Oxford Cambridge and RSA

RM™ Assessor

Supervision Guide

For software version March 2014 and later

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Table of contents

Introduction 3

Overview of responsibilities 3

Marking quality control 5

Viewing your team 5

Screen shortcuts 6

Set-up team standardisation by the Principal Examiner 7

Standardisation of Remote Markers 7

Responses to review 11

Marker monitoring 13

Suspending a marker 15

Reapproving a marker 16

Withdrawing a marker 16

How to request a marking check for Principal Examiners 17

Checking a principal examiner or senior team leader’s marking 18

Reports 20

Progress reports 21

Seeding reports 22

Standardisation reports 23

Supporting your team 25

Messaging within RM Assessor 25

Finding a response 26

Sharing marks 27

Exceptions 28

Troubleshooting 31

I can’t find a response 31

I can’t approve a marker 31

Introduction

This guide is written for principal examiners and team leaders using RM assessor to monitor and help a team of markers. The guide assumes you are familiar with marking techniques and mark scheme instructions. It is also a prerequisite that you know how to mark using RM assessor.

The user information is split into these main sections:

- Marking quality control – covering all aspects of marker approval and marking quality
- Reports – describing the reports available and how to use them
- Supporting your team

The following typographical conventions are used in this guide:

– Used to highlight, on screen shots, the area or function described in the text.

Bold text – Used to highlight RM assessor functions and screen names.

Note: – Notes are used to highlight key pieces of information that will help you use RM assessor more easily and efficiently.

Overview of responsibilities

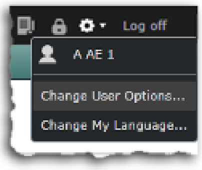
As a principal examiner or team leader you are responsible for supporting your team and the quality of its marking.

Using RM assessor you can perform the following tasks:

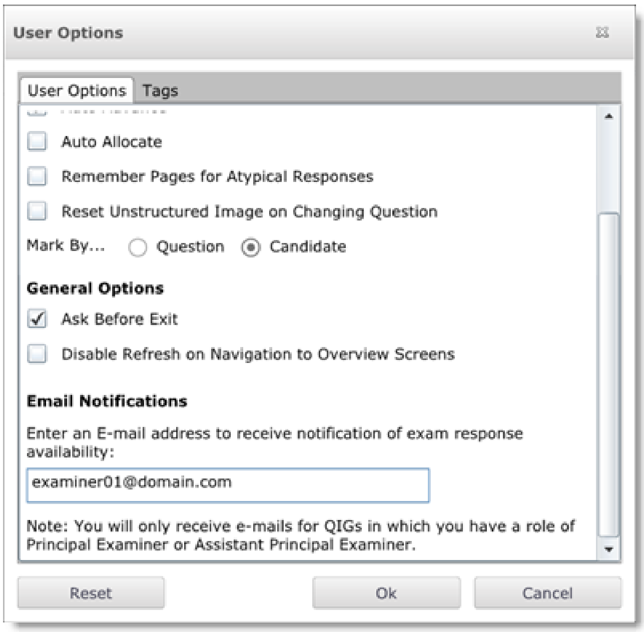
- view your team
- standardise your team: review their standardisation samples and approve them deal with any markers who have been auto-suspended during the process (you must get yourself approved first to be able to do this)
- review your team's work:
  - review seeding responses
  - monitor marking quality
- check marking accuracy and tolerance
- deal with suspended markers
- suspend and reapprove suspended markers
- run reports to monitor standardisation, marking progress and marking accuracy
- support your team by:
  - using the messaging system to answer marking queries
  - resolving exceptions raised by markers

To receive a 'responses ready to mark' email notification:

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



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



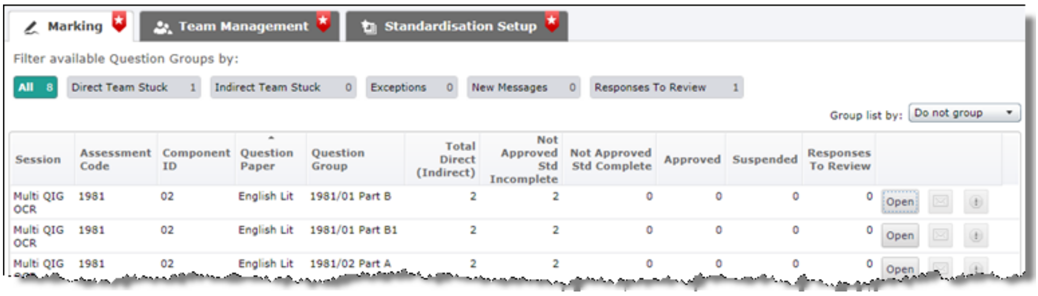
2. Scroll down the options, and then type an email address in the **Email Notifications** field.
3. Click **OK**.

Marking quality control

Viewing your team

When you log in as a principal examiner or team leader your screen will display **Marking** and **Team Management** tabs, and will normally open on your **Marking** page; a **Standardisation** tab will also be displayed if you are a standardisation team member.

Any tab with the star icon ( ) indicates you have actions to perform.

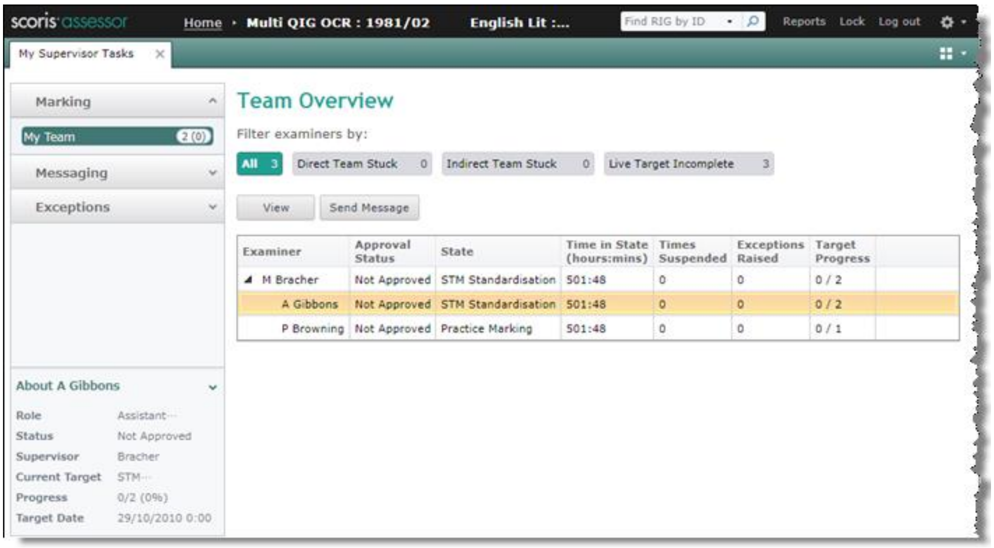


The **Team Management** page lists all of the QIGs for which you have subordinates. On this page you can:

- Click any of the filter buttons to display those QIGs only with:
    - Open exceptions requiring your escalation or resolution
    - New messages in your inbox
    - Responses to review
- Click **Open** to view the team for a particular QIG
- Click to open messages or click to open exceptions
- Use **Group list by** to group the list by session

To view your team and tasks for a particular QIG:

- On the **Team Management** page, click **Open** on the QIG of interest. A page similar to the one shown below is displayed.



On the **My Team** menu item the numbers show how many direct subordinates (the first number) and indirect subordinates (the number in brackets) you have.

On the right you will see a list of your team members and their status and performance. If you are further up the marking hierarchy you will see your team and you can also drill down to see their subordinates. You can use the **Direct Team Stuck** and **Indirect Team Stuck** buttons to filter the team list to show only markers who are suspended or have completed their standardisation response marking and are not approved.

At the bottom left of the **Team Overview** page a summary of the marker currently highlighted in the list is shown.

On the left of the page you will see the familiar **Marking**, **Messaging** and **Exceptions** options. However, the sub-options for **Marking** and **Exceptions** are configured for supervisory tasks instead of marking tasks.

To return to the Team Management home page:

- Do one of the following:
  - On the title bar, click **Home** to the left of the QIG name.
  - On the **My Supervisor Tasks** tab, click **X**.

Screen shortcuts

As a principal examiner or team leader your RM assessor screen will display the following icons on the title bar once you open a worklist, team management or standardisation screen.

In the example shown the **My Marking** worklist is being viewed, indicated by the grey box around the pencil icon. These icons enable you to switch between your my marking worklist, team management and the standardisation setup for the currently selected QIG without the need to return to the **Home** screen.

Set-up team standardisation by the Principal Examiner

This process must be followed by the Principal Examiner both for standardising Team Leaders and for RM assessor units where all markers are present at the Standardisation Set Up meeting.

Immediately after the Standardisation Set Up Meeting, the set up team should complete the STM standardisation responses and submit them to the Principal Examiner for checking and feedback.

The Principal Examiner should review all 10 STM responses as a single set and should be checking the way the set up team member is applying the mark scheme. If the Principal Examiner decides that the set up team member's sample is within the required tolerance they will be approved and able to mark.

If the Principal Examiner decides that a marker's sample is outside of the required tolerance the marker must not be approved. They should be given iterative feedback by telephone and be asked to complete their first 10 live scripts. The review of marking for the 10 additional responses must be recorded on the 'Script Check' Form.

If these are within agreed limits the marker can be approved, if not, the Principal Examiner must escalate this to the Chief Examiner for a decision as to whether the Team Leader can remain in their role or not.

