HANBRIDGE INSTITUTE

Manual Code / Criterion	:	C5.5
APSR Manual Title	:	Student Assessment
Approved By	:	Alan Go | Chairman of PMER Committee

REVISION HISTORY

Version Number	Description of Revision	Effective Date
	PM-0505-C5.5-07 Assessment Policy	
00	Initial Release	15 Jun 2017
01	1. Added "In addition, the process owner will review the procedure to ensure it is up to date and relevant." In 15.1	15 Jan 2018
02	1. Amend to require minimum 1 invigilator per exam venue in point 2.4 2. Updated Document Signatory List	27 Nov 2018
03	1. Amended Department Coding from "0506" to "0505" 2. Removed General Information header and box 3. Removed signing date from Document Signatory List 4. Amended Approved By Name 5. Added "… In such case(s), a replacement invigilator is required during the period of absence." in Point 3.3 (10) 6. Added "… (if applicable) …" in Point 4.2 7. Added "…/subject/module …" in Point 5.1 (2) 8. Amended Point 8 from "Criteria for Selection of Moderators" to "Criteria for Selection of Second Markers" 9. Amended Point 11 from "Marking and Moderation of Assessments" to "Marking of Assessments" 10. Amended Point 11.2 11. Deleted write-up on the results of the appeals are to be made known to the students within 4 weeks in point 13.2 12. Added point 13.3 on result of appeal will be released within 4 weeks (for in-house courses) or 8 weeks (for courses with external partners)	17 Jul 2019
04	1. Added "Systems & Review" Table	01 Dec 2019
05	1. Changed logo 2. Amended "School" to "Institute" throughout the manual	18 Mar 2020
06	1. Removed Point 12.3 on Post-Assessment	31 Jul 2020

Version Number	Description of Revision	Effective Date
	2. Added Point 15 on Post-Assessment Analysis for Course Review	
07	1. Included point 1.6F on Principles of Assessment 2. Changed Process Owner – Prepared by to Alan, Principal from Vincent, Vice Principal	20 Nov 2020
OM-0508-C5.5.1-05 Planning and Execution of Examinations		
00	Initial Release	27 Mar 2017
01	1. Changed Criterion to 5.5.1	15 Jun 2017
02	1. Added footnote on Academic Director 2. Added section 5 review 3. Updated flowchart with changes	15 Jan 2018
03	1. Updated Document Signatory List	27 Nov 2018
04	1. Amended Department Coding from "0510" to "0508" 2. Removed General Information header and box 3. Removed signing date from Document Signatory List 4. Removed footnote from Document Signatory List 5. Amended Approved By Name 6. Amended "Designated Independent Internal Auditor" to "Independent Internal Process Auditor" in Point 5.1	17 Jul 2019
05	1. Changed logo 2. Amended "School" to "Institute" throughout the manual	18 Mar 2020
OM-0509-C5.5.1-07 Preparation and Marking of Assessments		
00	Initial Release	27 Mar 2017
01	1. Changed Criterion to 5.5.1 2. Removed Criterion Reference to Operation Manual	15 Jun 2017
02	1. Changed Assessment Coverage Form to Assessment Vetting Form to reflect actual form title 2. Changed Academic Department to Academic Director / Programme Head to review the assessment papers using assessment vetting form 3. Added point 1.5 on setting examination papers for diploma courses 4. Added point 2.2 to include forms used for diploma courses 5. Added details in section 8 on Assignment / Project Evaluation Form 6. Added procedures for coursework assessment form in section 9 7. Added footer on Academic Director / Programme Head for clarity 8. Added section 10 on review 9. Updated flowchart with changes	15 Jan 2018
03	1. Updated Document Signatory List	27 Nov 2018

