

RM Assessor
Assessment Specialist
Instructions

Changes since previous version

Changes made to the contents of this booklet since the previous version (April 2017) are summarised in the table below for easy identification.

The following principal changes should be noted

We have amended Appendix 4 in this document. New [Instructions for Suspected Malpractice – General Qualifications and Cambridge Nationals](#) will give further clarity on how to handle suspected malpractice. Also please contact malpractice@ocr.org.uk with any queries.

Section 2 updates and alerts	Paragraph 2.2 has been updated.	Page 5
Section 3 important information	Points 7, 8 and 10 have been updated	Page 7
Section 5 RM Assessor Examiner Marking – part 1	Point 5.1.2, and points 5.1.4 to 5.1.6 have been updated	Page 9 Page 10-11
Section 6 RM Assessor Examiner Marking – part 2	6.1.2 - 2 nd paragraph updated.	Page 12
Section 8 Marking guidance	Paragraph inserted at end of point 8.2.2; 8.3.1 1 st and 3 rd paragraph have been updated. 8.4 last paragraph updated	Page 13 Page 14 Page 14
Section 10 Technical and administrative support	10.2 updated.	Page 16
Appendix 2 Frequently asked questions	FAQ on amending marks updated; FAQ on reading handwriting updated	Page 19
Appendix 3 Marking responses of candidates with access arrangements	This whole section has been updated.	Page 20-24
Appendix 4 Suspected malpractice	Revised – reference to new guidance document: <u>Instructions for Suspected Malpractice – General Qualifications and Cambridge Nationals</u> Also contact <u>malpractice@ocr.org.uk</u> with any queries.	Page 25
Appendix 5 RM guidance	Sections Recording marks, Entering marks and Modifying marks have been updated. Moving between responses updated. Raising an exception: Exception list moved to under point 2, point 3 also updated.	Page 26

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1 Introduction

Welcome to the RM Assessor Assessment Specialist Instructions.

Here you will find specific guidance on each aspect of the task.

The task is crucial to OCR's objective of ensuring high and consistent quality of marking.

All deadlines must be observed.

1.1 Issues of concern

If while undertaking your assessment task you come across something that causes you concern you must report this immediately to your Team Leader/Supervisor.

1.2 Security and Confidentiality

All tasks in this guide are strictly confidential.

Please note OCR's requirements with reference to the security and confidentiality of undertaking assessment tasks are specified in OCR's [Standard terms for assessment services](#)

Any breaches of confidentiality and/or security must be reported immediately to OCR.

2 Updates and alerts

2.1 Accurate entry of marks

When marking using RM Assessor, it is vital that marks are entered correctly. To help you avoid inadvertently entering the wrong mark, RM Assessor provides a tool for on-screen visual confirmation of every mark that is entered.

When you enter a mark in the Marks Box, a large image of the number entered will appear briefly on the screen to confirm the mark entered. You must select and use this tool throughout the marking period.

See *Instructions for details on how to select [On screen mark confirmation](#)*.

2.2 Marking the whole of a candidate's response

It is important that you check every page of every response and any additional items there may be so that all of the candidate's response is marked. Use the "BP" blank page annotation on blank pages to show the page has been read.

You must also ensure that any annotation you place on a response is consistent with the mark entered into the Marks Box for that response.

2.3 Starting date for Standardisation

Typically, you will not be able to start the standardisation process in RM Assessor until 10-14 days after the date on which candidates sat the examination. This is to allow the senior team to select and prepare the Practice and Standardisation material you must mark (see the [flowchart](#) of On-screen Marking).

2.4 Availability of candidate responses during live marking

Once you have been approved for live marking your marking target will be displayed alongside your Marker icon. This is the maximum number of responses you are authorised to mark. Please remember that this is not a guaranteed personal allocation and, like all other markers marking the same unit, you will be electronically drawing-down candidate responses from a shared 'pool'.

The number of candidate responses available to mark will diminish as the marking period progresses. Also as a result of absentee candidates, not all of these responses may be available to mark. If you delay your marking, or break-off during the marking period, it is possible that the available candidate responses may run out before you reach your marking target.

You are advised to start live marking promptly and maintain a steady rate of progress, but you should not rush your marking as it is important to maintain a consistent quality throughout the marking period.

2.5 What to do if there is a conflict of interest

Although it is very unlikely, there is a remote possibility that you may recognise that a response you have downloaded for marking has been written by a candidate who is known to you. This is a conflict of interest, so if you recognise a response that you have downloaded, you **must** reject this immediately. You do this by clicking the **Reject** button on the toolbar.

Where a response you have downloaded for marking has additional objects, you are advised to check these for any identifying details before you start marking it, so that you can reject it immediately if you recognise the candidate.

3 Important Information

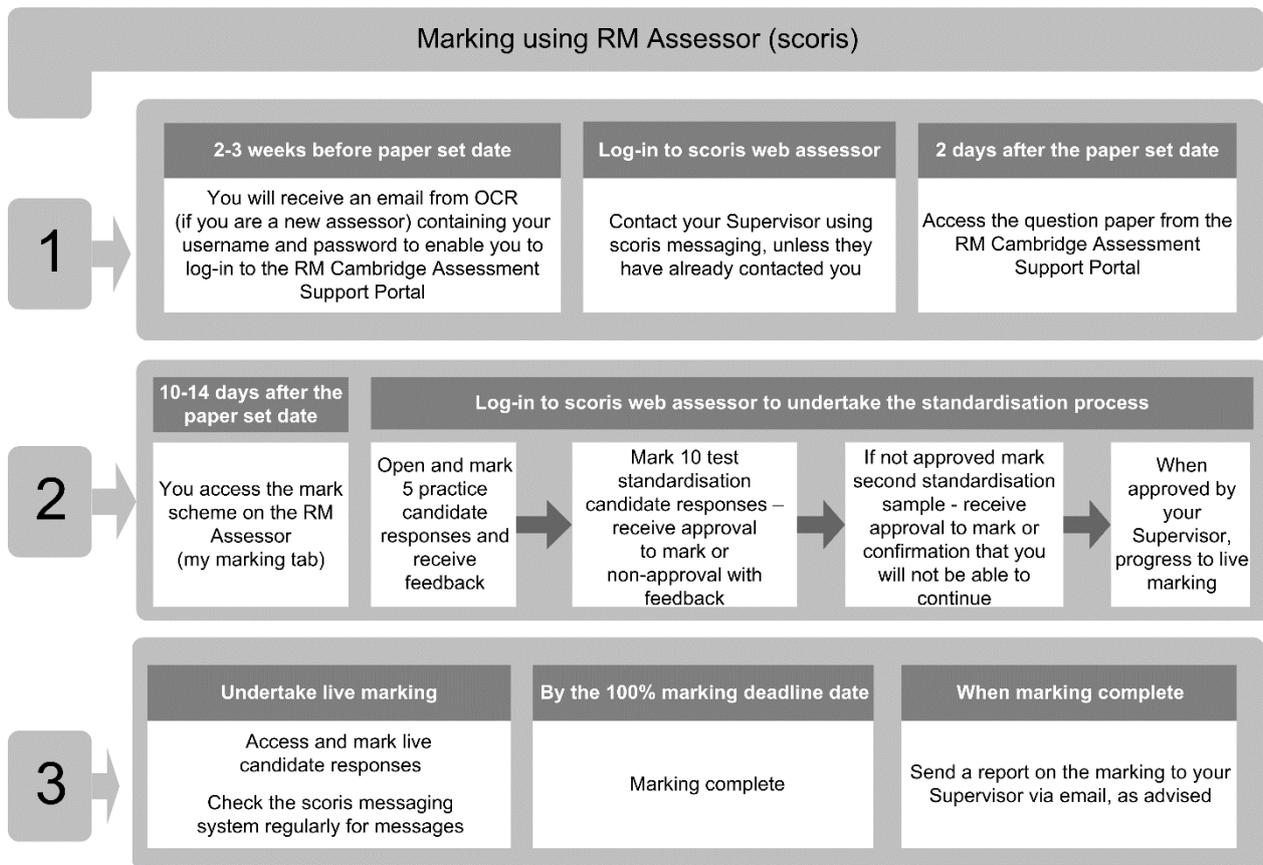
1. You must make yourself thoroughly familiar with these instructions and the associated documents, as well as any other instructions that may be issued by OCR, your Supervisor or the Principal Examiner. It is expected that these instructions will be carried out and it is emphasised that, if you fail to follow the instructions, you risk being withdrawn from marking.
2. All marking for OCR is subject to the volume of work being available. Please see clause 4.4.5 of your agreement for the provision of assessment services.
3. You are reminded of the importance of the task that you do, the wide public interest that the task attracts, and the consequent expectation that the task will be carried out with due responsibility and concentration. You should make sure that you only access your computer in a secure, non-public place so that your marking remains confidential. Your marking should not be undertaken in your place of work, and it must not be carried out by a third party.