Standardisation of Remote Markers

The purpose of standardisation is to get all of your team to the appropriate marking standard and to make sure they are using the mark scheme correctly. It is important that the standardisation of markers is carried out in a timely manner. As soon as the mark scheme is made available on the Support Portal, Team Leaders should check that their markers are aware of this and ask them to familiarise themselves with the mark scheme and download and mark the 5 practice scripts.

Team Leaders should access RM Assessor regularly to ensure that any standardisation and STM samples are checked in a timely manner and that feedback is supplied to the Marker if required. It is particularly important to act as a mentor to anyone who is new to marking.

New Examiners will have received appropriate on-line training from OCR. The Code of Practice requires that new Examiners must not mark examination responses without prior training encompassing all the processes relevant to their task

Learning phase (Practice scripts)

The Learning phase is outlined below:

Markers will be required to mark a minimum of five Practice scripts. They will be able to see the definitive marks once they have submitted them to the Team Leader.

The Team Leader **must** phone the marker as soon as possible and discuss any problems that were encountered and ensure that there is agreement on how the marks were awarded. The Team Leader must follow this up with a short message in RM Assessor to the marker; this can be a repetition of the most important points to the marker or just thank the marker for submitting the scripts.

Testing phase (Standardisation scripts)

For the Testing phase 10 Standardisation scripts are set up in RM Assessor. There is no feedback during the marking of these 10 scripts. If the marker's marking is of the required standard they should be **approved** for marking and need only to receive minimal feedback.

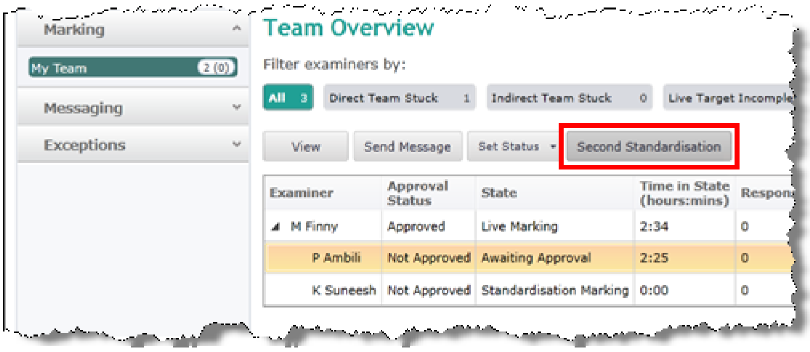
If the marker did not pass this first test, they will receive extensive feedback (Team Leader to keep notes) and undertake a second test (the STM sample). There will again be no feedback during the marking of these 10 scripts and this review should be recorded on the Script Check form. After this, the marker will either be cleared to mark with minimal feedback (phone or email) or will be stopped.

Neither of the two samples should be returned to the marker for improving.

Component specific notes will be provided during the Standardisation Set Up Meeting. These notes will provide guidance on the tolerance to be used when determining whether to approve a Marker and the tolerance to be used during the live marking period.

To send a marker the second (STM) sample for standardisation:

- Do one of the following:
  - On your **Team Overview** page, select the marker in question and then click **Second Standardisation**.



  - On the marker's worklist in the bottom left corner, click the **Provide second standardisation sample** button.

2. When the marker has submitted the STM sample, review it and decide what action to take. The STM sample must be reviewed together as a set of 10 responses.

Standardisation of Markers at face to face extended standardisation meeting

Where markers are present at a face to face standardisation meeting following the following process for standardisation and marker approval should be followed:

Learning phase (Practice scripts)

Markers will be provided with a minimum of 5 hard copy practice responses at the face to face standardisation meeting. The purpose of these responses is for markers to learn and practice how to apply the mark scheme.

The standardisation meeting must include a detailed discussion and marking of **each response in turn**, led by the Principal Examiner and Team Leaders as appropriate.

The Team Leader and Principal Examiner must keep a record of the marks awarded by markers for at least two of the practice scripts marked independently.

Testing phase (Standardisation scripts)

For the Testing phase 10 Standardisation scripts are set up in RM Assessor. There is no feedback during the marking of these 10 scripts. If the marker's marking is of the required standard they should be **approved** for marking and need only to receive minimal feedback.

If the marker did not pass this first test, they will receive extensive feedback (Team Leader to keep notes) and undertake a second test (the STM sample). There will again be no feedback during the marking of these 10 scripts and this review should be recorded on the Script Check form. After this, the marker will either be cleared to mark with minimal feedback (phone or email) or will be stopped.

For neither of the two Testing samples will the Team Leader return scripts to the marker for improvements in marking as this is the testing phase.

Component specific notes will be provided during the Standardisation Set Up Meeting. These notes will provide guidance on the tolerance to be used when determining whether to approve a Marker and the tolerance to be used during the live marking period.

Accuracy and tolerance

To help you decide if the marking is satisfactory OCR sets a marking tolerance threshold within RM Assessor for each QIG. The tolerance is a measure of marking accuracy in absolute numerical terms, commonly referred to as the absolute mark difference (AMD). It is the sum of the variance from the definitive marks (the negative and positive signs are ignored) for each item in a particular QIG. In addition you will be provided with an overall 'paper' tolerance which will further help you decide if marking is satisfactory.

On a marker's **Responses to Review** page in the **Accuracy** column, icons similar to the following are used:

Icon	Description
G	Accurate
A	In Tolerance
R	Inaccurate / Outside Tolerance

Note: This will help you to determine marker accuracy on items within the script, but for approval purposes it is the difference between the definitive total mark for the script and the total mark for the script given by the marker that should be considered. A script may, therefore, show as inaccurate/outside tolerance and yet still be in tolerance in terms of total mark for the script.

Approving markers

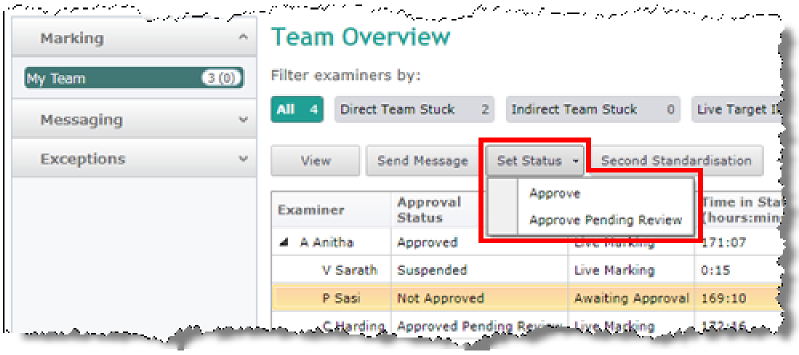
Note: You cannot approve your subordinates until you are approved.

Approving a marker involves one or more of these steps:

1. Review and set the marker's responses as reviewed (see Responses to review).
2. Apply approved status to the marker.

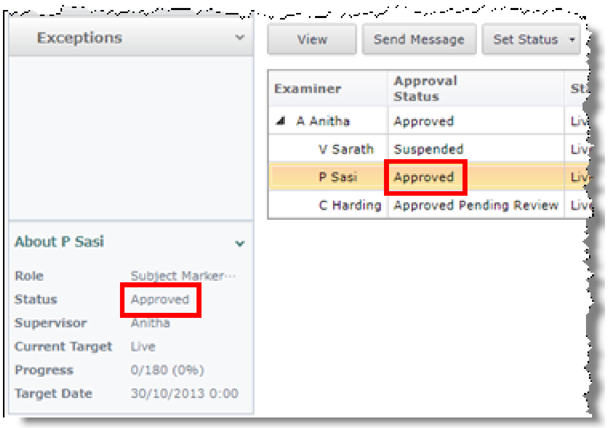
To approve a marker:

1. On your **Team Overview** page, select the marker to approve.



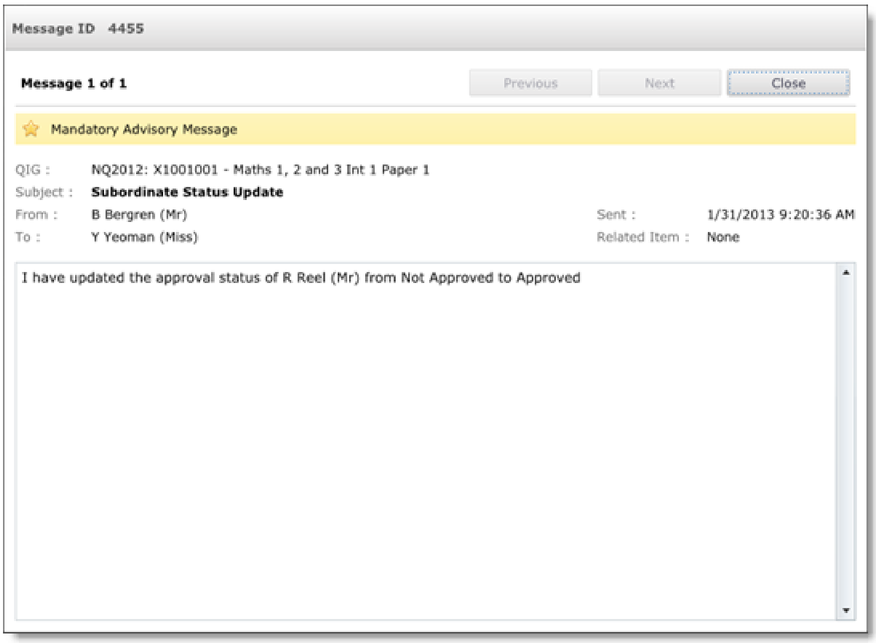
2. Click **Set Status**, and then click **Approve**.

   Notice that the approval status changes to approved in the list on in the panel on the left.