Version Number	Description of Revision	Effective Date
04	1. Amended Department Coding from "0511" to "0509" 2. Removed General Information header and box 3. Removed signing date from Document Signatory List 4. Removed footnote from Document Signatory List 5. Amended Approved By Name 6. Added "(if applicable)" in Point 1 and Point 8 for "Courses with External Partners" 7. Removed Point 1.2 8. Amended Point 2.3 from "… will review the Examination Papers using the Assessment Vetting Form." To "… will review the Examination Papers using the respective …" 9. Added point 3.2 on Administration Department shall ensure the printing location of examination papers should not be accessed by students / lecturers 10. Added point 3.4 on any examination papers shall not be left un-attended in section 3 11. Added section 6 on Code of Conducts 12. Amended "Designated Independent Internal Auditor" to "Independent Internal Process Auditor" in Point 10.1	17 Jul 2019
05	1. Changed logo 2. Amended "School" to "Institute" throughout the manual	18 Mar 2020
06	1. Updated all Academic Director to Academic Director / Programme Head 2. Changed Process Owner – Prepared by to Alan, Principal from Vincent, Vice Principal 3. Removed Flowchart	20 Nov 2020
07	1. Amended section 3 write-up on Sealing and Storing of Examination Papers to include digital storage 2. Amended point 1.4, 2.2, 2.3, 9.4 and 10.2 from "Diploma course" to "Higher learning programmes – Foundation Certificate, Diploma, Higher Diploma postgraduate Diploma" 3. Removed Note at point 2.6	30 Sep 2022
OM-0510-C5.5.1-07 Assessment Results, Moderation and Appeals Process		
00	Initial Release	27 Mar 2017
01	1. Changed Criterion to 5.5.1 2. Added section 5 on post assessment analysis and review 3. Updated flowchart 4. Added section 4 on supplementary examination (if applicable) 5. Added section 7 on review 6. Amended flowchart with changes	15 Jun 2017
02	1. Added footnote on Academic Director 2. Amended section 7 to include review by process owner	15 Jan 2018
03	1. Updated Document Signatory List	27 Nov 2018

Version Number	Description of Revision	Effective Date
04	1. Amended Department Coding from "0512" to "0510" 2. Removed General Information header and box 3. Removed signing date from Document Signatory List 4. Removed footnote from Document Signatory List 5. Amended Approved By Name 6. Added "(If Applicable)" in Point 1 and Point 2.2 7. Added "… based on the Educational Partnership Policy Manual." in Point 1.1 8. Amended "In-House Courses" to "In-House Courses (If Applicable)" in Section 1 9. Added "… minimum of 10% or 100% if the class size is below 10 students." In Point 1.4 10. Amended Point 1.5 11. Removed Point 1.6 and 1.9 12. Replaced 'one month' to '4 weeks' in write-up point 3.11 in section 3 Appeal Procedure for Results 13. Amended section Supplementary Examinations (if applicable) to be a sub-section in section 4 Special Provision on Assessments 14. Added point 4.2 on Deferred Sitting of Examinations 15. Added point 4.3 on Other Special Provisions on Assessments 16. Added "Course Review Report / Module Review Report" in the column Documentation and Responsibility for Point 5 17. Amended "Designated Independent Internal Auditor" to "Independent Internal Process Auditor" in Point 7.1	17 Jul 2019
05	1. Changed logo 2. Amended "School" to "Institute" throughout the manual	18 Mar 2020
06	1. Amended Point 5.2 to elaborate on Post Assessment Analysis	31 Jul 2020
07	1. Updated Point 2.1 "marking and moderation" to marking and/or moderation. 2. Updated all Academic Director position to Academic Director / Programme Head 3. Changed Process Owner – Prepared by to Alan, Principal from Vincent, Vice Principal	20 Nov 2020
C5.5 Student Assessment		

08	1. Revamped Manual Formatting.
	 2. Combined Policy and Operation Manual
	    a. PM-0505-C5.5-07 Assessment Policy
	    b. OM-0508-C5.5.1-05 Planning and Execution of Examinations
	    c. OM-0509-C5.5.1-07 Preparation and Marking of Assessments
	    d. OM-0510-C5.5.1-07 Assessment Results, Moderation and Appeals Process
	 3. Amended Manual to "Student Assessment"
		01 Sep 2023

Version Number	Description of Revision	Effective Date
	4. Added Point 2.c. under Approach (Policy Manual) section.	
	5. Added Point 3.c. under Approach (Policy Manual) section.	
	6. Added Point 4.a. under Approach (Policy Manual) section.	
	7. Added Point 4.b. under Approach (Policy Manual) section.	
	8. Added "…and security by all parties handling and/or with access to any Assessment Materials" in Point 10.a. under Approach (Policy Manual) section.	
	9. Removed a repeated point, "The Institute shall ensure that the Assessment Materials are kept in a secured location, where access is only granted to authorize staff.", under Point 10 of Approach (Policy Manual) section.	
	10. Added Point 13.a. under Approach (Policy Manual) section.	
	11. Added "…,without any discriminatory practices" in Point 13.b. under Approach (Policy Manual) section.	
	12. Added "These would need to be documented in the Examination Board Meeting Minutes." in Point 6.e. under Process (Operation Manual) section.	
	13. Added Point 10.a.iii. under Process (Operation Manual) section.	
	14. Added Point 10.a.iv. under Process (Operation Manual) section.	
	15. Added Point 20.d. under Process (Operation Manual) section.	
	16. Amended the respective manual references throughout manual.	
	17. Amended "Administration Department" to "School Operations Department".	
	18. Amended "Academic Executive or Head, Academics", "Academic Director", and "Academic Director / Programme Head" to "Academic Head".	
	19. Amended "Academic Department" to "Academic & Partnerships Department"	

1. Your assessment and procedures which are based on sound assessment principles to ensure the integrity of every assessment.

