

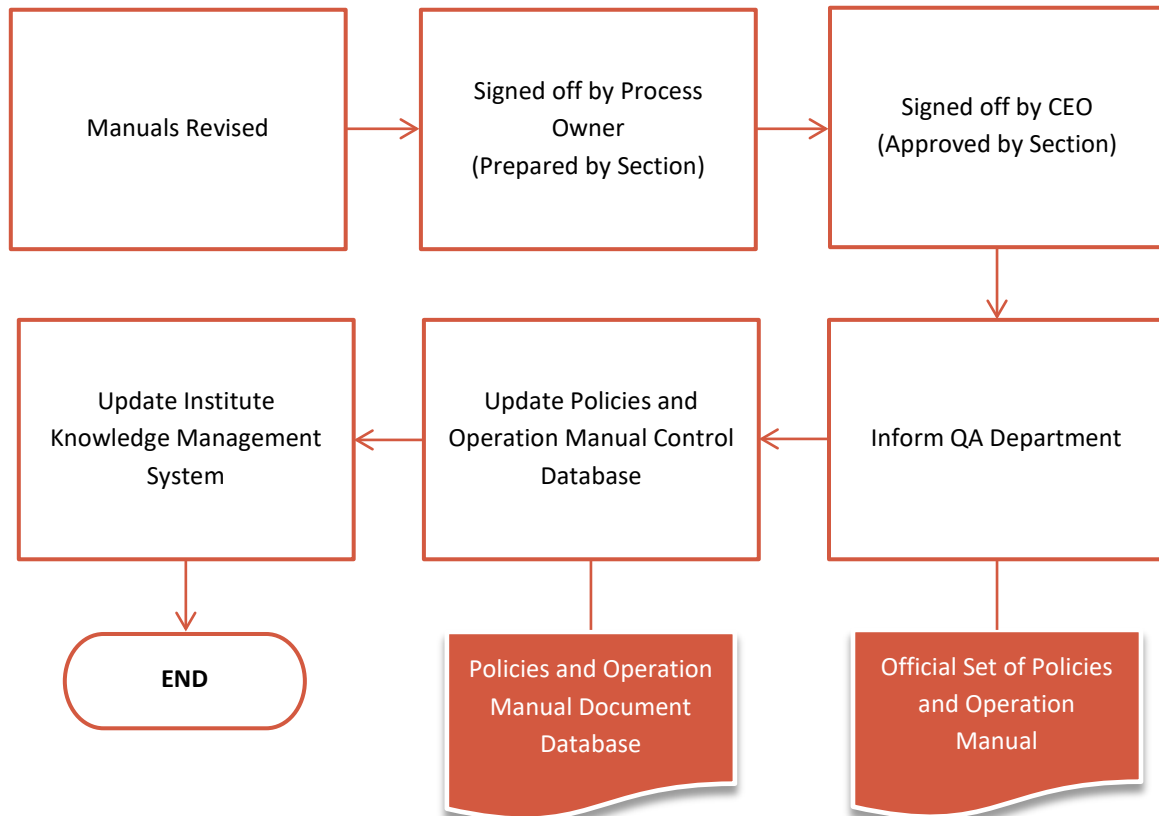
OPERATION MANUAL

OM-0510-C5.5.1-07

ASSESSMENT RESULTS, MODERATION AND APPEALS PROCESS

1. Document Control Policy


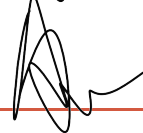
One of the Institute's Controlled Documents will include the Official Set of Policies and Operation Manuals ("Manuals") that must be endorsed and approved by the Chairman of PMER Committee prior to its release to any stakeholders. Any revisions to the Manuals must be documented / reflected in the Revision History (Item 2) of this Manual and also in the Policy and Operation Manual Document Control Database. The flowchart below captures the approval process and their respective supporting documents.



