



**COLLEGE OF INSURANCE**

**RULES  
GOVERNING  
THE CANDIDATES'  
CONDUCT  
IN  
EXAMINATIONS**

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## **Table of Contents**

1.0 INTRODUCTION.....	3
2.0 CANDIDATES PREPARATION FOR EXAMINATIONS .....	3
3.0 CANDIDATES CONDUCT DURING EXAMINATIONS.....	4
4.0 CHALLENGING EXAMINATIONS RESULTS.....	5
5.0 BREACH OF EXAMINATIONS RULES .....	5

## 1.0 INTRODUCTION

- 1.1 College of Insurance examinations are internationally recognized professional insurance certification programmes. The programs are managed by professional and experienced team at both the faculty and examinations.
- 1.2 The Examinations Council is an independent organ of the College of Insurance with the responsibility of examinations management. The Examinations Council has adopted international best practices in conducting its examinations.
- 1.3 The Examinations Council has rules and regulations governing conduct of examinations. These rules safeguard the candidates' access to examinations and accord each one of them fair and equal opportunities in examinations.
- 1.4 Whereas some of the examinations rules and regulations are governing the conduct of candidates in examinations, others describe the roles of the Examinations Department.

## 2.0 CANDIDATES PREPARATION FOR EXAMINATIONS

- 2.1 Candidates legible for the College of Insurance Examinations shall only be the registered students of the College of Insurance.
- 2.2 A candidate shall only be allowed to sit for the College of Insurance Examinations on proof that he/she has attended at least 75% of the tuition time and has paid the required tuition and examinations fees.
- 2.3 A candidate shall be registered with Examinations Department for only the course unit(s) he/she has been registered for tuition.
- 2.4 Each candidate shall be assigned an examination index number. The number will also appear on the Examination Identification Permit (EIP).
- 2.5 Each candidate shall be issued with an Examination Identification Permit. The Examination Identification Permit will be valid for one series of examinations only.
- 2.6 A candidate with medical or other specific disabilities/difficulties shall apply to the Examinations Council for consideration of their cases provided such requests are received by the College at the point of student registration for tuition.
- 2.7 A candidate shall be required to provide satisfactory proof of his/her identification documents before being allowed into the Examinations Room. The following are the mandatory documents for identification:
  - i. National Identity Card or Current/Valid Passport
  - ii. Student Registration Card
  - iii. Examinations Identification Permit
- 2.8 A candidate who writes the wrong index number on the answer script will pay

a penalty of Kes. 1,500 before the results are released.

- 2.9 A candidate who misses either a CAT or an examination that they have been registered for will not be graded but will have to register for the unit afresh with full examination fee payment.

### **3.0 CANDIDATES CONDUCT DURING EXAMINATIONS**

- 3.1 A candidate shall present himself/herself for the examination at least 30 minutes before the scheduled time for the commencement of the paper.
- 3.2 A candidate who arrives more than an hour after the start of a paper shall not be allowed to sit for that paper. An incidence report in prescribed format shall be made to capture the incident.
- 3.3 A candidate shall display his/her Examination Identification Permit (folded to show his/her name, address and registration number) on the left hand side of the desk throughout the examination session and should take it away when leaving the examinations room.
- 3.4 The names of a candidate must not appear anywhere on the answer booklets/sheets/scripts.
- 3.5 Each candidate shall bring his/her own pens, pencils and rulers for their own use during examination sessions.
- 3.6 Some examinations stationery shall be provided to candidates for certain examination papers. Such stationery shall not be removed from the room after the examination session.
- 3.7 Silence shall be strictly observed during the examination sessions.
- 3.8 A candidate shall not possess prohibited materials such as notes, printed papers or books in the examination room.
- 3.9 A candidate may use silent battery or solar powered non-programmable calculators in the examination room. An invigilator may seek clarification regarding the model of calculator used.
- 3.10 Smoking during the examination sessions and in the examination rooms is prohibited.
- 3.11 A candidate shall not collude or communicate with other persons within or outside the examination room during the examination sessions. Such collusion or communication shall include but not limited to exchanging notes or placing the answer booklet in such a manner that another candidate can read or copy from the booklet.
- 3.12 Impersonation in the examinations is a criminal offence and shall be dealt with very severely by the Council.
- 3.13 During examination sessions, no candidate shall leave the examination room without the permission from the invigilator.
- 3.14 In case a candidate has to leave the examinations room during examinations sessions, he/she shall be escorted/accompanied by an invigilator to the required destination and back to the examination room.

