RM Assessor^3

Marking User Guide

RM Assessor^3 is an intuitive, secure, and reliable e-marking solution used by awarding organisations around the world. It can be used to mark any type of assessment, anywhere, and on a wide range of devices. We hope you enjoy using it!

V5.0

For use with Release 9.1 of RM Assessor^3 (March 2023)

Contents

Introduction

This RM Assessor3 User Guide is intended for use by Examiners to explain the use of the software for marking examination responses.

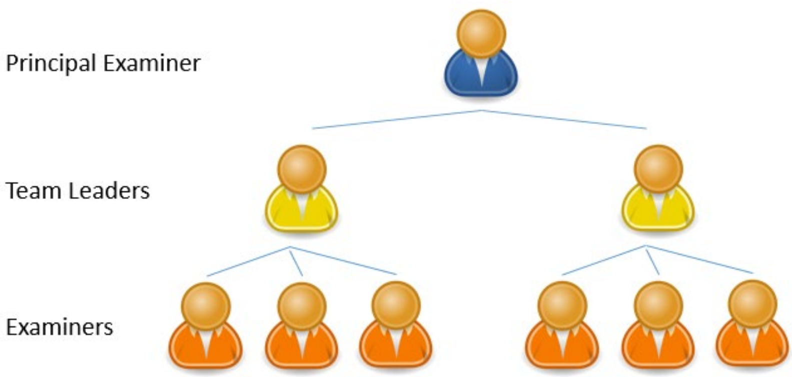
Before marking you should verify your device meets or exceeds the supported hardware and software specification for running RM Assessor3 as well as ensuring you have access to a good broadband service. You can access the RM Assessor3 Systems Requirements document from the login page for details of supported specifications and recommended bandwidth. When trying to access the RM Assessor3 web address, the system checks the browser you are using and if it is not supported then you will receive a message to advise you. For some Awarding Organisations, when using a supported browser the version used is also checked.

All dates and times displayed within RM Assessor are in your local time (as per your device time zone settings). The date and time format displayed (e.g., whether shown as dd/mm/yyyy or otherwise) is the format associated with your browser language settings.

Since it is possible for text within RM Assessor to be altered to Awarding Organisation requirements, please be aware that in some cases you may see different English text in RM Assessor than is illustrated in this guide.

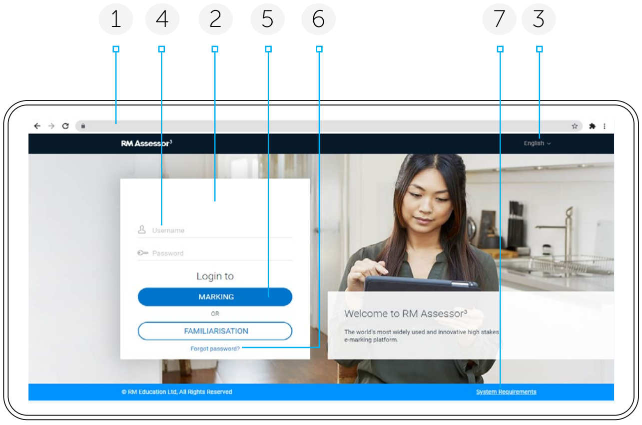
Marking teams

You are likely to be marking as part of a team of Examiners, working in a hierarchical structure that includes Team Leaders and a Principal Examiner. Examiner, Team Leader and Principal Examiner are the terms that will be used in this guide to refer to the different roles in the marking team for a Question Group. Of course the terminology used by your Awarding Organisation may be different.



Login to RM Assessor³

Your Awarding Organisation will provide you with a username and password.



1 In your browser, type in the RM Assessor³ web address provided by your Awarding Organisation.

2 Wait for the page to load, and then verify that your Awarding Organisation logo is displayed in this space.

3 If required, select your preferred language. This option will be visible only if it is configured by your Awarding Organization and if your organization has multiple language support.

4 Type in your username and password.

5 Click the **Marking** button.

6 Click this link if you have forgotten your password (this will only show if you have an email address associated with your username and your Awarding Organisation allows you to manage your own password), and follow the on screen instructions.

7 Click **Systems Requirements** to access information on supported devices, and recommended bandwidth. It will open in a separate browser tab.

Notes:

- If your Awarding Organisation allows you to manage your own RM Assessor³ password, then on logging in if the system finds there is no e-mail address associated with your Username then you will be directed to a screen where you can enter your e-mail address and choose your own password.
- If you make too many attempts to login using an incorrect password, you will be temporarily locked out of the system, and will receive a notification to inform you of this and the duration of the lock out. If you have forgotten your password you can still choose re-set it, as per point 6, during the lock out time.
- Your Awarding Organisation may advise you to access RM Assessor via an internal link rather than manually entering the web address into your browser. In these circumstances, instead of seeing the Login page you will be directly navigated to the Home page.
- Some Awarding Organisations use single sign on functionality - where the login details you use are those you use for other Awarding Organisation systems. In some cases you may also see a different login screen that redirects you to the RM Assessor home page on successful authentication. If your Awarding Organisation uses Single Sign On, they will provide you with further information on your login process.
- Be aware that you should only have one current RM Assessor login session running. Being logged in via multiple tabs or browsers at the same time is not supported and may lead to errors.

Familiarisation mode

If configured, during the login process you have the option to enter familiarisation mode. In this mode you can try out RM Assessor³ using sample materials (which may include materials specific to your Awarding Organisation) available for experimentation. Don't worry about what you do as the system is reset each night. It is highly recommended that you use familiarisation mode prior to marking so you can become accustomed to the new user interface.

Accessing Help

If configured by your Awarding Organisation, you may have access to materials to assist you in your use of RM Assessor, via a **Help** menu, displayed at all times on the RM Assessor top toolbar, as illustrated here.

The Help dropdown may just display one list (as illustrated here), or may have two or more menu tabs displayed at the top, each menu tab containing its own set of help material.

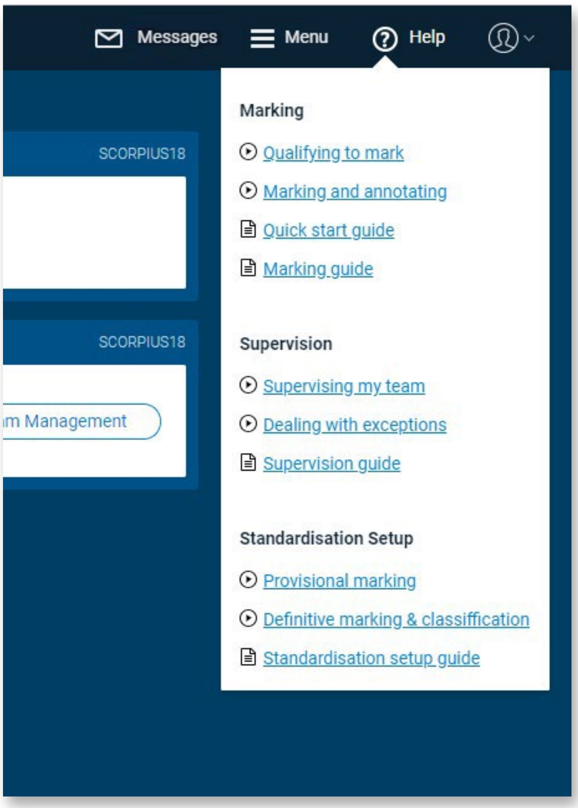
The Help menu tabs you see, headings displayed, and links available within each heading, will be specific to your Awarding Organisation (and are not dependent on your role in a marking team). There may be links to documents, training videos, or out to your Awarding Organisation's own training website.

Hovering over a link will show more information as a tooltip.

On clicking on a document link, depending on your browsers settings it will either open in a new browser window/tab, or you will be prompted to download and save the file.

On clicking on a video link it will open within RM Assessor and start playing automatically.

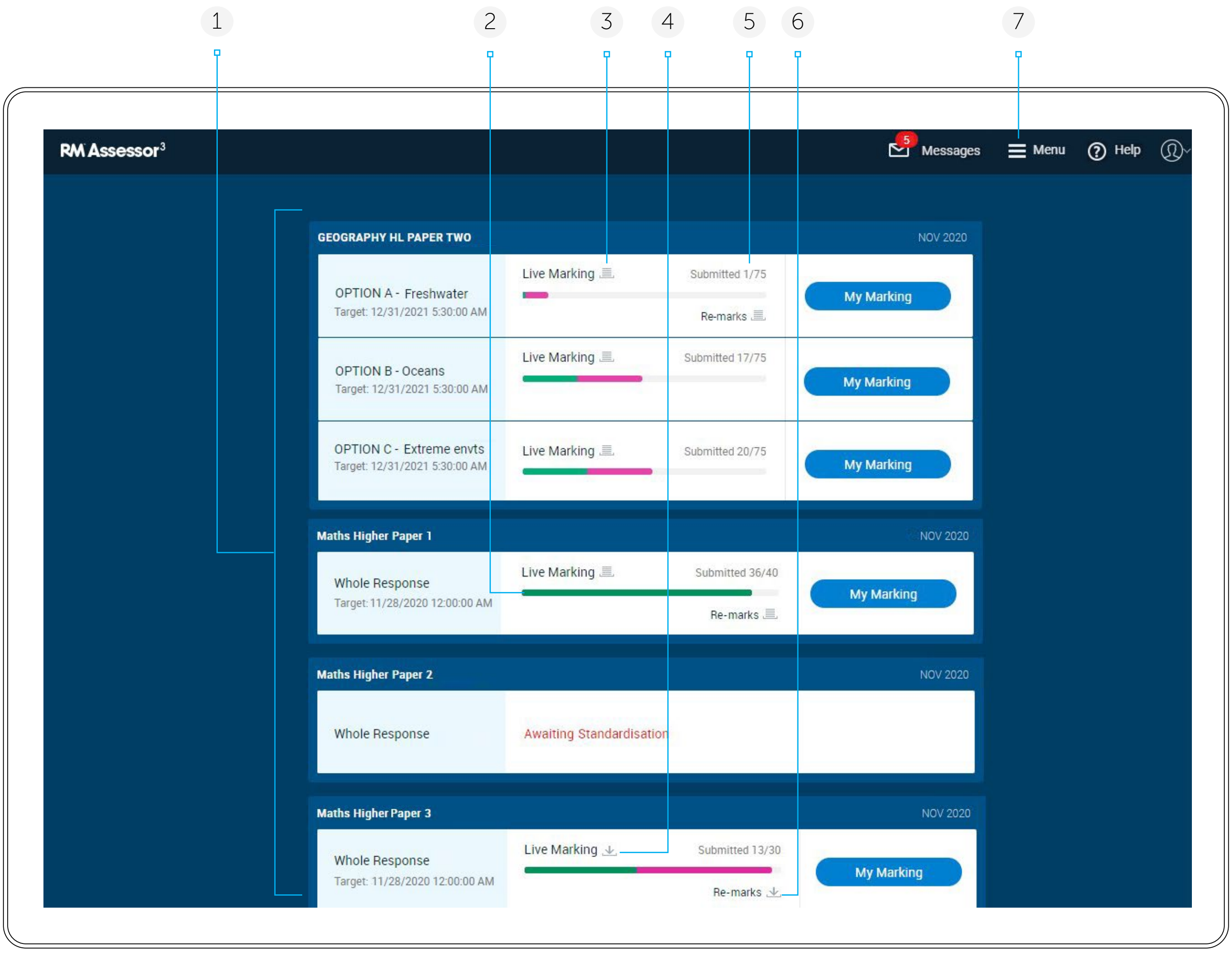
On clicking on a website link, it will open in a new browser window/tab.



Choosing what to mark & navigation

You will be presented with your Home page Question Group list when you login for the first time. All of the Question Groups you are assigned to mark are listed on this page. In some cases a Question Group will represent a whole paper, and in others it will represent a specific section or question in a paper that you are assigned to mark. If you have been assigned multiple Question Groups to mark from the same Question Paper, these will be grouped together.

On subsequent logins, you will be taken directly to the screen that you were in before logging out (although if you were in a response then you will just be taken to the Question Group worklist). If you were in a Question Group worklist that you no longer have access to (for example if it has been closed to you after live marking is completed) then on logging in the Home page will be shown instead.



1 Each Question Group is shown on a separate row that summarises the type of response, your marking status, your current marking target date and your marking progress.

2 To see a tooltip with more information about your marking progress, hover the mouse over the area shown in the screenshot.

Note: Tooltips will not apply for touch devices.

3 This icon indicates you have responses in your worklist to mark for this Question Group.

4 This icon indicates you don't have any responses in your worklist for this Question Group but there are responses available to download.

5 This shows your marking target and progress against the target. See the section Your Marking Target for further information.

6 This icon indicates there are pooled re-marks available to download in this Question Group.

7 The **Menu** button is available at all times and can be used to navigate around Assessor³. See Using the Menu Option.

Notes:

Prioritisation of Question Groups with re-marks

- Some Awarding Organisations make use of functionality to prioritise Question Groups that have re-marks. Where this is the case you may notice the order of Question Groups on your Home page alter. This is done so that Question Groups where you have open re-marks, or re-marks available to download, are shown earlier in the list than those that don't. A Question Group where you have open re-marks is shown before one that only has re-marks available for you to download.

Prioritisation of Question Groups by marking target dates

- In some cases an Awarding Organisation may inform the RM Assessor system of the target date by which they would like a specific candidate response marked. Where this is the case, Question Groups containing candidate responses with the earliest marking target date are listed first, and as responses are marked it may mean the of the Question Groups on the Home page alters. It is noted that the marking target date of an individual response is not visible to you. When this feature is in use, when you download a response RM Assessor will simply allocate you one with the nearest Marking Target date.
- Where an Awarding Organisation uses both the functionality to prioritise Question Groups that have re-marks and Question Groups prioritised by the nearest Marking Target date for a candidate's response, then Question Groups with re-marks are listed before those with candidate responses that have been prioritised.

Hidden Question Groups

- Your Awarding Organisation may choose to hide a Question Group from your Home page if there are no further tasks for you to perform within it (for example because the exam session is completed). It could however appear again at a later time if there is more marking for you to do. Should you have no marking tasks but are also a Team Leader, then the Question Group may remain visible on the Home page, but with the My Marking button hidden, so that you can continue to access the Team Management area.

