

LTC15D052

Title: Re-marking requests: proposed revised policy
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Date: 24 Nov 2015
Circulation: LTC – 2 December 2015
Agenda: LTC15A002
Version: Final
Status: Open

Issue

TPPG members noted during 2014/15 that the policy on re-mark requests should be revisited and the ADTP committed to devoting time to this during autumn 2015. The ADTP convened a small working group to investigate the changes required and to set-out some proposals. These were considered at TPPG on 18 Nov 2015. Some revisions were suggested and were subsequently addressed by Michele Pavey and Rob Gray, liaising with the ADTP. The revised policy contained in this item is for LTC to consider for approval.

Recommendation

Recipients are invited:
To approve the revised re-marking policy for implementation in 2016/17

Resource Implications

LTS believes that it can resource and support the operation of the revised policy. The revised policy actually reduces the impact on academic staff time by removing the requirement for the Teaching Director to act as an 'adjudicator' in the judgement of cases where there is a discrepancy between the 1s and 2nd marker.

Risk Implications

It is likely that if the University proactively promotes communication of the revised policy to students, in partnership with the UUEAS (since levels of awareness are, according to the UUEAS Academic Officer) relatively low at present, we can expect to see an increase in the number of students wishing to request a re-mark. The existing 'grounds' are arguably 'lax' and if not addressed would probably result in a dramatic rise in the number of requests which were processed. It was felt appropriate, therefore, to revisit the 'grounds' for a re-mark as part of the review of the wider policy. The revised policy proposes a less permissive, more precise set of 'grounds' which students will have to meet in order to qualify for a re-mark.

Students need to have confidence on the re-mark process. The objectivity and robustness of the re-mark process would be put at risk if this confidence were undermined. It is therefore essential that in the operation of the policy, that the 2nd marker carries out the re-mark 'blind', drawing on a 'clean' copy of the student's script. There should be no consultation or discussion between 1st and 2nd marker- they should each reach their judgment independently.

Equality and Diversity

There are no equality and diversity issues. The policy applies to all UEA students equally. NO students will be unfairly disadvantaged or advantaged under the revised policy.

Timing of decisions

If approved the policy will operate from Sept 2016.

Further Information

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Discussion

Key changes to the policy are:

- The 'grounds' for a remark request have been 'tightened-up'.
- The 2nd marker will mark independently and blind – there will no conferring between 1st and 2nd markers.
- The role of the teaching Director as an adjudicator has been removed.
- The calculation of the final 'outcome' of the process will be more mechanistic and transparent, involving either the taking of a mid-point mark, or the entry-point of the upper classification band.
- The student will be expected to meet with the original marker either face-to-face or virtually (e.g. Skype) prior to submitting their re-mark request and the original marker will be required to confirm that they met with the student.
- Only in cases where it is not possible to meet with the original marker should the student consult their adviser.
- The student may bring an accompanying person to the meeting with the original marker. Ideally this should be an advice worker from the UUEAS Advice Centre.
- The relevant LTS Team Leader will consider the re-mark request. If completed properly and fully, the request will be processed.

Attachments

Draft Re-Marking Policy

UEA Policy on Internal Moderation and Double Marking: Re-marking requests (draft revised policy and procedures)

1 Student requests for a remark

- 1.1 Where a summative assignment, presentation, oral examination or a written examination has been blind/unseen¹ double marked, a student cannot request a remark or appeal the mark. However, a student with concerns about the conduct of the marking process may submit an Academic Complaint setting out those concerns.
- 1.2 Where a summative assignment, presentation or oral examination has been single marked, whether or not the work was part of a sample which was moderated, a student may request a remark within **10 working days** of publication of the mark on eVision, (except in the case of OSCEs and OSPEs and written examinations see 1.6 below). The recording of the presentation/oral examination will be used to remark a presentation or oral examination.
- 1.3 A student requesting a remark will need to provide justification that:
 - the mark is not consistent with the feedback given or;
 - feedback suggests that part of the student's submission has not been considered or;
 - the assessment criteria have not been applied appropriately.
- 1.4 Students are required to discuss their mark with the relevant marker before asking for a remark. If this is not possible for reasons beyond the student's control, they should meet with their Adviser.