- 3.15 Candidates shall not enter the examinations room with any communication gadgets including mobile phone. Failure to observe this rule shall attract heavy penalties.
- 3.16 Candidates must sign the attendance register at each session as proof that they sat the examination
- 3.17 In the event of an incident which requires to be recorded, the affected candidate must sign the incident form. Failure or refusal to sign the incident form will lead to disqualification.
- 3.18 Candidates should not bring into the examination room briefcases, handbags, pouches, books, clipboards.
- 3.19 Not to open the question paper/answer sheet until the start time is announced.
- 3.20 Ensure that his/her candidate's number as shown on the examination permit is CORRECTLY WRITTEN as provided on the Answer book/Sheet/Question paper
- 3.21 Not leave the examination room within the first hour or within the last 30 minutes
- 3.22 Stop writing when the presiding officer announces the end of the examination.
- 3.23 Not to write anything on the diploma and CCI question papers and on the examination permit.

#### 4.0 CHALLENGING EXAMINATIONS RESULTS

- 4.1 Where a candidate shall not be satisfied with the results of an examination, he/she shall have a right to challenge such results. The challenge to such results available to candidates requires them to apply for remarking of either one or several papers.
- 4.2 The application for remarking shall be registered within thirty (30) days after the date of the release of the examinations results. The candidate applying for remarking shall pay a non-refundable fee equivalent to one and half times the normal examination fee for that paper.
- 4.3 The Examinations Council shall undertake the required remarking and release the results to the candidate during the next examination series.
- 4.4 The decision of the Examinations Council on the remarked results shall be final.

#### 5.0 BREACH OF EXAMINATIONS RULES

5.1 Disciplinary action shall be taken against any candidate found to be in breach of the COI examination rules and regulations. The breaches of the rules and regulations governing candidates conduct in examinations shall include but not limited to the following:

Breach of Examinations Rules	Recommended Disciplinary Action
i. Inadequate identification.	a. Bar the candidate from sitting the examination paper.

ii. Impersonation of a candidate by another.	<ul style="list-style-type: none"> <li>a. De-registration as a COI student.</li> <li>b. Prohibition of taking future COI examination.</li> </ul>
iii. Collusion between or amongst candidates during examination.	<ul style="list-style-type: none"> <li>a. Written reprimand and warning.</li> <li>b. Nullification of candidate's results in the paper.</li> <li>c. Suspension in taking future COI examination for a minimum period of three (3) years.</li> </ul>
iv. Possession of prohibited materials in the examination room.	<ul style="list-style-type: none"> <li>a. Nullification of candidate's results in the paper.</li> <li>b. Suspension in taking future COI examination for a minimum period of three (3) years.</li> </ul>
v. Carrying away answer booklets from the examination room.	<ul style="list-style-type: none"> <li>a. Written reprimand and warning. This is a very mild punishment.</li> </ul> <p>This deserves suspension if not expulsion from COI.</p>
vi. Carrying away the examination stationery from the examination room.	<ul style="list-style-type: none"> <li>a. Written reprimand and warning.</li> </ul>
vii. Writing names on the answer scripts.	<ul style="list-style-type: none"> <li>a. Written reprimand and warning.</li> <li>b. Nullification of candidate's results of the paper.</li> </ul>
viii. Failure to hand in answer scripts	<ul style="list-style-type: none"> <li>a. Banned from sitting COI examinations for a minimum period of three (3) years.</li> </ul>
ix. Possession of any communication gadgets including mobile phones in the examination room.	<ul style="list-style-type: none"> <li>a. Written reprimand and warning.</li> <li>b. Nullification of candidate's results on the paper.</li> </ul>
x. Use of communication devises in the examination room.	<ul style="list-style-type: none"> <li>a. Banned from sitting COI examinations for a minimum period of three (3) years.</li> </ul>

## **5.2 Other Penalties for Breach of Examinations Rules**

- 5.2.1 The prescribed actions for breach of COI examination rules and regulations as indicated above is one of the measures that the Examinations Council shall use in handling examinations irregularities. However each case shall be judged on its merit and other factors.
- 5.2.2 A candidate in breach of examinations rules and regulations shall be provided with appropriate opportunity to ventilate his/her case/side of the story.
- 5.2.3 Where possible and appropriate, a candidate who is not satisfied with decision(s) made by the Examinations Council shall be allowed to appeal for a review of such decision. Without any prejudice, the Examinations Council shall undertake the review of such cases and a determination shall be made. The appeals decisions shall be final.
- 5.2.4 Withholding of a candidate's result is not a punishment but a temporary stop gap measure that shall be awaiting the outcome of some investigation. If the outcome of such investigation shall absolve the candidate from breach of the examinations rules, such results shall be forthwith released. Alternatively, in case the breach shall be confirmed, the candidate shall be penalized accordingly.
- 5.2.5 The Council shall reserve the right to notify the relevant regulator/professional body or any other organisation of such disciplinary action taken on one of their members.
- 5.2.6 Any other breach that the Council deems disruptive to the examination process.