



**EXAMINATIONS COUNCIL OF ZAMBIA**

**GRADE 9 EXTERNAL  
ONLINE CANDIDATE REGISTRATION SYSTEM  
(OCRS)**

**TRAINING GUIDE**

**October, 2018  
(1st Edition)**

---

**Trainer's name:.....**

## **ACRONYMS**

OCRS – Online Candidate Registration System

ECZ - Examinations Council of Zambia

FAQS – Frequently Asked Questions

ECRS – Electronic Candidate Registration System

## Contents

ACRONYMS .....	1
1. Goals and Objectives .....	3
2. OCRS Overview .....	4
2.1. Pre-Requisites – Field Training.....	4
2.2. Introductory Activities .....	5
3. Learning Activities.....	6
3.1. Introduction - 10 minutes .....	6
3.2. Workshop logistics – lecturette - 5 minutes .....	6
3.3. Workshop Goal, Objectives and Schedule - Interactive Lecturette - 15 minutes.....	6
3.4. Establishing Group Norms - Brainstorm - 5 minutes .....	7
4. Overview of Online Candidate Registration System.....	8
4.1. Introductions - 10 minutes .....	8
5. Introduction of Online Candidate Registration System .....	9
5.1. Introduction to OCRS -10 minutes .....	9
6. Systems Administration .....	10
6.1. System Administration.....	10
6.2. Creating User .....	11
7. Candidate Registration .....	11
7.1. User Sign in & Users View .....	11
7.2. Candidate Registration .....	12
7.3. Viewing Reports.....	12
7.4. Generating and Printing Provisional Register.....	12
8. Question and Answer Session.....	13
9. Hands on Exercise.....	13
10. Training Schedule .....	14

## **1. Goals and Objectives**

### **Goal:**

To prepare District and Provincial Education team for training of the Examination Centre (school) staff to effectively use the Online Candidate Registration System (OCRS) for the registration of Grade nine (9) external examination candidates.

### **Objectives:**

By the end of the workshop participants will be able to:

- Identify and understand the roles and responsibilities in the use of the Online Candidates Registration System (OCRS).
- Identify, View and print various reports required to for submission of registration data to the Examinations Council of Zambia (ECZ).
- Comfortably navigate through the features and functions of the OCRS web portal.
- Query candidate registration details.
- Add, Edit, Delete, Update and maintain candidate registration details.
- Clearly outline the basic steps in in Candidate registration.

## 2. OCRS Overview

The Examinations Council of Zambia has a mandate to set and administer school/college examinations under the Ministry of General Education. Prior to examinations candidates are required to be registered in the system. Proper registration of candidates eliminates errors such as incorrect candidate names, sex, subjects, date of birth e.t.c. in the registration data. The school/centre has the responsibility of ensuring that candidates are presented to the Examinations Council of Zambia for registration. To ensure that the registration was done uniformly and correctly, ECZ developed software to help with the registration process. The initial software that was developed was ECRS which was operated offline. The use of Electronic Candidate Registration system (ECRS) highlighted a number of challenges such as missing candidates, subjects and other details in the registration data. To resolve the issues in ECRS a new system, Online Candidate Registration System (OCRS) was developed. The OCRS was first introduced at grade 7, rolled over to grade 9, 12 and GCE. It is now being implemented at grade 9 external for 2019 candidate registration. Hence, the need to conduct the training at this level and it is hoped that trainings and implementation will be successful like other levels.

### 2.1. Pre-Requisites – Field Training

**Session objectives:** By the end of this session, participants should be able to:

- Access the control panel and disable automatic windows and anti-virus updates
- Connect to the provided internet access facility
- Launch their internet browsers and access the OCRS

**Goal:** By the end of this session, participants should be able to understand the importance of disabling the automatic updates on their computers for windows and antivirus.

**Step 1:** Demonstrate to the participants using computers with windows 7 how to access the control panel and disable updates.

**Step 2:** Demonstrate to the participants using computers with windows 8 and 10 how to disable the updates.

**Step 3:** Make sure that all the participants are connected to the internet. Launch the internet browsing client and input the address of the OCRS and ensure that all participants have the same page displayed on their computer screens.

Invite and answer any questions raised by participants.

## 2.2. Introductory Activities

**Session Objectives:** By the end of the session participants will:

- Identify other participants and trainers in the workshop.
- Understand the Workshop Goal and Objectives.