   The assessment policy and procedures shall be appropriate for the chosen mode(s) of assessment and include where applicable:

   a. Scheduling of assessments and how students are informed of the schedule(s) in a timely manner.

   b. Setting and communicating of code of conduct for students and invigilators to ensure academic integrity, including reporting and managing academic dishonesty.

   c. Setting and vetting of text instruments and the marking and moderation of the students' work, including appointment of suitable personnel.

   d. Secure storage and reproduction of confidential test material.

   e. Informing students of assessment results, award, and appeal process.

   f. Re-sitting and/or deferred sitting of assessments.

2. Your assessment plan for every course conducted by you and your external partner(s), where applicable, including how you conduct each mode of assessment, and the relative weightings and criteria for grading and awards.

3. How you ensure that all major assessment papers set by you are approved by your Examination Board.

4. How you ensure that awards are approved by the relevant awarding authority, including your Examination Board for those awards conferred by you.

5. How the post-assessment analysis is considered for course review.

6. Use comparative data in the review of the assessment policy, procedures, and plan for continual improvement.

APPROACH (POLICY MANUAL)

1. Assessment Principles

   a. All assessments shall be designed to contribute to student learning and support the development, delivery and quality assurance of its modules and courses. The assessments shall assist, as well as help to measure the extent of students' learning.

   b. For courses conducted by external partners, the setting and vetting of the assessments are to be carried out by the external partner. After the conduct of the assessments, it will be sent to the external partner for marking and moderation.

c.   In addition, the assessments should be based on the principles of assessments which are validity, reliability and fairness, and should be appropriate for the chosen mode(s) of assessment.

d.   Assessment papers are to be set according to the assessment plan to ensure consistency in assessment.

e.   For theory papers, setters are to prepare a detailed marking scheme in conjunction with the assessment papers stipulating model solutions/answers, annotated with how many marks are to be awarded for each question.

f.   Assessments and Assessment mode(s) shall: -

   i.   Relate directly to the module aims and learning outcomes, where students are also able to develop and demonstrate their skills and aptitudes

   ii.   Effectively measure the students' achievement of the intended learning outcomes

   iii.   Be reasonable and manageable, in terms of the amount of assessed work and assessment schedules, for all staff and students

   iv.   Be a transparent process carried out with honesty, integrity and confidentiality

   v.   Be inclusive and equitable for all students

   vi.   Follow the Principles of Assessment (Validity, Reliability, Fairness & Flexibility)

2.   Scheduling and Notification of Assessments

a.   Assessment periods are to be scheduled as part of course planning.

b.   All assessment schedules are to be disseminated to students upon commencement of the course.

c.   In the event of changes to the initial assessment schedule, students are to be notified to ensure that they are aware of the changes.

d.   Assessment information is to be communicated to students at least one week before the date of the actual assessment.

e.   There should be minimum 1 invigilator per examination venue.

3.   Code of Conduct

a.   All staff (including invigilators) are to adhere to the Institute's invigilators' guide which will be provided before the date of the examination.

b.   All students are to adhere to the Institute's Student Academic Honesty Policy and examination guidelines which are communicated to them before the date of the assessment.

c.   Students are to abide by the Student Academic Honesty Policy as follows: -

   i.   There is an expectation for students to be authors of their own work and to acknowledge when they use other authors' words or ideas when preparing their assignments and/or assessments.

ii. Any examples of inappropriate use of sources or use of others' work in place of your own, will be penalised.

iii. Failure to understand and follow protocol on academic conduct may ultimately result in a student being subjected to disciplinary actions or terminated from their course.

iv. Academic misconduct can be broken down into the four categories below: -

- Plagiarism

  → Where required and instructed all students must submit their work into Plagiarism checking software provided by the Institution.

  → Plagiarism involves the incorporation by a student in an assessment, material which is not their own in the sense that all or a substantial part of the work has been copied without any attempt at attribution or has been incorporated as if it is the student's own work when it is wholly or substantially the work of another person.

- Collusion

  → Student A copies Student B's work with B's knowledge.

- Commission

  → Paying someone else to prepare coursework for you.