It is a good idea to send messages to markers letting them know they have been approved or explaining why they have not been approved.

If you change the status of an indirect subordinate, a message similar to the one shown below is automatically sent to the marker's supervisor to inform him or her about your action.

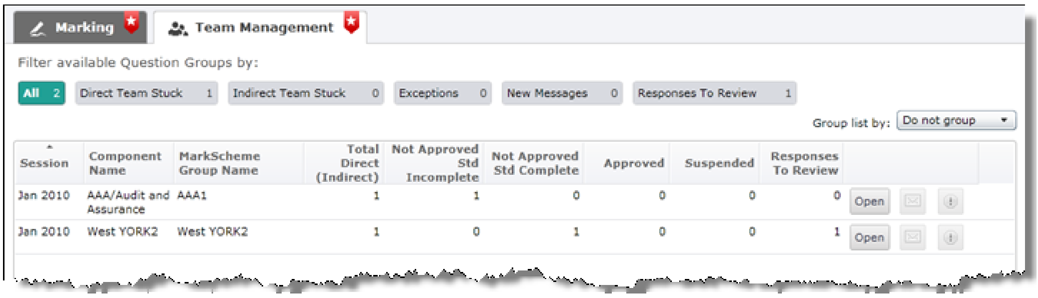


Responses to review

Reviewing responses is a task you need to perform when one of your markers is in a Not Approved state following completion of their standardisation and/or STM responses. Responses to review may also include seeding responses.

Note: All of a subordinate's standardisation responses go into the **Responses to Review** worklist.

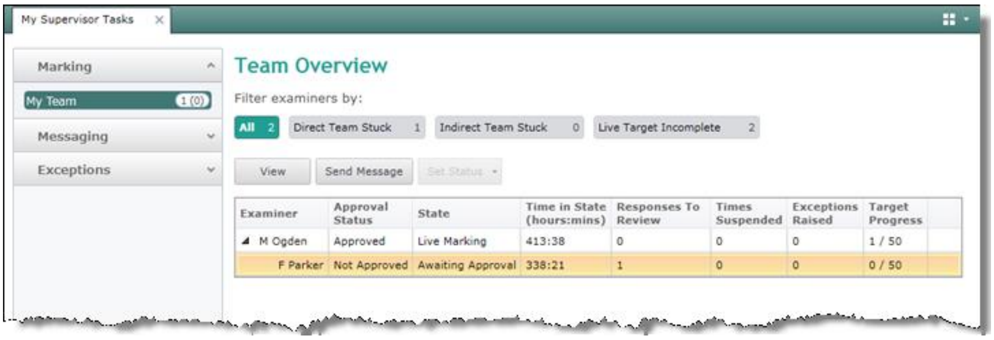
If you have responses to review you are notified on the **Team Management** page when you log in. The number of QIGs with one or more responses to review is shown on the **Responses to Review** button. The number in the **Responses to Review** column indicates how many responses to review are associated with each QIG.



You can click the **Responses to Review** button to filter the list to show only those QIGs with responses to review.

To review responses:

1. On the **Team Management** page, open a QIG with responses to review. The **Team Overview** page is displayed.

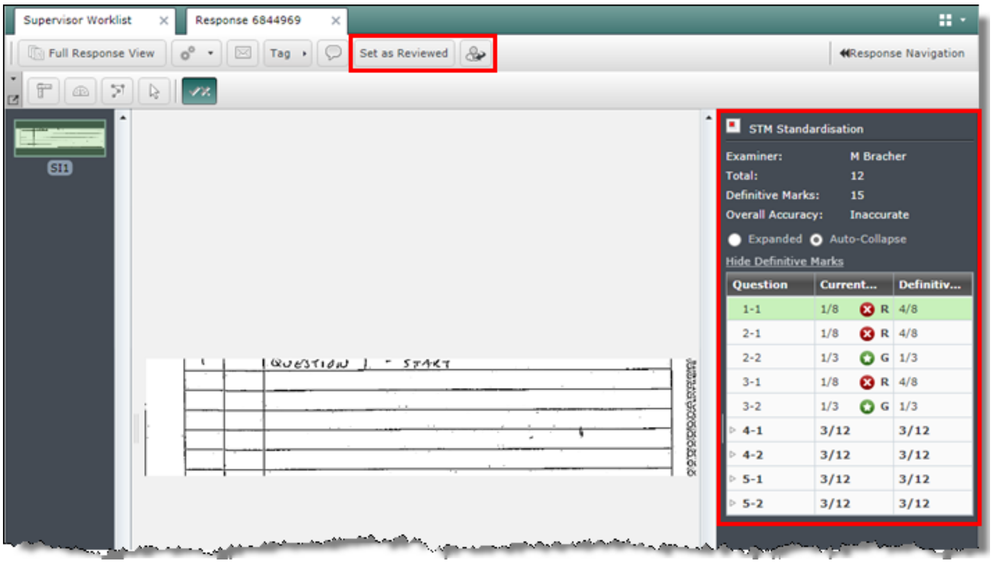


2. Select and view the marker whose responses you want to review (for example a marker whose status is **Not Approved** or **Suspended**). Each marker has a **Responses to Review** page as shown below. Notice the **View**, **Send Message** and **Set Status** buttons that appear above the list.

On this page you will see the responses that need to be reviewed.

Note: If the selected marker has no responses to review the **Exceptions to Action** worklist is displayed instead. If there are no exceptions either, the first worklist in the **Marking** section is displayed instead.

3. Select a response, and then double-click it or click **View** to review the marking.



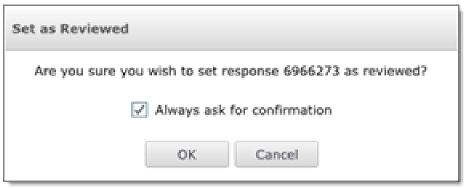
In the mark input panel you can see the marker's marks, the definitive marks, the overall accuracy, and the in tolerance marks range for each question.

4. When you have finished reviewing the response, click **Set as Reviewed** or if available and appropriate click the **Return Response to Marker** icon ( ).

Note: Your status must be **Approved** before you can mark your subordinate's responses as reviewed or return responses to the subordinate. The **Return Response to Marker** feature is an optional assessment organisation configuration.

If you clicked **Set as Reviewed**:

The following message is displayed.



Note: When you click **OK** the response is transferred from the **Unreviewed** view to the **Reviewed** view of the **Response to Review** worklist. If you don't wish to mark the response as reviewed at this time, close the response instead of setting it to reviewed. Once a response has been opened and viewed, you can mark it as reviewed on the worklist.

If you clicked the **Return Response to Marker** icon ( ):

The following message is displayed.

If required, you can send a message to the marker.

Marker monitoring

It is the responsibility of the Principal Examiner to ensure that RM Assessor examiners are marking consistently by monitoring their work throughout the marking period. Where it is deemed necessary, corrective action must be taken and recorded fully to provide an audit trail, in line with the Code of Practice.

There are several sources of information available to Principal Examiners and Team Leaders, helping you to identify instances of poor marking and take appropriate action. These include seeding scripts, marker monitoring data and live marking.

Using marker monitoring data

Marker monitoring data on seeding scripts and live marking is used to construct a profile of each marker's performance. This negates the need for Principal Examiners and Team Leaders to keep their own records of seeding script marks.

This data is also used to provide 'alerts' which will be generated at set points in the marking period if an examiner is potentially aberrant. Where an 'alert' is received, this should act as the trigger for a more detailed review of live marking.

There are two types of alert:

- Seeding script alert – the average number of deviations across a number of seeding scripts are beyond a set threshold
- Live marking alert – the marking profile of live scripts is significantly different from that of the rest of the panel

You must record these whole script checks on the 'Alert Response' form, so that there is an audit trail of the evidence that informed your decision on next steps.

Reviewing live marking

Where you have received an alert about seeding scripts or live marking, you should undertake a review of live marking.

The following steps should be closely adhered to:

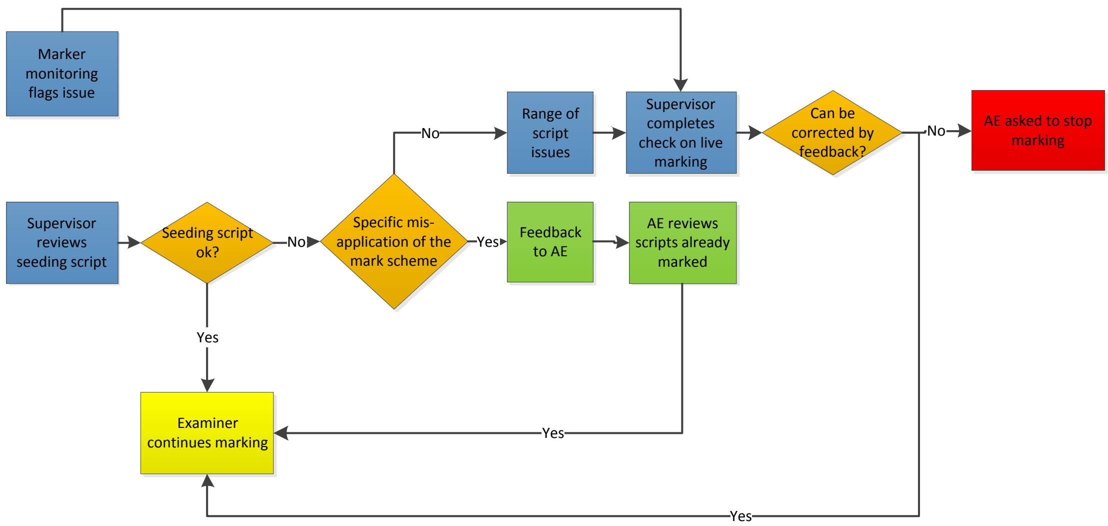
- A minimum of 3 live whole scripts should be checked in detail at any stage where an alert is raised
- These checks must be recorded on the 'Alert Response' form, including your own marks for the scripts checked and relevant comments about any trends identified

If, as a result of further investigation, a marker is found to be marking in line with the agreed standard, you must indicate on the Alert Response form that the marker can continue.

