GOVERNMENT OF KHYBER PAKHTUNKHWA
EDUCATIONAL TESTING & EVALUATION AGENCY (ETEA)
Dated Peshawar the August 27th, 2021

NOTIFICATION

NO. ETEA/2-2/29th BOG/2021-22/5677-86: The Board of Governors ETEA, in its 29th meeting held on August 17, 2021, vide agenda Item No. 8, has been pleased to approve the following Standard Operating Procedures (SOPS) for the conduct of tests, with immediate effect, until further orders.

STANDARD OPERATING PROCEDURES (SOPs) FOR CONDUCT OF TEST

GENERAL:

Khyber Pakhtunkhwa Educational Testing and Evaluation Agency (ETEA) conducts tests/examinations on the demand of client organization which require services of ETEA for their own requirements. The tests include screening tests for admissions into various educational institutions, for job/recruitments by various Public/Private sector bodies.

The exercise is done on mutual understanding of terms & conditions for a test.

The following points should be discussed in detail.

1. Request to ETEA for a particular assignment by client organization.
2. Admissibility of the request, issues involved, difficulties, if any and specific instructions like:
    a) Mechanism of advertisement by the organization itself or ETEA.
    b) Receiving applications by organization or ETEA (online).
    c) Scrutiny issues of roll numbers, test date, test centers.
    d) MCQs i.e. General knowledge, subjects specific, job specific or any other suggested by the client.
    e) Criteria for passing marks, qualifying marks, timeline for checking, declaration of result.
    f) Result card required or not, re-totaling allowed or not or any other specific instruction.
    g) Meeting on the above details with the client organization by the ETEA staff including:
        - Deputy Director (Admn)
        - Deputy Director I.T
        - Deputy Director (Marketing)
    h) After discussion, and if agreed by both the parties signing an agreement as MoU or Terms and Conditions. If case of any issue left unaddressed or where needed, further discussions can be made or clarification sought for by mutual consent.

Processes for various activities from paper development to the result declaration will be as follows.

i. TEST ITEM DEVELOPMENT PROCEDURE:

a) Definition of the Curriculum.
b) Contributor identification
c) Guidelines for Writing MCQs
d) Test items collection

e) Test items web tracking
f) Workshop / Peer Review of the Test Items
g) Post Paper Review

ii. MAKING AND PRINTING QUESTION PAPERS

iii. CONDUCT OF EXAMINATION

iv. ENFORCEMENT OF NEGATIVE MARKING

v. PAPER CHECKING AND DECLARATION OF RESULT

TEST ITEM DEVELOPMENT PROCEDURE:

a) DEFINITION OF THE CURRICULUM

- Maintaining MoU and Advertisement Copy by the Academic Section.
- Composition of paper content for the test as per eligibility criteria.
- Determining/Examining Level of MCQs and relevancy of the subject concerned.

b) CONTRIBUTOR IDENTIFICATION:

The following criteria will be adopted for the identification of item contributor.

- Professional excellence/expertise
- Integrity/credibility
- Experience
- Convenient availability

- A confidential list of the identified professionals shall be maintained by the Director (Academics) in consultation with the ED.
- Director, Academics would approach the relevant Professor /Subject Expert to develop the quality contents/test items in various fields and disciplines as per requirement for the databank of ETEA.
- Provision of undertaking that he / she will provide test items for the relevant subject and shall not leak out anything which may help and facilitate the examinees.

c) GUIDELINES FOR WRITING MCQs

MCQ WRITING STEP	DO	DO NOT
Before writing	▪ MCQs should assess learning outcomes or important concepts ▪ Identify the cognitive level at which the MCQ should be pitched, e.g. factual recall, application of knowledge or evaluation ▪ Decide on the topic and content area	Do not assess trivial, insignificant facts