Your marking target

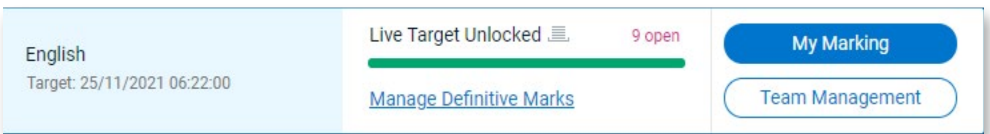
You will have a target for many types of response marking you are asked to do (e.g. Practice, Standardisation, Live Marking, certain Re-mark types). The targets are allocated to you by your Awarding Organisation and represent the maximum number of responses of that type you can mark in RM Assessor. They can be altered at any point in the session.

It should be noted that your live marking target:

- Is not necessarily guaranteed (i.e. the sum of the marking targets of the entire marking team may be greater than the actual number of candidate responses received to mark).
- Includes atypical responses. However whilst your atypical response marking counts towards your live marking target, once your live marking target is met it is still possible to mark further atypical responses if needed.
- Includes some types of re-mark (typically those re-marks that are directly allocated to you and automatically appear in your worklist to action). However in a similar way to atypical responses, when your live marking target is met you can still undertake the re-marks directly allocated to you.

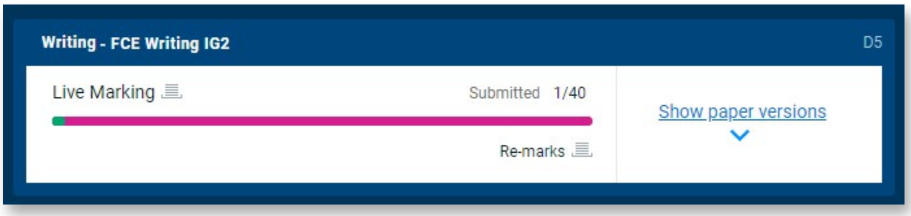
See the next section on Aggregated Question Group Versions for more information on how your marking target should be interpreted when you have multiple Question Groups aggregated together on your Home page.

On the Home screen a Question Group will show how many responses you have submitted out of a target value (e.g. Submitted 12/50). It is possible for an Awarding Organisation to choose to give you an Over Allocation value - this is a number of responses that you are permitted to download over and above the target you were given. This would most commonly be used towards the end of a marking session, if at all. If this occurs, the Question Group will show the text "Live Target Unlocked" and once you have downloaded at least one live response exceeding your live target the Submitted count information on the Home screen will be replaced with the number of open responses you have (the total open in your live worklist, atypical worklist, and in any re-mark worklists where the re-mark is allocated to you rather than one you choose to download). The coloured line indicator against the Question Group will only reflect marking progress towards your live target, so once this is met it will stay as a fully green line even if you have further responses open to mark. It will also no longer have a tooltip showing a count of responses in different states when you hover over it. See screenshot below for an example of a Question Group with an overallocation limit set.

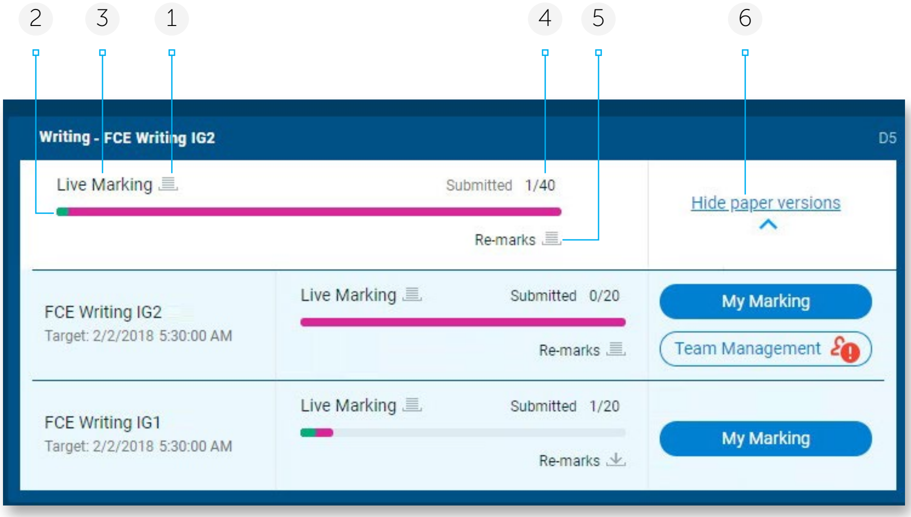


Aggregated Question Group versions

In some cases (e.g. where there are different versions of a paper) Question Groups on your Home page may be aggregated together, and a summary of your marking across all the versions you are allocated to mark will be shown. By default the aggregation will display in collapsed mode – click **Show paper versions** to expand it.



Each individual Question Group in the aggregation will then be shown in the normal manner beneath the summary information.



1 This indicator in the top summary section shows if you have any live responses in the worklists of one or more of the Question Groups that are aggregated together.

2 Your overall marking progress across all the linked Question Groups is shown.

3 In the summary section, your target will display as 'Live Marking' irrespective of which target you are in within each constituent Question Group. When you have met your aggregated marking target across the Question Groups, this will change to show 'Marking Completed.'

Note that whilst each individual Question Group shows a Marking Target, in this scenario it can be considered simply as a guide, since you can mark more or fewer than this number of responses in the Question Group. For example in the screenshot shown above your overall marking target will be considered met when you have marked 40 responses, whether those are only from one of the linked Question Groups, or spread across both (i.e. you do not need to mark 20 responses in each Question Group)..

4 Here you can view your total submitted response count out across all paper versions, together with the sum of your marking targets across each linked Question Group.

5 If you have any re-marks to download, or already in your worklist to mark, across any of the linked Question Groups an icon will show here.

6 Click **Hide paper versions** to view only the summary details. Your choice of showing or hiding the versions persists during the current login session.

Choosing a Paper or Question Group to mark

On the Home page, click the **My Marking** button in the Question Group you want to start marking.

Your marking status

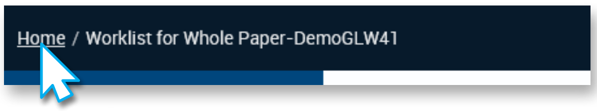
For each Question Group listed on the Home page, your current marking status is visible. Possible marking statuses are:

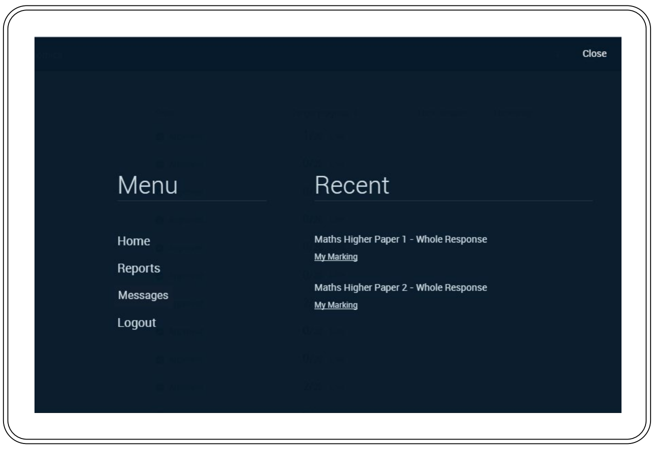
Awaiting Standardisation	The Standardisation Setup process (which involves the Principal Examiner and Senior Examiners selecting and marking practice and standardisation scripts) is in progress.
Simulation Marking	Whilst the Standardisation Setup process is in progress, you can optionally download some simulation responses to mark. See "Marking in Simulation Mode".
Practice Marking	You have practice marking to complete to help you to familiarise yourself with the mark scheme.
Standardisation Marking	You have Standardisation marking to complete as part of the approval process.
2nd Standardisation Marking	Your 1st Standardisation sample was not marked within the required tolerance. You are likely to have received feedback from your Team Leader and have been given a 2nd Standardisation sample to complete.
Approved Pending Review	You can download and mark live responses up to your concurrent limit (you will also be able to download atypical and re-mark responses if relevant), but you will be unable to submit these until your Team Leader has reviewed them and chosen to approve you.
Live Marking	You have live marking to complete until you reach your target.
Pending Review	You are unable to download or submit marked responses until you have received feedback from your Team Leader and they have re-approved you.
Live Complete	You have met your target for live marking.
Quality Feedback	You have marked a seed outside of the required tolerance and are required to review and accept feedback on this seed before being able to continue marking.

To return to the Home page

When a marking worklist is visible, to return to your Question Group list, click the Home link in the title bar.

Note: The Question Group page is displayed the first time you log into RM Assessor³. However, the next time you log in, you will be returned to the area you were in at the time of last log out.



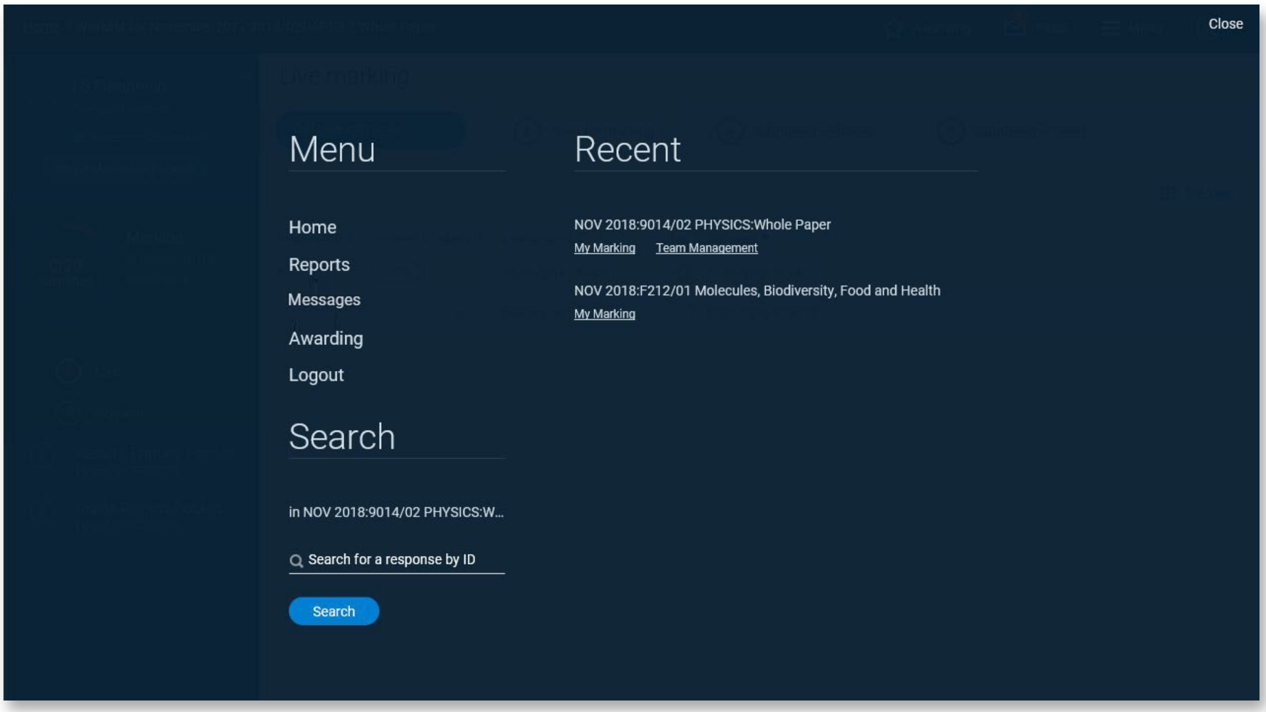


Using the Menu option

Click the top right Menu button to view a list of the most recent three Question Groups you have marked during your current login session (and navigate to one of these if you wish by clicking the Question Group's My Marking link). The Menu screen also allows you to navigate back to the Home page, to Reports, your messages, and to Logout (if available for your Awarding Organisation).

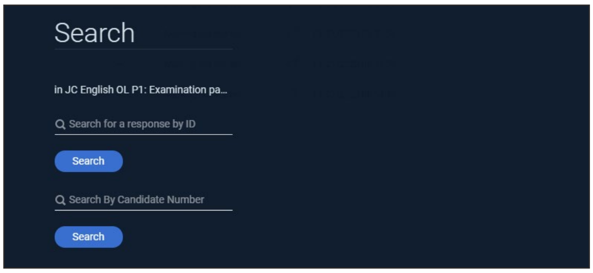
Searching for a response

When you are within the My Marking or Team Management areas of a Question Group and access the Menu option, a search function is made available within the screen. Here you can search for a response within the currently open Question Group, by entering a Response ID. As long as the response belongs to you, or to one of the Examiners in your marking team, then the response will be found and opened. If the response you are searching for belongs to a Question Group or worklist that you no longer have access to (for example when it is closed to non-re-markers), you will be shown a message instead, notifying you of why it cannot be accessed.



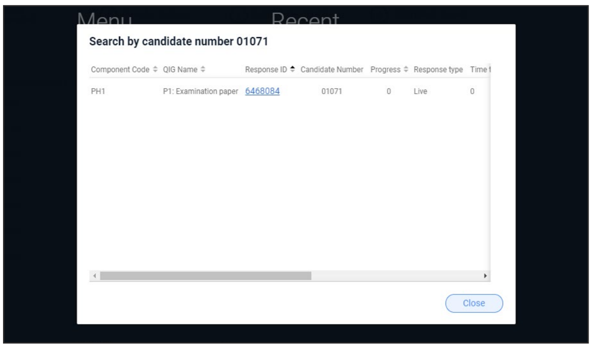
Searching for a candidate

Your Awarding Organisation may have configured the system such that you are able to search for all responses related to a particular candidate, by searching on a unique candidate number. When configured, this search option is available at all times within the Menu.



Note: If the Question Group has been closed to non-remarkers and you are trying to navigate to a response that is no longer available to view, a message will inform you of this.