Students may bring an accompanying person to the meeting with the original marker. This should, ideally, be a member of staff from the UUEAS Advice Centre. The accompanying person's role is primarily one of offering moral support, and they should take no active part in the discussion.
- 1.5 Students are required to submit a re-mark request form clearly outlining the reason for their request and to make a case indicating how their request meets one or more of the criteria outlined in 1.3 above.
- 1.6 Where a written examination, an Objective Structured Clinical Examination (OSCE) or Objective Structured Practical Examination (OSPE) has been double marked, or has been moderated, students may not apply for a remark, but may submit an Academic Appeal.

<https://www.uea.ac.uk/learningandteaching/students/appealsandcomplaints/postsep12>

2. Re-marking request procedures

Procedure for requesting a re-mark

¹ The definition of blind/unseen double marking is that two examiners/assessors mark the assignment independently and subsequently agree a mark (taken from section 2.1 of the UEA Policy on Internal Moderation and Double Marking)

- 2.1 Requests for work to be re-marked should be submitted to the Hub of the School in which the module is based using the form LTS005 [Request for re-marking of work which has not been blind double marked](#) . The piece of marked work should also be submitted at the same time. A clean copy of the work is only required if it was not submitted electronically.
- 2.2 A student submitting a request must clearly state on the re-marking request form (henceforth referred to as the Form), why, having receiving an explanation of the mark from the original marker, or from their Adviser in cases where it has not been possible to meet with the original marker, they feel they have grounds for making the request. They will need to articulate, for example, why they believe that the marking criteria have not been applied appropriately, or where the feedback is misaligned with the mark.
- 2.3 The relevant LTS Team Leader will consider the re-mark request. The LTS team leader will consider whether the form has been properly and fully completed. If the student has indicated clearly which of the three allowable 'grounds' they are applying against, and have provided evidence to substantiate their application accordingly, the application will be processed accordingly.
- 2.4 Prior to submitting a request for work to be re-marked, LTS or academic staff as appropriate, should strongly recommend that the student seeks guidance and support from the Student Union Advice Centre in completing their request. LTS staff can advise students on the procedure for requesting a re-mark but cannot advise on the completion of the form itself.

3. Requirement for students to discuss the original mark with the first marker

- 3.1 Students are expected to indicate on the Form that they have met in person, or via skype or Facetime, with the original marker prior to submitting a re-mark request. Only in cases where this is not possible, for example because the marker is ill, absent from the University on study leave, or no longer employed by UEA, should they discuss with their Adviser rather than the marker before submitting a re-mark request.
- 3.2 Where a re-mark request is deemed by the LTS Team Leader to be incomplete or where there is insufficient explanation or evidence provided in the form the application will be referred back to the student for revision.
- 3.3 A revised form should be submitted within 3 working days (by 6pm on the third day following initial submission).
- 3.4 If, on re-submission, the LTS Team Leader is satisfied that the Form has been properly completed, the re-mark process will be initiated. The LTS Team Leader will contact the Module Organiser to identify an appropriate second marker.
- 3.5 If the LTS Team Leader is still not satisfied that the Form is complete, it will be referred to the School Director of Teaching & Learning in the School in which the module is based for a final decision as to whether

the request should be processed and the re-mark process initiated accordingly.

- 3.6 If rejected by the School Director of Learning and Teaching the original mark will stand. However, the student may still submit an Academic Complaint if they feel there were procedural irregularities associated with the conduct of the assessment, including the marking or moderation process.

4. **Confirmation from the original marker that they have discussed the awarded mark with the student**

- 4.1 The original marker should confirm, by signing the Form or by responding to an email from the relevant member of LTS staff, that they have discussed the mark with the student face-to-face and that they have made efforts to clarify why the mark in question was awarded and to address the students concerns.

In cases where the student has not – due to circumstances beyond their control - been able to meet with the original marker, then they should meet with their adviser. The student's adviser, in such cases, should sign the Form or respond to an e mail to confirm that they have discussed the mark with the student.

- 4.2 The re-mark will not be processed until the original marker (or the student's adviser in accordance with 4.1 above) has signed and returned the Form, or confirmed in writing by email, that the meeting has taken place.

5. **Re-marking the work and processing the mark**

- 5.1 Once the second marker has been confirmed by the Module Organiser, the Hub will send a copy of the Form and a clean copy of the student's work, or a recording of the presentation/oral examination to the second marker electronically. The copy of any written assignment sent will be the original submission as lodged in e-Vision or Blackboard or a scanned version of the work if it was submitted in hard copy.