4. Please ensure you have read your Standard Terms for Assessment Services (sent with your invitation) and understand your obligations with regard to the provision and security of equipment, passwords, anti-virus protection, and personal details.
5. The nature of your task is strictly confidential. It is, therefore, a condition of your agreement that you do not communicate with third parties (particularly the media) about your work without the specific permission of the OCR Head of Assessor Management. It is also emphasised that you should, under no circumstances, divulge any details of your task to unauthorised persons.
6. Marking on-screen involves spending time in front of a computer screen. Therefore, you should familiarise yourself with current health and safety advice and guidance relating to the use of computers. Appropriate information can be found at <http://www.hse.gov.uk>
7. Any change in personal details, for example change of address, email or telephone number, must be updated on the Assessment Specialist Portal: <https://asportal.cambridgeassessment.org.uk/irj/portal/>
8. At the earliest opportunity, you must notify OCR of any change in personal circumstances:
 - illness or other circumstances that are likely to prevent you from meeting the deadlines for the completion of marking
 - inability to continue on-screen marking.

Please contact Assessor Deployment team (as.deployment@ocr.org.uk) and please also inform your Supervisor.

9. If, during the marking period, we need to reallocate candidate responses amongst the assessment team, you may be asked to express a willingness to mark additional responses. Please note all such offers are provisional and are dependent on sufficient candidate responses being available.
10. Before you undertake any assessment activities, you must read *Safeguarding - The protection of children and vulnerable adults* booklet. A link to this can be found in the Library > Legal/Policy/Malpractice section of the Assessor Communications website: <https://assessors.ocronlinetraining.org.uk/login/index.php> click on **Assessor Resources**. Also see clause 2.1.4 of your agreement.
11. Declaration of Barred Status - Under the Vetting and Barring Scheme (VBS) if a barred person undertakes an unregulated activity, such as assessing, that activity becomes regulated. Therefore, each time you are invited to undertake assessment tasks you must declare if you are barred as a result of a CRB check, or seeking ISA registration.

4 Flowchart of onscreen marking



Note: If you are attending a face to face meeting for standardisation, the standardisation and approval to mark process may vary from the one shown in the flowchart. Full instructions will be provided by your Principal Examiner at the meeting.

5 RM Assessor Examiner Marking – part 1

5.1 Prepare for and complete the standardisation process

5.1.1 Familiarise yourself with the question paper and mark scheme

Once the exam has been sat by candidates the question paper will be downloadable from the RM Cambridge Assessment Support portal. Log-in to the portal and go to the *Question Paper & Mark schemes* section.

The mark scheme will be made available to you (approximately 10 -14 days after the exam) in RM Assessor use the My Marking tab.

The mark scheme has been approved by the Principal Examiner, whose professional judgements on its interpretation and application are final. You must apply the mark scheme as published. You cannot interpret and apply the mark scheme in your own way.

If you think you have found a marking point that is not covered in the mark scheme or an issue with the question paper, contact your Supervisor straight away for advice.

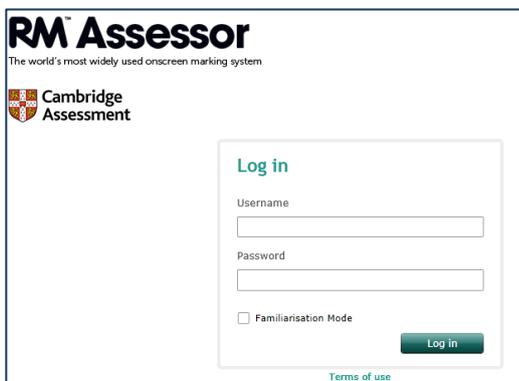
You can contact your Supervisor by phone, email or the RM Assessor messaging system, if you have questions about the mark scheme at any point throughout the marking period.

5.1.2 Log-in to RM Assessor

If you are a new assessor, OCR will provide you with your username and login details 2-3 weeks prior to the paper set date. If you have previously marked for OCR using RM Assessor you will be able to log in to the system using the user name and password that you used previously.

To log-in:

- Open your web browser.
- Enter <https://support.rm.com/ca> into the address line and press return.
- When the login box appears, enter your username and password.
- Click **Login**.



RM Assessor
The world's most widely used onscreen marking system

Cambridge Assessment

Log in

Username

Password

Familiarisation Mode

Log in

[Terms of use](#)

5.1.3 Switch on On-screen mark confirmation

You must select this option throughout the marking period. When you enter a mark in the marks box, a large image of the number you have entered will appear briefly on the screen. This is confirmation that you have entered the correct mark into the marks box.

5.1.4 Download and Mark Practice Responses

- Download practice responses
- Enter marks for each response consistent with the mark scheme
- Once complete, submit the response.
- Select the close items radio-button to view the definitive marks and comments/annotations on each response.

Repeat this process until all practice responses have been marked and submitted.

Once completed please inform your Supervisor who will then contact you and provide feedback. This is your opportunity to ask any questions about how the definitive marks were awarded

Once discussion has taken place you can then progress to mark the standardisation responses.

5.1.5 Download and Mark Standardisation Responses

- Download standardisation responses
- Mark and annotate the 10 standardisation responses. These will test your understanding and application of the mark scheme.
- Enter marks for each response consistent with the mark scheme.
- Check and amend your marks where necessary before you submit them.
- Submit the 10 standardisation responses (test).
- Your Supervisor will review your responses and either approve you for live marking or ask you to complete another test (STM responses).

Please note: SSU members will complete STM responses as their first test and if a second test is required they will need to complete 10 live responses.

Mark each response carefully. Do not use *Auto advance on the last question* when marking standardisation responses so that you do not move to the next response too quickly.

When you believe your marking of standardisation responses is correct, click on the Submit button.

Submitting the responses will send them to your Supervisor for review.

Your Supervisor will use your marking of the standardisation responses to decide whether or not to allow you to progress to live marking.

If your marking is to the agreed standard, your Supervisor will approve you for live marking.

However, if your marking is not to the agreed standard, they will provide you with some feedback and require you to mark an additional 10 responses. These will be STM responses.

5.1.6 Download and mark STM response (Note: only if your marking is not to the agreed standard)

- Download STM responses
- Enter marks for each response consistent with the mark scheme.
- Check and amend your marks where necessary before you submit them.
- Submit the marked STM responses.

Mark the STM responses accurately and consistently. Your Supervisor will use your marking of the STM responses to decide whether or not you will progress to live marking.

Mark each response carefully. Do not use *Auto advance on the last question* when marking standardisation responses so that you do not move to the next response too quickly.

When you believe your marking of all 10 STM responses is correct, click on the Submit button. Submitting the responses will send them to your Supervisor for review.

When you have submitted all of the marked STM responses you will be able to download and provisionally mark 20 live responses, but you will not be able to submit them until your Supervisor has approved you for live marking.

6 RM Assessor Examiner Marking – part 2

6.1 Mark candidates' work according to the mark scheme/marketing guidance

6.1.1 Download, mark, and submit live candidate responses

Mark all responses exactly as specified in the mark scheme.

Take account of responses where the candidates have disabilities or learning difficulties (see Appendix 3 Marking Responses of Candidates with Access Arrangements).

If you suspect that the candidate is guilty of malpractice, you must report this by [raising an Exception](#) in RM Assessor (see Appendix 4 Suspected Malpractice).

Fully mark the response in question before you raise an Exception.

Respond to feedback from your Supervisor and amend marks, where necessary, within the grace period.

Comply with the specified marking target dates for your unit. These are contained in the subject-specific details for the unit you are marking.

If you have not started marking by the 50% marks return date, your marking target may be removed. It is essential you adhere to these dates to ensure all the marks are returned in good time.