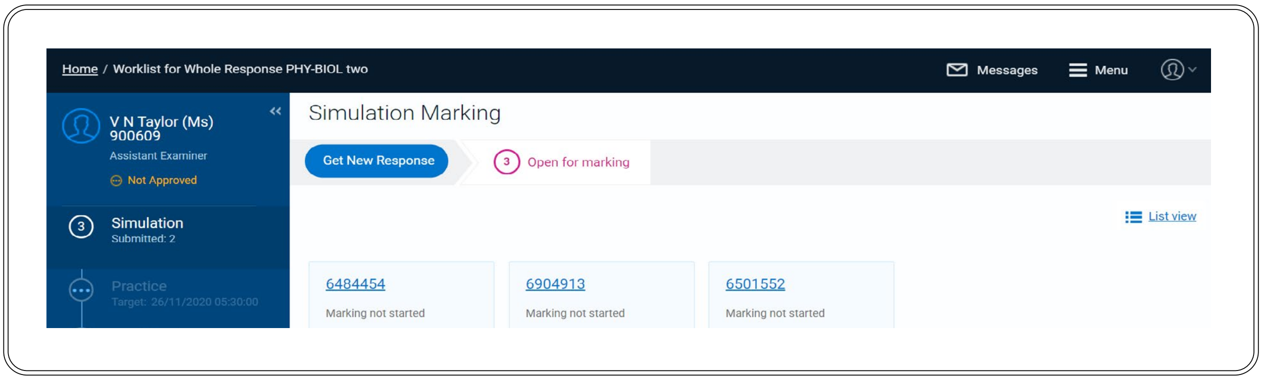
A search on a candidate number will return information on all the responses related to that candidate where you have the permission to view and/or mark the response. Scroll to the right to view the time to end of grace period, Marks, date/time the response was last updated, it's current status, and in which Examiner's worklist it is in. You can click a Response ID in the search result to open the response.



Marking in Simulation mode

While responses for a Question Group are being uploaded into RM Assessor³, and the Standardisation Team is creating any practice and standardisation responses that you may be required to mark before you can move to live marking, you may have the opportunity to review and practice marking the uploaded responses in simulation mode. This mode allows you to familiarise yourself with the marks structure for the Question Group and the marking tools available when marking it. When you undertake marking in simulation mode, marks are not recorded and your marking is not visible to your Team Leader or your Awarding Organisation.

If there is any simulation mode marking available it will be indicated by the Question Group status on your Home page, and when you open the Question Group it will be obvious you are in Simulation mode. Your Awarding Organisation may have configured RM Assessor to send you an email notification once sufficient simulation responses are available to be downloaded.



You can download simulation responses up to your concurrent limit, submit 100% marked responses, and then download further simulation responses if they are available. Downloading, opening and marking responses for simulation marking works in the same way as live responses. However, once you have submitted a simulation response, it is not possible to return to view your marking of it, but you can see the number of submitted simulation responses from the left-hand panel of the worklist.

Notes:

- It is recommended that you take advantage of simulation mode marking to become more familiar with the marking of your component.
- If you are involved in the Standardisation Setup process for a particular component, simulation mode marking is not available to you.
- When the simulation mode marking period is over for the Question Group you will be notified, and any responses in your simulation worklist are automatically removed.

Qualifying to mark through Practice and Standardisation

To mark and submit live responses in RM Assessor³ you must be approved to mark.

You will be required to go through a separate approval process for each Question Group that you are asked to mark.

Until Standardisation Setup for a Question Group is completed, your approval status is set to Awaiting Standardisation. Once Standardisation Setup is complete your status changes to Not Approved and you can mark your practice and standardisation responses, which will be automatically allocated to you.

To gain approval to mark using RM Assessor³

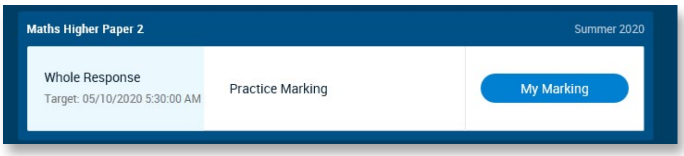
1. Mark and submit practice responses if required to do so by your Awarding Organisation. These must be submitted before you can start the next step.
2. Mark and submit standardisation responses if required to do so by your Awarding Organisation. Your Awarding Organisation may have configured RM Assessor³ to automatically assess your standardisation responses as follows:
    - If you mark sufficient standardisation responses accurately or within tolerance (depending on your Awarding Organisation's requirements) your status changes automatically to Approved.
    - If your marking is not within tolerance, or if no automatic assessment is in place, your Team Leader will provide feedback and may either allocate you 2nd standardisation responses to mark, or manually approve you.
3. Once approved, you can download, mark and submit live responses.
    - Some Awarding Organisations permit the ability for you to be sent additional standardisation batches during live marking. If this occurs you cannot continue live marking until the standardisation responses are marked, submitted, and you are again Approved for live marking.

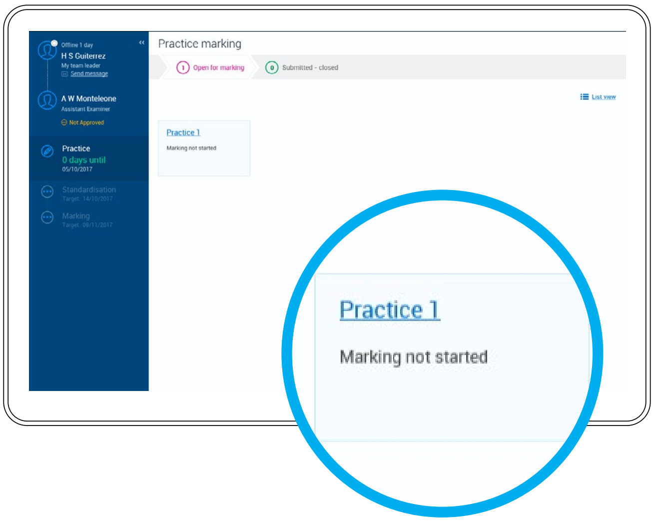
Practice marking

Practice marking is provided to help you learn the mark scheme and any marking instructions. Whilst marking a practice response you can typically choose to compare your own marks with the definitive marks to see how you should be marking and why. If you cannot see these whilst marking, your Awarding Organisation has configured your Question Group so that you can only view this information once you have submitted your marking of the practice response. You must always submit practice marking, but it is not assessed.

If practice marking is included in your approval process, you will see a Question Group in practice marking mode and the associated target on the Question Group page. Practice marking is automatically downloaded to your worklist.

1. If the Question Group page is displayed, click the **My Marking** button for the Question Group that you wish to undertake practice marking in.





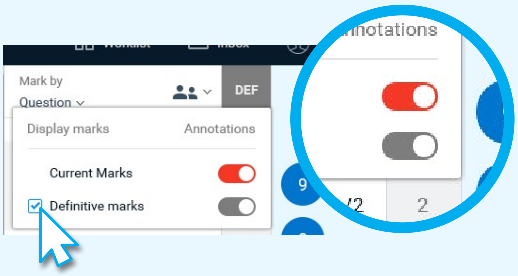
2. Your practice responses will already be visible. Click a response to open and mark it.

See Marking for details of how to mark a response in RM Assessor[3].

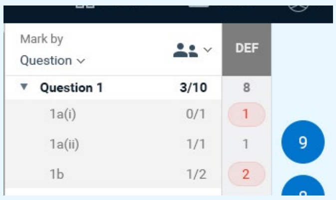
Note: Rather than seeing all your Practice responses, your Awarding Organisation may have configured RM Assessor such that you only initially see one Practice response, and must mark and submit this before the next one is made available to you for marking.

To see the definitive marks in a practice response

Next to the people icon, click the arrow and then select the Definitive marks check box. You can also use the sliders to show or hide your annotations and the definitive marking annotations.

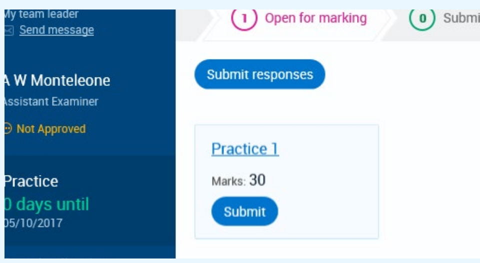


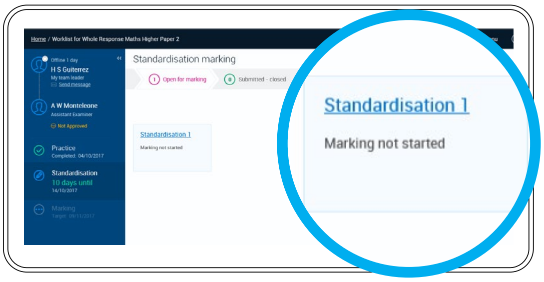
When you choose to view the definitive marks, they are shown in a column next to your marks. Any of your marks that do not match the definitive marks are coloured red. In the example, the marks of question 1a(i) don't match the definitive marks. You can learn how to apply the mark scheme correctly from the definitive marks.



3. Once you have completed marking a response, click Submit.

You can return to the worklist without submitting the response and submit it later.

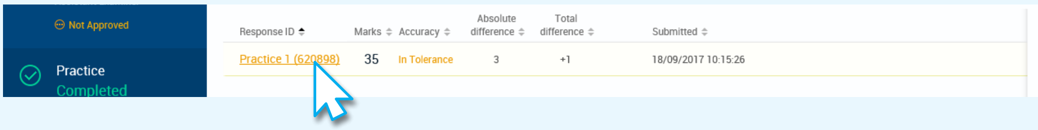




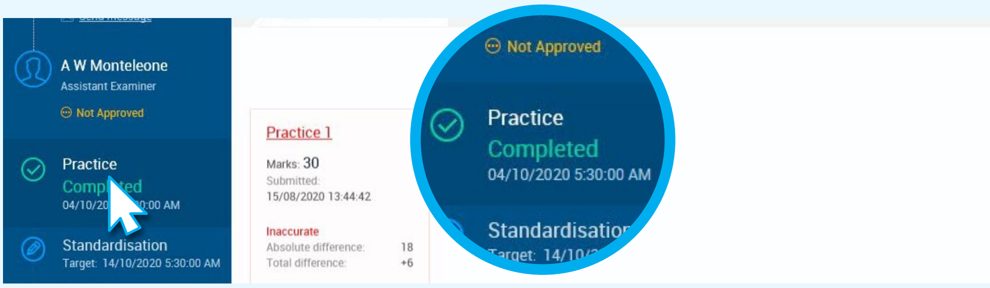
After you submit all of your practice responses, note that your Practice status changes to Complete and your Standardisation marking is automatically downloaded.

Additional notes

Should you need it for support purposes, in List view the Response ID of a practice response will show in brackets after the Practice response label (and the same will occur when viewing standardisation responses in List view).



You can return to review your submitted practice marking at any time, as well as reviewing the definitive marks for the response. In the status panel, click Practice and open a response. Notice that your marking accuracy is shown on the response tile. If the marking is not accurate, for most Question Groups the Absolute difference and Total difference values will show. There are cases however where based on the Question Group configuration these values will not be displayed.



What are the Absolute Difference and Total Difference values?

Absolute difference = sum of the absolute difference (i.e. negative differences treated as positive values) between your mark and the definitive mark for each question item in the response.

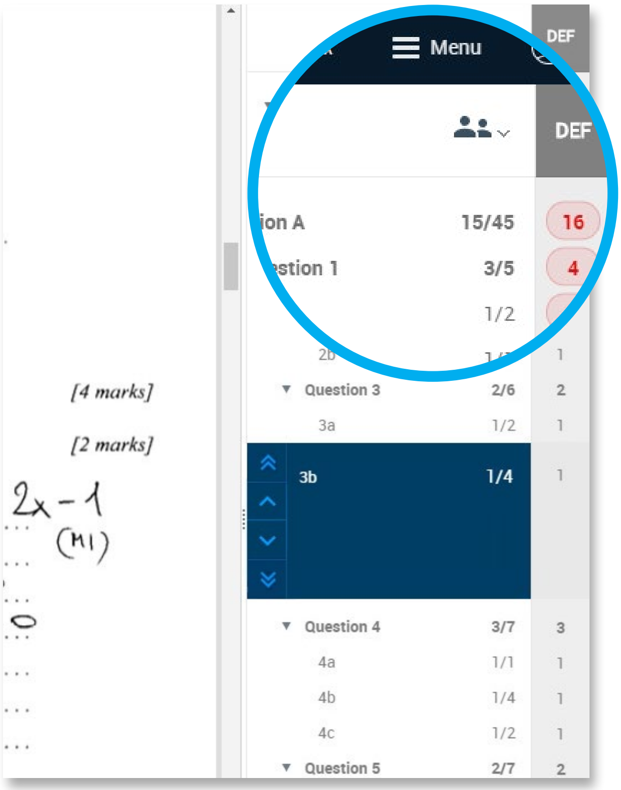
Total difference = the definitive total mark less the your total mark for the response.

Standardisation marking

> If practice marking is included in your approval process, you must mark and submit all practice responses before you can start Standardisation marking.

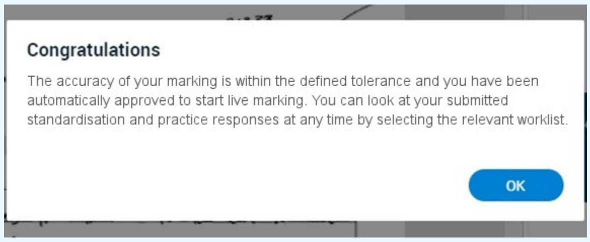
Standardisation marking is automatically allocated. Typically all your Standardisation responses will display ready for marking. However RM Assessor can be configured so that you only initially see one Standardisation response, and must mark and submit this before the next one is made available for marking. Unlike practice marking, Standardisation marking is assessed, either manually by your Team Leader, or automatically by RM Assessor³.

Note that if you are a member of the Standardisation Setup team and are required to mark standardisation responses, they will be labelled as STM Standardisation responses.