MCQ WRITING STEP	DO	DO NOT
Writing the stem	▪ Should be a *common* scenario ▪ Include as much information as required to arrive at the correct answer, i.e. a long-term (with short options) ▪ Tricky/complicated stems	▪ Avoid technical item flaws, such as ▪ A word in the stem repeated in the option(s) ▪ Clues to the answer in the stem ▪ Do not include any question (task for the candidate) in the stem
Writing the lead-in	▪ Should clearly indicate how to answer the MCQ ▪ Should preferably be a question ▪ Refer back to the topic & content area, when constructing the lead-in ▪ Try to present a task to the candidate, e.g. what is the diagnosis?	▪ Avoid technical item flaws, such as: • Absolute terms, e.g. always, never • Frequency terms, e.g. rarely • 'Which of the following statements is correct?' This type of lead-in may lead to heterogeneous options Negative questions
Checking the stem and lead-in	▪ Lead-in and stem must give enough information to answer the MCQ, without/before reading the options ▪ Both should be clear, precise and simple	▪ Do not create a 'test within a test'.
Writing the options	▪ Should have only one clear answer ▪ Distractors should be clearly incorrect, but plausible ▪ Should be short and uncomplicated ▪ List in a logical order ▪ The positions of the correct option should vary with other MCQs ▪ All options are of similar length	▪ Avoid technical item flaws, such as: • Related to streetwiseness - Grammatical cues - Logical cues - Absolute terms - Long correct answer - Word repeats - Convergence strategy • Related to irrelevant difficulty - Inconsistent numerical data

MCQ WRITING STEP	DO	DO NOT
		- Vague terms, e.g. may - Overlapping questions - Double options, e.g. do X and Y - Language not parallel to others - 'None of the above/all of the above'
After writing	1. Does the MCQ assess an important concept? 2. Does the MCQ test factual recall of knowledge, application or evaluation? 3. Can the MCQ be answered by *only* reading the stem & lead-in? 4. Are all the options homogeneous? 5. Is the MCQ (stem, lead-in and options) devoid of technical item flaws?	

d) TEST ITEMS COLLECTION

- MCQs shall be collected in Hard as well as in soft format.
- Detail regarding MCQs shall be maintained in the specific register i.e Name of the Professor / Subject Expert, Subject Name, No of MCQs and date.
- MCQs collected in hard form shall be composed by Data Entry Operators.
- Categorization of MCQs could be as per the following index.
  a) Very Hard
  b) Hard
  c) Moderate
  d) Easy
  e) Very Easy
- Chapter, Topic and page number shall be mentioned for each item during developing MCQs where required.

e) TEST ITEMS WEB TRACKING

- Question statement and choices shall be searched on Yahoo / Google and other search engines for questions published on the internet or if it is part of any published MCQs book.
- If a question is found to be plagiarized, it shall be rejected.

- Similarly, if two or more options written by the developer match the options available on internet, it shall be rejected.
- The Web tracking team will adopt holistic approach to avoid repetitions of MCQs. They shall collect all testing agencies papers through social media or other search engines thoroughly and establish a database of these MCQs. They shall analyze the content received from MCQs Developers i.e. (Stem and Options); if the team finds any repetition, the MCQ/s shall be rejected.

f) WORKSHOP / PEER REVIEW OF THE TEST ITEMS

- Workshop/Peer Review shall be arranged by the Academic Section.
- A group of Professor / Subject Expert may be 2 or 3 shall be called.
- Copy of MCQs in hard form will be signed by the concerned Professor / Subject Expert.
- The following Guidelines for the Review shall be adopted by the Academic Committee.
    - The MCQs should be meaningful by themselves and should present a definite problem.
    - Test Items should be free from irrelevant material.
    - Each MCQ will consist of a minimum of four different options.
    - Words like NOT, DOES NOT, DO NOT, EXCEPT, should be capitalized and highlighted.
    - MCQs should be linguistically correct.
    - There should be only one correct choice.
    - Most of the information should be included in the MCQs stem and repetition should be avoided in the Choices.
    - Quotations and terms should be highlighted / italicized.
    - Use of choices like 'None of the above', 'All of the above', Both (A) and (B) shall be discouraged.

g) POST PAPER REVIEW

- A workshop for Post paper review shall be arranged after the test, if needed.
- If any of the questions are identified incorrectly, out of course, without correct answer, the question must go for grace in the answer key and shall be awarded to all the candidates.

