

## Hang Seng Management College

### Policy on Submission and Approval of Module Assessment Results and Grade Review

#### Policy Objectives

1. The College expects all its students to endeavor to their best to learn and to achieve the desired learning outcomes through attending time-tabled classes and participate in required academic activities.
2. The students' progress of learning and accomplishments will be measured by their performance in the assignments and assessments, which include but are not limited to tests and examinations, of the modules they have taken for their respective study programmes.
3. The assessment results also serve as the yardstick for reviewing the effectiveness of teaching and learning, and in turn facilitate the modification of the programme curriculum structure and the teaching approach.
4. Based on the above objectives, an institutionalised policy and proper procedures for submission and approval of module assessment is deemed necessary for the timely marking of students' assessments, as well as reviewing, adjusting, approving and releasing the assessment results.
5. The *Policy on Submission and Approval of Module Assessment Results and Grade Review* (the Policy) sets out the time-frame and procedures for academic departments to prepare major module assessment, mark assessment/examination papers and submit module assessment results for endorsement/approval according to the approval protocol specified by the College, and to release the assessment results to students.
6. The Policy also sets out the grade review mechanism for students who hold the view that there is discrepancy between their performance and the grade they have attained in the final assessment of the module, and therefore want to request for grade review and revision, if any, by respective academic departments.

#### Definition and Scope

7. The assessment for a module of a degree programme normally comprises continuous assessment and final assessment. It will be competency-based and grade-related in nature. There may be a number of components of assessed work for each module, including but not limited to essay, assignment, oral presentation, project, report, journal, portfolio, examination, etc. The results of each component of assessed work shall be aggregated according to specific weightings of respective modules to produce a final grade for a module.
8. The assessment of a module can also be in the format of end-of-module examination.
9. The Policy covers the following scope:
  - (a) Final grade of each module of all degree programmes offered by the College; and
  - (b) Grade results of all End-of-Module Examinations, including make-up examinations and special examinations

10. Assessment of individual component of assessed work of each module will follow the OBTL module assessment rubrics and fall out of the scope of the Policy.
11. The Policy covers the following aspects of the module assessment process:
  - (a) Pre-assessment work which includes the preparation and approval of assessment/examination papers and related marking schemes;
  - (b) Submission of grades, and the endorsement, approval and release of assessment/examination results;
  - (c) Grade review; and
  - (d) Review of module assessment/examination both at module level and as part of the study programme

Fig.1 depicts the positions of these aspects in the overall workflow of module assessment while Fig.2, Fig.3 and Fig.4 illustrate in more details the processes of grade submission and approval, grade review and module assessment review.

## **Policy Guidelines**

### **12. Pre-assessment Work and Approval of Assessment/Examination Papers**

- 12.1 Respective Module Team shall prepare the major assessment/examination papers as well as related marking schemes in terms of their appropriateness with regard to the learning objectives and outcomes of the module, the module content, the Qualifications Framework (QF) level of the programme, and the relevance and pertinence of the marking criteria, for review/endorsement/approval by the protocol specified by the Policy.
- 12.2 The assessments/examination papers and marking schemes shall be reviewed by an academic staff appointed by Head of respective Department (or School Dean if the School does not have a departmental structure) and approved by the Department/School Examinations and Assessment Committee (D/SEAC).
- 12.3 The workflow of pre-assessment work and approval of assessment/examination papers is depicted in Fig.2.

### **13. Grade Submission, Endorsement and Release of Assessment/Examination Results**

- 13.1 Marking of answer scripts can start any time after the module assessment/examination has been conducted but assessment/examination markers and respective Departments should note and observe the lead time for marking, grade submission, endorsement and release of assessment/examination results, which is *three calendar weeks* from the day of completion of *all* assessments/examinations.
- 13.2 Assessment/Examination results in letter grade, i.e. module grades, and the grade distribution shall be submitted by respective Departments to D/SEAC for endorsement.
- 13.3 Endorsed module grades will then be released to students by the Registry through their eCampus accounts (the results will be released two days earlier to students who have completed the module evaluation).

- 13.4 The announcement of modules grades shall be made no later than three calendar weeks after the last module assessment/examination of all degree programmes is held.
- 13.5 The workflow of grade submission, endorsement and release of module grades is depicted in Fig.2.