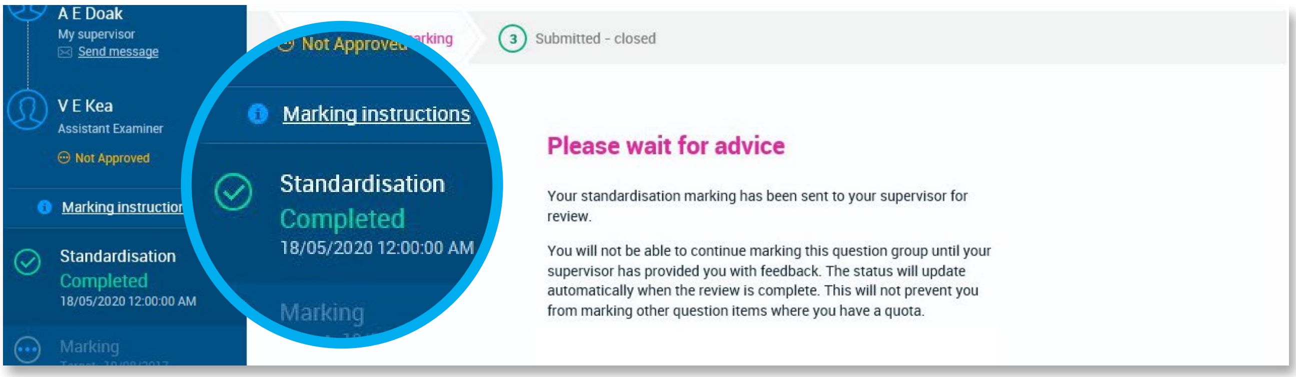


After submitting a Standardisation response you may be permitted to view your marks compared with the definitive marks, as described in Practice marking.

If your Awarding Organisation configures RM Assessor³ to automatically assess your Standardisation marking and you have marked and submitted sufficient Standardisation responses to the required accuracy, you will see this message. You can acknowledge the message and download live marking.



If you do not meet the required marking accuracy after submitting all of your Standardisation responses, or if no automatic assessment of Standardisation marking is in place, you will see this message.



Your Team Leader will then review your submitted standardisation responses and may choose to do one of the following:

- Approve you immediately for live marking;
- Return one or more of your standardisation responses back to you;
- Provide you with a second standardisation set of responses;
- Advise you that based on your marking quality you will not be progressing to live marking for the exam session.

Receiving a returned Standardisation response

When reviewing your submitted standardisation responses, your Team Leader may choose to return one or more back to you so that you can revisit your marking of it (if your Awarding Organisation has this option configured). If this occurs the Home screen will once again show you are in Standardisation marking for the Question Group, and the returned Standardisation response(s) will be visible in your **Open for marking** Standardisation worklist view. A returned response will show as 100% marked, and you can open it, review and edit your marks and annotations, and then submit the response as normal once you are happy with your marking. To assist in your review it is likely you will also have received a message from your Team Leader to provide information about why they have returned the response.

Receiving second Standardisation responses

Your Team Leader may provide feedback and a second Standardisation sample of responses to mark if your marking of the first Standardisation sample is not within tolerance. If your marking of the second sample is still not to required standards, in some cases you may receive further standardisation responses to mark.

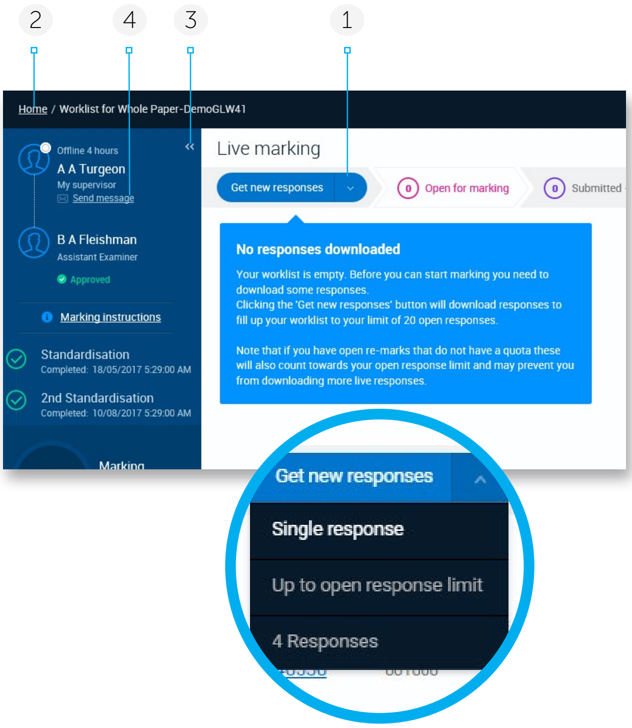
It is noted that some Awarding Organisations may choose to allocate you a second standardisation sample of responses to mark during live marking, if your marking standard is not as required, or if you have had a break from marking for a while.

Receiving Practice and Standardisation responses during live marking

Some Awarding Organisations may choose to allocate you further practice and/or standardisation responses during live marking, if your marking does not meet the required standards. Your status will be set to Not Approved, and the appropriate target (Practice or Standardisation) will be automatically selected in the status panel. Note that the new targets for Practice and Standardisation may differ from your original targets. You must submit all allocated practice responses and a sufficient number of standardisation responses, which meet the standards required, before you are able to be re-approved for Live marking,

Using live worklists

Your marking for a particular Question Group is organised in an area called the worklist. The worklist page is displayed once you have selected a Question Group from the Home page.



Downloading a whole response

In an Examination split into multiple Question Groups, if you have the Principal Examiner or Assistant Principal Examiner role across all the Question Groups, then in the Get New Responses drop down list you will also see a Whole Response option. For some Awarding Organisation's other roles may also be granted access to this option. On choosing Whole Response you will be allocated a Whole response - i.e. one where all question items across all Question Groups are presented for marking. The same response will show in your Live marking worklist in each Question Group. When marking you will see the total mark for each Question Group, as well as for the response overall. Your marking progress will relate to the response as a whole.

Marking worklist (empty)

This is a Question Group worklist before any responses have been downloaded.

1 Click to download responses. By default, this will download responses to your open response limit. This is the maximum number of responses you can have in the Open for marking section of your Live marking worklist for a Question Group (although if you have any responses in your Atypical Open for marking worklist these will also count towards your concurrent limit in the Live worklist). This is referred to as the concurrent limit and is set by your Awarding Organisation. Once you have downloaded responses to the concurrent limit, you will need to mark and submit some before you can download any more

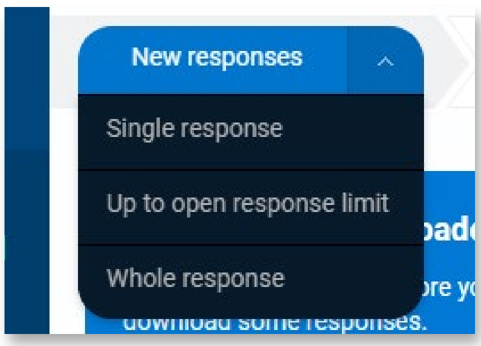
Alternatively, use the drop-down to select a different download option. You can:

- Download just one response.
- If you have set a response allocation quantity in User settings, an option will show to download this quantity of responses. If this number would exceed your concurrent limit, only responses up to the concurrent limit will be allocated to you.

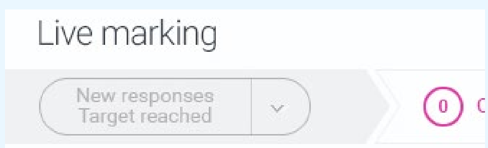
2 Click to return to your list of assigned Question Groups.

3 Click « to hide the status panel, if required. And Click » to show it again.

4 At any time, click to send a message to your Team Leader about this Question Group.

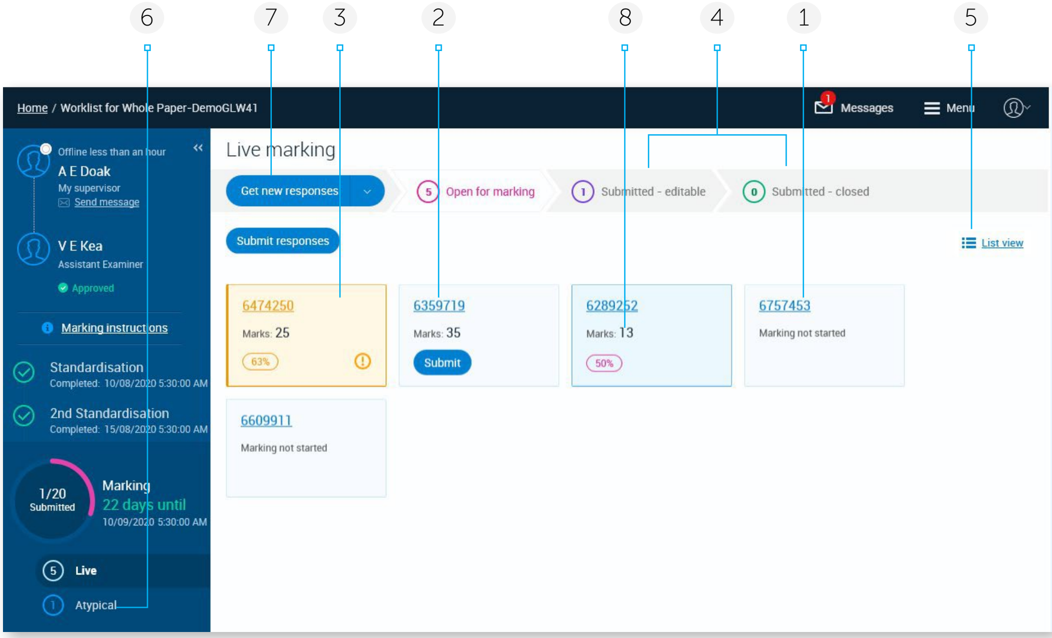


When the New responses button is disabled it will also show the reason why. For example, your marking target may have been reached, there may be no more responses available to download, or you may need to submit some responses before you can download more.



Marking worklist (populated)

After downloading some responses your screen will look something like this.



1 Each tile represents a response to be marked. Click any tile to view or mark a response.

2 This example response (tile) has an icon indicating that can be submitted (and therefore has been 100% marked).

3 This example response (tile) has icons indicating that an exception has been raised.

4 Click to see **Submitted – editable** or **Submitted – closed** responses instead.

Note: The Submitted – editable worklist will only display if a grace period has been defined for the Question Group. Your Awarding Organisation may have configured RM Assessor to only display the Submitted – closed worklist when there are responses in this state with open exceptions.

5 Click to toggle between the current **Tile view** and a **List view**. The List view will show more details about each response in your worklist, such as when it was last updated and if it has any additional pages. You can also sort responses in List view. Your preferred view will be remembered when you log out.

For an examination that has both a manually marked Question Group and an auto-marked Multiple Choice Question Group (MCQ), dependent on your role in the marking team then in List view you may see additional 'MCQ Mark' and 'Total Mark' columns. 'MCQ Mark" shows the auto-marked total for the candidate, and 'Total Mark' shows the combined total of the MCQ Mark and the marks given within the currently open Question Group.

Marks	MCQ mark	Total mark
26	16	40

6 Click to see your atypical worklist or a re-mark worklist (if you have any).

7 Click to download further responses, as long as your concurrent limit has not been reached. For centre samples, the entire batch will be downloaded to the worklist irrespective of what download option you choose and even if it exceeds the concurrent limit. See Receiving a grouped Centre Sample section for further details.

Note: If configured by your Awarding Organisation, in the event that responses cannot be submitted, due to the presence of open exceptions which are blocking submission, then these responses with exceptions will not count towards your concurrent limit until the exceptions are closed.

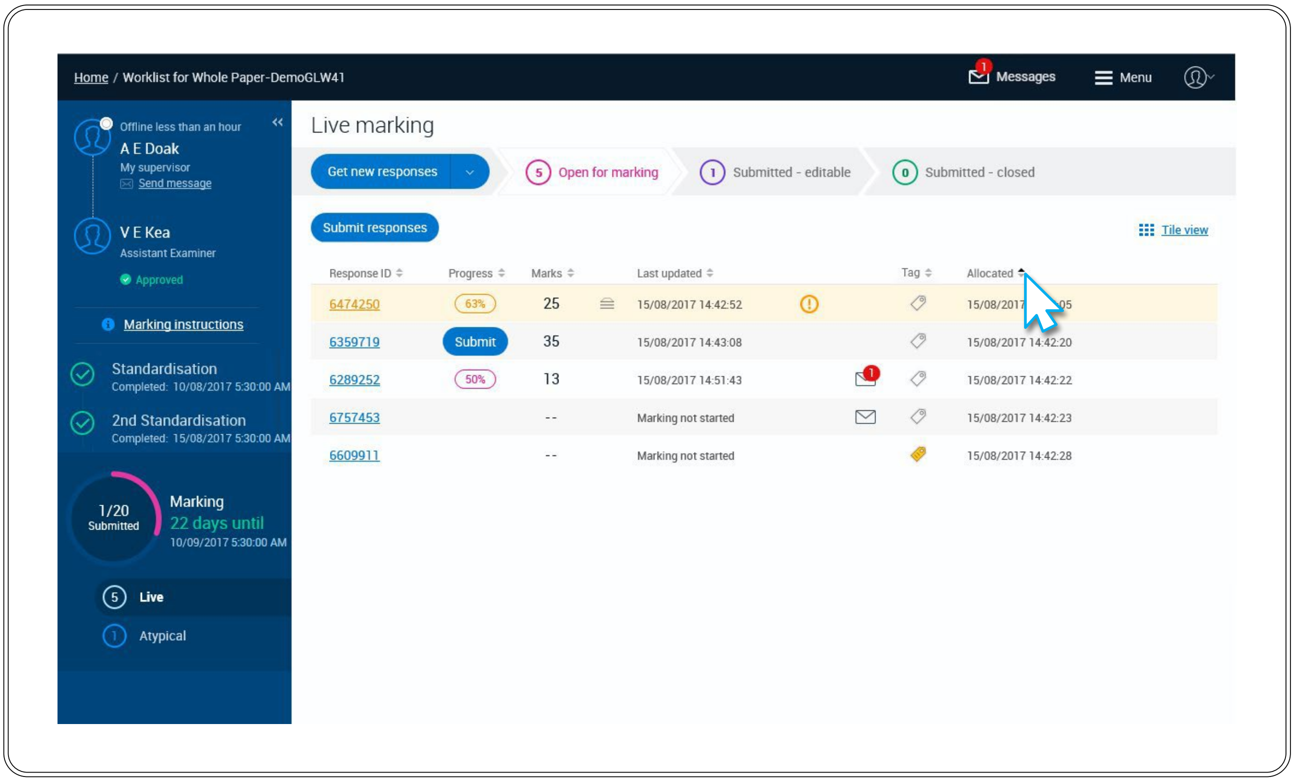
8 Your Awarding Organisation may have configured RM Assessor to hide the Marks total.

