

Instructions for the Movement of Scripts*

This document contains information on script receipt, missing scripts and the despatch of scripts.

Please familiarise yourself with the content even if you have previously marked for OCR.

Updated information

There have been some minor changes to the content of this document since the previous version (March 2020); any changes to the instructions are marked in **green text**.

*For the purposes of this booklet, 'script' is defined as a candidate's response for an externally assessed specification/unit. This includes externally assessed coursework and recordings.

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The term ‘Assessment Specialist’ includes Principal Examiners, Team Leaders and Examiners unless the context requires otherwise.

1. Introduction

These instructions relate to the movement of scripts as part of the marking process.

You will find information about:

- how you will receive scripts
- what you should do if you do not receive the expected scripts
- the essential checks that you must carry out when you receive the scripts
- sending scripts between yourself and your Supervisor
- returning scripts when you have finished your marking.

You must follow these procedures correctly so that any problems can be resolved before the results are published.

They should be read in conjunction with the latest version of the Assessor Courier Guide which includes useful FAQs : This can be downloaded from the following link:

<http://www.ocr.org.uk/Images/16423-assessor-courier-guide-with-faqs.pdf>

You will not need to follow the instructions in this guide if work has been submitted using the OCR Repository.

There is an Assessor Support Line on 01223 552556.

2. Despatch of scripts from centres

- a) Centres should despatch their scripts to the appropriate examiners on the same day as the examination where possible, and in all cases within one working day from the end of the examination.
- b) Centres in mainland England and the Isle of Wight, with entries for qualifications included in performance tables must use the Secure Script Service (the yellow label service), operated by Parcelforce Worldwide when despatching unmarked scripts to Assessment Specialists. **This is a trackable service which requires a signature on receipt, (due to Pandemic restrictions this may be verbal confirmation of name)**. Once scripts have been despatched by a centre the first attempted delivery should be within 24 hours.
- c) This Secure Script Service does not apply to centres in the Isle of Man, the Channel Islands, Northern Ireland, Wales, Scotland or any international centres (including international BFPO). Centres in these areas are encouraged to use a trackable postal service.
- d) This Secure Script Service does not apply to qualifications excluded from performance tables.
- e) Note that sometimes centres cannot despatch their scripts on the same day as the examination, for example if there is a large entry, or for afternoon examinations.
- f) Centres will send candidate work to the address held on the OCR database at the time the labels are printed. You must tell OCR as soon as possible if your address has changed or will change by the date of the exam.

If you wish to use a different address for the delivery of work during the marking period, you should have updated your details in the Assessment Specialist Portal: <https://asportal.cambridgeassessment.org.uk/irj/portal/> **no later than** 12 October for a November series, 9 November for a January series and 31 March for a June series.

Please note that this preferred address will be used for **candidate work only**. All other assessment material will be sent to your usual address.

To update your personal details, including your home address and email address, please do so using the Assessment Specialist Portal: <https://asportal.cambridgeassessment.org.uk/irj/portal/>

If you require assistance with logging into the Assessment Specialist Portal please call Assessor Support Line on 01223 552556 or email support@ocr.org.uk

If you do not tell OCR in time about any changes to your address, you will be responsible for collecting the candidate material from the previous address. Please be aware that a Royal Mail re-direct service does not cover Parcelforce deliveries.

- g) For further information on the 'Dispatch of exam scripts: yellow label service' please see the Gov.UK website: <https://www.gov.uk/government/publications/dispatch-of-exam-scripts-yellow-label-service>

3. Withdrawal from marking

- a) If you have to withdraw from marking for any reason – phone the Assessor Support Line on 01223 552556 immediately.

If you withdraw before the standardisation meeting, OCR will issue your allocated centres with replacement address labels. However, sometimes a centre may forget to use the new labels, so you may still be sent scripts. If this happens you should refuse delivery. However, if the parcels are accepted or delivered for any reason then return them to OCR using the DHL service explained in the [Assessor Courier Guide](#) and contact the Assessor Support Line on 01223 552556 so that we can track the parcels to their correct destination.

We advise that you keep hold of appropriate documentation (shipping labels, packets, etc.) in case any scripts are delivered.

- b) If you withdraw part-way through the marking period you must label all scripts, as marked or unmarked, forward these to OCR using the service described in the latest version of the [Assessor Courier Guide](#). Keep a copy of the Shipping Label.