2. Revision History

Version	Description	Effective Date
00	Initial Release	27 March 2017
01	<ul style="list-style-type: none"> Changed Criterion to 5.5.1 Added section 5 on post assessment analysis and review Updated flowchart Added section 4 on supplementary examination (if applicable) Added section 7 on review Amended flowchart with changes 	15 June 2017
02	<ul style="list-style-type: none"> Added footnote on Academic Director Amended section 7 to include review by process owner 	15 January 2018
03	<ul style="list-style-type: none"> Updated Document Signatory List 	27 November 2018
04	<ul style="list-style-type: none"> Amended Department Coding from "0512" to "0510" Removed General Information header and box Removed signing date from Document Signatory List Removed footnote from Document Signatory List Amended Approved By Name Added "(If Applicable)" in Point 1 and Point 2.2 Added "... based on the Educational Partnership Policy Manual." in Point 1.1 Amended "In-House Courses" to "In-House Courses (If Applicable)" in Section 1 Added "... minimum of 10% or 100% if the class size is below 10 students." In Point 1.4 Amended Point 1.5 Removed Point 1.6 and 1.9 Replaced 'one month' to '4 weeks' in write-up point 3.11 in section 3 Appeal Procedure for Results Amended section Supplementary Examinations (if applicable) to be a sub-section in section 4 Special Provision on Assessments Added point 4.2 on Deferred Sitting of Examinations Added point 4.3 on Other Special Provisions on Assessments Added "Course Review Report / Module Review Report" in the column Documentation and Responsibility for Point 5 Amended "Designated Independent Internal Auditor" to "Independent Internal Process Auditor" in Point 7.1 	17 July 2019
05	<ul style="list-style-type: none"> Changed logo Amended "School" to "Institute" throughout the manual 	18 March 2020
06	<ul style="list-style-type: none"> Amended Point 5.2 to elaborate on Post Assessment Analysis 	31 July 2020
07	<ul style="list-style-type: none"> Updated Point 2.1 "marking and moderation" to marking and/or moderation. Updated all Academic Director position to Academic Director / Programme Head Changed Process Owner – Prepared by to Alan, Principal from Vincent, Vice Principal 	20 November 2020

3. Document Signatory List

Responsibility	Name	Title	Signature
Prepared by	Alan Go	Principal	
Approved by	Alan Go	Chairman of PMER Committee	

Write-up: Process Details	Documentation & Responsibility
<p>1. Moderation of Examination Papers</p> <p><u>Courses with External Partners (If Applicable)</u></p> <p>1.1 Upon marking of examination papers by the Institute's Teachers, sample scripts will be sent to the External Partners for moderation based on the Educational Partnership Policy Manual.</p> <p>1.2 Should there be any major discrepancies between the grades that the Institute's Teachers have assigned and those assigned by the External Partners, the Academic Director / Programme Head will decide on the relevant course of action. This may include the sending of all scripts to External Partners for a comprehensive review and moderation.</p> <p>1.3 However, if there are no major discrepancies, the External Partner will inform the Institute that results can be released to students according to the grades given by the Institute's Teachers.</p> <p><u>In-house Courses (If Applicable)</u></p> <p>1.4 The Institute employs a sample marking moderation procedure. Teachers will take minimum of 10% or 100% if the class size is below 10 students sample scripts from a subject that they are competent in, but does not grade, to review and perform a second marking.</p> <p>1.5 After second marking, the grades will be submitted to exam board for moderation. Teachers will fill in the marker and moderator module result report.</p> <p>1.6 The Moderation Form shall then be submitted to the Examination Board, who will discuss the following: -</p> <ul style="list-style-type: none"> • Examination Details • Parties Involved • Issues Identified • Moderation Action Plan <p>1.7 Examination Board will discuss and make the necessary amendments to final results before the release of results.</p>	<p>Moderation Form (Academic Department)</p>
<p>2. Release of Results</p> <p>2.1 Upon completion of the marking and/or moderation of examination papers, the Administration Department will release the examination results to all students.</p> <p>2.2 Final examination results must be released within three months upon completion of the final examination and/or assignment of the course for both In-House Courses and Courses with External Partners (If Applicable).</p>	
<p>3. Appeal Procedure for Results</p>	<p>Examination Appeal Form</p>