However, if a more serious problem is identified, you must suspend the marker on RM Assessor and inform the examiner. Indicate on the Alert Response form that the marker has been suspended pending a review by the Principal Examiner/Senior Team Leader.

NOTE: if you have concerns about an individual seeding script you can also look at live marking and if there is a specific mis-application of the mark scheme then the marker may receive feedback and be allowed to continue. Please note you not provide feedback on batch checked units. If this inspection reveals a wider problem then the above procedure should be followed.

The flowchart overleaf summarises this process.



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

Team Leaders should check that No Response is being used correctly by Markers.

Award No Response (NR):

- If there is nothing written at all in the answer space

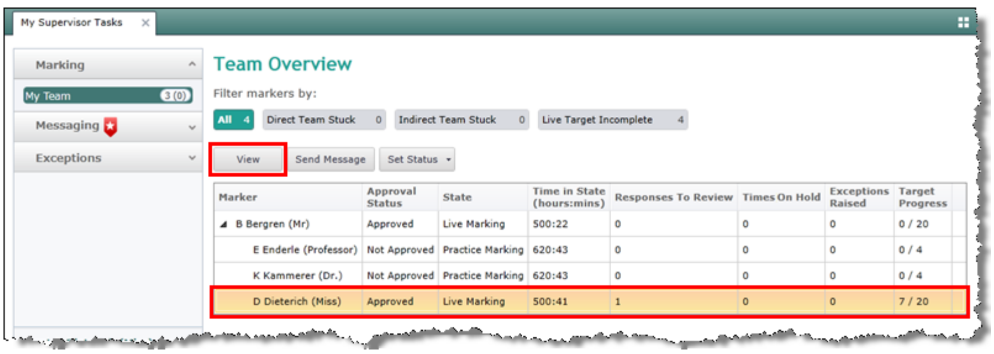
Award Zero (0):

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

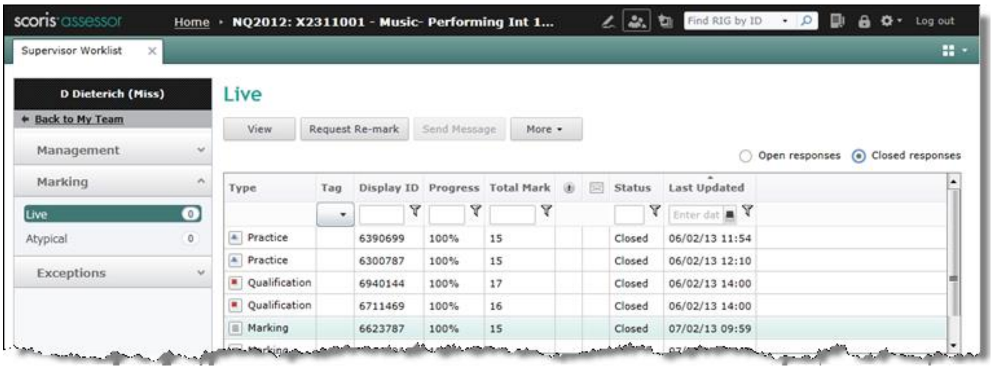
Incorrectly entered marks through the mis-use of the NR button could result in candidates being issued with the wrong grade. This brings the integrity of the examination into question. Team Leaders must confirm the correct use of the NR button with their markers before live marking commences and should check this when reviewing scripts.

To review a subordinate's marking:

1. On your **Team Overview** page (see Viewing your team), select a marker in the list and then click **View**, or double-click a marker.



2. In the left-hand menu, select **Marking** and then select **Closed responses**.



3. From the worklist, open the response you wish to review.
4. If you are satisfied with the quality of the marking, close the response and select another response to review.
5. If you are not satisfied with the quality of the marking, choose one of these options:
    - Send a message (see Messaging within RM Assessor) or call the marker to explain that there are marking discrepancies, and also explain what you need them to do.
        – If the status of the response is **Pending** the marker will be able to make corrections and re-submit the response.
    - If you think the marker needs to be stopped suspend the marker (see suspending a marker)
    - Fill in a Live Script Check form, or if in response to an alert, an Alert Response Form and ask your Principal Examiner to support your recommendation. Then email your allocated Monitoring and Support Manager making it clear in the subject line that this is a 'Stop'.

      Note: If you are unsure which action is appropriate, contact your principal examiner who will be able to provide their guidance.
6. Select another response to review, and continue until you have finished reviewing.

Suspending a marker

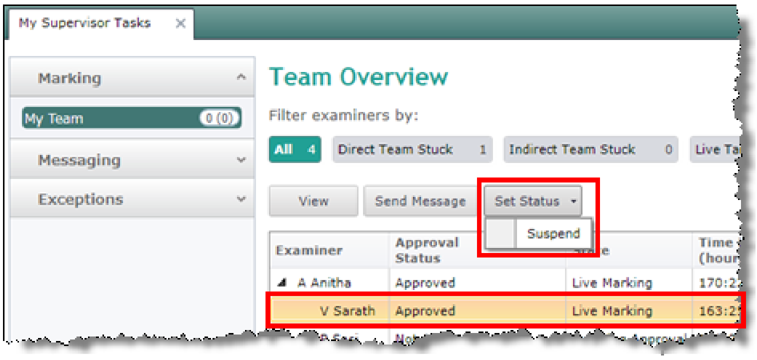
If you feel that a marker should be suspended because of a marking quality issue, you can suspend him or her from downloading and submitting responses. It is good practice to inform the marker that they have been suspended and why ie. Cause for concern, need to discuss before you go further

Note: A suspended marker can alter the marks of un-submitted responses or those that are pending, but he or she cannot download additional marking or submit marking.

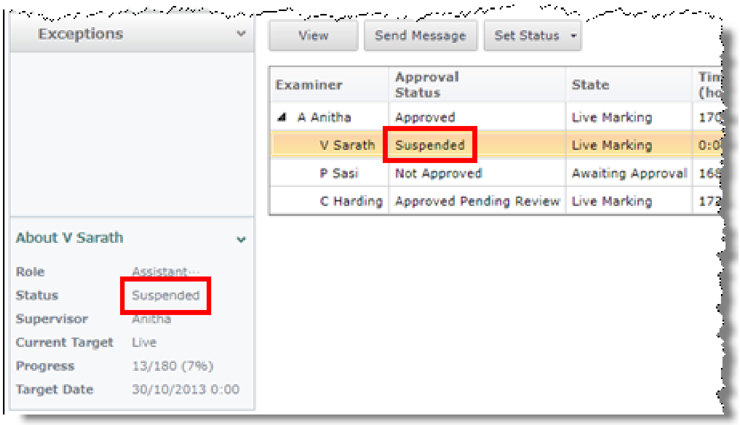
The usual procedure following suspension is to provide some corrective actions, review some candidate marking to validate any changes or improvements, and then re-approve the marker.

To suspend a marker:

1. On your **Team Overview** page, select the marker to suspend.



2. Click **Set Status** and then click **Suspend**. Notice that the approval status changes to suspended in the list on in the panel on the left.



Note: This should **only** be used where:

- A team leader/principal examiner has decided a marker needs to be stopped, but is unable to contact OCR, or
- Where a team leader needs to give feedback before a marker continues but they are currently unable to do so.

Reapproving a marker

> **Note:** Your assessment organisation may limit the number of times you can manually reapprove a marker.

To reapprove a marker: Click Set Status **and then click** Approve **(see Approving markers).**

Withdrawing a marker

There may be circumstances when you want to withdraw a marker from marking a particular QIG.

To withdraw a marker:

- Advise OCR that you want a marker withdrawn from a particular QIG.

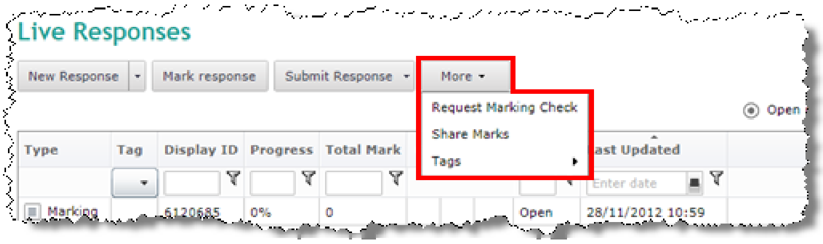
> **Note:** There is no feature in RM Assessor to let you withdraw a marker.

How to request a marking check for Principal Examiners

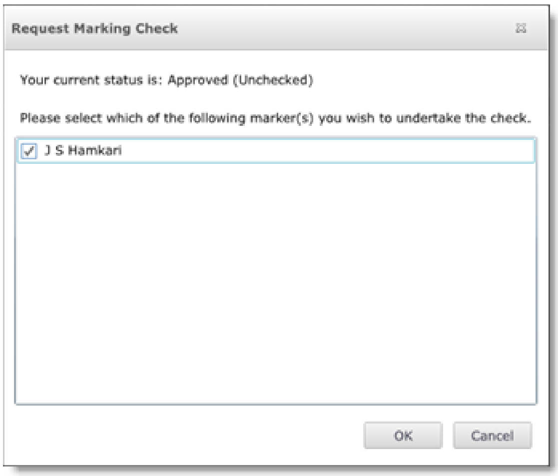
If you are a principal examiner or senior team leader OCR will want your marking to be checked.