#### **14. Grade Review and Endorsement/Approval of Final Assessment/Examination Results**

- 14.1 Students may hold the view that their efforts in learning and performance in the assessments/examinations is not duly reflected by the grades they have attained, and they may want to request for grade review to reconfirm the grades they have attained.
- 14.2 Request for grade review shall be made within *five working days* upon the release of module grades, by specific application form with the stipulated application fees, to the Registry.
- 14.3 A student can apply for grade review of up to *three* modules per semester.
- 14.4 The review will be conducted by respective D/SEAC who will request the marker of the module assessment/examination to review the answer script of the applicant as well as the marking to see if the case warrants any mark adjustment and/or grade revision.
- 14.5 To ensure fairness, D/SEAC shall appoint one more academic staff member of the Department to vet the marking, and to counter-sign the reviewed marks and grade given by the original marker.
- 14.6 After endorsing the review results, D/SEAC shall notify the Registry of the review results. The Registry shall gather all the module grades that students attained, grade distribution of each module and grade review results, and submit them to the Examinations and Assessment Committee (EAC) for approval. The decision of EAC on grade review shall be final.
- 14.7 If the review warrants a change of grade, the Registry will revise the record, notify and refund the grade review applicant accordingly.
- 14.8 If the review does not lead to any revision of grade attained by the review applicant, the Registry will keep the record of grade and notify the applicant of the review result. No refund of the grade review application fee will be made to the applicant.
- 14.9 Approved grade review results shall be released to the applicants within *three calendar weeks* after the application for grade review is closed.
- 14.10 For students who have fulfilled the stipulated graduation requirements, EAC will endorse the list of graduates and award classifications as reviewed/recommended by the Programme Committee/Department or School EAC, and then submit the endorsed list to the Academic Board for approval.

14.11 Fees and charges apply to application for grade review.<sup>1</sup>

14.12 Fig. 3 illustrates the procedures of grade review.

## **15. Review of Module Assessment/Examination by External Examiners (Module and Programme)**

15.1 After the release of module grades, the review of module assessment/examination by External Examiners will be conducted simultaneously with the grade review.

15.2 Respective teaching Department shall send sample answer scripts and assessments/examination results to EEMs for review and comments, and EEM shall return a report to the Department with advices on the delivery of module assessment/examination, marking of papers and overall improvement of the modules.

15.3 The EEM Report will be reviewed and endorsed by the D/SEAC and the comments made by the EEM will be duly followed up by the Module Team and the Department. D/SEAC shall pass on its comments, if any, and the EEM report on core/required modules to the Programme Committee of respective degree programmes for review and reference.

15.4 EEM Report shall be endorsed by D/SEAC within *three calendar weeks* after the assessment/examination results have been released.

15.5 The endorsed EEM Reports on core/required modules of the programme and other relevant information as deemed necessary shall be sent to the External Examiners (Programme) (EEP), who are appointed to assess the overall appropriateness of the standards of major assessments and/or examination, and make relevant recommendations on the programme. EEPs shall return comments and recommendations on the programme to respective Programme Committees.

15.6 Programme Committee shall consider the EEP Report, together with the comments from D/SEAC, if any, to prepare the Annual Programme Report for the Department/School and other relevant Committees/Boards of the College to note/endorse/approve.

15.7 Fig. 4 depicts the workflow of reviewing the module assessment/examination results by External Examiners (Module and Programme).

## **16. Membership Composition and Terms of Reference of Relevant Committees**

16.1 Department/School Examinations and Assessment Committee (D/SEAC)

### Membership Composition

Chairperson: (1) Head of Department (or School Dean if the School does not have a departmental structure) or nominee

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<sup>1</sup> The fee for reviewing the final module result is HK\$150 per module in the 2015/16 academic year. If the review leads to a change of grade, the fee will be refunded to the applicant.

- Members: (2) Programme Director(s) in the Department/School or his/her representative  
 (3) One additional academic staff member to be nominated by Head of Department/School Dean if necessary (to make up the required number of members in the Committee)
- Total: At least 3 persons
- Secretary: An administrative staff member of the Department/School

#### Terms of Reference

- (a) To approve the assessments/examination papers and marking schemes prepared by the Module Team and endorsed by the Head of Department / School;
- (b) To endorse the assessment/examination results of modules (module grades and grade distribution);
- (c) To handle requests for grade review filed by students and to work with the Registry on grade review exercise;
- (d) To invite/assign markers to review, re-mark and vet answer scripts of assessment/examination in relation to grade review requests;
- (e) To review and endorse the reports from External Examiners (Module), and to pass on related comments on core/required modules to the respective Programme Committees for review and reference; and
- (f) To undertake any task assigned to it by the Examinations and Assessment Committee (EAC).

