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**Program Specification**

**ZIMRA Results Online System**

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***Date: 20/11/2015***

# Background

# The Training Centre is responsible for human capital development ZIMRA wide. Examinable and non-examinable (refresher) courses are offered. Examinable courses are offered to: Revenue Trainees for Level 1 and 2 courses; and Technical officers for a few selected refresher courses. Certificates are issued for all courses successfully completed. Currently results for examinable courses are administered manually. Considering the number of revenue trainees (which averages 100 per intake) the process involved has been cumbersome and time consuming with possibilities of errors. For course participants stationed outside Harare There has been delays in them receiving their results. Besides creating anxiety the situation negatively affects students with rewrites.

# Purpose / objectives

# Develop a web based system accessible from anywhere in the ZIMRA network

* Incorporate a comprehensive audit trail of all the activity in the system
* System should allow for capturing, verifying and publishing student results and records
* System should have reports that can be used for re-grading of Revenue Trainees
* System should be able to generate accurate Transcripts and Certificates for printing and viewing

# Current State

Currently student details and results are captured in excel files. The grading and verifying of results is done based on these excel files.

## System Flow

* After marking of exam sheets of the students the tutors captures the results into a Mark Sheet.
* The Mark Sheet is given to the CTO to do verification and authentication of the results
* After verification by the CTO they are given to the HHRD for verification and authentication also.
* From the HHRD they are then finally verified by the board.
* After the process of verification the HHRD publishes the results for the Students whose results are successfully authenticated, the results slips are manually created and printed for the students to collect.
* In case a student fails an exam they get a single shot for a Re-Write which if failed the student has failed the training.
* Transcripts and certificates are manually generated for the students on completion of a level

The following table shows the flow of the processes

|  |  |  |  |
| --- | --- | --- | --- |
| **Image result for student in chair png Tutor** | **Image result for student in chair png CTO** | **Image result for student in chair png HHRD** | **Image result for student in chair png Board** |
| Captures results after marking  http://photos.gograph.com/thumbs/CSP/CSP793/k7934222.jpg |  |  |  |
|  | Verifies and authenticateshttps://lh3.ggpht.com/8frAKkCsxdDdySkvDz4WnUZ0GhR3-X9cuPPHMpr30yLTwYzs4Dc81c5H5zKzgkHWzvOITEgERArJF7XqUmSwuw=s0 |  |  |
|  |  | Verifies and authenticateshttps://lh3.ggpht.com/8frAKkCsxdDdySkvDz4WnUZ0GhR3-X9cuPPHMpr30yLTwYzs4Dc81c5H5zKzgkHWzvOITEgERArJF7XqUmSwuw=s0 |  |
|  |  |  | Verifies and authenticateshttps://lh3.ggpht.com/8frAKkCsxdDdySkvDz4WnUZ0GhR3-X9cuPPHMpr30yLTwYzs4Dc81c5H5zKzgkHWzvOITEgERArJF7XqUmSwuw=s0 |
|  |  | Publishes Results https://lh3.ggpht.com/8frAKkCsxdDdySkvDz4WnUZ0GhR3-X9cuPPHMpr30yLTwYzs4Dc81c5H5zKzgkHWzvOITEgERArJF7XqUmSwuw=s0 |  |
|  |  | Generate Transcript or Certificatehttp://www.berwickcamp.org/newsite/wp-content/uploads/2014/03/text-document-icon-md.png |  |

# Desired State

# In our quest for efficient service delivery and borrowing from other learning institutions we found it necessary to develop a results online system

# Minimizes errors produces reports at the click of a button e.g. for re-grading purposes.

# Audit trail in place.

# Improved communication of results

# Improved service delivery

# Meeting stakeholder and client expectations benefits of system

* Web based system required
* System users and respective profiles
  + Trainer / Tutor – captures results
  + CTO – checks and amends results. Generates reports
  + HHRD – checks and amends results captured. Publishes results as chairperson of the Examination Board Subcommittee. Generates reports
  + Exam Board members, Director HR & Admin and CG – viewing rights to reports and individual performance
  + System Administrator profile
    - Creates users – prompt change of generic password on first logon
    - Uploads bulk users,
    - Upgrades users (trainees)
    - Captures, checks and amends results.
    - Upload bulk results
    - Generates reports
    - Adds/edits subjects
    - Edits subject grading
    - Allocates subjects to trainers for purposes of capturing results
    - Recall results
    - Suspends / activates users
* Should allow for edition/addition of course subjects and gradings
* Store results
* View Transcript for each student (interim and final)
* Certificate for successful completion
* Allow bulk release of results
* Allow bulk printing of transcripts and certificates
* Communicate with students whose results have been withheld
* Generate the following reports
* Result outcome per student per subject per sitting
* Distinctions (‘A’ grade) obtained by each student
* per sitting
* Average mark per subject and for each student
* for each sitting
* Pass rate per subject per sitting
* Overall performance of a student per sitting
* Overall pass rate for all candidates per sitting
* Summary of results for each student (transcript)
* Summary of results per intake per level

## System Flow

Maintain the current system flow but replace the excel file with a Database system and create a user friendly interface for operating the database. Automate the display of the data in the grading and authenticating sheets and also the creation of excel sheets and the production of transcripts and certificates.

Introduce online result slips and grant access to the system to students to access their published results.

## Recommendations

Set an optimum frequency for the corporates to synchronize their invoice data to manage and control the number of connections and load balancing on the server.

## Security

Access to the system is based on one’s windows AD account, the currently logged in user in the windows environment is the credential adopted by the system upon accessing the system. Their ZIMRA user profile policy is implemented.

# Conclusion

The future of the system includes results for refresher courses, give access to ex-ZIMRA staff, and introduce online examinations

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| --- | --- |
|  |  |
| User’s Name & Signature | Date |

|  |  |
| --- | --- |
|  |  |
| User’s Name & Signature | Date |

|  |  |
| --- | --- |
|  |  |
| User’s Name & Signature | Date |