Please inform your Supervisor as soon as possible if you think you may not be able to meet the marking deadlines.

6.1.2 Quality assurance of your marking

Your Supervisor will continue to check the quality of your marking and needs to be sure that you are marking consistently, accurately and to a high standard. This standard must be at least as good as that required for approval when marking the standardisation responses.

During the main marking period, your marking is checked by your Supervisor through seeding scripts and the sampling of your live marking. In each batch of 20 responses, there will be a seeding response, with definitive marks already established. Your Supervisor will use seeding responses to monitor the accuracy and consistency of your marking and contact you if there are any concerns.

Your Supervisor and the Principal Examiner can also access all of your live marking and may well sample it from time to time during the marking period.

If at any time during the live marking, you do not meet the required standard of marking, you will not be allowed to continue live marking.

6.1.3 Fully mark candidate responses with additional objects

Ensure that the whole of the candidate response is marked and annotated, including responses with additional objects.

7 RM Assessor Examiner Marking – part 3

7.1 Complete any required supporting documentation

7.1.1 Provide a report on the marking of responses to your Supervisor

Send a brief email report on the general performance of the candidates to your Supervisor, which will inform the OCR Report to Centres.

Your Supervisor will provide headings and prompts. The reports should contain notes, question by question, on particular strengths displayed, as well as common errors or weaknesses.

Constructive comments on the question paper and mark scheme can also be included.

8 Marking Guidance

8.1 Correct use of No Response (NR) and Zero (0) marks

Award No Response (NR) if:

- There is nothing written in the answer space

Award Zero (0) if:

- Anything is written in the answer space and is not worthy of credit (this includes symbols, drawings, text).

8.2 Marking crossed out and duplicated answers

- OCR currently provides examiners with rules for marking crossed out answers (which may be partially or wholly correct) and duplicated answers. Duplicated answers refer to two (or more) alternative responses to the same question, or responses to more optional questions than required within the paper rubric. Normally where more optional responses are provided than are required by the rubric, all responses are marked and all these marks must be entered into RM Assessor. RM Assessor knows the rubric and so the highest mark/s will be given.

The rules are as follows:

8.2.1 Crossed out answers

- Where a candidate crosses out an answer and provides an alternative response, the crossed out response is not marked and gains no marks.
- Where a candidate crosses out an answer to a whole question, but makes no second attempt and the inclusion of the answer would not cause a rubric infringement, the assessor should attempt to mark the crossed out response and award marks appropriately.

8.2.2 Duplicated answers

- Where alternate answers are provided to a multiple choice question, no mark should be awarded (for example: following a request to tick one box, the candidate ticks two or more boxes).
- Where the candidate provides contradictory responses, no mark should be awarded (for example: the candidate writes a statement such as 'water freezes at 0°C this means it is a liquid at -10°C'). The candidate, here, does not seem to understand the context of the 'question'.
- Where the candidate has adopted a 'scattergun' approach by providing multiple answers to a single response question, no mark should be awarded.

Further guidance will be available in your published mark scheme. If you are unsure on how to proceed with recording marks for an answer, you should refer to your Supervisor in the first instance.

8.3 Grace period

There will be a period after you have submitted your marked responses during which you are able to change the marks awarded.

The grace period usually varies as follows:

48 hours at the beginning of the series.

12 hours after the 50% marks return date(s).

0 hours after the 100% marks return date(s).

If your Supervisor has given feedback on particular questions you must refer to and review the responses recently submitted in order to implement this feedback.

Submitted marked responses can be found in your *Closed Items* folder in RM Assessor. Those still within the grace period will be marked *Pending*.

Marks return dates (batch dates) are posted on the Assessment Specialist Communications website. Please note that the grace period window closes at **midnight** on the date prior to the published marks return date. For example, when the published marks return date is 21 June, the window closes at midnight on 20 June.

8.3.1 Marking Deadlines

The dates for the question paper, along with the deadline dates for the unit you are marking on can be found on the Assessment Specialist Communications website

Markers who have not started their marking by the 50% marks return date may have their marking target removed.

You must adhere to these dates to ensure all the marks are returned in good time. Inform your marking Supervisor and OCR as soon as possible if you think you may not be able to meet the marking deadlines.

8.4 Raising an Exception

When you come across an example of something you cannot mark you can raise an Exception which will alert us to an issue that needs to be resolved.

You can raise an exception for issues such as:

- Image rescan request.
- Suspected malpractice.
- Offensive content.
- Material of concern.
- Incorrect question paper.
- Answer outside of guidance.

The guidance document: [Appendix 1 – Types of Exception](#) explains each issue and how it will be resolved. Do not reject a response in any of these instances.

9 Marking – Frequently Asked Questions

View the [Appendix 2 – Marking Frequently Asked Questions](#) document to see responses to the questions frequently asked by RM Assessor markers.

10 Technical and Administrative support

Technical support will be available from the RM ESM Helpdesk; see the table below.

Alternatively you can log a support call online at any time via <https://support.rm.com/ca>

RM can help with:

- Problems you have viewing the question papers you expect to see after you have logged into RM Assessor.
- Technical problems with RM Assessor web assessor.
- Problems with your username and password e.g. the system will not allow you to log in to RM Assessor or access the RM Cambridge Assessment Support Portal.
- Any error messages which may appear on your computer screen when using RM Assessor.
- Problems with connecting to RM Assessor.

10.1 Contacting the helpdesk

When contacting the RM ESM Helpdesk, please have to hand your **OCR creditor number/Assessment Specialist ID number** for reference.

If you cannot phone and access your computer at the same time you will need to note down any error messages that appear on the screen.

Further information which will be useful to the support desk:

- The action you were taking immediately before the error occurred.
- Any other programs you were running on your computer at the time the error occurred.
- The unit code and component and your Supervisor's name.

Support Desk	Contact Number	Support Hours (Weekday)	Support Hours (Weekend)
RM ESM Helpdesk	0330 3336319 or 01235 827654	These hours are published prior to each examination series	These hours are published prior to each examination series
Support online	https://support.rm.com/ca	Any time	Any time

10.2 Administrative support

Administrative Support will be available from the OCR on-screen marking Helpdesk during the hours shown below.

Helpdesk	Contact	Support Hours (excluding Bank Holidays)
OCR On-screen Marking Helpdesk	01223 553393 general.qualifications@ocr.org.uk	08:00-17.30 Mon-Fri

If you are experiencing a problem with your marking or have a query about the process, please contact the OCR on-screen marking Helpdesk.

OCR can help if:

- you are unclear about the marking process and how to mark
- you receive packages or responses you are not expecting
- you have any non-technical queries to do with the examinations process

Appendix 1 – Types of Exception

<p>Image rescan request</p>	<p>If you cannot mark the candidate’s response because the image is poor or distorted it is possible that rescanning the original response will resolve the problem. But bear in mind that in most cases it is the original response that is unreadable.</p> <p>In selecting this Exception, a rescan will automatically be generated. Before submitting, please check the entire response to see if just one question or the whole response has been affected and, if necessary, raise the Exception against the whole response.</p> <p>You will receive a <i>Resolved Exception</i> message in your <i>Resolved Exceptions Worklist</i>. This will detail any action that you need to take. You should be able to continue to mark and submit this response.</p> <p>If the rescan still does not enable you to mark the response, the unmarkable image Exception should be used again. This will trigger the response to be marked in hard copy. This will then be marked by a senior examiner and you will receive a message advising you of this.</p>
<p>Incorrect question paper</p>	<p>Use this Exception if the image that you can see does not match the question paper that you are marking. The question paper will be removed from your <i>Worklist</i>.</p>
<p>Suspected malpractice</p>	<p>OCR defines malpractice in examinations as any action taken by one or more candidates, by teachers or by the centre which may threaten the integrity of OCR’s examinations. Note that while deliberate cheating is malpractice, the term “malpractice” is used to cover a much wider range of actions, including those that are accidental. The guiding principle is whether the incident has the potential to undermine the integrity of the examination. Some of the more common types of malpractice are listed below, together with hints on how they may be detected.</p> <p>The common examples you may encounter include:</p> <ul style="list-style-type: none"> • Copying – such as correct answers after incorrect working. • Breach of instructions – such as the use of non-examination stationery or a change in handwriting style. • Use of a calculator in a non-calculator paper – this could be evidenced by the correct answer shown without the detailed working shown. <p>If you suspect that the candidate is guilty of the above forms of malpractice you must report this by raising an Exception. You should fully mark the response in question before you raise an Exception in RM Assessor.</p> <p>This will be resolved by the Malpractice Team at OCR and once you have received a resolution message you should mark as usual and the malpractice process will continue outside of RM Assessor.</p>
<p>Offensive content</p>	<p>If you are presented with material that you find offensive you must report this immediately by raising an Exception. As an examiner, you are the judge of what is offensive in a candidate’s response. As a guide, if it offends you, report it. You can ignore facetiousness, mild criticism of the examination and political statements. However, obscenities, lewd comments or drawings, offensive comments aimed at a member of staff or examiner, and racist remarks should all be treated as malpractice. When the Exception has been resolved by OCR, please mark in the normal way if you feel able to. If not, please contact your Supervisor.</p>
<p>Material of concern</p>	<p>If you are presented with material that leads you to be concerned for the candidate’s welfare, you must raise an Exception. Once the Exception is resolved, please mark in the usual way.</p>