No.	Activity	Time
1	Welcome, Introduction of Trainers and Participants	10 minutes
2	Ice-Breaker	25 minutes
3	Workshop logistics	5 minutes
4	Workshop goals, objectives and schedule	15 minutes
5	Group Norms	5 minutes

### a. Materials:

Card board slips

Markers, flipchart pads


5 set of Broken Squares

Blank flipchart entitled “Group Norms”

Blank flipchart entitled “Parking Lot”

Participant Workbook

 Workshop goal and Objectives

 Workshop Schedule

### b. Trainer Preparation:

Prepare flip chart with instructions for Broken Square activity and Parking Lot.

As participants arrive, trainers should welcome them and ask them to write their name on the name tag. Assist them with marking pens and request that they write the name they want to be called during the workshop. They can also write their designation or station if they desire.

### **3. Learning Activities**

#### **3.1. Introduction - 10 minutes**

**Step 1:** Tell participants that it will be a good idea to know each other before getting down to business. Request each participant to introduce themselves using the following guidelines:

- Name (they would like to be called during the workshop)
- Designation
- Station
- Years in Service

Note: Trainers should introduce themselves with similar information.

**Step 2:** Request participants to write their names on cardboard tags and place them in front of them throughout the workshop as it will help the trainers remember their names.

#### **3.2. Workshop logistics – lecturette - 5 minutes**

**Step 1:** Take a few minutes to review the following logistics for the workshop:

- Location of washrooms/toilets
- Smoking policy
- Payment of lunch allowances

#### **3.3. Workshop Goal, Objectives and Schedule - Interactive Lecturette - 15 minutes**

**Step 1:** Distribute the Workshop Schedule and Workshop Goals to participants and ask them to browse through the Workshop Goal and Objectives. Review the goal and explain the significance of the workshop as the initiation of the new means of registering candidates for examinations under ECZ in Zambia. Comment that while all participants have been managing candidate registration before using OCRS this new system requires a working stable internet connection to function and that data is posted directly onto ECZ servers

**Step 2:** Tell participants that they are now going to review the workshop objectives. Comment that these objectives were designed to help achieve the goal. Ask a different participant to read aloud each objective. Clarify as needed.

**Step 3:** Ask participants to turn to the Workshop Schedule in their Workbooks and review. Be sure to point out:

- Beginning and ending times for the day
- Breaks and lunch times

**Step 4:** Point out to participants that the workshop they are attending has drawn personnel from districts and province. (If there participants in the workshop coming from the province, mention about their role as supervisors as well.)

**Step 5:** Remind participants of their vast experiences as noted during the self-introductions. State that their experiences will prove a valuable input in the workshop. Comment that this can be possible only if everyone is given a chance to play an effective participative role. Explain that the workshop has been designed to allow for this to happen.

**Step 6:** Point out the flipchart entitled "Parking Lot" and mention that we will use this flipchart to keep track of any topics that are raised outside of the topic of discussion and that can be discussed during the workshop when there is time available.

### **3.4. Establishing Group Norms - Brainstorm - 5 minutes**

**Step 1:** Introduce this activity by explaining that since participants will be working closely together during the workshop, it is important to agree on behaviours all participants will follow. Explain that these behaviours are known as "GROUP NORMS." Write this on the top of a piece of flipchart paper. State that an example of a norm is "everyone participates equally" or "observe punctuality."

**Step 2:** Ask participants and trainers to think about norms or behaviours they want everyone to follow during the workshop. As an idea is presented, trainer should quickly check with everyone to be sure the majority agrees to the norm. If so, add it to the list. NOTE: Do not write each norm on the flipchart until it has been agreed upon.

**Note:** Spend no more than 5 minutes developing this list. When it is completed, post it on the wall (by the entrance if possible) where it can be easily seen when participants enter and exit the room. The list of norms should remain on the wall throughout the workshop.