### 16.2 Examinations and Assessment Committee (EAC)

#### Membership Composition

- Chairperson: (1) Vice-President (Academic & Research)
- Members: (2) Heads of Academic Departments/Deans of Schools or representative  
 (3) AD Programme Director or representative  
 (4) College Registrar
- Secretary: An executive staff member from the Registry

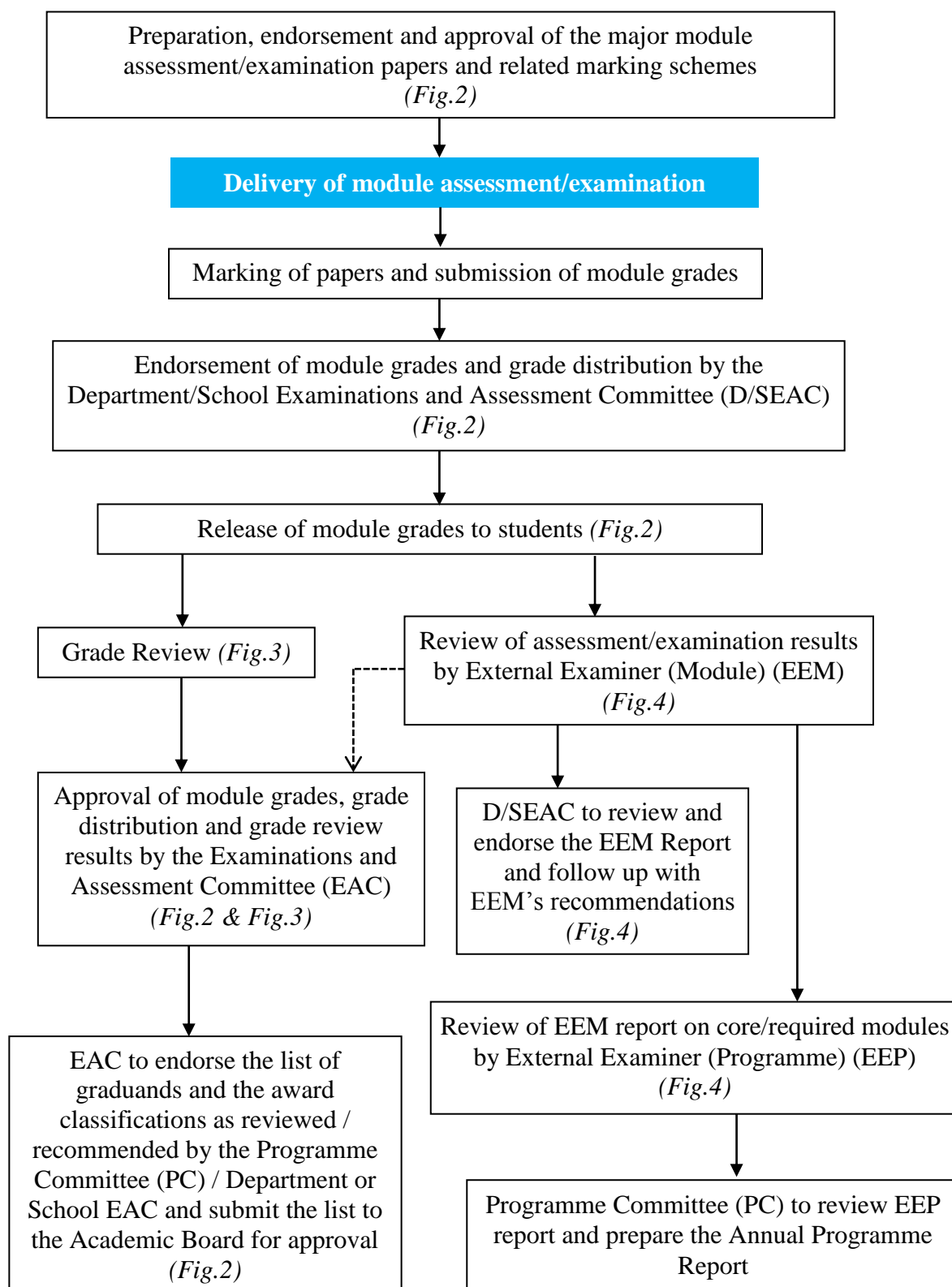
#### Terms of Reference

- (a) To develop and keep under review, for the approval of the Academic Board, policies and practices pertaining to assessment, examinations and graduation of the students in each academic programme;
- (b) To work with the Academic Regulations Committee, to draw up and keep under review, for the approval of the AB, regulations for students regarding progression through a programme of study, including but not limited to grading, the award of an academic qualification and disciplinary decisions;
- (c) To consider and act on the comments and recommendations of the external examiners regarding continuous improvements to policies and practices for assessment and examinations;
- (d) To establish policies and procedures on the handling of students' requests for review on assessment grading and examination results;
- (e) To approve module grades, grade distribution and the results of grade review conducted by the Department/School Examinations and Assessment Committee (D/SEAC) and make final decisions on the grades attained by students;
- (f) To finalize and recommend to the AB for approval the list of graduands of

