to the end of the examination. No extra time shall be provided to candidates.

## **18. Marking**

In order to ensure smooth running and security of examinations, every health professional involved in marking exercise, must respect the following:

- Punctuality and respecting time
- Confidentiality
- Integrity/honesty
- Accountability
- High sense of responsibility
- Loyalty
- Co-operation
- Critical thinking
- Professionalism

## **19. Marking Process**

### Ground rules

All professionals involved in marking shall adhere to the following working rules:

- 19.1. Reporting to the Centre on time
- 19.2. Starting marking exercise on time
- 19.3. All examiners shall remain at the marking premise during the exercise.
- 19.4. They shall exercise mutual respect
- 19.5. Avoid unnecessary conversations during marking
- 19.6. Shall not have access to telephone or other type of communications
- 19.7. Scripts and other materials used during marking shall be left in the hall
- 19.8. There shall be no unauthorized material or equipment in the marking hall
- 19.9. No visitors shall be allowed during marking hours and around the marking room
- 19.10. Avoid at whatever cost anything that may distract or disrupt the marking exercise (e.g. smoking and alcohol consumption, telephone calls)
- 19.11. In case of conflict of interest, the examiner shall declare it to the coordinator

19.12. In case of emergency the marking staff shall report to the coordinator

## **20. Marking Process**

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

- 20.1. All logistics for marking shall be available to the Marking Centre the day before
- 20.2. The marking team shall be composed by licensed allied health professionals, selected according to the designed terms of reference. The team shall be briefed on ground rules prior to the commencement of marking process that shall strictly be respected by every member
- 20.3. Each member shall be allocated a number of papers for marking per day
- 20.4. No recalling the script after marking it
- 20.5. Each paper shall be marked by two professionals,. the first marker shall hand the script to the coordinator who shall hand the script to the second marker. . In case of disagreements, a third marker may be necessary to arbitrate. There shall be a third independent data entrant.
- 20.6. The team leader shall report any error detected to the coordinator
- 20.7. The coordinator shall at all times monitor the marking process to the end of the exercise
- 20.8. All marked scripts shall be collected by the coordinator.
- 20.9. A report shall be compiled by each marking group.
- 20.10. The coordinator shall write a general report

## **21. Data entry**

In order to ensure smooth running and security of examinations, staff involved in data entry, shall respect the following:

- Punctuality and respecting time
- Confidentiality
- Integrity/honesty
- Accountability
- High sense of responsibility
- Loyalty
- Co-operation
- Critical thinking
- Professionalism

**In order to have a quality data entry, the following must be put into consideration:**

- 21.1. The data entry shall be done under supervision of the Deputy Registrar and the Chairperson of the Examination committee
- 21.2. All results shall be captured using only Council computers with security measures
- 21.3. Ensure that all results for every candidate are recorded
- 21.4. Data entry shall be done at the premises of Council or another dedicated place
- 21.5. Data entry staff shall meet the deadline set by Council
- 21.6. There shall be a comprehensive report and submit it with results to the Office of the Registrar

## **22. Deliberation team**

**21.1 In order to ensure transparency, validity and reliability of the examinations process, every member involved in deliberation process shall respect the following:**

- Punctuality
- Confidentiality
- Integrity/honesty
- Impartiality
- Accountability
- Self-control
- High sense of responsibility
- Loyalty
- Non-discrimination
- Professional ethics
- Code of conduct for health professionals

21.2 The Examination committee is responsible in setting criteria for deliberation and the outcomes shall be approved by the Bureau of the National Council Board.

## **23. Terms of Reference**

23.1. The team shall review the individual and general performance of candidates

23.2. The team shall provide a non-biased judgment on the candidates' performance basing on the existing performance criteria and deliberate on candidates' performance where applicable.

23.3. The team shall deal with unforeseen circumstances as they may arise

23.4. The team shall recommend to the Council's Bureau, and higher learning institutions (HLIs) on the appropriate course of action concerning the outcome of the examinations.

## **24. Exam Pass Mark**

24.1. The pass mark is 50% in each of the thematic areas. A candidate is declared successful following successful pass of all designated papers or thematic areas.

## **25. Scope of the exam.**

- 25.1. The examinations shall cover identified thematic areas which are discipline-specific.
- 25.2. The exam assessment should be written and distributed as follows, 10% knowledge and understanding, 80% application and analysis, 10% synthesis and evaluation.

## **26. Structure of the Exam**

- 26.1. The Registry Examination (RE) format shall cover a range of competences in a given professional category.
- 26.2. Graduate's ability in discharging its maximum quality healthcare services will be assessed in this examination.
- 26.3. A single RE shall consist of One Hundred (100) multiple-choice questions of 4 options each based on the various sub-theme and/or thematic areas extracted from the reference learning materials and guidelines in a given professional category that are currently being utilized in the education system.
- 26.4. Other forms of questions may also be considered, where applicable.
- 26.5. The minimum of two(2) and maximum of four (4) exams shall be delivered to each profession

## **27. Award**

- 27.1. The results shall be classified as PASS or FAIL

## **28. Re-sitting for examination**

- 28.1. Where applicable, a candidate may not re-sit for a thematic area where he/she scored 70% and above. Only areas with 70% and above shall be considered for exemption.
- 28.2. A candidate who fails is advised to undertake a Self-Directed learning programme that may take various forms of professional learning in anticipation for the upcoming registry exams. The Council shall not be held accountable during this period.
- 28.3. The candidate who fails for the third time shall pay in addition to set examination fees, a 50% levy of the prescribed examination fees on every attempt.
- 28.4. The candidate shall pay twice on every attempt the prescribed examination fees after six attempts. Such candidate shall not be eligible for exams before an additional mandatory one-year period for Self-Directed Learning.