To request a marking check:

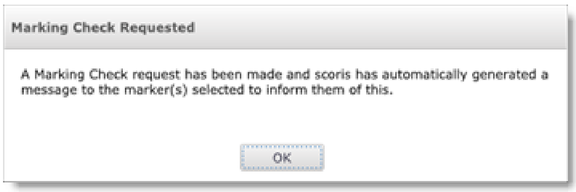
1. In your **Live** worklist, select **More** and then click **Request Marking Check** as shown.



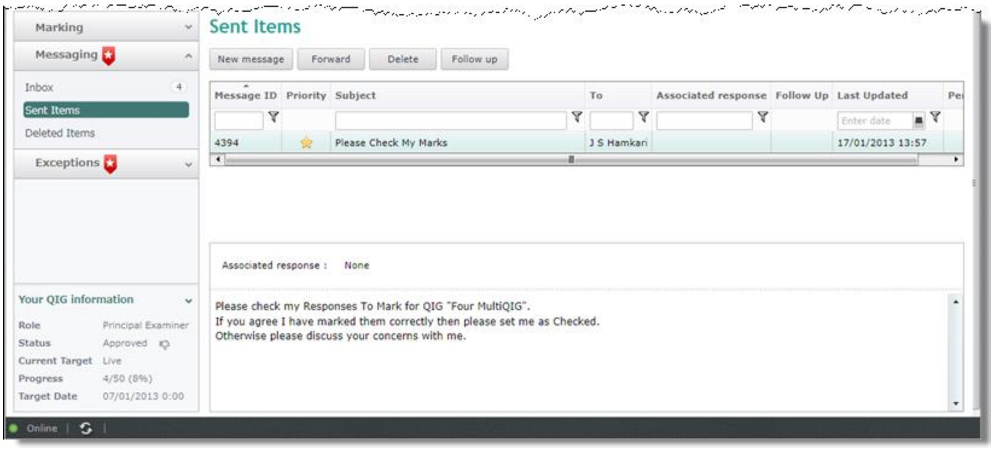
The **Request Marking Check** dialog is displayed.



2. Select the marker or markers whom you want to check your marking.



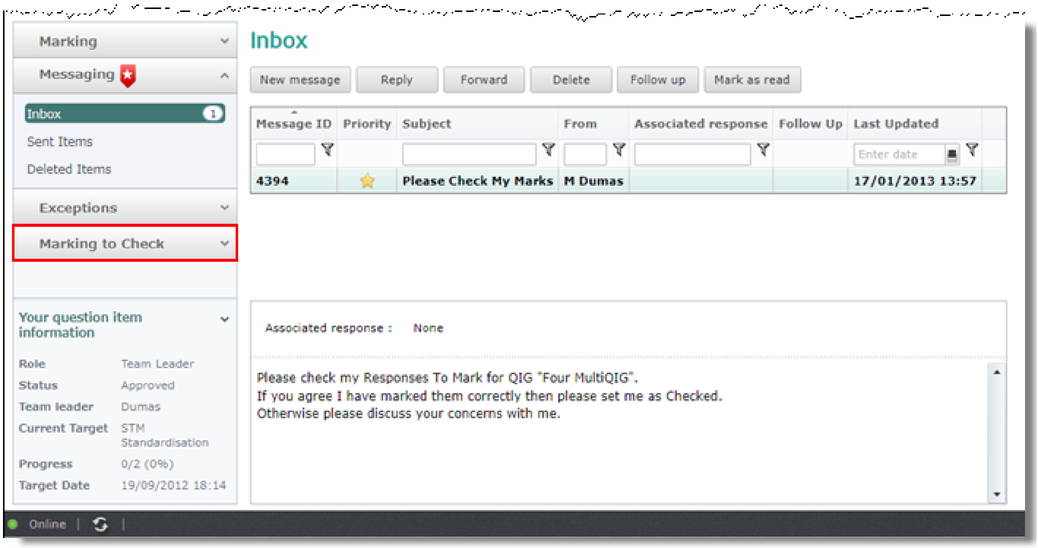
3. Click **OK**. A message is sent to the marker(s), which you can view on your **Sent Items** page as shown here.



Notice the thumbs down icon next to your approved state as shown above. Once your marking has been checked the icon changes to a thumbs up.

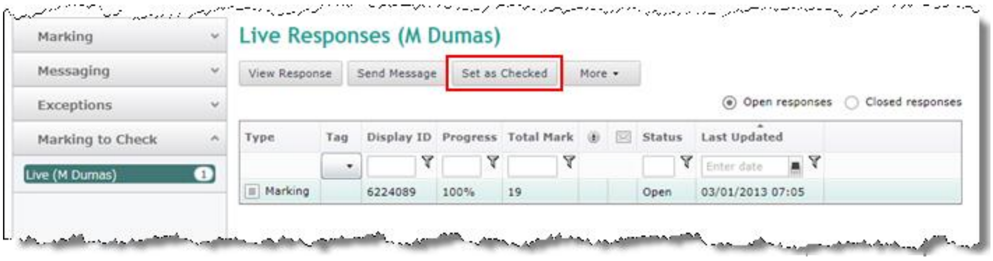
Checking a principal examiner or senior team leader's marking

You may be asked to check the marking of a principal examiner or senior team leader. If so, you will receive a message similar to the one shown below.



To check a principal examiner or senior team leader's marking:

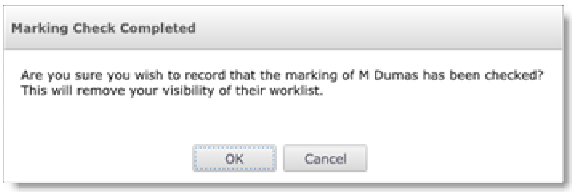
1. In the left-hand panel, click **Marking to Check** to view the following list.



2. Open any response listed and check the marking.
3. Close the responses and then do one of the following:
   - If there is an issue with the marking of any response, select it and click **Send Message** to send a message to the principal examiner or senior team leader relating to the response explaining what the problem is.
   - If you are satisfied with the marking:
     a. You may wish to send a message to your principal examiner or senior team leader providing details about your checking. Provide the display ID for easy reference if you do not link the message to the response.

     Note: To send a message linked to a response, select it in the worklist and click **Send Message**. To send a message that does not relate to a response, navigate to **Messaging** in the navigation panel and click **New Message**.

     b. Click **Set as Checked**. The following warning message is displayed.



     c. Click **Yes**. Notice that the **Marking to Check** option is no longer visible in the left-hand panel. A message is automatically sent to the principal examiner senior team leader to advise that you have checked the marking.

The PE SEM (scoris) Form

The nominated checker must record the details of the marking check on the PE SEM (scoris) form. This is posted on the OCR Examiner Forms page in the OCR Markers area of the RM Cambridge Assessment Support Portal. Detailed guidance on how to complete the PE SEM (scoris) is contained on the first page of the form.

Reports

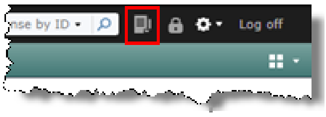
There are a number of reports available to help monitor your team.

Note: Reports do not run directly against live data and may be up to half an hour out of date. The header of each report shows the date and time the report was run, and the date and time when the data was valid.

Use the following procedure to learn how to run reports.

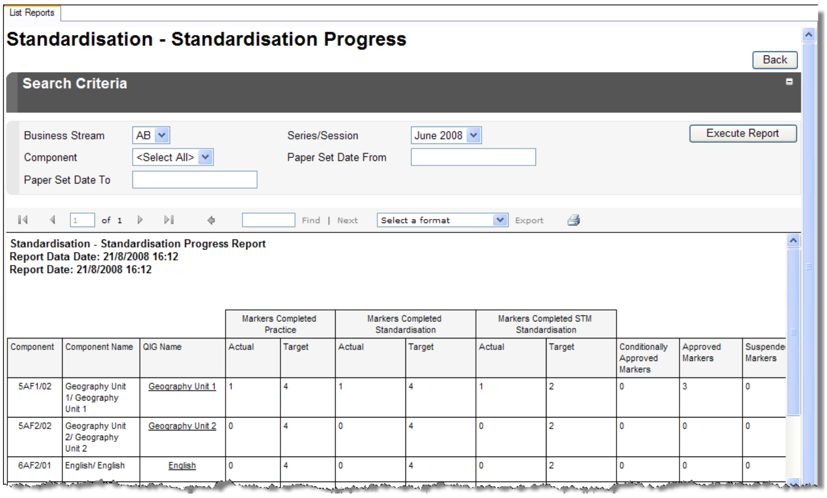
To run a report:

1. At the top right of the screen, click the reports icon.



   The **List Reports** screen is displayed.

2. Click a report on the list. A form is displayed.
3. Select the options that provide the data you want to see.
4. Click **Execute Report**. The report is displayed. Here is an example.



   Note: You can hide the search criteria by clicking the minus sign button under the **Back** button.

5. If required, click any underlined items to drill down to more details in the report. To return to the previous level, click the left-arrow ( ) on the report toolbar.
6. If required, use the controls on the report toolbar to:
   - Export the report to various file formats, for example, Excel.
   - Print the report.
7. When you have finished with the report, click **Back** to return to the list of reports, or click **Close** to shut the **List Reports** screen.