Appendix 2 – Frequently Asked Questions

<p>What do I do if I have forgotten my username and password?</p>	<p>If you have forgotten your username please contact the RM Helpdesk.</p> <p>RM Helpdesk: 0330 333 6319 RM Support online: http://support.rm.com/ca</p> <p>If you have forgotten your password you can use the 'I've forgotten my password' option on the RM Assessor log-in screen to either change or reset your password.</p>
<p>What do I do if either my username or password doesn't work?</p>	<p>Please check that you are using the correct case (upper or lower) and have typed it correctly.</p> <p>If, after trying a different case, you still cannot access the system, please contact the RM Helpdesk.</p> <p>RM Helpdesk: 0330 333 6319 RM Support online: http://support.rm.com/ca</p>
<p>Can I change my username or password?</p>	<p>Your username is fixed and cannot be changed.</p> <p>You can change your password. See What do I do if I have forgotten my username and password?</p>
<p>How do I know if RM Assessor will work on my computer?</p>	<p>Your computer will work with RM Assessor if it at least meets the minimum specification.</p> <p>View the RM system requirements document: http://www.ocr.org.uk/Images/200934-rm-assessor-system-requirements.pdf</p>
<p>Can I use an Apple Mac?</p>	<p>Yes. RM Assessor works with PC and Mac computers.</p>
<p>I have been timed out. Why?</p>	<p>The on-screen marking application will 'timeout' if there is no activity in an examiner's account for over 30 minutes.</p> <p>Marks will be saved automatically if a 'timeout' occurs.</p>
<p>What happens if my internet connection fails when I'm in the middle of entering marks?</p>	<p>If the internet connection fails while marking, the marks for the question which you were looking at will not be saved. Once the internet connection has been restored, you should be able to continue marking.</p>
<p>What if I have to withdraw from marking?</p>	<p>If you are unable to resolve computer specification issues or you are unable to continue marking due to personal circumstances and need to withdraw from marking, please contact your Supervisor and email as.deployment@ocr.org.uk.</p>

What do I do if I cannot see the question papers I am expecting in RM Assessor?	Contact the RM Helpdesk.
I need to amend marks I have already submitted. What should I do?	After submitting marks, you have a grace period (section 5) during which you can alter those marks. If you need to amend marks after the grace period has ended, you must contact OCR: as.deployment@ocr.org.uk .
What do I do if I think I may not be able to complete my marking to schedule?	Contact your Supervisor and email as.deployment@ocr.org.uk .
What do I do if I come across an answer that I think is valid but is not covered by the mark scheme?	Consult your Supervisor.
What do I do if a candidate crosses out an answer to a question but makes no second attempt at it?	Mark the crossed out work.
What do I do if the candidate's answer goes outside the view on my screen?	You should select 'whole response view' on the left-hand side of the screen. This function allows you to see the whole examination paper.
What do I do if I think I recognise the candidate's handwriting?	Reject the RIG (candidate response) which will send the response back into the marking pool.
What do I do if a response gives rise to suspicion of malpractice or contains material that I consider offensive?	Raise an Exception
When do I use the comments function?	When marking your practice responses please refer to the comments added by the PE by switching on the comments using the <i>Item level Comment</i> button. You must not add comments to any responses yourself, unless specifically advised to do so by your Supervisor.
What do I do if I cannot read the candidate's handwriting?	Mark the response as much as possible, as with paper-based marking. You may find the zoom function useful. You may want to contact your Supervisor who can also view the script in your worklist, to gain a second opinion.
What do I do if a candidate has answered in a language other than English?	Raise an exception (see Appendix 5 – Exceptions).
How do I contact my Supervisor?	You can use the messaging system within RM Assessor, or phone or email once your Supervisor has made initial contact.

Appendix 3 – Marking Responses of Candidates with Access Arrangements

Access Arrangements are permitted to candidates who have temporary or permanent disabilities or learning difficulties. Centres can make their applications for most arrangements online. The computer system produces cover sheets but there will no longer be an Awarding Body permission letter, unless an application was referred to an Awarding Body for personal attention. The cover sheet represents the permission agreed by the online system.

The following points should be remembered:

- candidates who have access arrangements include candidates of all levels of ability
- each Principal Examiner will standardise the marking of written communication according to the criteria given in the specification and/or the paper
- the principles contained in these instructions relate to all subjects and can, therefore, only be general in outline.
- you will only know that a candidate has access arrangements if a cover sheet is attached to their work, but not all access arrangements require cover sheet – see below for cover sheets that may be attached to a candidate's work

The following Access Arrangement Cover Sheets may be included with work you are moderating:

- Scribe Cover Sheet (when a scribe has written or typed some or all of a candidate's work)
- Practical Assistant Cover Sheet (when practical assistance is required by a candidate to undertake work, the candidate should only be given credit for skills they have performed independently)
- Word Processor Cover Sheet (when a candidate has used a word processor without spelling or grammar check enabled)
- Braille Transcript Cover Sheet (this would be attached when a candidate has generated their work using a braille machine and it has then been transcribed to text)
- Sign Language Interpreter
- Oral Language Modifier (this would indicate that a candidate has significant language processing difficulties and they meet the criteria for someone to simplify the carrier language presented to them in tasks)

Cover Sheets should not be detached as the marking cannot be checked without this information. They usually scanned in at the beginning or end of the candidate's script.

Candidates using a Scribe including Word Processor with Voice Recognition Technology or Spell Check and/or Grammar Check Enabled

1. Candidates who dictate answers are still using language to convey their ideas. They may be able to structure their arguments, use appropriate vocabulary for their ideas, use technical vocabulary correctly and use an appropriate writing style for the context.

They will use their own grammar and vocabulary. They may dictate punctuation, but this is not always possible for candidates with a severe disability. If the candidate can dictate punctuation this will be noted on the Scribe Cover Sheet attached to the work. However, in these circumstances the candidate is not able to provide the spelling, as this is not practical. The exception is in Modern Languages Writing Papers, where the candidate is not allowed to use a scribe unless the candidate is able to dictate the spelling letter by letter.

2. Candidates who do **not** have access arrangements are assessed according to the instructions given at the standardisation meeting. They will include candidates who cannot spell accurately. Each Examining team will decide to what extent the accuracy of spelling in itself should be given a particular emphasis.
3. Candidates who have used a scribe are in the same position as those who cannot spell and should be treated accordingly. They should be credited with the marks that they can be given for the other skills being assessed. Where there are separate marks available for spelling, punctuation and grammar their work should be marked taking into account the level of independence as noted on the scribe cover sheet.
4. Centres will attach a Scribe Cover Sheet onto any response where a scribe, including Word Processor with Voice Recognition Technology or Spell Check and/or Grammar Check Enabled, was used. The centre should show on the cover sheet whether the candidate or the scribe completed any graphs and diagrams. If the centre does not indicate on the cover sheet that the candidate dictated spelling and/or punctuation, marks for these elements must not be awarded. **Please refer to the Cover Sheet to inform your marking.**
5. Although a candidate who needs a scribe may have all of their answers scribed for them, there could be scripts where a scribe has been used there may be sections or questions where the candidate has written and others where the scribe has written. In other scripts there may be a combination of the candidate's handwriting, the scribes handwriting and word processed responses. These are all permitted as different candidates' needs and normal way of working will vary.