Note: In a Question Group that is part of an aggregation (see Section on Aggregated Question Group Versions), the progress wheel in the left hand display panel showing the number of responses submitted will not be present. This is because your marking target is aggregated across multiple Question Groups. In these Question Groups you can download and mark responses until your aggregated target is met.

List view - sorting and tagging responses

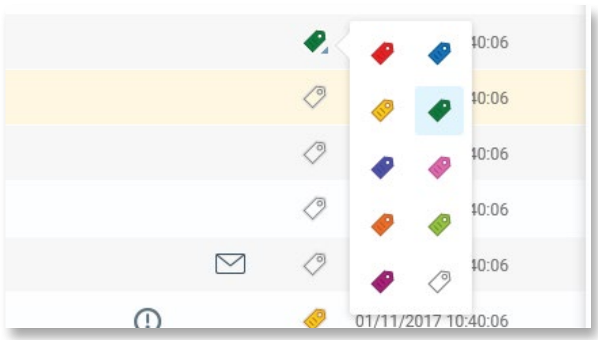
In List view the default order of responses depends on the worklist view you are in – for example in your Open Live Marking worklist it is sorted by Allocated date (oldest first) and in the Submitted – closed Live Marking worklist it is sorted by Submitted date (most recent first). You can click on any column header to sort responses by that column in ascending order. A second click on the header will change it to descending order. The order set only applies to the current worklist view and Question Group, and will also be reflected if you move back to Tile view. It is retained until you log out.

Note: Typically the candidate associated with a response remains anonymous during marking, however your Awarding Organisation may have configured RM Assessor such that List View displays the Candidate Number and/or Centre Number associated with each response, in all your worklists.



In List view you can set a coloured Tag for a response if you wish by clicking on the Tag icon and choosing one of the coloured options available. Tags are personal to you (i.e. are not visible to your Team Leader), and are a way of subdividing or highlighting responses. You can then click on the Tag column header in the worklist to sort responses by their Tag colour.

Note you can also apply or change a tag colour when viewing a response, by clicking the tag icon in the response header.

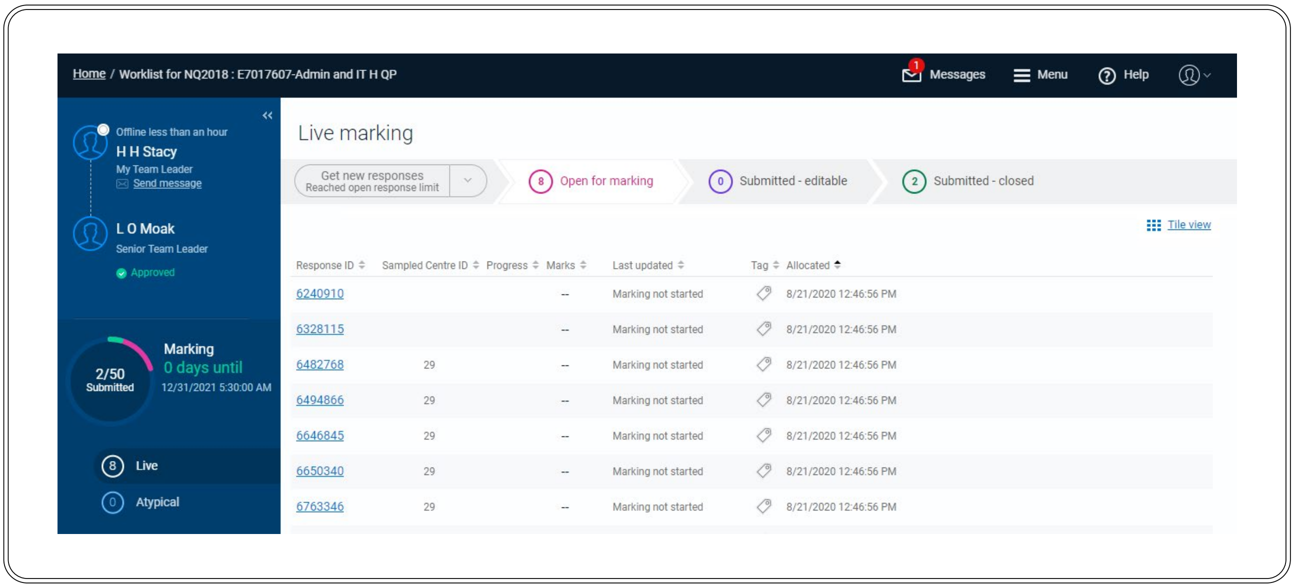


Receiving a Grouped Centre Sample

Some Awarding Organisations may configure a Question Group such that multiple responses from the same centre are allocated as a batch to one examiner. This allows the examiner to take consideration of any over-teaching in the centre, or candidate collusion.

When this feature is in use, when downloading responses (whether choosing to download a single response or responses to your open response limit) you may be allocated a batch of responses from the same centre. If this occurs you will receive a pop up message to inform you, and in your open worklist in List View you will see a Sampled Centre ID column showing an ID against responses in the centre batch (responses not allocated as part of a centre batch will have a blank value in this column). This column will also be visible in your Submitted-editable and Submitted-closed Live worklist views, and you can sort responses by this column if you wish. Should you identify any concerns about the centre whilst marking the responses, you should inform your Awarding Organisation following their agreed process, quoting the Sample Centre ID. They are able to use this ID to identify the actual centre the responses correspond to.

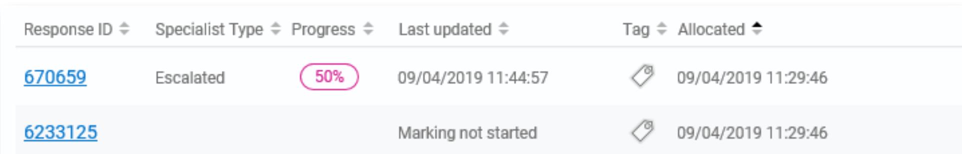
Note that you may be allocated batches of responses from multiple centres during the course of your marking. Note also that your Supervisor is not able to see which of your responses is from an allocated centre batch.



Identifying specialist or escalated responses

Some Awarding Organisations choose to setup some Examiners in a Question Group as Specialist Examiners. If you have been setup as a Specialist Examiner, then you will be allocated any available responses corresponding to your specialism(s) in priority over non-specialist responses. You can identify any specialist responses you have been allocated via a Specialist Type column within your live, atypical, and re-mark worklists, when in List View. This column will only show if you have one or more responses with a specialist type in your worklist (unless you are the Principal Examiner in which case the column always displays if there are responses with specialisms within the QIG).

Where your Awarding Organisation uses response escalation functionality (see Response Escalations), any responses that have been escalated will also be identified by this column.



Response ID	Specialist Type	Progress	Last updated	Tag	Allocated
670659	Escalated	50%	09/04/2019 11:44:57		09/04/2019 11:29:46
6233125			Marking not started		09/04/2019 11:29:46

Submission blocking indicators in the marking worklist

An indicator will be shown against any 100% marked responses in the worklist that do not fulfil all of the requirements that your Awarding Organisation has specified before a response can be submitted (see Submitting Marked Responses for more information).

Response ID	Progress	Marks	Last updated		Tag	Allocated
614306100	100%	12	10/15/2018 2:48:34 PM			10/15/2018 2:37:11 PM

This indicator will display if you have not annotated all additional pages in a structured response.

This indicator will display if you have not annotated all pages in an unstructured response.

This indicator will display if you have not spent the specified minimum amount of time marking the response

Hints and tips

Once you submit a response it will show in the Submitted-Editable worklist. You can open and edit it here if required. It remains in this worklist until the grace period which is defined by your Awarding Organisation is over. The time to the end of the grace period for each response is shown in the worklist – typically this shows rounded up to the nearest hour value, but some Awarding Organisations may have the system configured to show the value in minutes once the grace period is less than one hour. During the grace period you can change any saved marks or annotations. At the end of the grace period the response is moved to your Closed worklist and no further changes to the marks are possible.

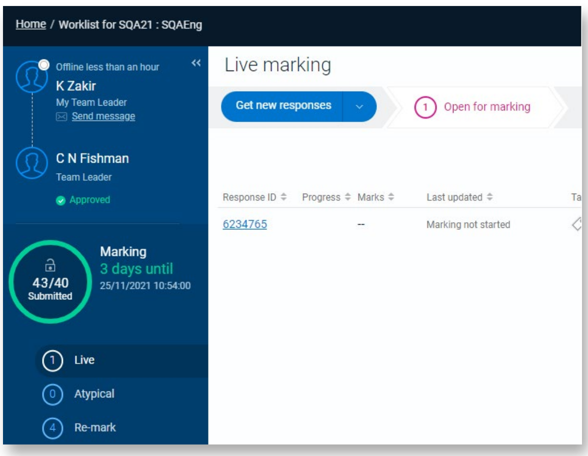
Response ID	Time to end of grace period
64580	57 minutes

If your Awarding Organisation has not defined a grace period for your Question Group, or if the grace period is reduced to zero towards the end of the session, the Submitted-editable worklist view option will not be shown.

As standard any responses still in a grace period when your live marking date and time are reached will move to a closed state, and any responses submitted after this time will not have a grace period applied. However, it is possible for an Awarding Organisation to have RM Assessor configured such that there is always a minimum grace period set, irrespective of your live marking target date/time. This minimum period is likely to be less than the grace period typically applied but is to ensure there is some amount of time for you to edit recently submitted responses if you realize there was an error made.

Identifying that your live marking target is unlocked

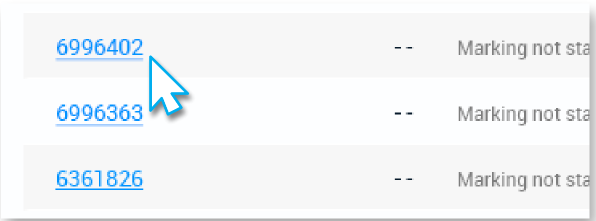
An Awarding Organisation may choose to give you an over allocation limit - this is a number of live responses you can download above your live marking target. If used, this would typically be done towards the end of the marking window. If you have been given such a limit, in the worklist you will see an open padlock icon within the marking circle in the left hand panel. The colouring of the circle edge (used to indicate marking progress) will only relate to responses that make up your live target (i.e. once your live target is met, the circle will show fully green, even if you have further open responses in your worklist).

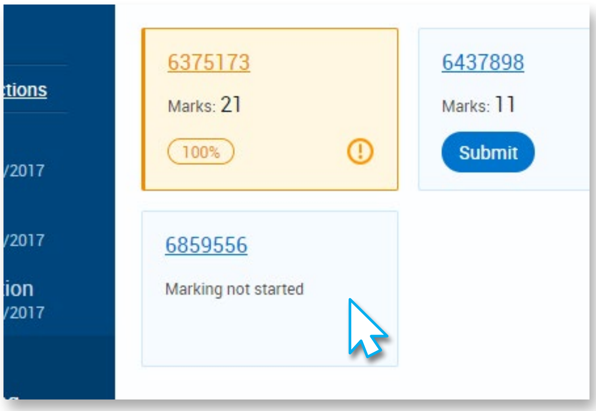


Open a response for marking

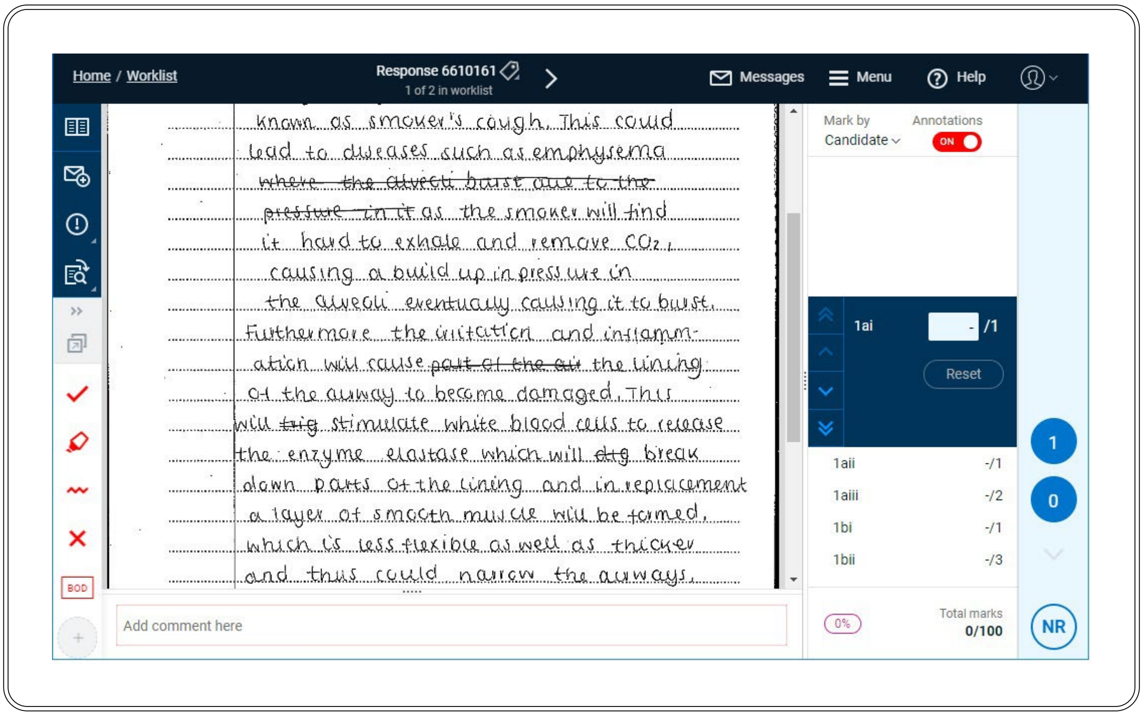
1. Ensure that **Open for marking** is selected.