4. Receipt of scripts

- a) You must check each package carefully when you receive it to ensure that:
- i) the scripts are for the **specification/unit** and **component** you are marking, **please refer to Section 8**.
 - ii) the scripts are from a **centre** that has been allocated to you on your apportionment listing, **please refer to Section 8**.
 - iii) the scripts contained within the package correspond to the candidates marked as present on the Attendance Register. If the Attendance Register has not been provided you should check the scripts against the appropriate MS2. Where you identify that scripts are missing, please refer to Section 5.
- b) As soon as you have made these checks, you should put the scripts back in the original envelope in candidate number order. You should only remove them for marking or checking.
- c) It is vital that you keep the scripts with the original package. Do **not** cover the bar code in any way as OCR will need to scan it for tracking purposes.

5. Scripts missing from a package

- a) You must report missing scripts immediately using form [EX1](#). Do **not** wait to list candidates as missing on the MS2, as this may not be received and processed by OCR for several weeks afterwards. We need to investigate missing scripts immediately.
- b) Scripts are considered to be missing in any of the following situations:
 - i) a candidate's name appears on the attendance register, is not marked as absent and there is no corresponding script
 - ii) a candidate's name does not appear on the attendance register but is printed on the MS2 and there is no corresponding script
 - iii) an attendance register is not provided by the centre but a candidate's name appears on the MS2 and there is no corresponding script

If you have sent in an EX1 form, you must also mark the scripts as missing on the MS2 with an 'M' (Missing). **Please do not record a missing script as 'A' (Absent)**. OCR will check all 'M's and instances where there is no mark, but an absent appears as a mark on our systems, indicating marking is complete.

- c) Where part of the script is missing (eg. Pre-release material or the first section of a two part script) you should indicate on the EX1 which section you have not received. You should record the mark awarded for the section that you have received on the MS2. This also includes missing paperwork, such as Speaking Mark Sheets (for recorded units) or attendance registers.
- d) Do not assume that the scripts will be in strict candidate order as there may be supplementary attendance register sheets. You should check the entire package before reporting any missing scripts.
- e) If you receive or locate a script that had been reported as missing: Please notify OCR immediately emailing OCREX5@ocr.org.uk so we can update our records and stop the search. You will need to tell us the centre number, candidate name and number, specification/unit number and component, include your team and position number. OCR will then inform the centre(s).
- f) If you locate a script after you have returned your MS2 mark sheet, then record your marks on an '[Additional/Transferred Candidate mark sheet](#)' and follow the link on the form to submit it to OCR, or email the form to ExaminerMarks@ocr.org.uk.
- g) If you do not receive a script package for a centre with only a single candidate entered, you must follow the procedure for missing packages of scripts described in Section 6.

6. Missing packages of scripts

- a) Report missing packages of scripts in the following circumstances:
 - i) Where none of your allocation has been received five working days after the examination date.
 - ii) Where any individual package failed to reach you within seven working days of the examination date. This includes instances where Parcel Force Worldwide has attempted to deliver but you are encountering problems and require assistance from OCR.
- b) Report missing packages using form [EX5](#). You will need to tell us the centre number, specification/unit number and component, include your team and position number. Submit the form using the link on the EX5 form, or email to OCREX5@ocr.org.uk
- c) You must report all missing packages, even if the size of entry is small. OCR is committed to investigating all missing scripts and we rely on you to keep us informed. You should not assume that the candidates did not sit the examination.
- d) OCR's Post Assessment Services team will begin investigations once they receive a report of a missing script package. This will involve contacting the centre to obtain despatch information and is also likely to involve further contact with you to assist in the resolution of each investigation.
- e) If you receive or locate a script package that had been reported as missing you should notify OCR immediately by emailing OCREX5@ocr.org.uk so we can stop the search. You will need to tell us the centre number, specification/unit number and component, include your team and position number.

Important – if you receive scripts from a centre that you have previously reported as missing you must still complete the checks described in Sections 3 and 4. This includes scripts that you receive late in the marking period.

7. Script packages still missing at your final batch return date

- a) If you have still not received some script packages by your final batch return date, you should complete the appropriate MS2s by recording all candidates as 'M' (Missing). **Please do not record missing scripts as 'A' (Absent).**
- b) If you will not be able to mark after the final batch return date you should inform the Assessor Support Line on 01223 552556.
- c) If OCR later receives unmarked scripts from centres that were in your apportionment, we will try to contact you before we send them to you. We will send you supplementary mark sheets if a replacement MS2 cannot be provided.

8. What to do if:

a) **You receive the wrong scripts**

For a centre, or for a specification/unit you have not been asked to mark:

- call the Assessor Support Line on 01223 552556.