Examples

5. A candidate uses a scribe in GCSE Science. In one question an extra mark is allocated for spelling, punctuation and grammar. The Principal explains to the examining team that the mark is to be deducted if more than one error is made in spelling, punctuation or grammar per sentence. The candidate using the scribe is using correct grammar and has dictated the punctuation but the spelling was that of the scribe and not his own. He cannot be given the mark, as this would be unfair to any candidate who had made several spelling errors.
6. Another candidate taking the same subject and also using a scribe dictates the spelling in each of the answers where written communication is being assessed. This has been noted on the Cover Sheet. He can be credited with the mark because he has made only one error. (Some candidates are not able to dictate spelling because they have so much difficulty dictating whole words and are very slow completing a sentence. They cannot receive the mark).
7. A candidate uses a scribe in GCE History. The marking criteria are arranged in bands and a best fit approach is taken. The candidate is able to fulfil most of the criteria described in a particular band of marks and uses vocabulary well to express her arguments. However, she is not producing her own spelling. The highest band in the mark scheme requires the writing to show accuracy (but not perfection) in grammar, punctuation and spelling. The candidate is using grammar correctly but has not dictated any punctuation and has not produced the spelling. A decision has to be made as to whether she should be placed lower in the band. This would be the same decision that would be made about any other candidate whose spelling was very weak but who had given a very good answer.

Candidates using a Word Processor without either spell check or grammar check enabled

8. These candidates are providing their own written communication and their responses should be marked in exactly the same way as those of any other candidates. They key their response themselves and are not allowed to use a spell checker or grammar checker.
9. Normally, they will print off a response. If the answer booklet requires some answers, such as graphs and diagrams to be completed in the booklet itself, candidates will answer these in the booklet and then label their other answers on the print-out. They should attach the print-out to the answer booklet.
10. The centre will attach a Word Processor Cover Sheet.
11. If a word processed response is received without a cover sheet, this should be marked in full and reported as an Exception.

Candidates using a Practical Assistant

In most cases, these candidates will be submitting internally assessed coursework. There will be a small number of candidates taking externally marked practical examinations who have used a practical assistant.

12. The response should be covered by a Practical Assistant Cover Sheet. The centre is asked to note down the tasks performed by the Practical Assistant. If the candidate also had a scribe, there is a question on the form relating to who did the graphs and diagrams. Credit should be given for those tasks completed independently by the candidate. This may need to be discussed with your Supervisor or Principal Examiner.
13. For instance, a candidate might not be able to perform a titration. If marks are available in the mark scheme for this particular skill, no marks can be credited. If the assistant has merely held the equipment still and the candidate has controlled the titration independently, marks can be credited.
14. A Practical Assistant will not be permitted in those assessments where the practical skill is the focus of the assessment, such as Art, Design and Technology or Music, unless minimal help is required, such as holding equipment still or handing paints to the candidate.
15. Where there is particular cause for concern, the Examiner will should refer the response to the Supervisor.
16. Please refer to the Cover Sheet to inform your marking.

Candidates for whom a Transcript is provided

There should no longer be many candidates using transcripts, as this arrangement was removed from the JCQ Access Arrangement document from September 2016. However, there will be some candidates who had this arrangement in place before then or candidates who output their answers in Braille and require their responses to be Transcribed in order to be assessed. These candidates ought to be assessed as far as possible on the original script. The transcript is provided to ease your reading and is written after the examination by a person who is familiar with the candidate's writing.

17. Transcripts may be a full transcript on another answer booklet or a partial copy written on a photocopy of the response. Some centres may enlarge the response to A3 to enable them to write over the words in a different colour pen. They are requested not to use red, green, purple ink or pencil.
18. Transcripts should be word for word, an **exact** copy of the candidate's response. Where a candidate has spelt a () word incorrectly, the transcriber may not correct it in the transcript and must not insert or omit any words nor alter their order.
19. If the spelling is affected, mark in the same way as a candidate who cannot spell accurately. Where separate marks are available for spelling, these cannot be credited if the transcriber has corrected any errors. Please remember that the transcript may have been provided for a candidate who has no problems other than a sprained wrist and who cannot write very clearly but in every other respect is able to gain full credit in the normal way.

If the transcript is of a Braille response, the candidate has used written communication in the Braille and the transcript should be marked in the usual way.

Please refer to the Cover Sheet to inform your marking. Where no transcript cover sheet is attached to the transcript of a braille response, the response should be marked in full and then reported as an Exception.

Candidate using Sign Language

The use of BSL and other sign languages will not be permitted in any Modern Foreign Language or any English Language papers. In English Literature, its use will be restricted to the signing of instructions and questions but texts/stimulus material or literary extracts must not be signed.

20. Centres are asked to place a Cover Sheet on the response of any candidate for whom signing has been used to give access to the questions. Please refer to the Cover Sheet to inform your marking.
21. Centres are asked to note down words or phrases which have been re-interpreted. If the translation has given the candidate an unfair advantage, affecting the marking of an answer or part-answer, marks cannot be credited in full.
22. Signing of answers may be allowed where it is possible to finger-spell the words or where the answers involve single words. Centres are asked to note how the signing was carried out on the Cover Sheet.

Where there is particular cause for concern the Examiner should refer the response to the Supervisor.

Candidates using an Oral Language Modifier

Following a QCA pilot scheme candidates with severe comprehension disorder have been permitted to have the assistance of an oral language modifier, who may re-phrase the question. As this arrangement continues until 31/8/16, you may receive responses with a cover sheet indicating how the oral language modifier has re-worded the question. If you feel that a distinct advantage has been given, as the modification has revealed the answer, please refer the response to your Supervisor. It may also be possible that the OLM has disadvantaged the candidate by losing from the question an element which is essential to the answer. Please refer such cases to your Supervisor. Otherwise, mark in accordance with your mark scheme.

Candidates using Modified Papers (Not A3 unmodified enlarged papers)

- 1 Modified papers should produce the same answers as any other paper and should be testing the same skills. An enlarged diagram will need to be measured if the candidate has to answer a question relating to the dimensions of the diagram itself and this answer taken into account.
- 2 Braille papers will be transcribed by the centre and the script will be accompanied by a Transcript Cover Sheet. These candidates can receive marks for written communication because they have provided their own written answers and it has been transferred from the Braille code into English. If a candidate has responded to the question paper using Braille and not transcript has been supplied, this should be referred to your Supervisor.
- 3 On rare occasions a question has to be modified on account of it being inaccessible to a blind candidate, such cases are taken into account in standardisation and an alternative answer scheme should be made available if required. The same can be true of modified enlarged (larger font) papers, but this would be in very rare occasions. Any changes would be communicated via standardisation.
- 4 A larger range of answers may be accepted for candidates using modified enlarged or braille papers, but as above this would be made clear at standardisation.

Coloured/Enlarged paper (eg A3 Unmodified Enlarged Paper) – Unscannable

The paper should be marked in the normal way but assessors should be aware of potential problems with scale diagrams as the enlargement is carried out by the centre. Where there is a particular cause for concern, the examiner should refer the response to the Supervisor.

If you have any queries regarding access arrangements, guidance can be sought from the Special Requirements Team (srteam@ocr.org.uk). If you suspect access arrangement have been used inappropriately, please refer to the reporting Malpractice guidance.

Appendix 4 – Suspected Malpractice

All reports of suspected malpractice you submit are investigated by OCR's Malpractice Team. This will often involve contacting the centres concerned to request further information and statements from those involved, and once the summer holidays start that becomes much more difficult. Malpractice cases received before 11 July have a 90% chance of being resolved by results day. This is reduced to 35% for malpractice cases received after the start of the school holidays. It is therefore important that all suspected malpractice is reported at the earliest opportunity to the Malpractice Team as delays in reporting suspected malpractice are likely to lead to delays in candidates receiving their results.

What is Malpractice?

OCR defines malpractice as any action taken by candidates, teachers or a centre which may threaten the integrity of our assessments. While deliberate cheating is malpractice, the term 'malpractice' is used to cover a wider range of actions, including those that are accidental. The guiding principle is whether the incident has the potential to undermine the integrity of the assessment.

