UNIVERSAL CONVENTIONS AND PROCEDURES
Academic Year 2023/24
Returning and Retaining Work, Giving Feedback and Disclosing Formal Results

1   Status of the Conventions

The Conventions are reviewed annually and apply for the academic year 2023/24.

2   Returning Coursework and Giving Feedback

2.1   Mechanisms for Returning Coursework and Giving Feedback

Schools/ Departments may develop their own mechanisms, within the constraints that:
- External Examiners will need access to samples, and may request any item;
- all students are entitled to receive timely feedback throughout the academic year;
- students should receive on their work either a grade (qualitative work) or a numerical mark (quantitative work), depending on the nature of the assessment;
- all coursework marks shall be entered to SITS no later than 7 days after they have been agreed by the internal markers, in order for students to be able to view their provisional grades and marks immediately thereafter via Student Record Management;
- no student should be made aware of the marks gained by other students.

2.2   Timing of Feedback

Notwithstanding paragraph 2.1 above, all Heads of School/Department [or nominees] shall arrange for students normally to be provided with feedback on their work **within four working weeks of the published submission date on which the work was received.**

2.3   Strategies for Providing Feedback on Work Submitted towards the end of the Trinity Term

These are offered as a guide to good practice across the University. It is expected that all Schools/Departments will have a strategy in place, and communicate this strategy to their students.

3   Returning Examination Scripts and Giving Feedback

3.1   The Need to Offer Feedback

The University has agreed that students are entitled to receive feedback on their performance in formal exams.

3.2   Timing of Feedback

Schools/Departments can decide the detailed timing. However, as a minimum, students required to resit exams in August should be enabled to receive feedback before the resits.

3.3   The Examination Feedback Proforma, and Related Conventions

a. Each School/Department is required to develop a proforma to ensure consistency of feedback on examinations. Schools/Departments may decide to complete the proforma either electronically or on paper. It is the responsibility of Schools/Departments to judge who should complete the proforma in the case of team-marked exams.

b. It is good practice to include the blank proforma in the course handbook and to discuss with students before the exams.

c. Marks/comments suggested by the Second Marker /Moderator should be noted on the proforma. Schools/Departments need to make sure that any disparity between first & second marks is explained or disclaimed on any versions returned to students.

d. The completed feedback sheets should be made available to external examiners, along with the sample of scripts.

3.4   Returning Examination Scripts to Students

Scripts may be returned to students.

3.5   Students based in Different Locations [including the Network of Hope]

Although the detailed feedback mechanisms may vary across campuses, students on all campuses are entitled to equivalent access to feedback.

4   Procedural Guidelines Concerning the Transportation of In-class Test Scripts and Examination Scripts between the Network of Hope Colleges and Hope Park or The Creative Campus

4.1   Use of Recorded Delivery

Following examples in recent years in which material sent by Recorded Delivery has been significantly delayed or lost, Recorded Delivery should NOT be used.

4.2   Recommended Procedures

It is recommended that all coursework and examination scripts are transported personally by University staff, either via the University Van service or by individual members of staff.

5   The Disclosure of Results

5.1   <u>Data Protection</u>

5.1.1 Heads of School/Department [or nominees] shall ensure that appropriate measures are taken to ensure the confidentiality and security of all data within the guidelines laid out by GDPR, including examination results, relating to individual students studying modules or blocks within their remit. For example, care should be taken when displaying data on VDU screens, that it is not inadvertently disclosed to unauthorised persons. Appropriate security measures shall be implemented to ensure that confidentiality of information appearing on paper print-outs is preserved at all times.

5.1.2 Staff are reminded that mark sheets used before, during and after meetings of Examiners, shall continue to be kept private and confidential and <u>must not be seen by students</u>.

5.1.3 Members of staff processing grades on home computers remain under a legal obligation to comply with the provisions of GDPR.

5.1.4 In order to uphold the confidentiality and security of data held about students' results, the formal publication of results shall be undertaken in a secure manner, normally via Student Record Management. Results may only be given over the telephone under exceptional circumstances, and only with the explicit authorisation of the Registrar [or nominee].

5.2   <u>Approval of the Wording of Results</u>

5.2.1 The Registrar shall approve annually draft messages to be published via Student Record Management to accompany each possible continuation and award outcome, each possible module/block result and each possible assessment result.

5.2.2 The wording may also be presented to the Boards of Examiners upon request to the Registrar. The Boards shall be empowered to confirm that the wording is in all cases appropriate for their students and, if not, to authorise alterations, with the effect that each Board will be enabled to determine precisely what each of their students shall see.

6   The Retention of Work

6.1   All assessed work is retained, and subsequently destroyed, as detailed in the appropriate School/Department Retention Schedule. The Schedule should be made available to staff/students.