## **29. Publication of results**

- 29.1. On behalf of the board, the Bureau of the National Council Board shall approve and validate the results of the examination; and recommend publication accordingly.

## **30. Appeals Procedures**

### **30.1. What is an appeal?**

- 30.1.1. An appeal is a complaint made by a disgruntled individual candidate who is not satisfied with the way a decision or the way s/he has been treated by an examiner(s).

### **30.2. The nature of the complaint**

- 30.2.1. The complaint must be genuine  
30.2.2. There shall be evidence  
30.2.3. It shall be related to the current examination process  
30.2.4. It shall respect the established period of appeal

### **30.3. Process of lodging a complaint**

- 30.3.1. The complaint shall be lodged to the Registrar of the Council.  
30.3.2. The complaint shall be introduced within twenty four hours after that examination  
30.3.3. If the appeal is related to examination results, the complaint shall be introduced within seventy two (72) hours after the release of results.  
30.3.4. The plaintiff shall fill a complaint form and shall submit it to the Council.  
30.3.5. The Council shall review the complaint, if the complaint is well founded, it shall take the necessary step(s) and shall communicate the outcome to the plaintiff in a period not exceeding seven working days.  
30.3.6. In case of an emergency, the complaint shall be addressed immediately.  
30.3.7. The Council may refer the matter to the Appeals committee for further action  
30.3.8. The Examination Committee shall judge whether to accept or reject the complaint  
30.3.9. In case of appeals related to results, the plaintiff shall pay for the cost involved in remarking, and the plaintiff shall pay 30,000 RWF before the appeal is accepted.

30.3.10. After dealing with the complaint, the committee in charge of appeals shall inform the plaintiff in writing the decision taken in not more than three (3) weeks starting from the date of introduction of the appeal.

### **30.4. Alteration/cancellation of examinations**

30.4.1. The Examination Committee may propose necessary changes regarding dates, time, or conditions of the examinations.

30.4.2. The Examination Committee may also propose to cancel the examination for the safety of the candidates and/ or the integrity of the Council. Such alterations or cancellation may also occur when the examination is hindered by anything that could not be reasonably prevented by the Council, including natural disaster such as fire, flood, and earthquake, and storm, outbreak of disease or by threat to national security and act of political or Government authority. In these cases, candidates shall be notified at the earliest time possible.

## **31. Malpractices**

### **31.1. The examination malpractices may be in any of the following forms:**

- 31.1.1. Assistance from external individual.
- 31.1.2. Prior knowledge of examination questions
- 31.1.3. Impersonation
- 31.1.4. Copying in any form
- 31.1.5. Substitution of examination scripts
- 31.1.6. Smuggling notes into the examination room
- 31.1.7. Improper behavior within the examination premises.
- 31.1.8. Smuggling any unauthorized equipment in the examination room

Shall be liable to legal prosecution, any person who,

- 31.1.9. Knowingly or negligently reveals contents of any examination material to an unauthorized person whether a candidate or not;
- 31.1.10. with intent to fail or pass a candidate, alters the work, data or information or scores of a candidate
- 31.1.11. willfully and maliciously damages examination material;
- 31.1.12. with intent to impersonate, presents or attempts to present himself/herself in the place of a candidate;

- 31.1.13. withholds any information which is prejudicial or likely to be prejudicial to the proper functioning of the examinations authority;
- 31.1.14.

### **Sanctions**

- 31.2. The breach of the above instructions/guidelines shall lead to disqualification of the candidate(s) or the Centre.
- 31.3. A candidate who shall be caught while involving him/herself in one of the above examination malpractices:
  - 31.3.1. May be handed over to the police,
  - 31.3.2. Shall be disqualified or refused to continue with his/her examination
  - 31.3.3. Shall be sanctioned accordingly by the Council
- 31.4. The Examination Centre that fails to maintain the requirements, regulations and ethical standards shall be disqualified for future use.

## **32. Protection of the Registry Examination questions and Scripts**

- 32.1. All electronic and hard copies with exam questions shall be kept in a designated area in the council and the key shall be kept by the Chair of the Examination committee.
- 32.2. Exam Soft copies kept in the computers or otherwise shall be protected by password which shall be kept by the Registrar.
- 32.3. The transfer of password or key mentioned in 32.1 and 32.2 to another person shall only be done in an official written channel approved by the Bureau.
- 32.4. The registry examination scripts shall remain the property of the Council and shall only be accessed on permission by competent organs. There shall not be provided to candidates or any other person.
- 32.5. After publication of results and dealing with all the complaints, the Examination Committee and the Office of the Registrar shall compile the Final report of the exercise to seal the process.
- 32.6. The registry examination scripts shall be destroyed after a period of three years from the date of publication of results.