You receive a package showing exam details matching your apportionment, but with scripts for a different paper:

- cross out any barcode information on the label
- clearly write across the package 'incorrect package contents enclosed'
- attach an unmarked script label near to the original label.
- forward these to OCR using the service described in the latest version of the [Assessor Courier Guide](#).

b) **You receive individual scripts for a different tier from that indicated on the attendance register or MS2 mark sheet**

Where you have attended the Standardisation meeting for the script received:

- i) mark the script
- ii) complete the MS2 mark sheet, by referring to the section 'Completion and Despatch of MS2 Mark sheets' in the [Instructions for Specialist Marking](#) booklet
- iii) transfer the marked script to the package from the centre which contains scripts of the same tier, rather than to the original envelope, annotating the script envelopes accordingly
- iv) update the attendance registers from both packages to reflect the changes and add your name and Creditor Number
- v) if the centre has not provided a package for the appropriate tier then return the script to the original envelope clearly annotating the script envelope accordingly.

Where you have not attended the Standardisation meeting for the different script received:

- vi) you should:
 - remove the script from the package
 - put it into a new OCR envelope
 - attach an unmarked script label and forward it to OCR using the service described in the latest version of the [Assessor Courier Guide](#).
- vii) clearly write on the outside of the original script package **and** on the Attendance Register the details of any scripts that have been removed and add your name and Creditor Number.

c) **You receive a script for a transferred candidate**

- i) Candidates entered through a centre apportioned to you but who sit the examination at a different centre will still have their script sent to you for marking.
- ii) Scripts for transferred candidates will normally arrive in separate packages.
- iii) Once you have marked the transferred candidate's script you should return it in the package in which it was received.
- iv) The candidate's mark should be entered on the MS2 for the centre of entry. If this is not available you should use the '[Additional/Transferred Candidate mark sheet](#)' to record the mark. Forward it to OCR using the standard MS2 return procedure, or email the form to ExaminerMarks@ocr.org.uk.

d) **You receive a letter with the scripts from a centre**

- i) Ignore any communication from a centre (including information about the status of candidates, the circumstances in which they produced scripts, medical certificates or similar information).
- ii) Forward any such documentation to: The Manager, Special Requirements, OCR, The Triangle Building, Shaftesbury Road, Cambridge CB2 8EA

Please ensure that it is clear which centre, candidate, specification/unit and component are involved.

e) **You receive a damaged package of scripts**

- i) email OCREX5@ocr.org.uk to inform the ExCheck team of the extent of the damage. Supply the centre number, specification/unit and component involved and tell them whether you believe there is anything missing.
- ii) Mark the scripts if you can.
- iii) If you cannot mark a script, either partly or wholly, then refer the matter to your supervisor and email OCREX5@ocr.org.uk to inform the ExCheck team.
- iv) You should mark missing scripts and scripts that cannot be marked at all as 'M' on the MS2 mark sheet.

f) **Candidates have been added to the Attendance Register but are not on the MS2**

You should:

- mark the scripts (if you have been sent them)
- add their details to the end of the MS2 mark sheet/‘Additional/Transferred Candidate mark sheet’ with the mark or enter ‘M’ if you didn’t receive a script and forward it to OCR using the standard MS2 return procedure, or email the form to ExaminerMarks@ocr.org.uk.

g) **Additional script received**

A candidate’s name does not appear on the Attendance register or MS2 but there is a script

- mark the script
- add their details and their mark to the end of the MS2 mark sheet/‘[Additional/Transferred Candidate mark sheet](#)’ and forward it to OCR using the standard MS2 return procedure, or email the form to ExaminerMarks@ocr.org.uk.

9. Preparation for despatch

- a) Leave scripts in candidate order for each of the centres in your allocation and return them in the packages in which you received them.
- b) You should fix an **MM label (indicating** marked material) next to your examiner address label on each packet of marked scripts.
- c) Pack the scripts in the DHL bags and fasten them securely.

10. Despatch of sample scripts to your supervisor

- a) You must use the DHL secure signature service to despatch your sample scripts to your supervisor. This is a trackable service which requires a signature on receipt. Guidance on how to use this service is contained in the [Assessor Courier Guide](#).
- b) Complete a Despatch Record Sheet (see Appendix 1) to show the details of scripts being despatched. When despatching individual scripts complete the ‘Individual Scripts’ section of the record sheet. When despatching entire script packages complete the ‘Whole Centres’ section of the record sheet (see Appendix 2).

- c) Keep the record sheet for **three months** after the despatch in case of any queries. OCR will contact you and ask you to provide a copy of the record sheet if any scripts go missing in transit.
- d) With your sample scripts in one of the DHL bags provided, produce a printed Shipping Label (Waybill) as described in the [Assessor Courier Guide](#).
- e) Write your supervisor's **name and** address clearly in ballpoint pen on the front of the bag.
- f) You should hand one copy of the printed waybill to the DHL Courier together with the package. You must keep the shipment receipt for **three months** in case of any queries. If any scripts go missing in transit OCR will contact you and ask you to provide the Shipping Label (Waybill) numbers.
- g) Supervisors are also required to use this service for returning standardisation sample scripts to you. Batch 1 and Batch 2 scripts will be returned directly to OCR by your supervisor under the same service.