2. In Tile View, click a response tile or in list view, click a Response ID link.



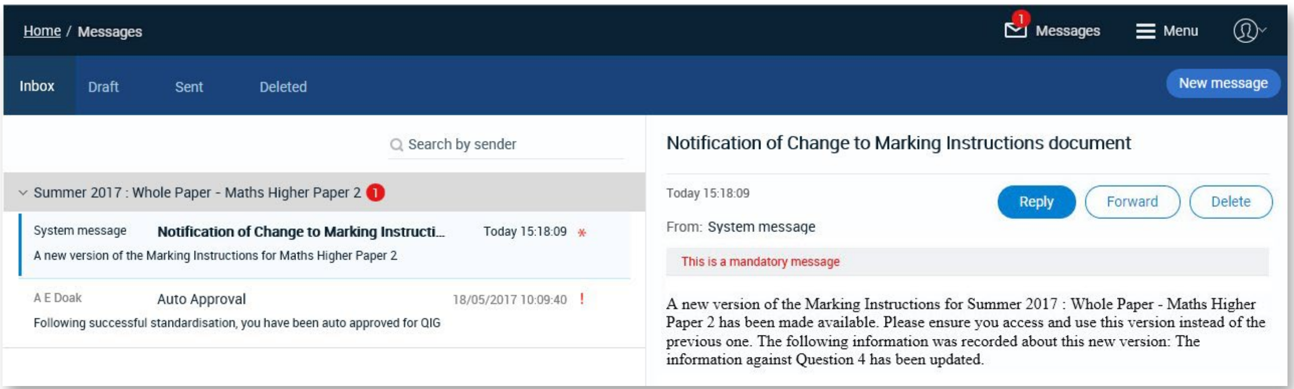


3. The response opens in marking mode.



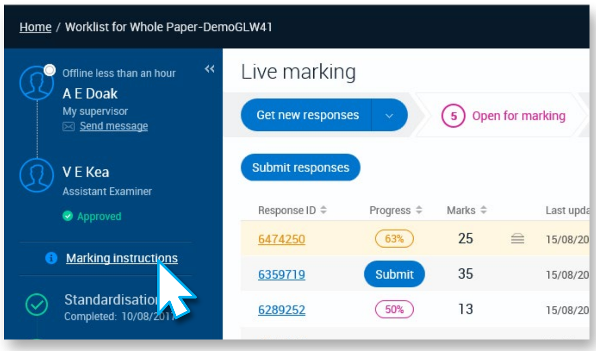
Viewing Marking Instructions

If configured by your Awarding Organisation, marking instructions may be provided via RM Assessor³. These will typically be in PDF format, but other file types are also supported. These may be instructions at Question Paper or Question Group level, depending on your Awarding Organisation's requirements. When marking instructions are first provided, or when they are updated, you will receive a mandatory message to advise you that they are available (along with any comments about what has changed in the latest version), similar to this:

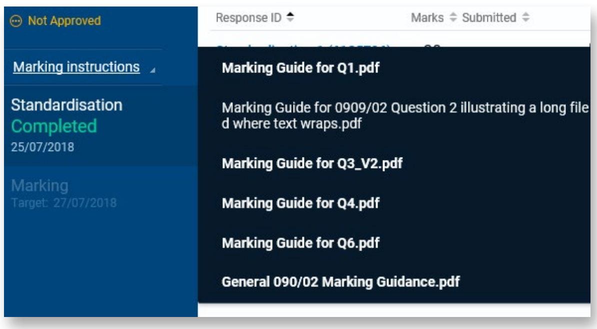


To view marking instructions, from your Worklist view, click the **Marking instructions** link. If there is only one marking instructions file available then depending on your browser settings, the marking instructions file will either open in a new window/tab, or you will be prompted to download and save it. If neither occurs, then check for any browser notifications about blocked pop-ups. You may need to adjust your browser settings in order to then view the marking instructions.

Note that depending on your Awarding Organisation's configuration, there may be some user roles with access to more instruction files than others – for example Team Leaders may be given access to files to assist with team management activities.



If there are multiple marking instructions available, then on selecting the marking instructions link a pop-up menu will display, for you to select which file you wish to view. Any files you have not yet accessed will display in bold.



Note: If your Awarding Organisation configures marking instructions at a Question Paper level, if there are multiple Question Groups in that paper then the same marking instruction file(s) will be visible in each.

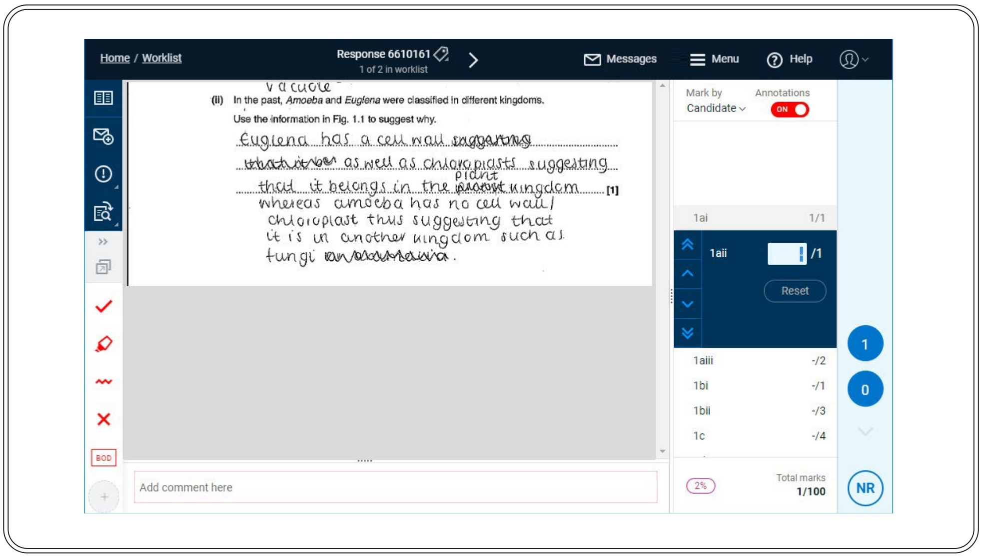
Marking

Types of response

There are different types of scanned response supported in RM Assessor³, and these are marked in slightly different ways but using the same tools. This section focuses on the marking of scanned responses, but many of the tools covered in this section will be the same for the marking of other response types. More information on the marking of other response types is found in the section on Marking Digital Responses.

Structured Responses are examination papers in which candidates write their answers in known and predictable places. When selecting a question item to mark, you are therefore shown the portion of the candidate's scanned response that is expected to contain their answer to that question. You can however still choose to view the full response (in view only mode), and if necessary you can link other pages of the response to a question item, which will then show when you are marking. Where a candidate's response has additional pages (i.e. they used more paper than the answer booklet), on opening the response you will be prompted to first review those additional pages, and either associate them with questions or mark as **Seen** (if they contain nothing relevant for marking).

In the scenario that sequential question items are set to show the same portion of the candidate response, when moving between these questions the view of the response will not change (i.e., the position on screen you were viewing for question A does not change when you select question B).

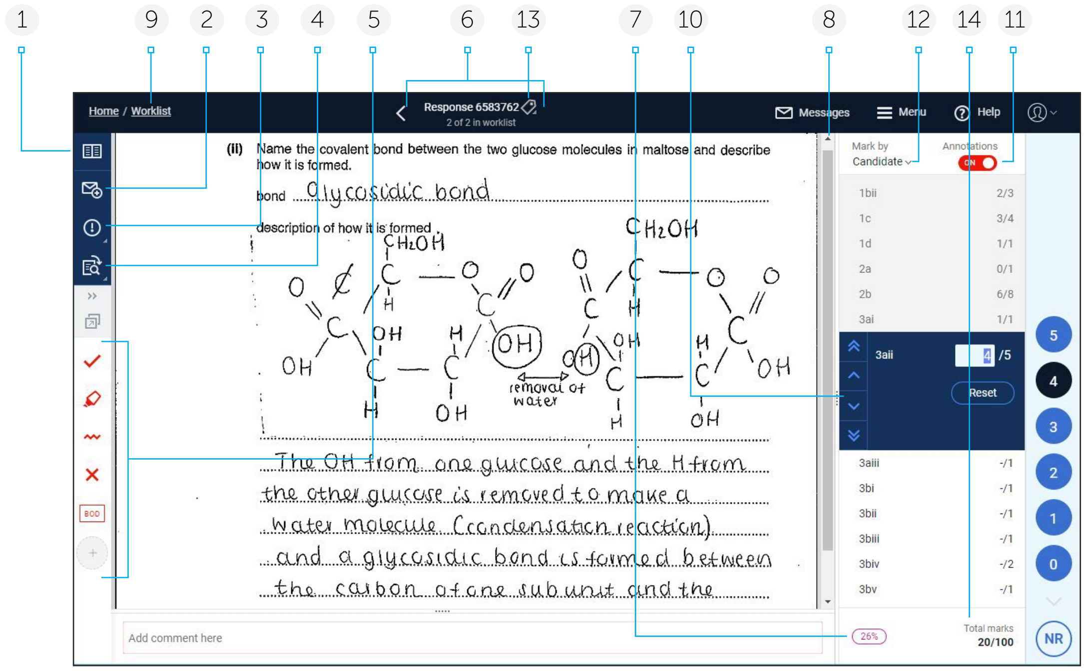


Unstructured Responses, also referred to as essays or longform, are examination papers on which candidates are permitted to write their answers in any order, and often there may also be options in terms of which questions the candidate chooses to answer. As a result, it is not straightforward to map the question item in the question list with the corresponding area of the candidate's response, and therefore you are presented with the whole response when marking and need to select the question item to mark that matches the question item on the response, or vice versa. You will see the candidate's entire response except any pages that your Awarding Organisation has chosen to suppress in order to hide content from your view (for example in order to preserve candidate anonymity). Parts of pages may also be suppressed - these will just show as white blank areas on the page. Note that whilst you will see the whole response, you may only be required to mark a subset of the question items answered within it - only the question items allocated to you for marking will display in the marks panel. When marking, RM Assessor³ will maintain the currently displayed image when you select a different question item and you will need to scroll to find the candidate's response.

e-bookmarked Responses are unstructured responses which have been zoned prior to being made available for marking (i.e. each candidate response has been reviewed and, where possible, sections of the response have been linked to question items). When selecting a question item to mark in an e-bookmarked response you are then shown the portion of the candidate response that has been linked to that question. As with a structured response you can still choose to view the full response and if necessary link additional pages to a question item. If there are parts of the candidate response that have not been associated with any question item, on opening the response you will be prompted to first review these and either associate them with questions or mark as seen (if they contain nothing relevant for marking).

Marking screen

When you open a response to mark in the worklist you will see a screen that looks something like this:



1 Click to browse all pages in this response and to undertake actions such as linking pages to questions if required in a structured response.

2 Click to send a message to your Team Leader about this response.

Note: Your Awarding Organisation may have configured RM Assessor to enable you to explicitly select a recipient for your message.

3 Click to raise an exception. The option to reject the response is also here (if this functionality is enabled for the Question Group).

4 Click to rotate/zoom the response

5 Click an annotation or tool and then click on the page to apply it, or you can drag and drop it if you prefer. This is now the default annotation or tool and further clicks will place it elsewhere on the page until you click another tool or annotation on the Toolbar.

6 Click to go to previous or next response.

7 Shows the progress made in marking this response (this will change to show a Submit button when the response is 100% marked and can be submitted).

8 Use the scroll bar to move up / down the candidate answer (or in an Unstructured response you can also use the or Page Up / Page Down keys on your keyboard to navigate through pages).

9 Click to return to the worklist.

10 Click on the line between the marking and response panels, and drag to the right or left to re-size the width of the marks panel if required.

11 Click to see or hide annotations.

12 Click to change the marking mode to Mark by Question (only available when marking structured papers). See Marking by Candidate or by Question.

13 Click to apply a coloured Tag to the response (as a way of highlighting the response for your own personal management purposes).

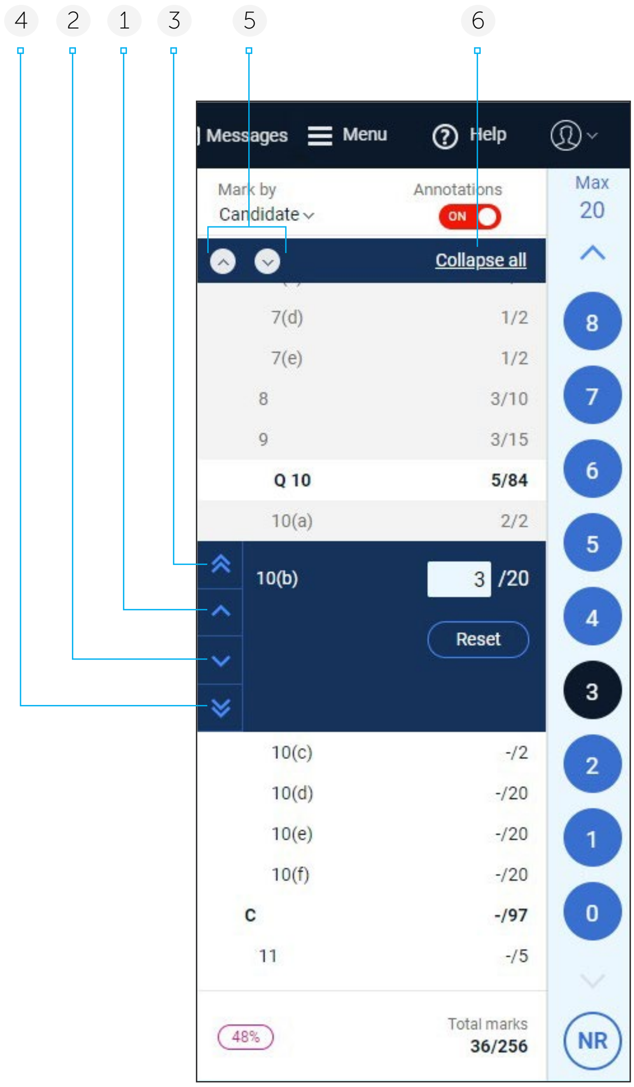
14 Your Awarding Organisation may have configured RM Assessor to hide these Total marks. In addition to the overall total mark being hidden, if the Question Group contains question items that comprise a number of sub-items, then the sub-totals displayed for each group of question items may also be hidden, depending on the configuration of the Question Group.

When the response opened from the worklist is not yet marked, or is 100% marked, the first question item will be automatically selected. Otherwise on opening a response from the worklist the first unmarked question item will be selected.

Mark scheme navigation

The mark scheme panel only shows the question items to be marked in the current Question Group (in a paper split into multiple question groups, if you have the ability to mark a whole response, then all question items in all Question Groups will display). The panel has various navigation options to allow you to move through the question items displayed. Some options are available as standard, and others will only display if configured for use by your Awarding Organisation.