ENFORCEMENT OF NEGATIVE MARKING

a) CONDITIONS:

- In tests administered by the Educational Testing and Evaluation Agency (ETEA), negative marking may be applied as a scoring mechanism in order to ensure transparency, fairness, and merit-based evaluation. Negative marking shall be

introduced particularly in circumstances where the test score is assigned weightage in the final merit determination and where the nature of the recruitment demands selection of only the most qualified and capable individuals.

- The application of negative marking shall be deemed appropriate in situations where the recruitment process pertains to positions of high sensitivity, technical expertise, or critical institutional roles, and where the quality of the recruited personnel is of paramount importance. It shall further be applicable in tests designed to assess field-specific knowledge or technical understanding, where the accuracy of responses is vital for distinguishing between competent and non-competent candidates.
- Negative marking may also be introduced in cases where the competition against the number of available vacancies is exceptionally high, and it becomes necessary to discourage guesswork and promote careful, well-considered answering behavior among candidates.

b) AUTHORITY:

The Executive Director, ETEA being the Chief Academic Officer, shall have the authority to enforce negative markings to achieve the aforementioned goals under the provision of Section 6(2) of Khyber Pakhtunkhwa Educational Testing and Evaluation Agency Ordinance 2001.

c) INFORMATION DISSEMINATION:

Whenever negative marking is to be enforced, ETEA shall ensure that clear and unambiguous intimation is provided in the test instructions, prior to the conduct of test, for the information of candidates, specifying the exact penalty for incorrect answers, such as deduction of a defined fraction or whole mark per wrong response.

MAKING AND PRINTING OF QUESTION PAPERS

- Director, Academic will prepare the Initial Draft of paper.
- Initial Draft Paper shall be reviewed by the Executive Director to make it error free.
- Finalized Copy of the paper will be shuffled in four different versions i.e A, B, C and D where-in pasting of MCQs, Typographical mistakes, Question serial no and Choices of the questions shall be checked with the reference paper.
- Record of the Reference Paper along with all its Versions shall be maintained for the period of 06 Months.
- Final Paper shall be handed over for printing to the Chairman of the Secrecy Committee.

SECRECY COMMITTEE

There shall be a Secrecy Committee for undertaking the secrecy matters with the following composition.

- Deputy Director Systems (Chairman)
- Deputy Director I.T (Member)
- Deputy Director Academic (Member)

Intimation of test process will be made by the Director Academics who shall also act as controller of examination for conduct/secrecy. Printing process will be under strict secrecy and controlled by the Chairman of Secrecy Committee with a choice of his own staff.

GENERAL INSTRUCTIONS BEFORE ENTERING INTO SECRECY

- No one will be allowed to take mobile phones inside the secrecy room.
- Other instruments like watches, ball points, paper, electronic items etc. shall also be prohibited in the secrecy room.
- Once the process inside the secrecy room has started; no one will be allowed to leave the room. In case of urgent matters, the secrecy in-charge or secrecy staff may allow any of the staff to go outside the room.
- Everyone shall undergo thorough physical **search** before entering and leaving the secrecy room.
- No one other than ETEA staff will be allowed to enter the secrecy room.
- Any kind of discussion on the questions or in general is prohibited during the process inside the secrecy room.
- Any extra/misprinted question paper shall be shredded through the shredding machine before leaving the room.
- Anyone found guilty in leakage of the questions/paper will be dealt with disciplinary actions.
- No one is to enter or leave the secrecy room in the absence of the Chairman Committee/Member of the secrecy staff.
- There shall be no network/ internet connectivity.

PRINTING QUESTION PAPER

- The activity involves the Director Academics, Chairman Secrecy Committee and other Support Staff nominated by the Secrecy Committee assistance in printing process of question paper.
- Director (Admin) shall be the custodian of all the keys and locks of the main entrance to the basement.
- Director, (Aca) and Deputy Director (Sys) shall be the custodian for the grant of access of fingerprint lock and grilled door lock of secrecy room & strong room (inside room of secrecy).