11. Forwarding scripts to OCR

- a) **Important** – you must forward **all** scripts (both marked and unmarked) to OCR, using the DHL secure signature service and by the appropriate batch return dates. They are required for Awarding and Marking Review meetings and for post-results services.

You **must not** bring them to meetings or drop them off at OCR premises, as this makes it impossible to keep track of them.

The DHL secure signature service is a trackable service which requires a signature by OCR staff on receipt. Guidance on how to use this service is contained in the [Assessor Courier Guide](#).

- d) Complete a 'Whole Centres' Despatch Record Sheet (see Appendix 2) with the details of scripts being despatched.
- e) Keep the record sheet for **three months** after the despatch in case of any queries. OCR will contact you and ask you to provide a copy of the record sheet if any scripts go missing in transit.
- f) Enclose your script packages in one of the large DHL bags provided. Produce a printed Shipping Label (Waybill) as described in the [Assessor Courier Guide](#).
- g) Affix an OCR pre-addressed label (type FH) to each bag.
- h) You should hand one copy of the printed Shipping Label to the DHL Courier, together with the package. You must keep the shipment receipt for **three months** in case of any queries. If any candidate work goes missing in transit, OCR will contact you and ask you to provide the Shipping Label numbers.

12. Reporting missing scripts between you and your supervisor

- a) Your supervisor must report missing packages of scripts, where scripts have not been delivered within three days of despatch.
- b) Your supervisor should report missing packages to OCREX5@ocr.org.uk they will need to provide the details of the specification/unit and component that you mark, your team and position, your creditor number, the centre number of the scripts that are missing and the Shipping Label (Waybill) number.

13. Assistance with the service

If you need assistance with the DHL service, please contact the Assessor Support Line on 01223 552556.

14. Additional supplies of documents and stationery

If you require additional DHL bags, please email support@ocr.org.uk with details of what you need. Your request must include your Creditor number and the destination for return scripts (OCR DC10 at Whittlesford).

You can also request items using the electronic Stationery Request Form. This can be downloaded from the [Assessment Specialist Communications](#) website under 'Live assessment instructions', then 'Moderating and specialist marking', or use this direct link: https://cambridgeassessmentgpao.formstack.com/forms/generic_order_form

Appendix 1 - Despatch Record Sheet and Centre Record Sheet



Oxford Cambridge and RSA

DESPATCH RECORD SHEET

Examiner Name	
Examiner Creditor Number	

STANDARDISATION SAMPLE/INDIVIDUAL SCRIPTS										
Waybill number (10 digits)										

Date of collection:										
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Centre Number:										
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Candidate Number						Candidate Number					
Candidate Number						Candidate Number					
Candidate Number						Candidate Number					
Candidate Number						Candidate Number					
Candidate Number						Candidate Number					

ADDITIONAL SAMPLES / INDIVIDUAL SCRIPTS										
Waybill number (10 digits)										

Date of collection:										
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Centre Number:										
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Candidate Number						Candidate Number					
Candidate Number						Candidate Number					
Candidate Number						Candidate Number					
Candidate Number						Candidate Number					
Candidate Number						Candidate Number					

Waybill number (10 digits)										
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Date of collection:										
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Centre Number:										
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Candidate Number						Candidate Number					
Candidate Number						Candidate Number					
Candidate Number						Candidate Number					
Candidate Number						Candidate Number					
Candidate Number						Candidate Number					

Please retain this document for three months after completion of marking.

Appendix 2 - Despatch Record Sheet (Whole Centres)



DESPATCH RECORD SHEET (WHOLE CENTRES)
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Examiner Name	
Examiner Creditor Number	

Waybill number (10 digits)										
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Date of collection:										
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Centre Number						Centre Number					
Centre Number						Centre Number					
Centre Number						Centre Number					
Centre Number						Centre Number					
Centre Number						Centre Number					
Centre Number						Centre Number					

Waybill number (10 digits)										
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Date of collection:										
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Centre Number						Centre Number					
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Centre Number						Centre Number					

Waybill number (10 digits)										
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Date of collection:										
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Centre Number						Centre Number					
Centre Number						Centre Number					
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Centre Number						Centre Number					
Centre Number						Centre Number					
Centre Number						Centre Number					

Please retain this document for three months after completion of marking.