1. Click the "Previous Question" button to navigate to the preceding question item. The up arrow on your keyboard can also be used.
2. Click the "Next Question" button to navigate to the next question item immediately following the one selected. The down arrow on your keyboard can also be used.
3. Click the 'Go to First' button to move directly to the first question item in the mark scheme.
4. Click the 'Go to Last' button to move directly to the last question item in the mark scheme.
5. These up and down options may be configured for your use, particularly for Question Groups that have many question items. Clicking 'up' will display the next set of question items above those you can currently view (e.g. in the example shown here, clicking up would then result in question 7(c) showing at the bottom of the mark scheme panel). Clicking 'down' will display the next set of question items below those you are currently viewing. In both cases the question item in the middle of the view will then be selected by default.
6. If configured for the Question Group an 'Expand all' or 'Collapse all' button will display, allowing you to quickly expand or collapse all question items in the Mark Scheme. When collapsed, if the currently selected question item is part of a grouping, that grouping will remain expanded, but all others will be collapsed.

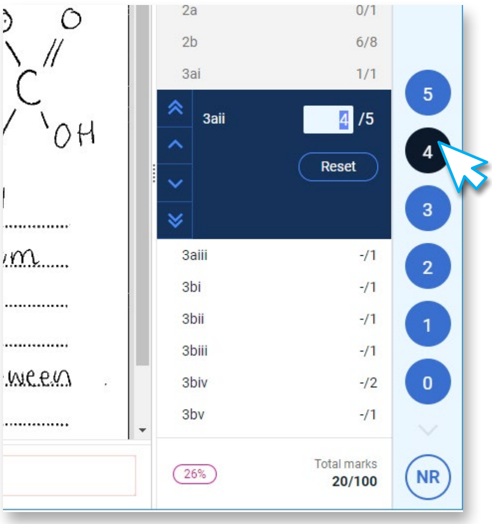


Note: For Question Groups using mark by annotation, where annotations are added before selecting the question item they apply to, the navigation buttons shown to the left of the selected question item will only be enabled if the corresponding question item has already been marked (e.g. the 'Go to Last' button will be disabled if the last question item in the Question Group has not yet been marked)

Entering marks manually

When the Question Group is configured for manual marks entry, the mark range for the selected question item is shown as blue buttons on the right side of the marks panel. Click the number that corresponds to the mark that you want to apply (using the up/down arrows if the complete mark range is not shown). The system will apply the mark and automatically move you to the next question item.

Alternatively, type the mark using your keyboard; if the maximum available mark for the question is less than 10, the mark will be automatically assigned as you type it (you can turn this default off if you wish, see Logout and Settings); otherwise pressing enter will assign the mark and move you to the next question item. You can move down the question mark list by using the arrow keys on your keyboard or by using a scroll wheel on your mouse (if you have previously clicked in the marks panel so the focus is in that section of the screen). You can also click on a question item to go directly to it in the marks panel.



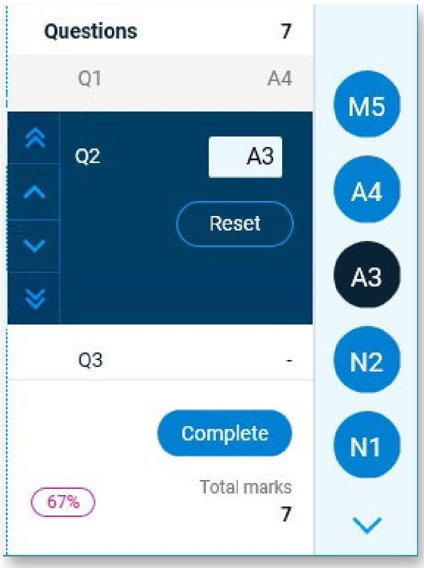
Notes:

- Where no response is provided by the candidate, ensure you select NR (no response) instead of awarding zero marks.
- RM Assessor also supports mark schemes which contain decimal number marks.

Entering marks manually – non-numerics

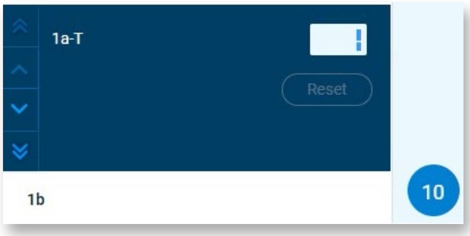
Some Question Groups may be configured to use non-numeric marks (e.g. A, B, C) or alphanumeric marks (e.g. N1, N2, A3, A4). These are selected in the same manner to numeric marks, and you can also use the keyboard to type the mark value.

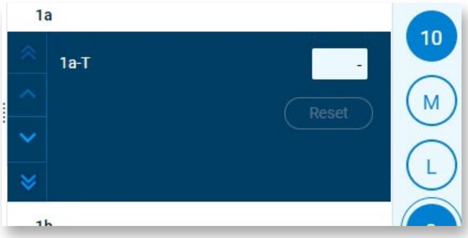
Such mark values may, or may not, have associated numeric values set in the background. Where they do have numeric associations, whilst a marked question will show the chosen mark (e.g. A3), any cluster mark totals, and the total mark for the candidate in the Question Group, may be configured to show the relevant numeric calculated value.



Entering marks manually with marking bands

Some Question Groups may be setup with marking bands or levels. Where this is the case the marks panel will initially show the marking levels, or a combination of marking levels and standalone marks which do not belong to a particular band or level. If you click or touch on a level then marks associated with that level will then display (e.g. selecting a marking level of High (H) relates to a mark range of 6 to 9).

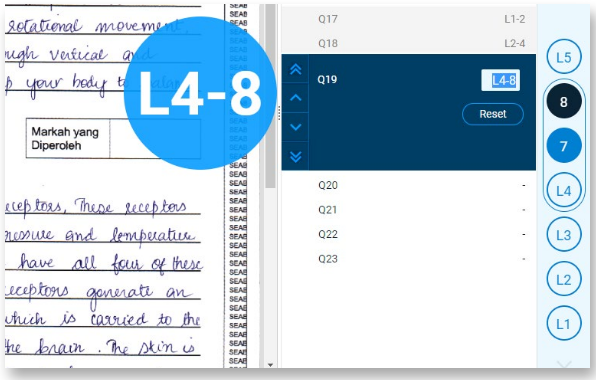




When you select a mark from within a level, the marks panel will show both the level and mark selected within it. The on-screen mark confirmation will also show the mark in this format.

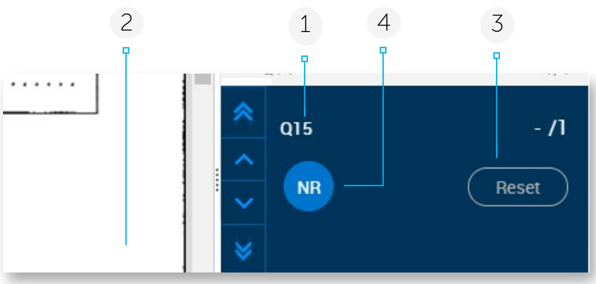
If you browse back to a question item that has been previously marked, the associated level will be expanded in the marks panel, with the selected mark button shown in black.

> *Note:* If required you can also enter marks using the keyboard by entering the letter associated with the level, using the hyphen key, and then entering the numeric mark.



Marking by Annotation – selecting the question first

Annotations in a Question Group can be assigned mark values and the Question Group then configured for the type of marking by annotation whereby a question item must be selected first before any associated annotations are placed on the response. When this is the case the marking part of the screen will look something like this.



To mark:

1 Select the question you wish to mark.

2 Place annotations on the candidate's response to this question (see the section on [Adding Annotations]).

3 Marks associated with each annotation are automatically applied to the question item and the Reset button is enabled. You cannot input marks directly. The system will alert you if you try and add an annotation which would result in the maximum allowed mark being exceeded.

Once you have finished placing annotations for the question item, press enter to move to the next question. Alternatively you can move down the question item list by using the arrow keys on your keyboard, or you can directly click another question item to move to mark it.

Note that in some configurations the mark value of an annotation is applied only once to a question item, even though the annotation may be used multiple times against that question item.

4 Click **NR** to record that the candidate did not answer the question. (you will automatically then be taken to the next question item).

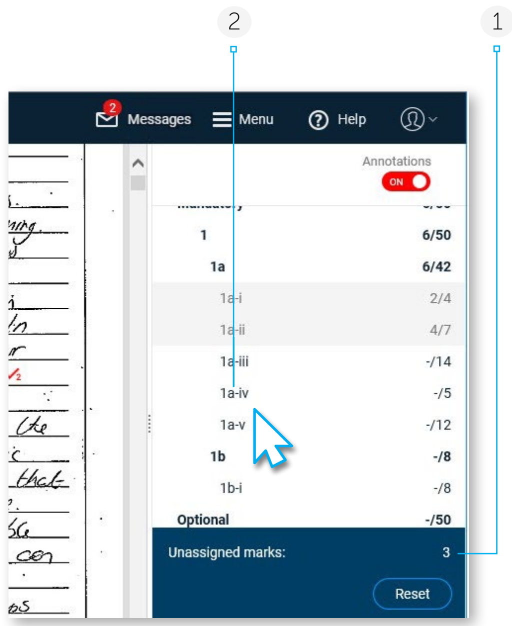
Hints and tips

When marking by annotation, if configured for the Question Group, you may be able to quickly change the annotation in use by using a keyboard shortcut. Annotations will be assigned unique numeric shortcuts (0 to 9) for a particular Question Group, and on selecting a single digit number on the keyboard (as long as you are not in a text field such as a comment or open message) the associated annotation will be automatically selected, ready for you to then place on the response. If the annotation selected is not already in your annotation toolbar then it will also be automatically added to this as a favourite.

Marking by Annotation – adding annotations before selecting the question

Annotations in a Question Group can be assigned mark values and the Question Group then configured for the type of marking by annotation whereby annotations are added to the response prior to selecting the question item to which the annotations should be assigned. This form of marking by annotation is supported when marking unstructured responses, and may be appropriate where for example there is optionality in the paper, allowing you to immediately start marking the candidates first answer, and then choosing to which question those marks apply to.

When marking, as you annotate the response, a running total of any mark values associated with the placed annotations is shown in an Unassigned marks section. Once you have finished annotating a candidate's answer to a question, you then select which question the annotation marks should be associated with. It is noted that annotations without mark values are not specifically linked to the question item and will always show in full colour, and can be edited at any time.

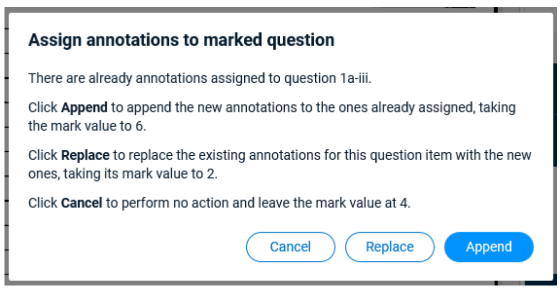


1 The Unassigned marks value reflects the total value of any annotations, with associated mark values, which have been placed on the candidate's response, prior to them being assigned to a particular question.

By default, Unassigned marks will display as No Response (NR) until annotations, with mark values assigned, are placed on the candidate's response. If a candidate has not provided a response to a particular question then select the question item, whilst Unassigned marks is still NR, and confirm that you want to apply an NR mark.

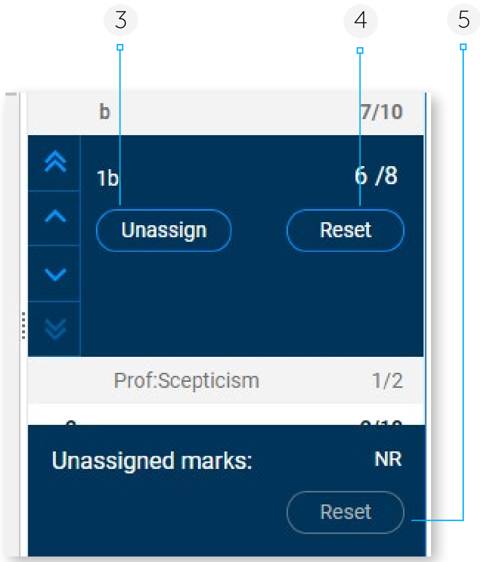
2 When you have finished annotating a particular question response then select the question item in the marks panel to which you want to assign the current unassigned marks. If the question item you want to assign the marks to is not visible on screen you can use your mouse scroll wheel, or a two fingered scroll on a touchpad, to move the question item display in the mark scheme panel until the question you want to assign to is visible.

- If the question does not currently have any marks assigned, then the new unassigned marks will be allocated to the question.
- If a mark already exists for the selected question, you will be given the following options if valid:
  - **Replace**: Select to replace the existing marks with the current unassigned mark. Previous annotations linked to the question item will be deleted.
  - **Append**: Select to add the marks to those already assigned.



Marks will be assigned to the selected question item and Unassigned marks will revert back to NR.

Note: If the mark is not valid for the selected question (e.g. it exceeds the maximum mark, or does not match a valid mark option for the question) then it will not be assigned and a warning message will be displayed.



3 If you have assigned the marks to the wrong question item then select **Unassign** to remove the marks and make them available again in Unassigned marks.

Note: You must select Unassign immediately after assigning marks to a question and before performing any other action, otherwise the option to unassign will no longer be available.

4 Select **Reset** against a question item if you want to set it back to unmarked. This will remove all annotations currently assigned to the question item.

5 If Unassigned marks displays a mark value, other than NR, then the Reset button will be enabled. Select **Reset** to remove any new, unassigned annotations, which have associated mark values, if you do not want to assign these to a question.

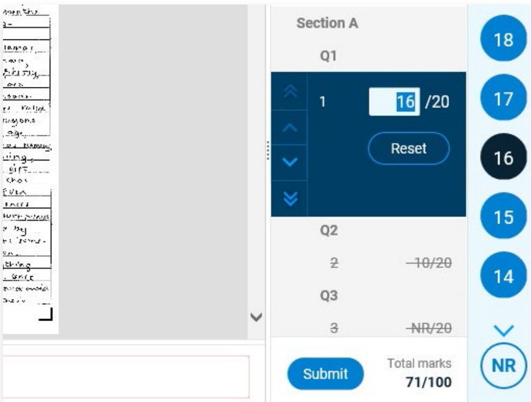
Note: Annotations without mark values can be removed by either right clicking on the annotation and selecting Remove annotation, or clicking on the annotation and dragging it off the edge of the image.