- 5.2 The second marker will be asked to re-mark the work in three working days after receiving it. Once re-marked, the second marker will return the completed re-mark request form duly signed, with the second mark clearly indicated. The second marker's feedback on the script should be included in the relevant section of the form. The Form should then be processed by the HUB, and the final mark recorded on the form. This mark may be unchanged, or adjusted.

- 5.3 A copy of the completed form, with the first mark, second mark and final agreed mark together with feedback from the second marker should then be forwarded to both the Module Organiser and the student. A copy will be retained in the student's file.

- 5.4 The outcome of the re-marking request should be recorded by the relevant LTS team.
- 5.5 The re-marking process should normally be completed within 10 working days of a student completing a re-marking request form, after they have met with the original marker.

6. Process where there are differences between marks awarded by the first and second markers

In cases where there are differences between the mark awarded by the first and second markers the procedure will be as follows:

- a) If the mark of the second marker is within 4% points of the original mark, and also in the same classification band, then no adjustment of the mark will be made. i.e. 1st mark is 63%, 2nd mark is 67% = no adjustment;
- b) If the 1st mark is in one classification band (i.e. 59%) and the 2nd mark is in another classification band (i.e. 62%), and the difference between the two marks is 4% points or less, then the mark will be adjusted to the entry point of the upper classification band = i.e. 60%;
- c) If the mark of the 2nd marker is more than 4% points lower or higher than the original mark, then the mark will be adjusted to reflect the mid-point between these two marks. i.e. If first mark is 60%, and second mark is 68%, the final adjusted mark is 64%. Marks can go up or down. For example if the first mark is 56% and second mark is 50%, the adjusted mark is 53%.

In cases where the discrepancy between 1st and 2nd marker is more than 10% points (i.e. 1st mark 60%, 2nd mark 72%), this discrepancy will be flagged for the Teaching Director in the School concerned, who will be required to consider the implications with regard to consistency of marking in the School.

7. Marker's meeting with a student to discuss a mark

Marks can only be changed if there is a transcription error as outlined in 8. below or if the marker has accidentally missed marking a section of the work, so not all pages of the work were marked. A mark cannot be changed as the result of a discussion between a student querying a mark and the marker except in the two scenarios outlined in this section.

8. Transcription Errors

Where a student is concerned that there has been an error in the transcription of a mark from a piece of coursework to the mark appearing on eVision, they should contact the Hub of the School which owns the module so that this can be investigated.

Existing policy: Found in the UEA Internal Moderation and Double Marking policy

8 Student requests for a remark and student appeals

- 8.1 Where assignment has been blind/unseen double marked (unseen), a student cannot request a remark or appeal the mark. However, a student with concerns about the conduct of the marking process may submit an Academic Complaint setting out those concerns.
- 8.2 Where an assignment has been single marked (where no sample is reviewed) a student may request a remark within **10 working days** of publication of the mark on eVision.
- 8.3 Where an assignment has been moderated (where a sample has been reviewed, whether or not the student's submission was part of the moderation sample) a student may request a remark within **10 working days** of publication of the mark on eVision (except in the case of OSCEs and OSPEs; see 8.7 below and examinations; see 8.8 below).
- 8.4 Where a summative presentation/oral examination has been double marked, students may not apply for a remark. Otherwise a student may request a remark within **10 working days** of publication of the mark on eVision, and the recording of the presentation/oral examination will be used to remark the presentation/oral examination.
- 8.5 A student requesting a remark will need to provide justification (evidence is required):
- the mark is significantly at odds with the student's past marks
 - the mark is not consistent with the feedback given
 - feedback suggests that part of the student's submission has not been considered
 - other
- 8.6 Students are expected to discuss their mark with the relevant marker or with their academic advisor before asking for a remark.
- 8.7 Where an Objective Structured Clinical Examination (OSCE) or Objective Structured Practical Examination (OSPE) has been double marked, or has been moderated in accordance with 2.6 above, students may not apply for a remark, but may submit an Academic Appeal.
- 8.8 Where an examination assignment has been moderated (where a sample has been reviewed, whether or not the student's submission was part of the moderation sample) a student may not request a remark, but may submit an Academic Appeal.
- 8.9 Where an assignment has been double marked (either originally or as the result of a remark request) the student cannot appeal the mark. However, a student with concerns about the conduct of the marking process may submit an Academic Complaint setting out those concerns.

<https://www.uea.ac.uk/learningandteaching/students/appealsandcomplaints/postsep12>