Progress reports

Marking Overview

This is the primary report for monitoring the progress of live marking, and shows the number of responses at each stage in the marking process along with the number expected. It can be run for all components or for a single component, and reports at QIG level. If there are re-marks directed to a specific person these are shown on a separate line.

This report can take time to generate, therefore we recommended that you restrict results to a single component.

Marking Activity Summary

This report allows individuals to see marking activity by marker, and can be run in one of these ways:

- For all markers marking a particular component.
- For a particular marker for a particular component.
- For a particular marker across all components they are marking.

Supervision Progress

This report shows how up to date each team leader is with his or her supervision activities. For each team leader it shows the number of responses they have reviewed and the number that they still have to review. To ensure that markers can start marking promptly, standardisation responses must be reviewed quickly, and to ensure that markers are being continually monitored, seeding responses must be reviewed regularly. Therefore, if any team leader falls behind on their reviewing it is a cause for concern, as either marking is being delayed or quality is not being actively monitored.

It is possible to run this report either for all components or for a single component, and to drill down on an individual team leader name to see the counts against each member of the supervisor's team.

Marking Capacity

Before marking starts it is important to ensure that sufficient markers have been recruited to mark all the expected responses and that the targets for these markers have been set appropriately.

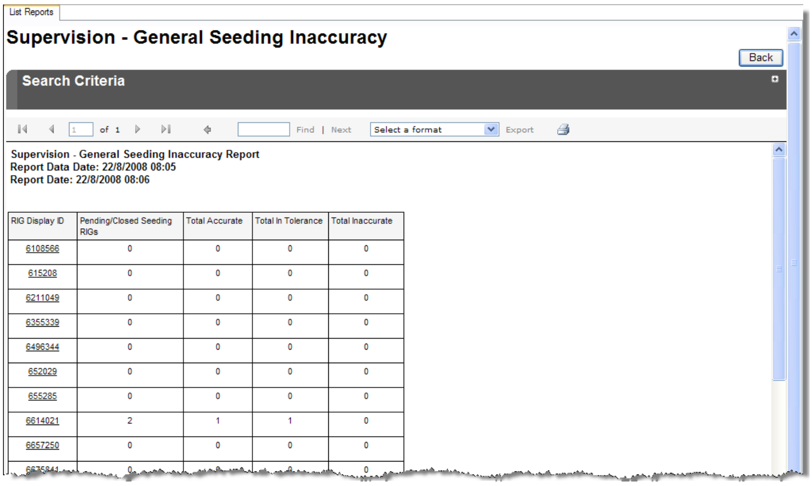
This report shows, with one line per QIG, the expected number of responses, the number received to date, the current status of marking, and the total allocation. The report indicates when a shortfall in marking is predicted; this comparison is against the received total.

Seeding reports

Note: The following reports are also available within RM Assessor but this information will be given to team leaders and principal examiners in Marker Monitoring reports so you do not need to use RM Assessor reports on seeding or on standardisation.

General Seeding Inaccuracy

For a selected QIG, this report lists all the seeding responses in the system and the number of times they have been marked accurately or within tolerance.


List Reports

Supervision - General Seeding Inaccuracy

Back

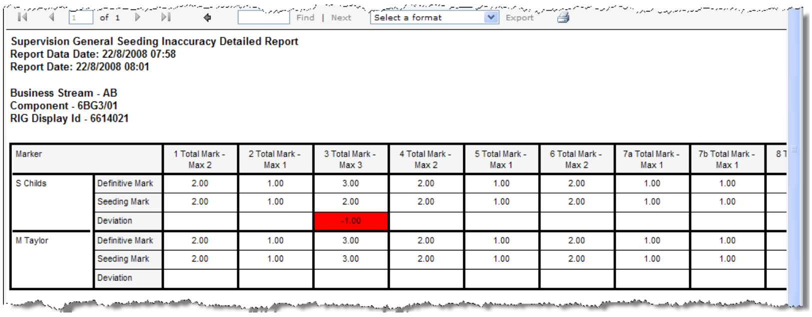
Search Criteria

1 of 1 Find | Next Select a format Export

Supervision - General Seeding Inaccuracy Report
Report Data Date: 22/8/2008 08:05
Report Date: 22/8/2008 08:06

RIG Display ID	Pending/Closed Seeding RIGs	Total Accurate	Total In Tolerance	Total Inaccurate
6108566	0	0	0	0
615208	0	0	0	0
6211049	0	0	0	0
6355339	0	0	0	0
6496344	0	0	0	0
652029	0	0	0	0
655285	0	0	0	0
6614021	2	1	1	0
6657250	0	0	0	0
6675841	0	0	0	0

You can drill down into a particular RIG to see how each marker marked each response item. For example:


1 of 1 Find | Next Select a format Export

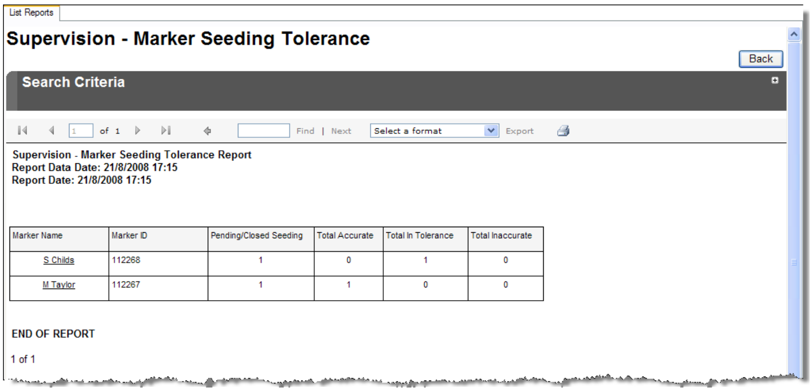
Supervision General Seeding Inaccuracy Detailed Report
Report Data Date: 22/8/2008 07:58
Report Date: 22/8/2008 08:01

Business Stream - AB
Component - 6BG3/01
RIG Display Id - 6614021

Marker		1 Total Mark - Max 2	2 Total Mark - Max 1	3 Total Mark - Max 3	4 Total Mark - Max 2	5 Total Mark - Max 1	6 Total Mark - Max 2	7a Total Mark - Max 1	7b Total Mark - Max 1	8 T
S Childs	Definitive Mark	2.00	1.00	3.00	2.00	1.00	2.00	1.00	1.00	
	Seeding Mark	2.00	1.00	2.00	2.00	1.00	2.00	1.00	1.00	
	Deviation			-1.00						
M Taylor	Definitive Mark	2.00	1.00	3.00	2.00	1.00	2.00	1.00	1.00	
	Seeding Mark	2.00	1.00	3.00	2.00	1.00	2.00	1.00	1.00	
	Deviation									

Marker Seeding Tolerance

For a selected QIG, this report lists any markers that have been allocated seeding responses. You can see how many seeds they have marked accurately, in tolerance and out of tolerance.


List Reports

Supervision - Marker Seeding Tolerance

Back

Search Criteria

1 of 1 Find | Next Select a format Export

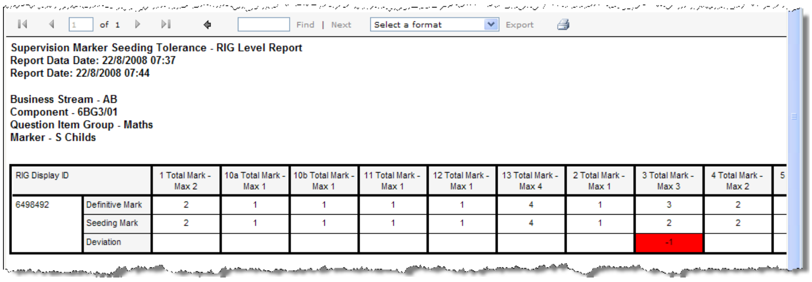
Supervision - Marker Seeding Tolerance Report
Report Data Date: 21/8/2008 17:15
Report Date: 21/8/2008 17:15

Marker Name	Marker ID	Pending/Closed Seeding	Total Accurate	Total In Tolerance	Total Inaccurate
S Childs	112268	1	0	1	0
M Taylor	112267	1	1	0	0

END OF REPORT

1 of 1

Use this report to monitor the marking of individual markers against the approved standard and for post session analysis. You can drill down to a comparison between the seeding marks and the definitive marks for a particular marker and response. For example:

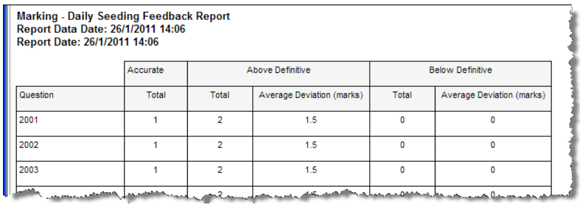

Supervision Marker Seeding Tolerance - RIG Level Report
Report Data Date: 22/8/2008 07:37
Report Date: 22/8/2008 07:44

Business Stream - AB
Component - 6BG3/01
Question Item Group - Maths
Marker - S Childs

RIG Display ID		1 Total Mark - Max 2	10a Total Mark - Max 1	10b Total Mark - Max 1	11 Total Mark - Max 1	12 Total Mark - Max 1	13 Total Mark - Max 4	2 Total Mark - Max 1	3 Total Mark - Max 3	4 Total Mark - Max 2	5
6498492	Definitive Mark	2	1	1	1	1	4	1	3	2	
	Seeding Mark	2	1	1	1	1	4	1	2	2	
	Deviation								-1		

Marking - Daily Seeding Feedback

For a particular QIG you can see how many questions in your, or a subordinate's, seeding response are accurately marked and how many are either under or over the definitive marks. Where there is a difference in the marking an average deviation mark is provided.