- Instructions "General instructions before entering into secrecy room" shall be pasted on the entrances of the secrecy room.
- ETEA staff whose blood relatives are appearing in the test shall voluntarily inform the Director/Chairman Secrecy in writing before his/her involvement in the process of printing.
- The Chairman Secrecy Committee will prepare a list of staff allowed to enter the secrecy room for the purpose of printing.
- Those whose names appear in the list of staff shall sign an undertaking form as ANNEXED and shall submit it to the Director ETEA.
- Seating plan shall be shared by the DD (IT) which mentions the number of candidates appearing in each test center.
- Each member of the staff, other than the pre-prepared list, who enters the secrecy room will sign off the attendance sheet present in the secretary.
- The Director of Academics will bring the sealed question papers in the secrecy room for printing.
- The Director Academics will open the sealed question papers and hand over to the Chairman Secrecy Committee for initiating the process of printing.
- Five members in all from the support staff/secrecy staff will check all the versions of the papers by comparing randomly selected questions for any mismatch/misprint of questions.
- The support staff for printing will remove all the papers and lock them in boxes which are to be kept inside the strong room at the end of each day.
- The master copy of each printing machine shall be discarded at the end of each day during the process of printing and the machine shall not be left with a copy of question paper inside or outside. There shall not be any unlocked left-over question paper in the secrecy room while leaving the secrecy room at the end of each day after printing.
- The support staff shall be responsible for printing, stapling, packing, sorting etc. according to the seating plan shared. The secrecy staff will also help support staff in the process.
- The boxes will be labelled with details of the test centers by the support staff.
- All the boxes will be locked & sealed properly through sealing material before leaving the secrecy room. The sealing shall be done by class IV in the presence of the secrecy staff.
- All the printing machines shall be checked by the Secrecy Committee for any leftover question papers before leaving the secrecy room.
- Once the printing process is completed and all the boxes have been sealed; the out-station center in charge can take the box out of the secrecy room one day before the conduct of the test, at the time of leaving for the destination. The local test center in charge can take their respective center's boxes out of secrecy room on the day of the test.
- The overall live surveillance of ETEA buildings through CCTV cameras will be done by the administration wing.

CONDUCT OF EXAMINATION

- On the test day, after receiving signal from the Peshawar center, which is the main center to start the test, the seals of the boxes containing Question papers shall be opened in the presence of the test center incharge and departmental representative, if present.
- The papers shall be distributed to the candidates through the Test Managers under the supervision of Coordinators and supporting staff.
- Duration of the test will be 75 minutes; 90 minutes & 3 Hours depending upon the nature of the test.
- After the test time is over the Answer Sheets along with the Question papers shall be collected from the candidates/students by the test mangers.
- After collection, the Answer Sheets including the impersonation cases, mobile phone cases, unfair-means cases etc., shall be sealed in steel trunk under the signatures of the test center incharge and Nominee of the Client if present, and brought to the ETEA office on the same day, from all the centers under the security of the deputed staff.
- The sealed box shall be dropped at the ETEA office by the test center incharge in the presence of authorized staff.
- The mode of payment of remuneration to the invigilation staff will be cash on the spot subject to receipt, in view of large number of invigilation staff.
- The Coordinator and Test Managers shall ensure the holding of tests in smooth and transparent manner.
- The coordinator shall hand over the answer sheets to the test center incharge on the site.
- Every test manager shall supervise a minimum of 24 and maximum 32 candidates in the test.
- Every Coordinator shall supervise a minimum of 12 and maximum 24 test managers.
- Except ETEA staff and duty staff, no other person shall be allowed to enter the Center. However, those people who have ETEA badges and are authorized by the Agency will be allowed to enter the examination center.
- The Police Department shall provide enough security for smooth and safe conduct of the test. Police shall perform security duty at four sides of the Center as well at the main Gate and inside the Center.
- The use of mobile phones by the invigilation staff shall be strictly prohibited. The test center incharge shall ensure collection of mobile phones of invigilation staff prior to the commencement of test.
- Those individuals who remained associated with Private Testing Entities, like NTS, FTS and Academies etc. in any capacity, shall not be eligible for performing duties as invigilation staff.
- Test Managers shall be personally responsible for loss of answer sheet; attendance slip and question paper of their respective candidates.

