

2 years of e-registration: Keeping pace with IT revolution in testing: The WAEC experience

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The key to the continued relevance of any Examination Body with a stature like that of The West African Examinations Council (WAEC) lies in its responsiveness to the changing needs and aspirations of its clientele. With growth and expansion in the operations of WAEC came the need for automation and Council's efforts in this direction were enumerated. Operating in a technology - dominated era makes it incumbent on WAEC to keep pace with technological advancement. The focus of this paper is the process change resulting from the deployment of Information Technology (IT) to service delivery by Council. The challenges posed to Council by the shift to e-registration of candidates, the benefits of the process transformation and possible expansion of the scope of IT application to Council's operations in future were highlighted.