Marking - Daily Seeding Feedback Report
Report Data Date: 26/1/2011 14:06
Report Date: 26/1/2011 14:06

	Accurate	Above Definitive		Below Definitive	
Question	Total	Total	Average Deviation (marks)	Total	Average Deviation (marks)
2001	1	2	1.5	0	0
2002	1	2	1.5	0	0
2003	1	2	1.5	0	0

Your subordinates can see their own daily seeding feedback in RM Assessor.

Standardisation reports

Standardisation Feedback

The Standardisation Feedback report is produced when markers have marked their standardisation responses and it displays:

- A summary of how many of a subordinate's standardisation responses were accurate, within tolerance and outside of tolerance.
- A detailed analysis of each submitted standardisation response showing:
  - For each of the mark schemes within the QIG and for the total mark, a display of the definitive mark, the marker's mark, and the deviation between these (where the mark deviation also shows if the marker's mark was under or over the definitive mark).
  - The total deviation of the marker's response.

Your subordinates can see their own standardisation feedback in RM Assessor.

Standardisation Set-up

This report shows the standardisation setup targets and the progress made to meet these targets.

The report is useful to the standardisation team in the period between the start of scanning and the standardisation meeting to ensure that sufficient provisional marking occurs, and during the standardisation meeting to monitor progress towards the targets.

The report can be run for all components or for a single component.

Standardisation Progress

This report monitors the progress of standardisation as markers work towards approval by marking and submitting their standardisation samples.

The report can be run for a single component or all components. At the top-level, it displays a row per QIG and a count of the number of markers that have reached each milestone in the standardisation process. It is possible to drill down for an individual QIG and view a line per marker to review what stage each individual marker is at.

The report is most useful in the early stages of marking to ensure that markers are making progress towards being approved. This report shows the marker side of the approval process while the Supervision Progress report shows the team view.

Supporting your team

Messaging within RM Assessor

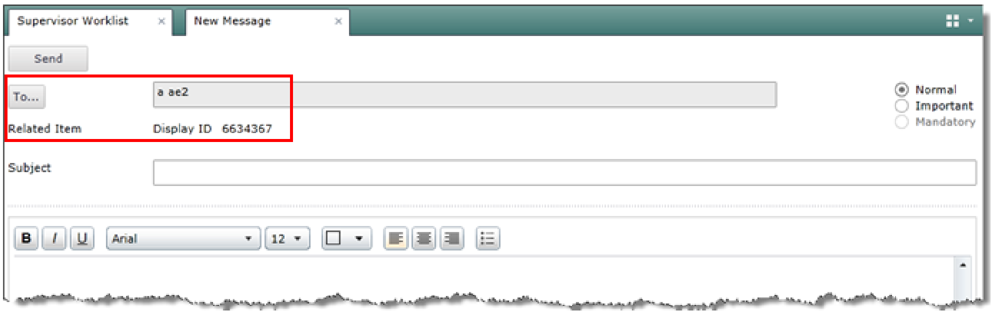
Messaging in RM Assessor is very like emailing on your computer. You can:

- Send a message to a marker, automatically referencing a response.
- Send messages to individuals or your whole team.
- Forward messages.

To send a message, automatically referencing a response:

1. On a marker's **Live Responses** page, select a response and then click **Send Message**.

   Notice that the email form is displayed with the recipient and the related item fields already populated.



> **Note:** The **Mandatory** option, when enabled, forces the receipt(s) to read the message. At least one subordinate marker must be selected as a recipient.

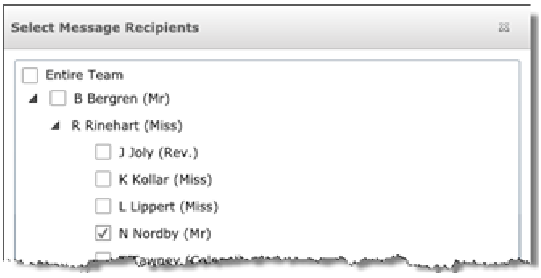
2. If required and the functionality is enabled, select the **Mandatory** option.
3. Complete and send the message.

To send a message to one or more people, not referenced to a response:

1. Do one of the following:
   - If on the **Team Overview** page, select a marker and then click **Send Message**.
   - If you have a marker's page open, click the email icon in the marker information panel.

   The message form is displayed.

2. If required, click the **To** button to add more names.



3. Select the additional recipient(s) for your message, or select **Entire Team**. When two or more recipients have the same name their unique IDs are added to their names.
4. Click **OK**.
5. Complete and send the message.

Finding a response

There may be a number of reasons why you need to find a response. The most common reason is because a marker has requested your help and wants you to look at one or more or his or her responses. Use one of these methods to find a response:

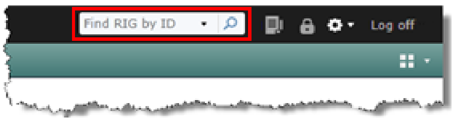
- Look on one of a marker's marking lists.
- Use the **Find** function if you know the display ID of the response.

> **Note:** You can use this function to find and see responses you don’t normally have access to, for example those of your principal examiner or another team leader. If a response does not belong to you or to a subordinate then you cannot view any marks or annotations that may be present.

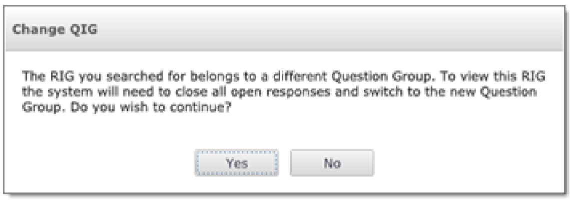
If a marker has sent you a message about a response, follow the display ID link in the message to view the response.

To find a response using its display ID:

1. At the top right of the screen, type into the box the display ID of the response you want to find and view.



The following message may be displayed.



2. Click **Yes**. The response you are looking for is displayed.

Sharing marks

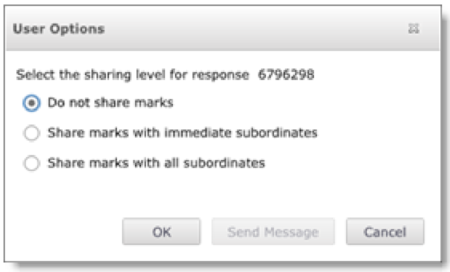
This feature allows you to share the marks of one of your responses with your immediate team or all subordinates. You might want to do this to illustrate a particular marking issue or to show an example of how a response has been marked.

> **Note:** To find and see the shared response your team will need its display ID. You can conveniently provide this information, and a note letting your team know why you are sharing the response, by sending a message referencing the response (see Messaging within RM Assessor). They can then view the response by following the link in the message, or they can enter the display ID into the **Find RIG** search facility.

To share marks:

1. In your Worklist, select the response whose marks you want to share.
2. Click **More**, and then click **Share Marks**.

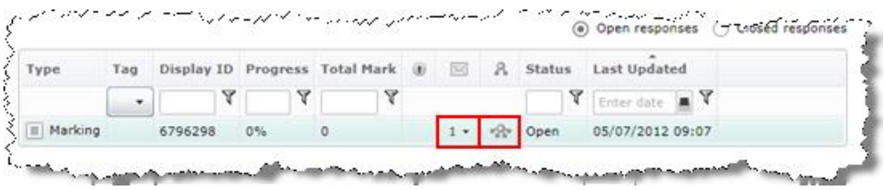
A **User Options** dialog box is displayed.



3. Select either Share marks with immediate subordinates or Share marks with all subordinates.
4. Do one of the following:

   - If you wish to share marks and send a message, click **Send Message**. A new message, pre-populated with recipients, opens for you to complete and send.
   - If you wish to share marks without sending a message, Click **OK**.

   Notice that in your worklist a column to the left of the **Status** column indicates whether you have shared the response. Different icons are used to indicate sharing with all subordinates and sharing with immediate subordinates only. Another column to the left of that shows the number of messages sent and received for the response, as shown in the example below. You can pause your pointer over the share symbol and a tool tip shows which group you have shared the marks with.



To stop sharing marks:

- Repeat the above process, but select **Do not share marks** at step 3.

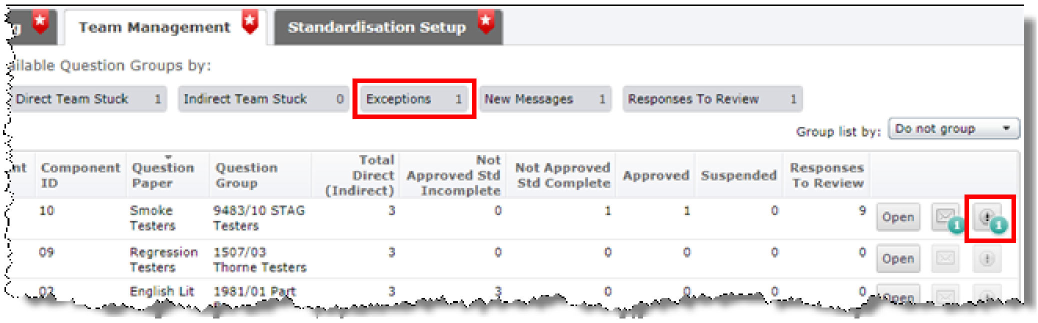
> **Note:** When a response is not shared, subordinate markers can still view the response using the **Find RIG** function or they can follow a link in a message. However no marks or annotations will be visible to them.