**Step 3:** Thank participants for their assistance in developing this list.



## 4. Overview of Online Candidate Registration System

### Session Objectives:

By the end of the session participants will:

1. Appreciate the basics of OCRS
2. Understand the background behind OCRS initiative and what it means.

No.	Activity	Time
1	Introduction of OCRS	20 minutes
2	Indexes	

### 4.1. Introductions - 10 minutes

Step 1: Share with participants that the On line Candidate Registration System (OCRS) is a system that has been designed to allow for the registration of examination candidates directly on to the Examinations Council of Zambia (ECZ) server. In the continued quest for efficiency, the OCRS will not only speed up the registration of candidates, it will also eliminate the various challenges that continue to be experienced during the registration process. OCRS was piloted in 3 districts (Lusaka, Chilanga, Chongwe, Kafue and Chirundu. During the pilot, only Grade 12 level & GCE was utilized but has since been rolled out to include Grade 7 & 9.

Explain that the roles of province and districts will mainly be focused on monitoring school centre activities through reports available to them.

## 5. Introduction of Online Candidate Registration System

### Session Objectives:

By the end of the session participants will:

1. Appreciate in detail what OCRS offers to the user
2. Explore the main features of OCRS including system requirements and understand what menus are available.

No.	Activity	Time
1	Introduction to OCRS	20 minutes
2	Index features	

### Learning Activities:

#### 5.1. Introduction to OCRS -10 minutes

**Step 1:** Outline clearly to the participants on that OCRS being a web based system is platform independent and can be accessed from any device with an active internet connection. OCRS can be accessed from any of the following common platforms: Windows, Mac OS, and Android. There's no need for prior installation since it can be accessed using an internet browser. Emphasise the point that any browser enabled device is capable of accessing OCRS however for accuracy of entries and viewing reports a desktop / laptop is recommended.

**Step 2:** Give a brief explanation on the available index or links on the ECZ web portal outlining what function or where it each link navigates to under OCRS.

- School sign in (option for registration of candidates)
- Candidate Sign in (Allows candidates to check registration status)
- Administrator Sign in (create, edit and maintain user accounts)

\*\*\* Note that other index links appear only when a user has successfully logged on and shall be covered in the chapters that follow.

## 6. Systems Administration

### Session Objectives:

By the end of the session participants will:

1. Understand the functions of the system administrator account
2. Be able to create and edit user accounts details .

No.	Activity	Time
1	System Administration Index features	
2	Creating User	

### 6.1. System Administration

**Step1:** Demonstrate to the participants how to login to the system and allow participants at this point to also login in to the system. Once all the participants have logged on as admin. Make participants understand why they are logging in to the system as admin. They are logging in as admin to create heir user credentials. Clearly indicate to the participants that the ECZ Super User Account is used specifically to create Provincial System Admins and will not be available after close of training.

**Step 2:** Explain to the participants the different menus found under the admin page and emphasize on the one that is relevant to the training. T O menus under admin are 'CREATE ACCOUNT' and 'VIEW USERS'. CREATE ACCOUNTS navigates to USER ACCOUNT CREATION page. Explain what the fields found on this page are for .i.e. 'User Category' which specifies the privilege or security level of the user being created. Demonstrate user creation using actual details from one of the participants and click on 'submit'. It is good to indicate that the system does not allow duplicate usernames and will prompt a different username if the one being created already exists.

**Step 3:** Navigate to the previous page and follow the 'VIEW USERS' link. You should see the user just created. From here you can update all the user's other details except the username. Demonstrate this by editing the name and phone number and Update the record.

## 6.2. Creating User

**Step1:** Demonstrate to the participants how to create user credentials. Highlighting the need to create easy to remember usernames Do not allow participants to input usernames in freestyle. Explain to the participant the standard format for username thus surname prefixed or suffixed with the first letter of their other names. For example if the participant's names are Miriam Kunda when the username should be mkunda or kundam. All usernames should be in lowercase. Emphasize to the participants that usernames should not be names of their schools, or their superiors' names. Advice participants on alternative usernames just in case their proposed username is already being used by someone else. Once this is done, ask the participants to log out of the admin side of the system. Using the District level administrator account participants must be able to create users in their district.

**Step 2:** Navigate to the previous page and follow the 'VIEW USERS' link. You should see the user just created. From here you can update all the user other details except the username. Demonstrate this by editing the name and phone number and Update the record.

## 7. Candidate Registration

### Session Objectives:

By the end of the session participants will:

1. Understand the functions and options available to a standard user.
2. Be able to register candidates, explore reports and generate a provisional register.