Common types of suspected malpractice you may encounter include:

- Copying
- Collusion
- Plagiarism
- Improper assistance by teachers or others
- Inappropriate or offensive responses

Further information about the different types of suspected malpractice and how to report them can be found in the ['Instructions for Suspected Malpractice – General Qualifications and Cambridge Nationals'](#)

In all cases you should mark or moderate the work as normal and you must not attempt to account for any suspected malpractice in your marking.

Please note that in all cases you must not contact the centre if issues of suspected malpractice arise.

Appendix 5 – RM Guidance

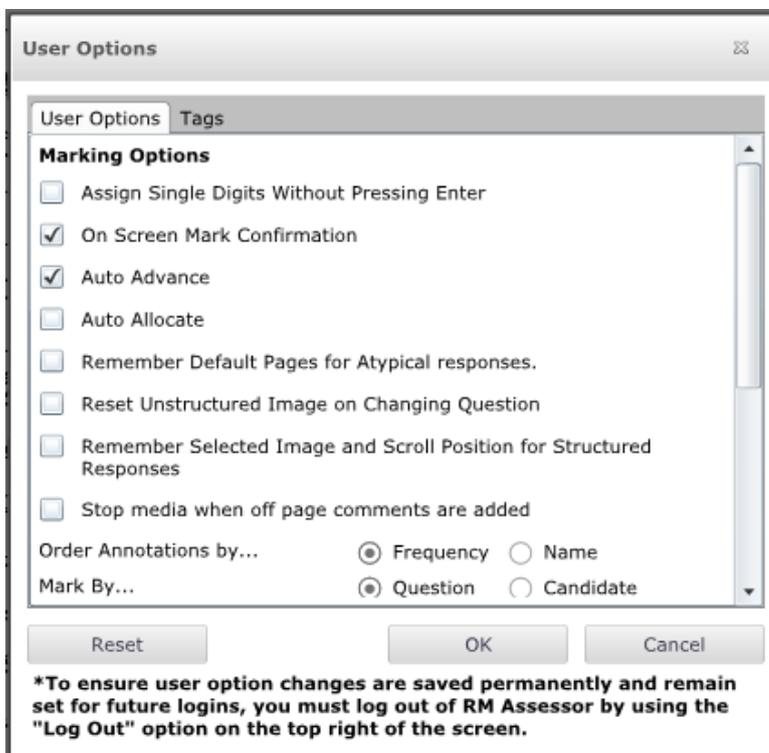
Setting your marking preferences

To set a marking preference:

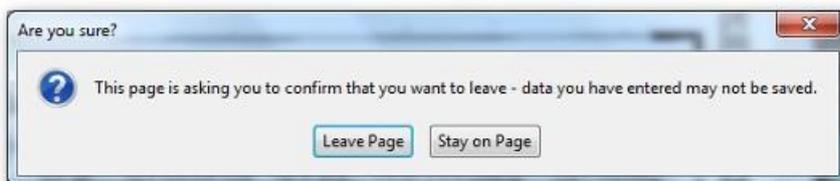
1. Click the **Controls** icon  at the top right of the page and select **Change User Options**.



2. The **User Options** dialog box is displayed:



If you exit your browser using the **Close** button () whilst on the Marking page, you will see the following prompt:



If you are sure you have not made any changes that may not have been saved, click **Leave Page**. Otherwise, click **Stay on Page** and close all responses you were marking to ensure that any marks you have entered are saved.

Marking basics

In this section you will learn how to:

- Get responses to mark
- Perform most of the common marking tasks
- Submit your marking

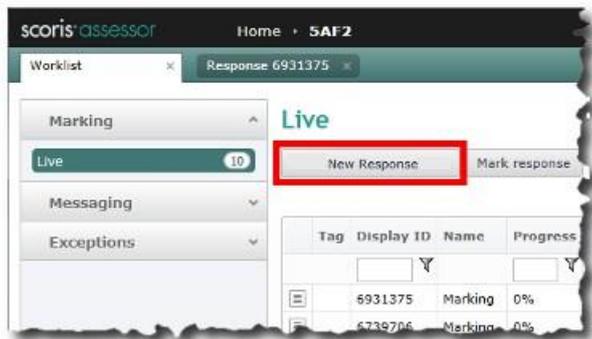
Downloading responses to mark

On the **Worklist** page, you can manually download as many responses as you like, up to your concurrent limit.

If you have **Auto Allocate** turned on (see [Appendix 5 – Setting your marking preferences](#)), then every time you finish marking a response RM Assessor will automatically download the next one. This allows you to keep marking without having to manually download responses to mark. Automatic downloading while marking continues until you reach your concurrent limit. At this point, you will need to submit some fully marked responses to be able to continue.

To download a response to mark:

- On the **Worklist** page, click **Get new response** and a single response is downloaded to your worklist. Repeat as often as you like up to your concurrent limit.



Note: If RM Assessor has nothing available for you to mark it displays an appropriate message. This may occur if all responses have been marked, or if RM Assessor is waiting for more scanned responses to be loaded. Contact your Supervisor for advice if you get the message and you have not yet reached your marking target.

Recording marks

For each QIG (Question Item Group), you will be required to enter marks and annotate, to demonstrate that you have checked specific aspects of each candidate's response.

Entering marks

The mark input panel drop-down list shows all the valid marks for the selected question item. NR (no response) will also be available on the list; you use this when a candidate has made no attempt to answer a question, as opposed to attempting a question and scoring zero marks.

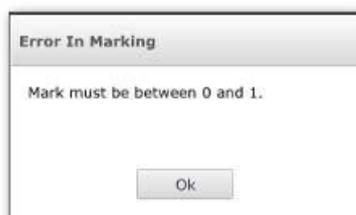


As you mark, the total marks awarded so far and the percentage marked display at the top of the mark input panel. For each question, you can see the marks you have awarded and the total available, for example 2/3 if you have awarded 2 marks out of a possible 3.

Click **Expanded** if you want to see all question items in the mark input panel (that is, you can see 1a, 1b and 1c in Q1; 2a, 2b and 2c in Q2; and so on). Click **Auto-Collapse** if you only want to see question items within the selected question.

You can correct marks at any time prior to submission of a response and during the grace period (see [Grace period and pending status](#)).

If you attempt to enter an invalid mark RM Assessor will prompt you to correct the error. An error message similar to this is displayed.



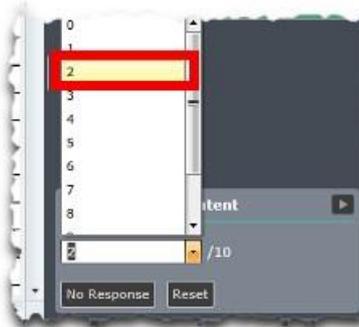
To enter marks:

1. Use one of the following methods:

- Type a value in the mark control. If you enter an invalid value, a message will inform you of this



- Select a value from the mark control drop-down list (**NR** means 'no response')



- Click the **No Response** button (or use the hash button to enter 'NR')



2. Press **Enter** to record the mark and move to the next question item.

Modifying marks

You can modify the marks of any responses you have not yet submitted or any responses you have submitted that are pending (i.e. you have submitted them but they are within the grace period).

To modify marks:

1. Open the response in marking mode.
2. Select the question item you want to change.
3. Amend marks and add/remove annotations.
4. Submit script.

Navigation

In this section you will learn how to:

- Navigate between responses
- Mark by candidate or question
- Size and zoom a displayed response
- Navigate around a displayed response

Auto-advancing to the next response

When the **Auto Advance** option is selected and you finish marking the current response (i.e the response becomes 100% marked), RM Assessor automatically loads the next available response. This is useful, but it can cause confusion when you are marking unstructured responses if candidates have answered the questions out of order. If you don't want RM Assessor to move on automatically when you finish marking a response, you can disable auto advance.

To turn auto advance on and off:

The easiest way to turn **Auto Advance** on and off is to use the **Auto Advance** button on the **Marking** page (shown turned on below).