Exceptions

Markers raise exceptions in RM Assessor when they encounter something out of the ordinary. Depending on the type of exceptions, they are routed to you, the RM Assessor service provider or an OCR administrator.

The most likely type of exception to be routed to you for resolution is *answer outside of guidance*.

If there are any exceptions to resolve you are notified on the **Team Management** page when you log in. The number of QIGs with one or more exceptions you need to action is shown on the **Exceptions** filter button. The number of exceptions you need to action on a single QIG is displayed on its exceptions icon. In the example shown below there is only one exception on one QIG. In practice you may see several exceptions on a single QIG.

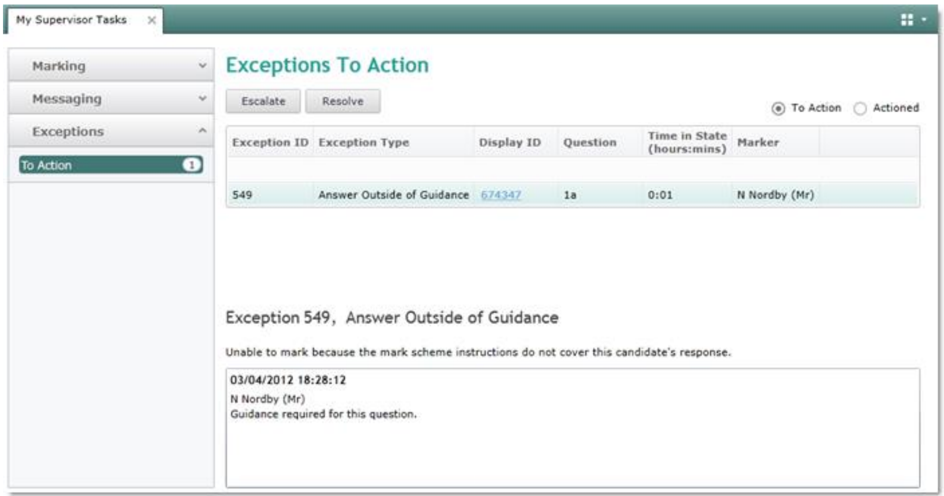


Resolving exceptions

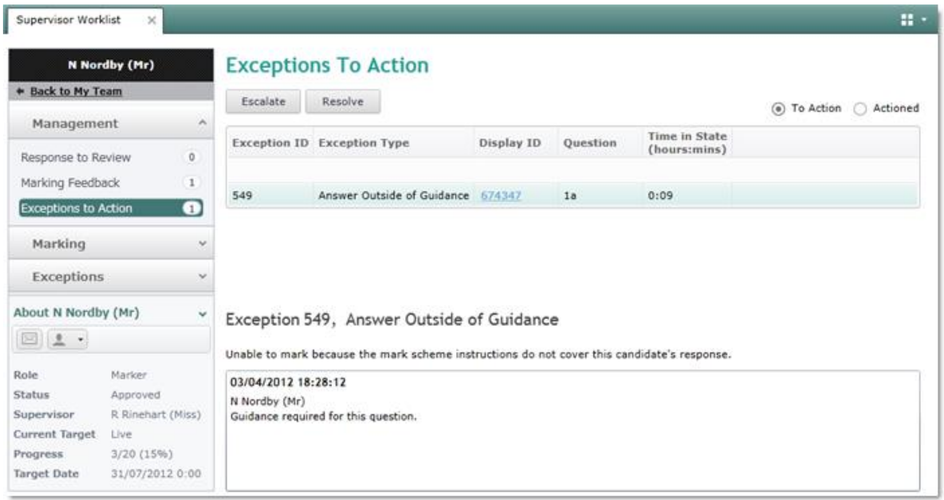
When an exception is routed to you, you must either resolve it or escalate it.

To resolve an exception (either original or escalated):

1. Do one of the following:
    - To see all exceptions for a particular QIG: On the **Team Management** page, click the exceptions icon () next to a question paper. Your **Exceptions To Action** page is displayed.



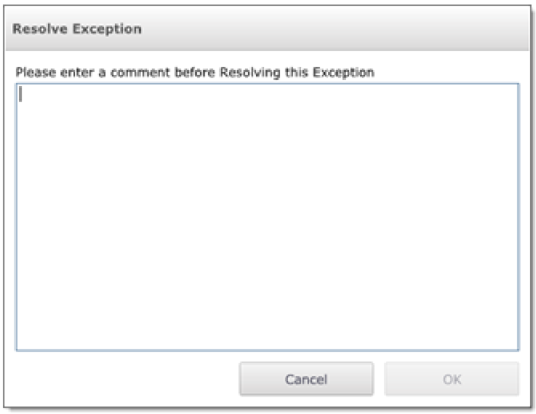
- To see the exceptions for a particular QIG and marker: On the **Team Management** page, open a QIG and then click **View** for the marker of interest. The marker's **Exceptions To Action** list is displayed.



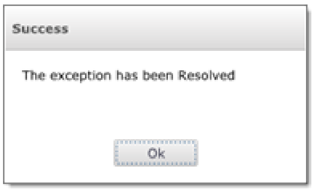
2. Select an exception in the list to see the details.

Note: If required you can click the Display ID link to open the response.

3. Click the **Resolve** button. The **Resolve Exception** form is displayed.



4. Type your resolution in the box, and then click **OK**. The **Success** box is displayed.



5. Click **OK**.

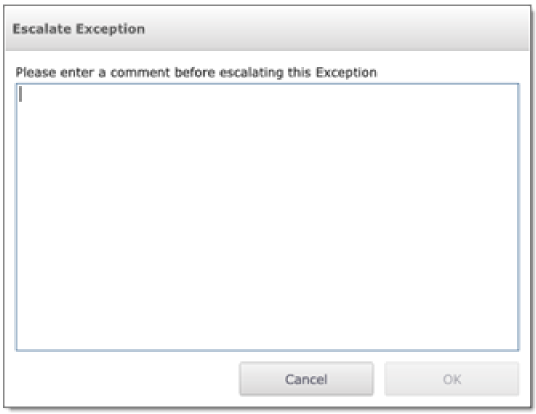
Escalating exceptions

Team leaders can escalate exceptions to principal examiners or senior team leaders, and they in turn can escalate exceptions to OCR.

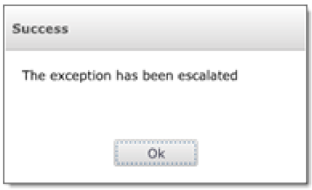
Note: Escalated exceptions that are resolved require no further action by the person that made the escalation. They go straight to the originator, who will normally close out the exception.

To escalate an exception:

1. Follow step 1 to 2 of the procedure above.
2. Click the **Escalate** button. The **Escalate Exception** form is displayed.



3. Type your message in the box, and then click **OK**. The **Success** box is displayed.

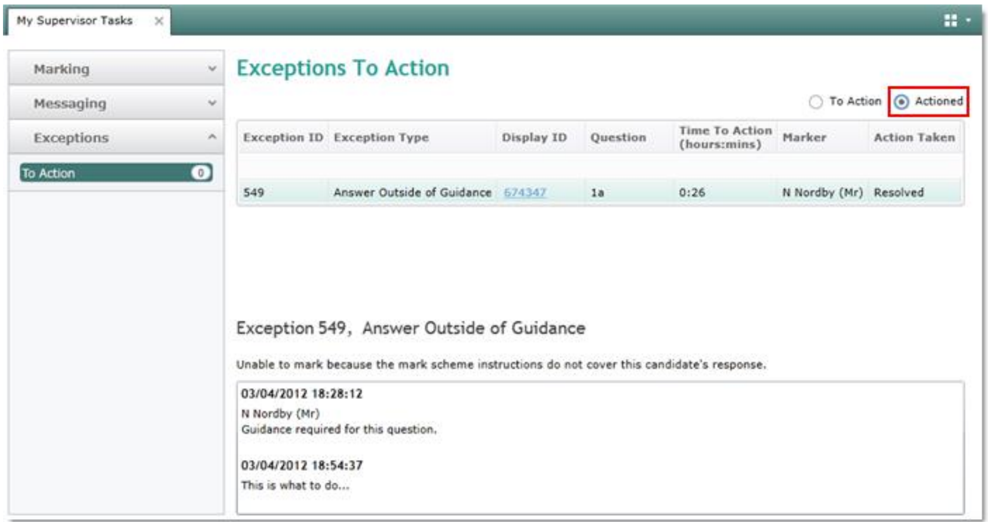


4. Click **OK**.

Viewing actioned exceptions

To view actioned exceptions:

- On the Exceptions To Action page, select Actioned.



Troubleshooting

I can’t find a response

If you can’t find the response you are expecting to see, check:

1. You have the correct QIG selected, if you are responsible for multiple QIGs
2. Whether **Open items** or **Closed items** is selected
3. Which marker icon is selected
4. Which page is selected

If you still can’t find the response:

- In the bottom left-hand corner of the screen, click **Refresh**.

I can’t approve a marker

Is your approval status Approved?

If you are in a **Not Approved** state you cannot manually approve a subordinate.

Has the marker submitted all of his or her standardisation responses?

Until they have met their standardisation targets you cannot manually approve them. You can check their target and progress in the **Marker Information** panel. You can also check their **Live Responses** worklist to see if they have any standardisation responses they have not yet marked or submitted. They may also still have standardisation responses they need to download.

If they have met their standardisation targets and you are approved, have you set as reviewed all their standardisation responses?

Check there are no standardisation responses for the marker showing in the **Unreviewed** view of the **Responses to Review** worklist. If there are you may need to view and mark these as reviewed.