- All the candidates appearing in BI, AI, Lower Course, recruitment and recruit Course of Police department, shall bring their original CNIC and admit slip and shall not wear uniform on the test date.
- No candidate shall be allowed to leave the Center, except with cogent reason, unless the fixed time of the test is over.
- Video recording of the proceedings of test shall be done, on need basis.

GENERAL INSTRUCTIONS FOR THE CANDIDATES:

- The candidate shall not be allowed to enter the test center 15 minutes after the commencement of the test. Leaving the test center shall be allowed after the passage of half-time of that particular test.
- All Candidates shall bring the following on the day of the test:
    a. Admit Card (ID Number) provided by the respective Institutions/ETEA
    b. Thin-Tip Black Marker (Sketch Line Marker) to fill in the answer sheet
    c. Arms License or Driving License or Passport or Service Card (in case of govt. servants), in original, in the absence of ID Card
    d. Clip Board to hold the Answer Sheet
- ID. Number (Roll No) of the candidate, Name and Test Form (Paper Version A, B, C or D) will already be filled on the Answer Sheet.
- Candidates are advised to take proper care of the Answer Sheet. It should not be bent, folded or ripped, scratched etc. at any place
- Total questions will be 100, all compulsory carrying equal marks
- During the test, Test Managers will not answer any query. Understanding the paper is also a part of the test
- Filling more than one bubble in respect of the same question will be considered as 'incorrect'.
- Any attempts to erase a mark can result in damaging the sheet. Resultantly, it will not be possible to mark it correctly.
- Extra sheet given at the end of the question paper can be used for rough work which in no case shall be detached from the question paper.
- Writing at the back of the answer sheet is prohibited.
- Tearing off any page of the test paper is strictly prohibited and will result in cancelation of the paper.

CHANGE OF THE TEST CENTER:

- In case a test is being held on multiple centers, candidates must select the test center of their choice carefully because the selected center will not be changed under normal circumstances.
- Change of test center will be allowed only by the Executive Director ETEA, upon written application of the candidate.
- The candidate must provide convincing reasons for filing such a request duly accompanied by documentary evidence.

- Request for center change will be possible to be entertained only 3 days ahead of the test date.
- This provision shall not be taken as a matter of right, in any case.
- The Executive Director ETEA shall have the right to accept or decline any or all such requests without assigning any reason.

PROHIBITION OF MOBILE PHONES IN THE TEST CENTERS.

- Mobile phones shall be **strictly prohibited** in the test centers.
- Before entering into the test centers, all candidates must ensure that they have left their mobile phone outside the test center.
- If a mobile phone is found with the candidate, the following actions shall be initiated against him.
    a. The paper shall be declared as '**cancelled'** on the spot.
    b. The candidate shall be **blacklisted** for at least one year for appearing in any forthcoming tests of ETEA.
    c. The Mobile Phone shall be **confiscated** and it will become the property of ETEA. ETEA will dispose of such mobiles in accordance with the rules.
    d. No plea to return the mobile, compensation etc. whatsoever shall be entertained by ETEA, in any case.
    e. If found necessary, FIR will be registered against such candidate on account of use of **unfair-means** and **Breach Of Secrecy/Leakage** of classified information/question papers.
    f. Any other action deemed appropriate by the management, on the spot or later on.

PROHIBITION OF OTHER ELECTRONIC DEVICES

- Use of any kind of electronic devices including smart watches, calculators, calculator watches, scientific or mathematical tables shall not be allowed in the test centers.
- Use of such devices shall lead to the cancelation of paper and blacklisting of such candidates for at least for one year in future exams conducted by ETEA.