<p><u>Courses with External Partners</u></p> <p>3.1 Upon release of results, students who are dissatisfied with the outcome may submit an Examination Appeal Form to the Administration Department. This is to be done within 7 working days of the release of examination results.</p> <p>3.2 The Administration Department is to acknowledge the receipt of the Examination Appeal Form within 3 working days, and proceed to submit the appeal to the External Partner.</p> <p>3.3 All decisions made by the External Partner are subject to their appeal processes, and approved decisions are final.</p> <p>3.4 The Examination Board is to review and endorse the appeal results before the Administration Department informs the students of the appeal outcome (to be done within 8 weeks of the date of the appeal).</p> <p>3.5</p> <p>3.6 Should there be changes required, the Administration Department will make the necessary amendments to the results slip and submit to the Academic Director / Programme Head for approval.</p> <p><u>In-house Courses</u></p> <p>3.7 Upon release of results, students who are dissatisfied with the outcome may submit an Examination Appeal Form to the Administration Department. This is to be done within 7 working days of the release of examination results.</p> <p>3.8 The Administration Department is to acknowledge the receipt of the Examination Appeal Form within 3 working days, and proceed to submit the appeal to the Academic Director / Programme Head.</p> <p>3.9 The Academic Director / Programme Head is to review the appeal request and decide if it is a valid appeal. If the request qualifies for an appeal, a different marker will be designated to re-mark the paper. Comments in relation to the re-mark must be stated in the Examination Appeal Form, which would be circulated to the Examination Board Chairman for his/her review and approval.</p> <p>3.10 All decisions made by the Examination Board are final.</p> <p>3.11 The Administration Department will inform the student of the final decision within 4 weeks from the date of the appeal.</p> <p>3.12 Should there be changes required, the Administration Department will make the necessary amendments to the results slip based on the appeal result.</p>	<p>(Administration Department)</p>
<p>4. Special Provisions on Assessments</p> <p>4.1 Supplementary Examinations (if applicable)</p> <ul style="list-style-type: none"> After a student fails the first examination, the Academic Department will email the supplementary examination date to the Administration Department. The Administration Department will inform the student of the supplementary examination date and collect the supplementary fee (if any) from the student. 	

<ul style="list-style-type: none"> For carrying out of supplementary examinations, please refer to Operation Manual: Planning of Assessments. For marking of examination papers, please refer to Operation Manual: Preparation and Marking of Assessments. <p>4.2 Deferred Sitting of Examinations</p> <ul style="list-style-type: none"> Student is to submit a request for deferred sitting of examinations and submit any supporting documents to support his/her case. The Academic Director / Programme Head will review the request and make the decision to allow or disallow the student to defer his/her examination. For deferred exams, the process outlined for assessments will be followed. For courses with External Partners, the decision to allow deference of examination lies with the university partner and their policy on deferment of examinations. <p>4.3 Other Special Provisions on Assessments</p> <ul style="list-style-type: none"> For any extensions of assignment submission dates and / or any special examination arrangements, Students may submit a request for special provision to the Institute, together with any supporting documents, via any of the Institute's communication channels. 	
<p>5. Post Assessment Analysis and Review</p> <p>5.1 After each exam, the statistics of the performance of the students is to be compiled detailing the following: -</p> <ul style="list-style-type: none"> Number of passes vs fails Banding of students (number who scored distinction, A, B, etc.) <p>5.2 These statistics will be analyzed in the Course and Module Review Report and information with regards to examination and/or assessment statistics would be detailed in the Course and Module Review Report respectively. Reference should be made to the details in the Operation Manual: Course and Module Review.</p>	<p>Examination Statistics (Academic Department)</p> <p>Course Review Report / Module Review Report (Academic Department)</p>
<p>6. Progression and Award of Certificates</p> <p>6.1 The Administration Department is to compile a list of students who are up for progression to the next level / are to be awarded course completion certificates. The Administration Department is to conduct a preliminary round of checking to ensure that students meet the progression / award criteria as communicated to them before course commencement.</p> <p>6.2 After which, the list of progression / award students (including the achievement of award criteria) should be reviewed and endorsed by the Examination Board.</p> <p>6.3 All awards have to be approved by the Examination Board before students are awarded the certificate, to ensure consistent standards and integrity of courses offered.</p>	<p>Examination Board Meeting Minutes (Academic Department)</p> <p>Certificates</p>

<p>6.4 Upon Examination Board approval, the Administration Department will print out the certificates based on the approved list of graduating students.</p> <p>6.5 Students would then be informed to collect their certificates from the Administration Department. A duplicate of the certificate would also be filed in the Student's P-File.</p>	<p>(Administration Department)</p>
<p>7. Review of Assessment Results, Moderation and Appeals Process</p> <p>7.1 The assessment results, moderation and appeals process will be reviewed in the following ways. The Independent Internal Process Auditor will review the process as part of his/her Internal Process Review, Audit, and Assessment of the Institute.</p> <p>7.2 The Academic/Examination Board will review the process by reviewing the relevant Operation Manuals at least once a year.</p> <p>7.3 In addition, the Process Owner will do a review of the process at least once a year to ensure that it is up to date and relevant.</p>	<p>IPRAA Report (Independent Internal Process Auditor)</p> <p>Academic Board Meeting Minutes (Academic Department)</p>

Flowchart: Assessment Results, Moderation and Appeals Process