each programme and the award classifications that the graduands attained;  
and

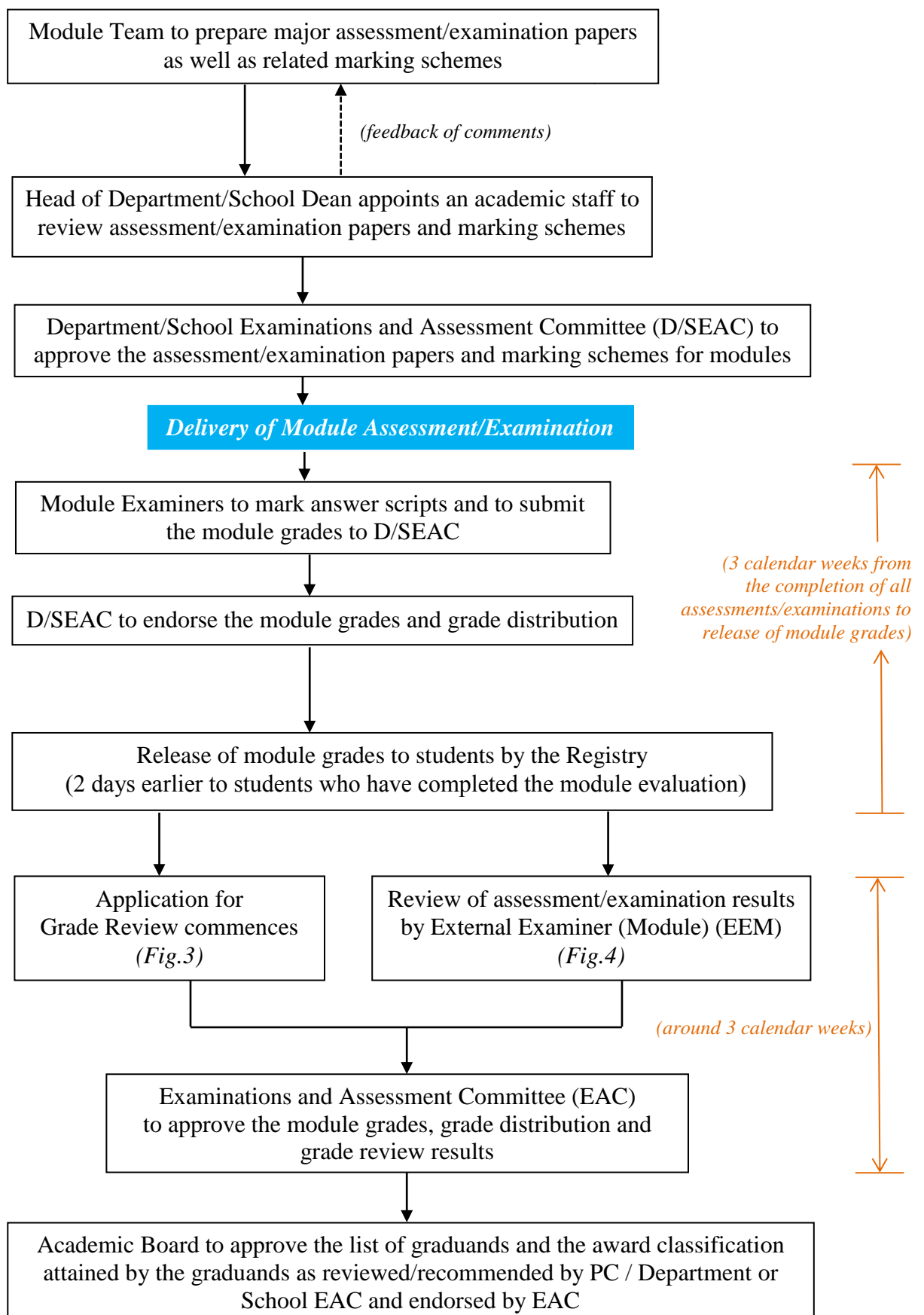
- (g) To submit an annual report of activities for the period from September of the year to August of the following year to the Academic Board for consideration at its September meeting each year.