- Cheating under Examination

  → Any form of communication with other students or external sources. Bringing unauthorised materials / technology into the examination.

v. It is not always possible to find the source of the work, but a judgement may be made as to whether the work is original or not by using other evidence. The following are acceptable forms of evidence of plagiarism: -

- Text from a known source

- Unusual writing structure

- Changes in font

- Work not in keeping with the student's usual standard.

- Uses American spelling when convention is English.

- Changes in referencing convention

- Old references

- Inappropriate referencing style

- Excellently written essay with poorly written introduction and conclusion

- Web addresses still attached.

- Doesn't answer the question.

- No personal views

- Student unable to discuss the work in a way that shows satisfactory understanding when asked by a lecturer in a meeting.

d. Invigilators are to abide by the Invigilator Code of Conduct as follows: -

i. Invigilators must observe at all times the strictest security and confidentiality concerning assessment materials.

ii. Invigilators who has any relations (family, friends, or similar relationship) to the candidates taking the exam, is to immediately inform the Academic Head.

iii. Invigilators must adhere to all instructions from the Chief Invigilator (if applicable) or the Head, Academics.

iv. Invigilators are to immediately report any suspected breaches of security to the Academic Head.

v. Any knowledge gained from invigilating must not be disclosed, discussed, and reproduced.

vi. Invigilators are to follow the Invigilator Instructions and the Examination Rules and Regulations.

vii. Invigilators must verify the candidates' identities against appropriate ID before allowing them to take the examination.

viii. Invigilators must ensure that all materials distributed are counted at the beginning of each examination and at the end of each examination.

ix. Invigilators must watch the students continuously and remain vigilant.

x. Invigilators should not leave the examination venue during the examination period. In case of urgency, a maximum of 15 minutes may be allowed with the permission of the Chief Invigilator. In such case(s), a replacement invigilator is required during the period of absence.

xi. Invigilators are to prevent unfair means and report unfair means, if any, without any discrimination.

4. Criteria for Grading and Awards

a. All Assessment Plans, Criteria and Grading Awards are developed during the Course Design and Development process (refer to Manual: Course and Module Design and Development).

b. Assessment Plans would need to encompass the assessment modes, frequency, weighting, grading, award criteria, and assessment objectives.

c. For internally-developed courses, the Institute's grading and award criteria shall adhere strictly to the approved assessment rubrics.

d. For courses with external partners (if applicable), the grading and award criteria would adhere strictly to those of the Institute's academic partner.

5. Criteria for Selection of Invigilators

   a. All staff of the Institute can act as an invigilator except in the instance where: -

      i. Invigilator has a relation (family, friends, or similar relationships) to any candidate of the examination

      ii. Lecturer teaches the class/subject/module that is being examined

   b. Any external persons may be appointed to be an invigilator subject to the above.

6. Criteria for Selection of Examination Paper Setters

   a. No person shall be appointed as a setter who has a relation (family, friends, or similar relationships) to any candidate of the examination.

   b. Meet the minimum qualifications to teach the module.

   c. Has not engaged in private tuition and/or coaching or any similar other work with any candidate.

7. Criteria for Selection of Markers

   a. For assignments, respective lecturers teaching the class is to mark the assignments submitted.

   b. Should the examination paper be "blind" (i.e. no student names), any academic staff teaching the module may be appointed as a marker.

   c. Should the examination paper have student names, an academic staff independent of the students taught is to be appointed as a marker.

   d. In lieu of a suitable candidate, external markers may be appointed, subject to the following: -

      i. Meet the minimum qualifications to teach the module

      ii. No relations with any of the candidate

8. Criteria for Selection of Second Markers

   a. No person shall be appointed as a setter who has a relation (family, friends, or similar relationships) to any candidate of the examination.

   b. Meet the minimum qualifications to teach the module.

   c. Has not engaged in private tuition and/or coaching or any similar other work with any candidate.

   d. Is neither the setter of the exam, nor the marker.

9. Vetting and Approval of Assessments

a. All major assessments are to be vetted by the Examination Board to ensure the principles of fair assessment is adhered to, that the examination questions and marking criteria are aligned to the assessment plan.

b. All major assessment papers are to be approved by the Examination Board.

c. Procedures and guidelines on the Setting and Vetting of assessments shall comply with B. Preparation and Marking of Assessments under Process (Operation Manual) section of this Manual.

10. Storage and Reproduction of Assessment Materials

a. All Assessment Materials are to be treated with the strictest confidentiality and security by all parties handling and/or with access to any Assessment Materials.

b. Once the assessment materials have been produced, staff shall ensure that every movement of the materials are recorded and tracked.

c. The Institute shall ensure that the Assessment Materials are kept in a secured location, where access is only granted to authorize staff.