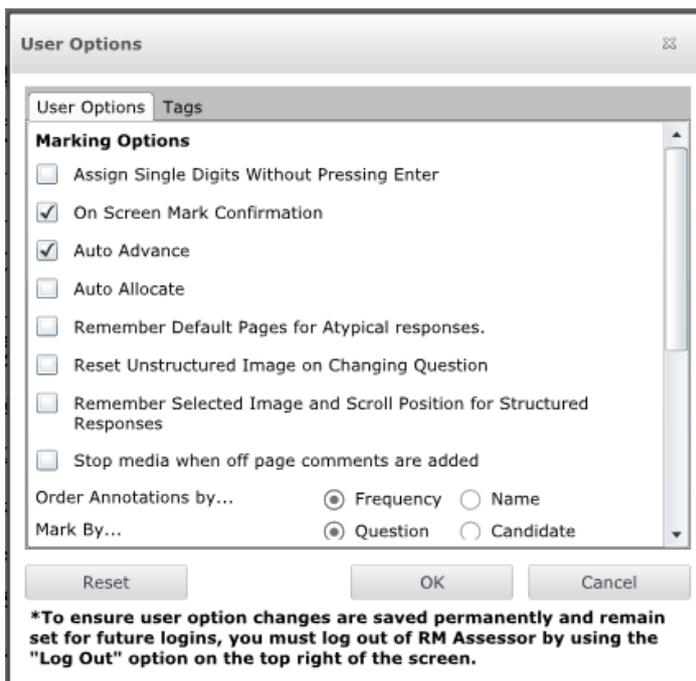


Alternatively, you can change your user options as follows:

1. Click the **Controls** icon  at the top of the page and select **Change User Options**.



2. The **User Options** dialog box is displayed.



3. Tick or untick **Auto Advance** as required.
4. Click **OK**. This now becomes the default setting.

Moving between responses

Using the **Previous Response** and **Next Response** buttons on the toolbar you can navigate to the next or previous response in the currently selected worklist, while you remain on the **Marking** page.



When you use these buttons on a structured response, (these are examination papers on which candidates write their answers in known and predictable places), the screen shows the currently selected item for each response.

Moving between question items

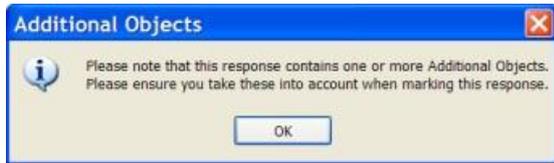
There are three methods of moving between question items in the mark input panel:

- Press **Enter** after you have entered a mark. This moves you to the next question item to be marked.
- Navigate to and click a particular question item.
- Use the arrow buttons at the bottom of the mark input panel to move up and down the list of question items

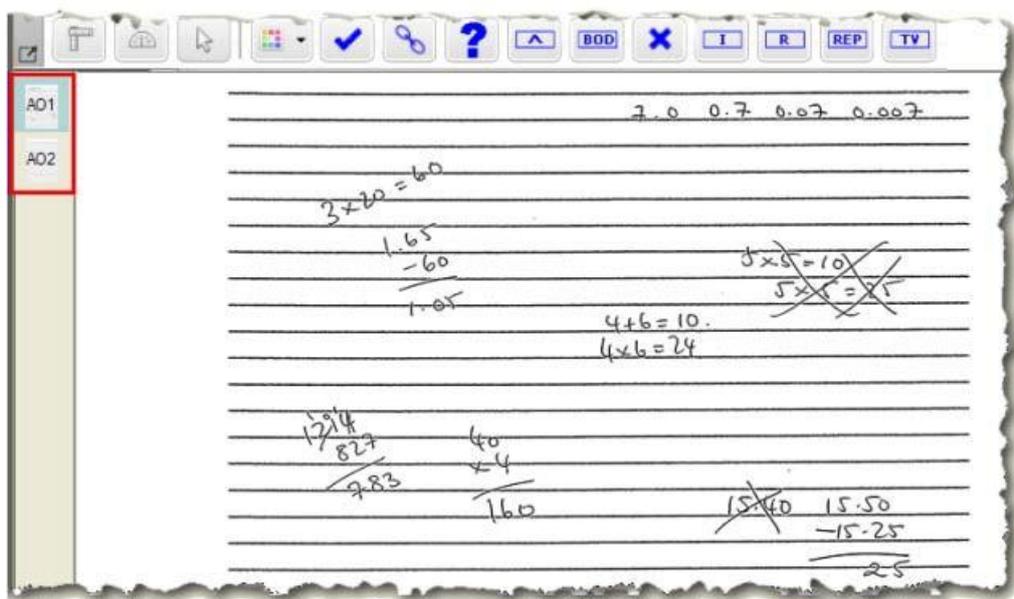
Additional objects

An additional object might be an extra sheet of paper on which a candidate has completed an answer or a note from an invigilator describing something about a candidate. Both sides of an additional object are scanned and are associated with the candidate's normal scanned response.

When you open a response with additional objects the following message is displayed.

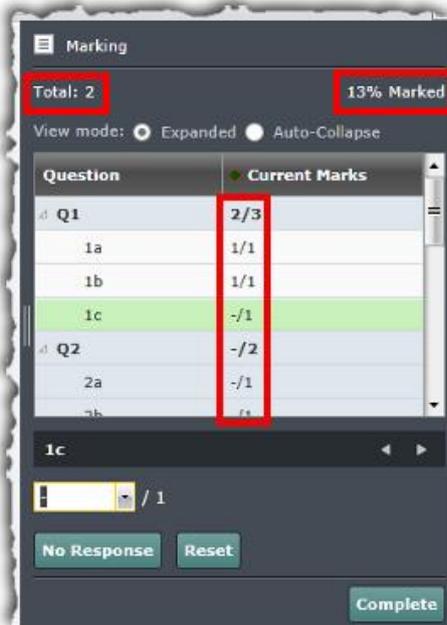


The following example screen shows the 'additional object' (AO) thumbnails denoted as AO1 and AO2 and you can see part of the AO1 image.



Question totals

Where an examination contains question items that comprise a number of sub-items, RM Assessor displays the sub-totals for each question in the mark input panel on the **Marking** page.



Exceptions

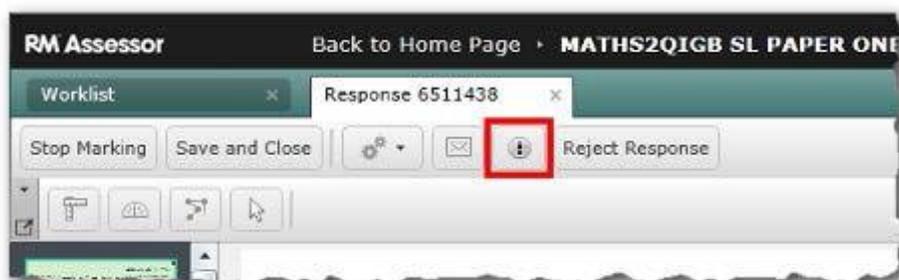
If you have an issue with a response you can raise an exception to seek support. The exception will be routed to the appropriate person for resolution.

When an exception is resolved you are notified and can see the answer in your **Exceptions** list on the **Work-list** page.

Raising an exception

To raise an exception during marking:

1. Click the **Raise Exception** button () on the toolbar.



The **Create Exception** form is displayed.

Create Exception

I am unable to mark the candidate response because of the following:

This exception is related to Display ID: 6836110 Item: 1a

Exception Types:

- Image Rescan Request**
This type of exception should be raised if there is an issue with scanned image of the response being marked for example if it is of poor quality, if a page was folded during scanning or if the image is not correctly aligned. This exception will be escalated to the RM service desk. It will only be possible to submit a response which has had this type of exception raised against it when the exception has been resolved and you have closed the exception.
- Suspected Malpractice**
This type of exception should be raised if you suspect malpractice in relation to the response being marked. This exception will be escalated to the Assessment Operations Officer for the subject you are marking. If this type of exception is raised against a response, it will be possible to submit the response in question and it is not necessary to wait for the exception to be resolved.
- Offensive Content**
This type of exception should be raised if the response being marked contains offensive or obscene content. This exception will be escalated to the Assessment Operations Officer for the subject you are marking. If this type of exception is raised against a response, it will be possible to submit the response in question and it is not necessary to wait for the exception to be resolved.

Additional Details:

Relate my exception to:

- Current Item
- Entire response

Comments

Submit Cancel

2. Select an Exception Type.

Exception
Image Rescan Request
Suspected Malpractice
Offensive Content
Material of Concern
Incorrect Question Paper
Answer Outside of Guidance

3. In the **Additional Details** area, select **Current Item** if the issue is related to a single question or select **Entire response** if it is a more widespread issue..
4. Type additional information in the **Comments** box. You will not be able to raise the exception until you do enter some comments, as the **Submit** button will be greyed out.
5. Click **Submit**. Your Supervisor is notified via RM Assessor and will attempt to resolve the exception.