No.	Activity	Time
1	User Sign in	
2	Users View	
3	Candidate Registration	
4	Viewing Reports	
5	Generating and Printing Provisional Register	

### 7.1. User Sign in & Users View

**Step1:** Demonstrate to the participants how to go back to the login page and allow the participants to login to the system under school sign. Emphasize why they are signing in under school sign in. The participants at this point have their own username but no password. It's at this point when you should introduce the default password to the participant. Explain to the participants how the default password works and emphasized to the participants the need to change from the default password to their

own password. Kindly make note that the users view is different from the admin view and that users can only access menus for the level they defined in or under .i.e. a user defined level as G12 cannot register G9 candidates.

**Step 2:** Password management is very important. Demonstrate how participants can reset their password in an instance they forget their password or simply how to change to a new one just in case they fancy changing it.

## **7.2. Candidate Registration**

**Step1:** It is safe now to say all participants have logged on to the system. Explain again the features and functionalities of all the menus that are on the screen.

**Step 2:** Select the appropriate menu (Grade 9 Registration) to begin registration. Explain to the participants all the sections on the registration page starting from the examinations number of the candidate, the importance of capturing the names of the candidates correctly, the date of birth, selecting the appropriate Special Education Need (SEN) for candidates who may have such needs, and also how to select the Zambian Language subjects where applicable. Make sure the participant understand all the interactive messages that system populates. Demonstrate to the participants how to register a candidate and then allow them to practices.

**Step 3:** Demonstrate to the participants to the participants how to make corrections to the candidate details if there are noted mistakes. Participants should practice on how to achieve this task. Emphasize on the importance of submitting error free details to the system with the Garbage In Garbage Out (GIGO) concept.

**Step 4:** At this point allow participant to logout and they should log in through the candidate sign in feature. This will allow the participants to see the details captured on the candidate's perspective. Emphasize the importance of this feature and how candidates can utilize this feature.

## **7.3. Viewing Reports**

**Step 1:** Let the participant's login under school sign in and run them through the reports available on the system. Emphasize on the difference on the on-screen and printable reports. Demonstrate to the participants on how to generate the various reports. More emphasis should be put on how to generate the printable reports most importantly not forgetting the issue of pop ups from different browsers. Demonstrate on how to handle pop ups on different internet browsers.

## **7.4. Generating and Printing Provisional Register**

**Step 1:** Demonstrate to the participants on how to generate the provisional register. Emphasize that this register should be generated once the entries have been verified as true.

## **8. Question and Answer Session**

### **Session Objectives:**

By the end of the session participants will:

1. Build further knowledge about OCRS through questions and responses.
2. Get the opportunity to enquire on issues that were not clear during the sessions.

## **9. Hands on Exercise**

### **Session Objectives:**

By the end of the session participants will:

1. Understand the functions and options available to a standard user.
2. Have practical experience in registering candidates, explore reports and generate a provisional register.

## 10. Training Schedule

08:30 – 08:45	Registration
08:45 – 09:00	Opening Prayer and Welcoming Remarks (SESO)
09:00 – 09:10	Introductory Activities (Facilitator and Participants)
09:10 – 09:15	OCRS Overview (Facilitator)
09:15 – 10:15	Introduction to OCRS and minimum requirements <ul style="list-style-type: none"><li>• Turning off Windows Automatic updates</li><li>• Connecting to OCRS</li><li>• Index Page features</li></ul>
<b>10:20 – 10:30</b>	<b>Break</b>
10:30 – 13:00	Systems Administration <ul style="list-style-type: none"><li>• Administrator Sign (Facilitator)</li><li>• Functions of Systems Administrator(Facilitator/s)</li><li>• Creating Administrator Account (Facilitator/s)</li><li>• Creating User Account</li><li>• View User Account</li><li>• Updating User Account</li><li>• Signing Out Administrator Account</li></ul>
<b>13:00 – 14:00</b>	<b>Lunch Break</b>
14:00 – 15:20	User functions/Options <ul style="list-style-type: none"><li>• User Sign in (Facilitator/s)</li><li>• Features – Users views (Facilitator/s)</li><li>• Candidate Registration (Facilitator/s)</li><li>• Viewing reports</li><li>• Generation and Printing Provisional Register reports (Facilitator/s)</li></ul>
<b>15:30 – 15:40</b>	<b>Break</b>
15:40 – 16:15	Exploring OCRS (hands on session)
16:15 – 16:30	Training Evaluation
16:30 – 16:45	Question and Answer session
16:45 – 17:00	Closing Remarks and Prayer