11. Marking of Assessments

a. All marking and moderation shall be managed in a fair and impartial manner.

b. 2nd marking of all final mock examination papers for non-Diploma courses and all Diploma modules are to be moderated.

c. Where there is a variance of more than 10% between the markers' total scores, there should be a discussion and agreement of the final mark to be given between the 2 markers and the Academic Head.

d. Where there is a variance of less than 10% between the markers' total score, a simple average will be taken.

e. Where the overall exam grades/results of the cohort taking the same examination series have a discrepancy, moderation should take place.

f. Outcome of moderation is to be approved by the Examination Board.

12. Assessment Results

a. Assessment Results (including courses with external partners) are to be approved by the Examination Board before dissemination and are to be disseminated to all relevant students within 3 months from the date of the last examination.

b. All awards are to be approved by the awarding authority (if applicable) and/or the Examination Board before being released.

13. Appeal of Assessment Results

    a.   Information about appeals, including period and timeframe of any appeals, are available in the Student Handbook provided to students during Student Orientation.

    b.   All appeals shall be managed in a fair and impartial manner, without any discriminatory practices.

    c.   Appeals are to be submitted in writing, within 7 working days from the release of assessment results.

    d.   Result of appeal will be released within 4 weeks (for in-house courses) or 8 weeks (for courses with external partners) of the date of the appeal.

    e.   Outcome of appeals are to be approved by the Examination Board before notifying the student.

    f.   For appeals to the external partner, the Examination Board is to endorse the outcomes before notifying the student of the outcome.

14. Special Provision on Assessments

    a.   Special provision may be made in cases of disability, chronic and temporary illness, or any other major disruptions to study which would affect a student's ability to submit an assessment task or sit for an examination.

    b.   Special provisions may include: -

        i.   Extension of submission date

        ii.   Supplementary assessment

        iii.   Special examination arrangements

        iv.   Re-sitting and/or deferred sitting of assessments

    c.   Students may submit a request for special provision to the Institute, together with any supporting documents, via any of the Institute's communication channels.

15. Post-Assessment Analysis for Course Review

    a.   Post-Assessment Analysis should be conducted and utilized as part of the course review.

    b.   Data from Post-Assessment Analysis should minimally include student performance on the various modules and courses and used as part of the analysis in the Course and Module Review Report.

    c.   Action plans, if any, should be developed to help improve any weaker areas or academic elements, including curriculum, resources and delivery.

16. Review of Student Assessment

    a.   The Independent Internal Process Auditor will review the Assessment Policy, Procedures and Plans on an annual basis through the IPRAA to ensure continual improvement. In addition, the process owner will review the procedure to ensure it is up to date and relevant.

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PROCESS (OPERATION MANUAL)

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A. Planning and Execution of Examinations

1. Planning of Examination Schedule

a. Date of Examinations would be scheduled according to the annual Academic Calendar. A more detailed schedule, including timing, subjects and venue, will be detailed in the Examination Timetable.

b. Planning of venues for each subject would be based on the number of students sitting for each examination. The School Operations Department will then draft the Examination Timetable to include the venue for each examination subject.

c. To consolidate all examination-related information, the School Operations Department will prepare an Examination Schedule Package that includes the Examination Timetable, Invigilator Guide, and the Student Communication Letter.

d. Thereafter, the Academic Head is to approve the overall Examination Schedule Package.

e. Completion of the above should be tracked and duly documented using the Examination Planning Checklist.

2. Assignment of Invigilators

a. Internal Invigilators

   i. Upon approval of the Examination Schedule Package by the Academic Head, the School Operations Department will liaise with the respective staff to confirm their availability to invigilate the examinations.

b. Invigilation Plan

   i. After finalizing the assignment of Invigilators, the School Operations Department will prepare the Invigilation Plan, which details the name of the Invigilator(s) for each examination.

   ii. The Invigilation Plan should also be included in the Examination Schedule Package for consolidation purposes.

Note: The School Operations Department should ensure that all invigilators have access to the Invigilator Guide prior to the examinations.

3. Communication of Critical Examination Information to Students

a. The dates for the Examination Period are originally included in the Academic Calendar, which has been sent to students before course commencement.

b. In addition, the School Operations Department will send students the Examination Timetable, which has examination details on subjects, venue and timing. This should be sent along with the Student

Communication Letter, which the School Operations Department has earlier prepared. This is to facilitate communication of examination information to all students.

c. A copy of the Examination Timetable will also be made available on the Institute's notice board. This should be done at least one week prior to the start of Examinations.