When you return to your work-list, notice that a drop-down list has been added to the **Exceptions** column for the response. You can click on this drop-down list to select an exception to view.

The screenshot shows a 'Live' interface with a table of responses. The table has columns: Type, Tag, Display ID, Progress, Total Mark, Exceptions, Status, and Last Updated. The first row is highlighted in light blue and has a red box around the '1 -' in the Exceptions column.

Type	Tag	Display ID	Progress	Total Mark	Exceptions	Status	Last Updated
Marking		6836110	6%	0	1 -	Open	12/01/12 15:07
Marking		6992115	0%	0		Open	12/01/12 14:02
Marking		663242	6%	0		Open	12/01/12 15:07
Marking		6536346	0%	0		Open	12/01/12 14:02
Marking		6441915	0%	0		Open	12/01/12 14:02

Notice also that your exception has been added to the list of **Exceptions** within the work-list.

The screenshot shows the 'RM Assessor' interface. The top navigation bar includes 'Home', 'M11: matBSP1TZ1XXXX', 'Find RIG by ID', 'Search', 'Reports', and 'Log out'. The main content area is titled 'Raised' and shows a table of exceptions. The first row is highlighted in light blue.

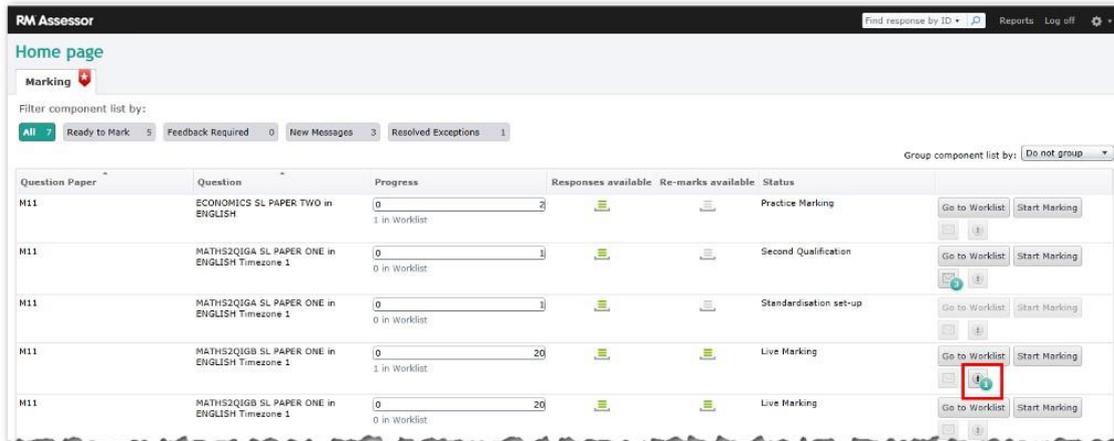
Exception ID	Exception Type	Display ID	Question	Last Updated
53	Image Rescan Request	6836110	1a	12/01/12 15:07

Below the table, the details for 'Exception 53, Image Rescan Request' are shown. The text reads: 'This type of exception should be raised if there is an issue with scanned image of the response being marked for example if it is of poor quality, if a page was folded during scanning or if the image is not correctly aligned. This exception will be escalated to the RM service desk. It will only be possible to submit a response which has had this type of exception raised against it when the exception has been resolved and you have closed the exception.'

The details also show the date and time '12/01/12 15:07:05' and the text 'Hard to read.'

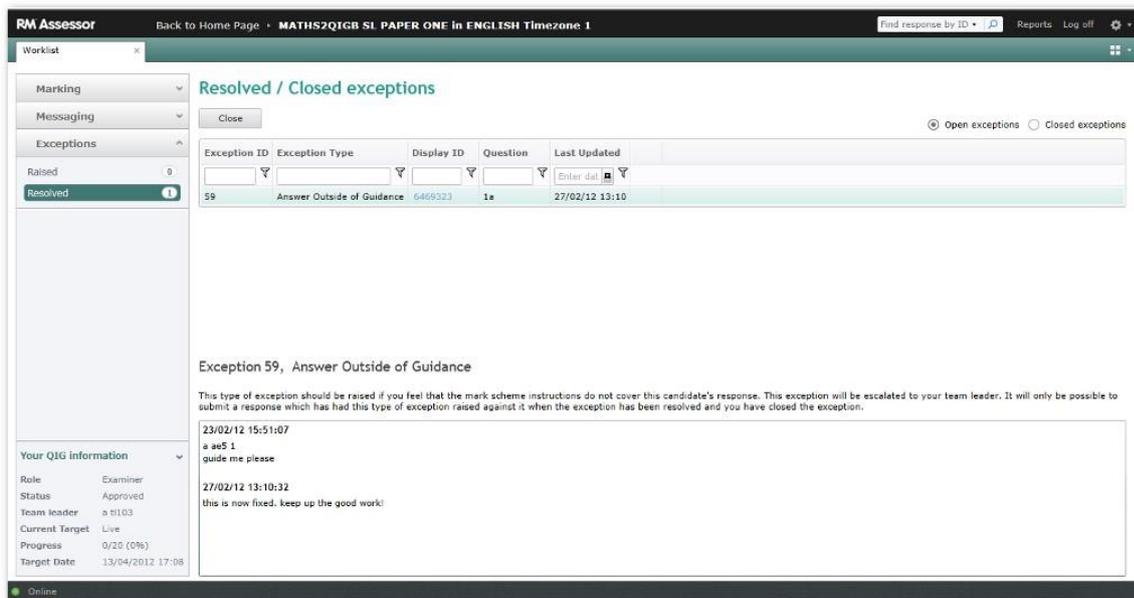
Closing a resolved exception

If you have resolved exceptions for a QIG, you will see an alert on your **Home** page.



Click on the alert to open your list of resolved exceptions.

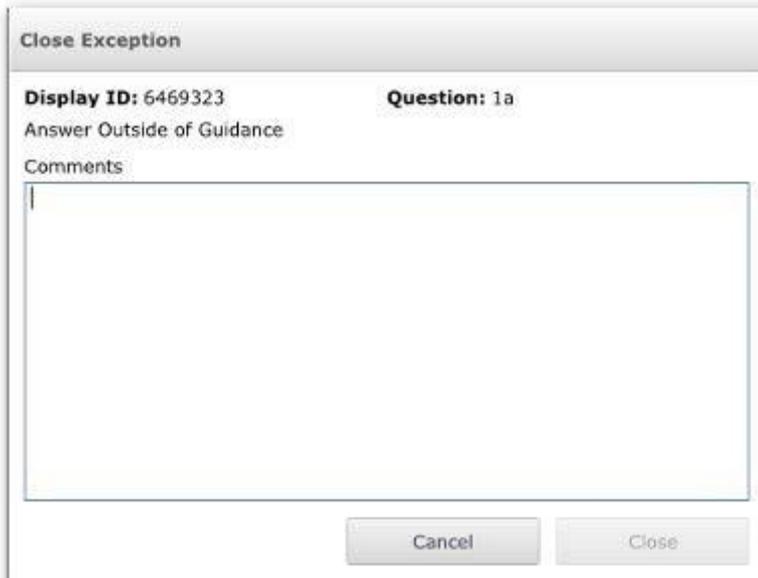
Alternatively, in each work-list you can see if any of your exceptions have been resolved. Click **Exceptions** in the left-hand navigation bar, then click **Resolve**



You must close a resolved exception before you can continue marking the response to which it relates.

To close a resolved exception:

1. In the **Resolved** work-list, open the resolved exception you want to close.
2. Read the advice offered.
3. Click **Close**. The **Close Exception** form is displayed.



The image shows a dialog box titled "Close Exception". It contains the following information: "Display ID: 6469323" and "Question: 1a". Below this, it says "Answer Outside of Guidance". There is a "Comments" section with a large text area for input. At the bottom of the dialog, there are two buttons: "Cancel" and "Close".

4. In light of the advice you have been given, type any comments in the **Comments** box and click **Close**.

You can now mark and submit the response in question. You can see your closed exception in your **Closed Exceptions** folder.