**Fig.1 Overall Workflow of Module Assessment from Pre-Assessment Work to Submission of Annual Programme Report**



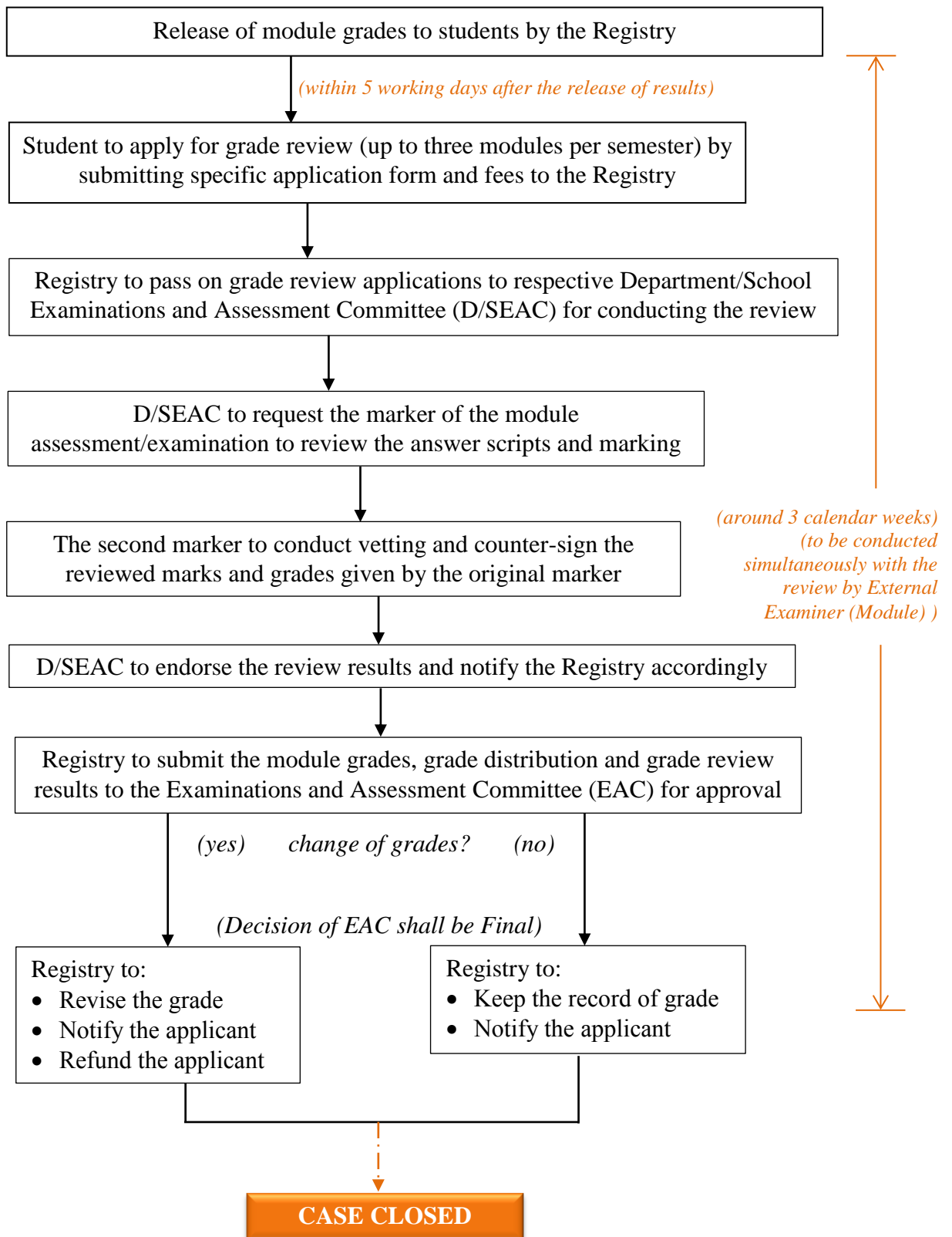
( - - - - - ► denotes feedback of comments if necessary)

**Fig.2 Workflow of Module Pre-assessment Work, Grade Submission and Approval**





**Fig.3 Procedures for Grade Review (Module)**



**Fig.4 Review of Module Assessment/Examination Results by External Examiners (Module and Programme)**