4. **Preparation of Relevant Examination Documents**

a. The School Operations Department will then prepare the following documents to be used during the examination: -

    i.   Examination Attendance List

    ii. Examination Invigilation and Tracking Form

    iii. Examination Incident Report

B. Preparation and Marking of Examinations

5. **Preparation of Examination Papers**

   a. Courses with External Partners (if applicable)

      i. For courses that are conducted in association with External Partners, the setting of examination papers will follow the Partner's process. These papers are also approved according to the Partner's assessment process.

   b. In-house Courses

      i. At least 6 weeks before the start of each examination, the Academic Head will discuss the format, focus and guidelines for each examination during the Academic Department Meeting. The Academic Head will also designate Teachers to set the examination papers for each exam, and he/she should be familiar with the topics that are being examined.

      ii. Respective Teachers who are designated to set the examination papers will refer to the approved guidelines and set the papers 4 weeks prior to the examination date, which should include the following: -

         ▪ Examination Questions

         ▪ Marking Schemes

         ▪ Assessment Vetting Form

      iii. For higher learning programs – Foundation Certificate, Diploma, Higher Diploma, postgraduate Diploma, Teachers are required to complete the Exam Papers / Questions Setting Matrix as part of the setting of the examination papers.

6. **Examination Board Approval of Examination Papers**

   a. Examination papers set for in-house courses will be submitted to the Academic Head and Examination Board Members, who would check the format and content of the paper based on the following guidelines: -

      i. Questions are set at appropriate standards for assessing students' skills and are aligned with approved learning outcomes as stated in the approved curriculum

      ii. Instructions to complete the examination paper are clear, concise and consistent

      iii. Coverage of topics are suitably varied

      iv. Examination papers are coherent

      v. Examination papers are relevant to course contents

   b. For higher learning programs – Foundation Certificate, Diploma, Higher Diploma, postgraduate Diploma, the Academic Head will review the Examination Papers using the Exam Papers Evaluation Form.

c. For all other courses except the higher learning programs – Foundation Certificate, Diploma, Higher Diploma, postgraduate Diploma, the Academic Head will review the Examination Papers using the respective Assessment Vetting Form.

d. Should there be changes required, the Academic & Partnerships Department will inform respective Teachers to follow up. Teachers will then resubmit the papers based on the comments given by the Academic Head and Examination Board Members.

e. Revised papers should then be re-submitted to the Academic Head and Examination Board Members for their final review. The Examination Board Chairman would then sign off on the Assessment Vetting Form upon final approval. These would need to be documented in the Examination Board Meeting Minutes.

f. All examination papers should be finalized at least 2 weeks prior to the examination date. The School Operations Department shall consolidate all master copies of the finalized examination papers.

7. **Sealing and Storing of Examination Papers**

a. Only the School Operations Department designated person/s who have access to assessment materials as part of their role, as well as school staff involved in the delivery of examinations are allowed to have access to confidential assessment materials.

b. The School Operations Department designated person/s will collate all finalized assessment papers in digital copies and store in a restricted access folder.

c. The School Operations Department designated person/s is to access digital copies to print the requisite copies of examination papers at least 3 days prior to the examination date.

d. School Operations Department designated person/s shall ensure that all examination papers are printed in a secured location and that students / lecturers have no access to (while printing is on-going).

e. Upon printing, the School Operations Department designated person/s shall document the number of copies printed in the Examination Invigilation and Tracking Form, and seal and store the examination papers in a secure location.

f. At no time shall any examination papers be left un-attended.

8. **Checking Integrity of Examination Papers**

a. On the day of the examination, the School Operations Department shall check the examination papers to ensure that they have not been tampered with. Any inconsistencies must be reported to the Academic Head immediately.

b. In the event of leakage of examination questions, the Chairman of the Examination Board may decide to cancel the examination and postpone the examination until the completion of investigations.

9. **Collection of Examination Paper and Inspection of Examination Venue**

a. Upon ensuring that the examination papers have not been tampered with, the School Operations Department shall collect the respective examination papers and hand them over to the Invigilators, who would acknowledge receipt on the Examination Invigilation and Tracking Form.

b. Invigilators must be present at the examination venue at least 30 minutes before the start of the examination and notify the School Operations Department should there be issues with the examination venue.