IMPERSONATION

- Impersonation (attempting the paper on fake identity) is a criminal act. The following action shall be taken against the candidate found guilty of 'impersonation'
    a. The paper shall be declared as 'cancelled' on the spot.
    b. The candidates, (both the original candidate as well as the one impersonating) shall be **blacklisted** for at least two years for appearing in any forthcoming tests of ETEA.
    c. If found necessary, FIR will be registered against such candidates on account of the use of **unfair-means**.
    d. Any other action deemed appropriate by the management, on the spot or later on.

PAPER CHECKING AND DECLARATION OF RESULT

INSTRUCTIONS BEFORE ENTERING INTO SCORING ROOM

The following Secrecy Committee (Scoring) shall undertake scanning/scoring.

- Director IT **Chairman**
- Deputy Director (Systems) Member
- Deputy Director (IT) Member

- Scoring process will be under strict Secrecy and controlled by the Chairman of the Committee with supporting staff of his own choice.
- The Secrecy Committee (Scoring) will prepare a list of staff allowed to enter the secrecy for the purpose of scoring.
- No one shall be allowed in scoring process other than nominated staff.
- No one shall be allowed to take a mobile phone inside the scoring room.
- Once the process inside the scoring room has started; no one shall be allowed to leave the room. In case of an urgent matter, the secrecy in charge may allow any of the staff to go outside the room after searching.
- Body search both on in & out will be ensured by the Chairman/member of the secrecy Committee.
- No one shall enter or leave the secrecy room in the absence of the Chairman/member of the secrecy Committee.
- Anyone found guilty of violating the SOP shall be dealt with disciplinary action.
- Director (IT) shall be the custodian of the keys and locks of main entrance of the Scoring Room. Director (IT), D.D. (Sys) & D.D. (IT) shall be the custodian for the grant of access to fingerprint lock of scoring room (Both in & out).
- Each member of the supporting staff and other pre-listed staff members who enter the secrecy room shall sign the attendance sheet present in the scoring room.
- The enlisted supporting staff members shall sign an undertaking form as ANNEXED and submit to the Chairman/member of the Secrecy Committee.
- The support staff for scoring shall open the sealed boxes of Answer Sheets and start the scanning process in the presence of Chairman/member of the secrecy Committee.
- The support staff will be responsible for scanning, retrieving etc. The secrecy staff shall also help support staff in the scoring process.
- After the completion of the scanning and retrieving process, Director (Acad.) shall bring the Correct Answer Keys to initiate the result process.
- D.D. (S) & D.D. (IT) shall finalize the result under the supervision of Director IT.
- Chairman/member of the Secrecy Committee shall ensure that during result process or before the uploading, the result of any candidate is not leaked through any means.
- After finalization of the result web developers shall upload the Result on the official website, after the approval of the Executive Director.
- The overall live surveillance of ETEA building through CCTV cameras will be ensured by the administration wing.

- To maintain the transparency, the process of scoring will be observed by the representative from the Client department, if the client department requests as such. Permission to such authorized representative of the department shall be made by the Executive Director on case-to-case bases.
- Scanning of all the sheets will be done twice by two separate machines and after successful completion, the result of both the machines will be compared. In case of any differences in the result of both the machines the result of those specified sheets will be checked manually.
- A random check of Answer Sheets will also be made in order to determine the accuracy of Software and Scanning machines. At the end the final result of the said test will be declared when the results of both the machines match exactly.
- Final copy of the result will be signed by the respective representative of the Client department / institution and Executive Director ETEA which will then be uploaded on ETEA web site.
- This whole result process may take 24-48 hours depending upon the number of candidates.
- Request for the re-checking of a paper will be admissible within 3 days of the declaration of the result.

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EXECUTIVE DIRECTOR,
ETEA

A copy is forwarded for information to: -

1. The honorable Chief Minister Khyber Pakhtunkhwa/Chairman Board of Governors, ETEA
2. The Principal Secretary to Chief Minister, Khyber Pakhtunkhwa
3. PS to Secretary Higher Education Department
4. PS to Executive Director, ETEA
5. All staff members of ETEA

DIRECTOR (ADMIN & FINANCE),
ETEA