10. **Code of Conduct**

a. The Code of Conducts for students, staff and invigilators are as follows: -

i. All code of conducts and assessment policies for students would be given to students during the orientation through their respective Student Handbooks (Under the Examination Rules and Regulations Section).

ii. Code of conducts for staff and invigilators would be given to them during their briefing sessions.

iii. All Staff handling any part of the conduct of examination process would need to adhere strictly to the Invigilator Code of Conduct.

iv. All Staff handling any part of the conduct of examination process, including graded assignments, would need to report to the Academic Head in the event that there is any academic dishonesty or integrity issues. Depending on the severity of the event, the Academic Head would decide what are the follow-up actions to take. The Student Disciplinary Process should be adhered to for purpose of managing these events, if applicable.

b. Invigilators are to abide by the Invigilator Code of Conduct as follows: -

i. Invigilators must observe at all times the strictest security and confidentiality concerning assessment materials.

ii. Invigilators who has any relations (family, friends, or similar relationship) to the candidates taking the exam, is to immediately inform the Academic Head.

iii. Invigilators must adhere to all instructions from the Chief Invigilator (if applicable) or the Head, Academics.

iv. Invigilators are to immediately report any suspected breaches of security to the Academic Head.

v. Any knowledge gained from invigilating must not be disclosed, discussed, and reproduced.

vi. Invigilators are to follow the Invigilator Instructions and the Examination Rules and Regulations.

vii. Invigilators must verify the candidates' identities against appropriate ID before allowing them to take the examination.

viii. Invigilators must ensure that all materials distributed are counted at the beginning of each examination and at the end of each examination.

ix.   Invigilators must watch the students continuously and remain vigilant.

x.   Invigilators should not leave the examination venue during the examination period. In case of urgency, a maximum of 15 minutes may be allowed with the permission of the Chief Invigilator. In such case(s), a replacement invigilator is required during the period of absence.

xi.   Invigilators are to prevent unfair means and report unfair means, if any, without any discrimination.

11. Code of Examination

a.   All Invigilators are to read out the Rules of the Examination prior to the start of the examination.

b.   Invigilators must ensure that the rules and regulations are adhered to during the duration of the examination. Any incidents during the examination must be highlighted and noted down in the Examination Incident Report, and reported to the Academic Head.

c.   At the end of the examination, Invigilators will collect all examination papers and count the number of scripts to ensure that all copies are accounted for. The number of scripts collected should then be documented in the Examination Invigilation and Tracking Form.

d.   Next, Invigilators should hand the scripts and Examination Invigilation and Tracking Form back to the School Operations Department for safe keeping.

12. Marking of Examination Papers

a.   Upon completion of the examination, the Academic Head will designate markers of the answer scripts. Examination papers will thus be distributed to the designated Teachers for marking. Teachers are to sign on the Examination Invigilation and Tracking Form to acknowledge the number of scripts received and handed back after marking.

b.   Post-marking, moderation procedures and release of examination results will follow the process detailed in C. Assessment Results, Moderation and Appeals Process under Process (Operation Manual) section of this Manual.

13. Preparation of Assignment Papers

a.   Courses with External Partners (if applicable)

    i.   For courses that are conducted in association with External Partners, the setting of assignment papers will follow the Partner's process.

    ii.   Upon the requisite approval, the assignment papers will be sent to the Institute for review and preparation.

b.   In-house Courses

    i.   Teachers in charge of the respective modules are to prepare all assignments prior to the start of the term.

ii.   These assignment papers should be reviewed and approved during the monthly Academic Department Meeting, chaired by the Academic Head, and revised accordingly if needed.

Note: For higher learning programs – Foundation Certificate, Diploma, Higher Diploma, postgraduate Diploma, the Assignment paper(s) will be reviewed by the Academic Head using the Assignment / Project Evaluation Form, and revised accordingly if needed. The Assignment paper(s) will then be submitted to the Academic / Examination Board for approval.

14. **Assessing Assignment Papers**

a.   Students are to submit the assignments by the stipulated deadline to respective Teachers. Following which, Teachers are to grade the assignments and provide feedback to the students within two working weeks of the assignment due date.

b.   For higher learning programs – Foundation Certificate, Diploma, Higher Diploma, postgraduate Diploma, Teachers are to complete the Coursework Assessment Form as part of the grading of assignments.

c.   Teachers are to upload the grades into the Student Management System to ensure that proper academic records are kept.

C. Assessment Results, Moderation and Appeals Process

15. **Moderation of Examination Papers**

    a. Courses with External Partners (If Applicable)

        i. Upon marking of examination papers by the Institute's Teachers, sample scripts will be sent to the External Partners for moderation based on the Management of Educational Partnership Manual.

        ii. 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 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.

        iii. 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.

    b. In-house Courses (If Applicable)

        i. 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.

        ii. After second marking, the grades will be submitted to exam board for moderation. Teachers will fill in the marker and moderator module result report.

        iii. The Moderation Form shall then be submitted to the Examination Board, who will discuss the following: -

            ▪ Examination Details

            ▪ Parties Involved

            ▪ Issues Identified

            ▪ Moderation Action Plan

        iv. Examination Board will discuss and make the necessary amendments to final results before the release of results.

16. **Release of Results**

    a. Upon completion of the marking and/or moderation of examination papers, the School Operations Department will release the examination results to all students.

    b. 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).

17. **Appeal Procedure for Results**

a. Courses with External Partners

   i. Upon release of results, students who are dissatisfied with the outcome may submit an Examination Appeal Form to the School Operations Department. This is to be done within 7 working days of the release of examination results.

   ii. The School Operations 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.

   iii. All decisions made by the External Partner are subject to their appeal processes, and approved decisions are final.

   iv. The Examination Board is to review and endorse the appeal results before the School Operations Department informs the students of the appeal outcome (to be done within 8 weeks of the date of the appeal).

   v. Should there be changes required, the School Operations Department will make the necessary amendments to the results slip and submit to the Academic Head for approval.

b. In-house Courses

   i. Upon release of results, students who are dissatisfied with the outcome may submit an Examination Appeal Form to the School Operations Department. This is to be done within 7 working days of the release of examination results.

   ii. The School Operations Department is to acknowledge the receipt of the Examination Appeal Form within 3 working days and proceed to submit the appeal to the Academic Head.

   iii. The Academic 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.

   iv. All decisions made by the Examination Board are final.

   v. The School Operations Department will inform the student of the final decision within 4 weeks from the date of the appeal.

   vi. Should there be changes required, the School Operations Department will make the necessary amendments to the results slip based on the appeal result.

18. **Special Provisions on Assessments**

a. Supplementary Examination (if applicable)

   i. After a student fails the first examination, the Academic & Partnerships Department will email the supplementary examination date to the School Operations Department.

ii. The School Operations Department will inform the student of the supplementary examination date and collect the supplementary fee (if any) from the student.

iii. For carrying out of supplementary examinations, please refer to A. Planning and Execution of Examinations under Process (Operation Manual) section of this Manual. For marking of examination papers, please refer to B. Preparation and Marking of Assessments under Process (Operation Manual) section of this Manual.

b. Deferred Sitting of Examinations

i. Student is to submit a request for deferred sitting of examinations and submit any supporting documents to support his/her case.

ii. The Academic Head will review the request and make the decision to allow or disallow the student to defer his/her examination.

iii. For deferred exams, the process outlined for assessments will be followed.

iv. For courses with External Partners, the decision to allow deference of examination lies with the university partner and their policy on deferment of examinations.

c. Other Special Provisions on Assessments

i. 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.

19. **Post Assessment Analysis and Review**

a. After each exam, the statistics of the performance of the students is to be compiled detailing the following: -

i. Number of passes vs fails

ii. Banding of students (number who scored distinction, A, B, etc.)

b. 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 Manual: Course and Module Review.

20. **Progression and Award of Certificates**

a. The School Operations 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 School Operations 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.

b. After which, the list of progression / award students (including the achievement of award criteria) should be reviewed and endorsed by the Examination Board.

c. 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.

d. All such approval will need to be documented in the Examination Board Meeting Minutes.

e. Upon Examination Board approval, the School Operations Department will print out the certificates based on the approved list of graduating students.

f. Students would then be informed to collect their certificates from the School Operations Department. A duplicate of the certificate would also be filed in the Student's P-File.

SYSTEMS & REVIEW

1. The Process will be reviewed by Independent Internal Process Auditor through Internal Process Review, Audit, and Assessment of the Institute.

2. The Academic Board will review the process by reviewing the relevant Operations Manuals at least once a year.

3. At least once a year, respective process owners are to conduct a review of their procedures as laid out in the Policy and Operation Manuals to ensure they are up to date and relevant.

FORMS & TEMPLATES

1. Examination Timetable

2. Examination Schedule Package

3. Examination Planning Checklist

4. Invigilation Plan

5. Student Communication Letter

6. Examination Attendance List

7. Examination Invigilation and Tracking Form

8. Examination Incident Report

9. Academic Board Meeting Minutes

10. Finalized Examination Papers

11. Academic Department Meeting Minutes

12. Assessment Vetting Form

13. Exam Papers / Question Setting Matrix

14. Exam Papers Evaluation Form

15. Examination Board Meeting Minutes

16. Student Handbook

17. Examination Incident Report

18. Assignment / Project Evaluation Form

19. Student Management System

20. Coursework Assessment Form

21. Moderation Form

22. Examination Appeal Form

23. Examination Statistics

24. Course Review Report

25. Module Review Report

26. Certificates

27. IPRAA Report