Hints and tips

- When you click on a marked question item, the annotations associated with that question will become active and show in full colour. You can then move the location of these if required, or choose to delete any (you will be prompted that the question mark will be altered).
- When marking a response containing multiple digital files, the file(s) that contain the annotations associated with the selected question will have a link icon in the File List (see the section Marking Digital Responses).
- When marking a response containing multiple digital files, when the Unassigned marks section shows a numeric value, the file(s) that contain the associated annotations will have a link icon in a similar manner.

Marking Question Groups with optionality

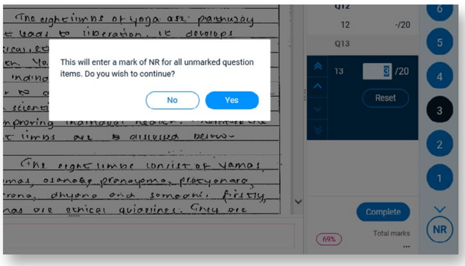
Often there may be optionality within an examination (e.g. a candidate is instructed to enter 3 out of 5 questions in a particular section). When marking a Question Group that contains simple optionality rules (how it works with a complex rubric is noted in a further section below), as you mark RM Assessor has logic to determine which questions should count towards the total mark. Any questions not included within the calculated total mark will be shown with a strike through as illustrated here. These may be questions that you have marked as NR (No Response) as the candidate had not answered them, or questions that have a mark if the candidate answered more questions than they needed.



Where non-numeric or alphanumeric marks are used, optionality rules can still operate if the mark values have been given numeric associations by your Awarding Organisation.

> *Note:* Even if the candidate has answered more than the required number of questions, you should still mark all of the answers.

Where there is a lot of optionality in a Question Group, to simplify the marking process a Complete button may have been configured by your Awarding Organisation. Use of this button allows you to enter a **No Response** mark against all unanswered questions with one click. You must click Yes to a confirmation prompt before the NR marks are applied.



Notes:

- Your Awarding Organisation can configure RM Assessor so that the Complete button is disabled until you have marked (with a mark, or NR) the minimum number of question items to satisfy the rubric of the Question Group. Your Awarding Organsiation can also configure RM Assessor so that the Complete button is only enabled once all pages have been annotated in an unstructured response, and all question items have at least one annotation associated with them.
- When marking a Whole Response in an examination split into multiple Question Groups, if one but not all the Question Groups have the Complete button configured, the button will only show when the whole response is opened from within a Question Group that does have it configured. When the button is used, it will apply a No Response mark to all unmarked questions across ALL the Question Groups making up the whole response.

Question Groups with a Complex Rubric

Some Question Groups may have very complex optionality rules. In this case you should be aware of the following:

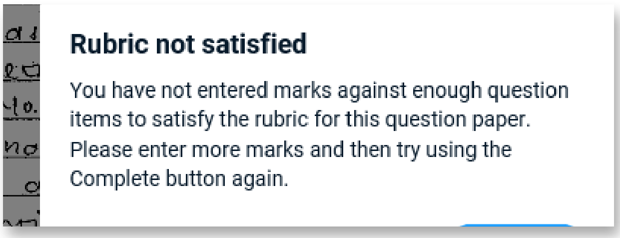
- Normally where there are clusters of questions in the Question Group, no cluster mark total (or maximum possible marks for all questions in the cluster) will be displayed. However, RM Assessor can be configured to temporarily show a cluster mark total before a response has been 100% marked – see the note below on the Interim Marks button.

- The total mark will not be displayed within an open response until it is 100% marked and you have navigated away from the response (back to the worklist, or to the previous or next response). Until the response is 100% marked the total marks will be shown as illustrated here. A tooltip will show if you hover over the dots, explaining why no total mark is shown. However, RM Assessor can be configured to temporarily show a total mark total before a response has been 100% marked – see the note below on the Interim Marks button.

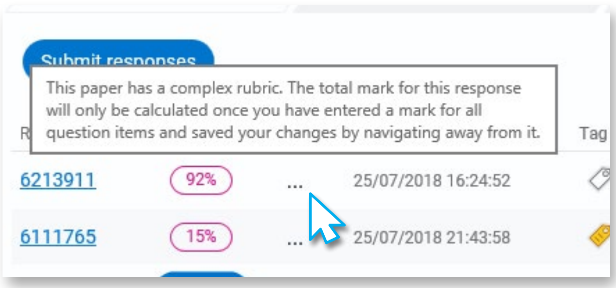
- If configured for the Question Group, an Interim Marks button will display where the marking percentage normally shows. The button will be visible up until the response is 100% marked and saved, upon which it is replaced with a Submit button.

  After undertaking some marking then on clicking Interim Marks, the current rubric total mark, as well as cluster marks will be calculated and displayed. The calculation will be done assuming all unmarked questions are marked as zero. Following the rubric, clusters which don't contribute towards the total marks are indicated with a strikethrough and the cluster total shown as zero. These interim marks are only displayed temporarily until you take further marking action in the response.

- Questions which do not contribute towards the total mark are not indicated with strikethrough until the response is 100% marked and you have navigated away from the response.
- On clicking the Complete button (if available), RM Assessor will check the rubric of the paper and may show you a message if the Complete action cannot currently be applied as you have not entered marks against a valid combination of questions to satisfy the complex rubric.



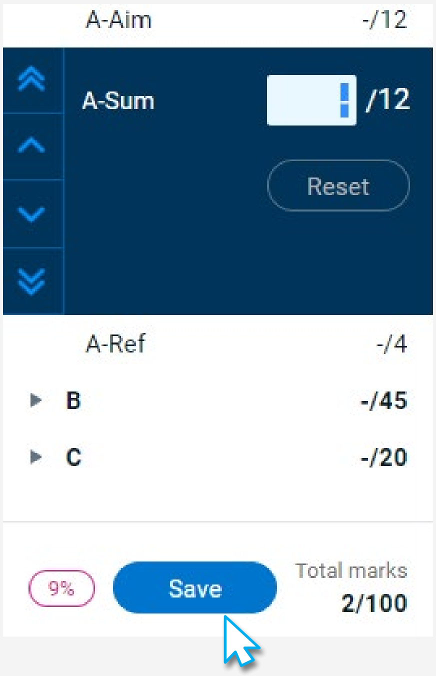
- No total mark will show in the worklist until a response is 100% marked, and a response will show dots in the Total mark column (with a tooltip shown if you over these) until this is the case.



Saving marks: Your marking is automatically saved when you exit a response, move to another response or log out. When using manual marks entry it is also automatically saved every 5 minutes - this is a background process and you will not notice it happening.

Your Awarding Organisation may choose to configure a Question Group to show a Save button at the bottom of the mark scheme panel to allow you to choose to manually save your marking progress if desired. If a response takes a long time to mark it may be an option you wish to use periodically for example. The Save button is enabled only when there are unsaved changes within the response. Once the response is completely marked and is ready to be submitted, the Save button and the progress indicator is replaced by the Submit option.

When the Save button is enabled, the system will still automatically save the response when you leave that response or log out.

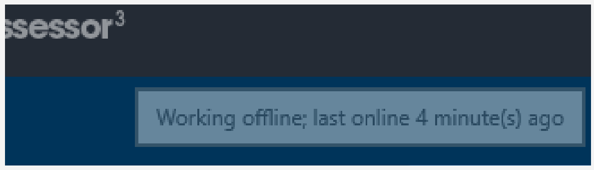


Internet connection loss: RM Assessor³ is designed to cope with temporary loss of Internet connection. If you lose your Internet connection whilst in the middle of marking, you can continue to mark the current open response, and can navigate to mark the previous or next responses in the worklist from within the open response if RM Assessor³ has already downloaded data for them in the background (note that no background download occurs for responses containing digital files). Your marking will be synchronised once you are re-connected.

Whilst offline if you try to undertake an action that is not possible without an internet connection you will receive an error message to advise you that this is the case.

Note that if you lose connection whilst in a worklist, the left hand panel will change background colour.

When you are offline , if you hover over the top black toolbar, a tooltip will display indicating how long you have been offline for.



Question Groups with Cross section optionality

Some Question Groups may be configured with optionality rules that can consider both a minimum number of questions from a group of question items, a maximum number of question from a group of questions, and a maximum total number of questions across the Question Group as a whole. For example, the total mark for a candidate response may comprise of a minimum of the marks for 2 question items from those in Section 1, 5 question items from those Section 2, but a total of 8 question items. Here the system would include the highest two marks from Section 1, the highest 5 marks from Section 2, and then the next highest marked question (from whichever section) in the total mark for the response.

For question groups configured with cross section optionality, the maximum possible marks and the candidate marks for a group of questions may not show until the maximum expected number of question items are marked. However, when each question item in a group of questions has the same possible maximum value, then on opening the response, the maximum possible marks for the question group will be displayed without having to mark the maximum expected number of question items.

As with any optionality rules, question that do not contribute towards the total mark are indicated with strikethrough. However with cross section optionality, this strikethrough will not display until the maximum expected number of questions in a group of questions has been marked, or the whole response is marked.

Marking by Candidate or by Question

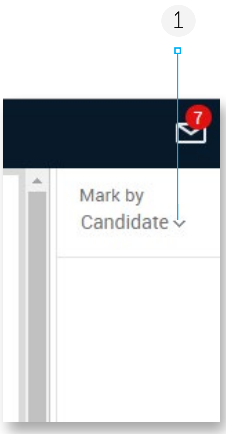
Unstructured responses are always set to mark by candidate, however in a structured response you can choose whether you wish to mark each candidate response in turn (this is the system default), or whether you prefer to mark the same question on all responses currently downloaded to mark in the Question Group, before moving onto the next question.

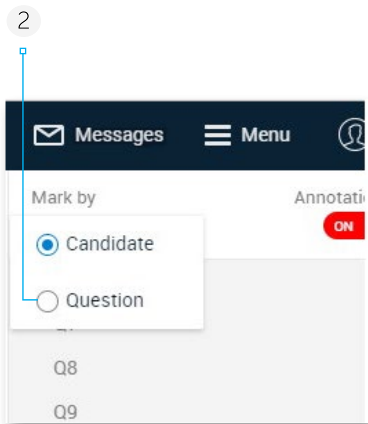
> *Note*: If you choose Mark by Candidate in a structured response then you may wish to enable the 'Auto Advance in Mark by Candidate' user setting if you want to be automatically taken to the next response in the worklist once you have completed marking the current response. See section on Logout and Settings for more information.

To mark by Question:

1 Click the **Mark by** drop down.

2 Select the **Question** toggle.





Now when you enter a mark you will be taken to the same question in the next response (or the next question in the first response if you were marking the last response in your worklist).

- If you are entering marks using a keyboard and the question allows a double digit mark, you will need to press Enter for the navigation to occur.
- If you are marking by annotation you will also need to press Enter after placing all annotations for a question item in a response.

The mark by question configuration will persist until you change it, for all responses marked in the Question Group with the exception of any atypicals. This persistence applies even after you log out and back in.

Hints and tips

When marking by question when you reach the last question in the last response in your worklist you will be prompted if you wish to return to the worklist or not.

Adding annotations

Annotations can be used to indicate specific points on responses, for example a tick to indicate a correct answer or a cross to indicate an incorrect answer. The annotations available for use are set up by your Awarding Organisation for the type of examination being marked.

Once inserted, annotations remain fixed to a candidate's response. Although the annotations remain fixed you can choose to hide them in order to see the candidates' response more clearly.

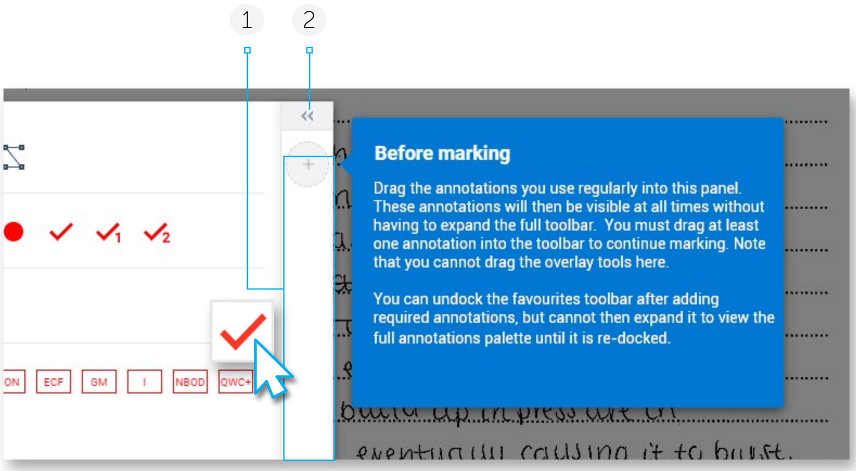
However, you are able to remove or make changes to the annotations whilst you are marking, and when the response is in the Submitted – editable worklist.

Hints and tips

Annotations you apply are associated with the currently selected question item. Ensure you have the correct question item selected before you apply any annotations.

To add frequently used annotations to the toolbar

The palette contains all the annotations and tools available for your component or Question Group.



1 This is your Annotation Toolbar and holds your favourite annotations to make them quicker to access. The first time you start marking in a Question Group if there are more than 8 annotations available to you, you will see the prompt shown here, and you should drag the annotations and tools you think you will use most frequently from the palette and drop them in this area.

If you are marking multiple Question Groups from the same examination, once you have setup your favourite annotations in one, when you start marking another Question Group the favourite annotations will copy over from the previous Question Group (and you can then edit these if required).

If the Overlay tools (ruler, protractor and multi-line overlay) are available to you in the Question Group, these cannot be added to the favourites panel.

Note: **You will not be able undertake any action within the response (including marking) until you have added at least one annotation to your favourites panel.**

2 Click « to collapse the panel.

3 Click to expand the panel at any time to re-order or add/remove favourite annotations and tools using drag and drop in your Toolbar.

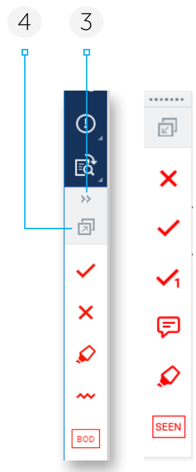
To remove annotations from the Toolbar, drag them from the Toolbar and drop them onto the main palette.

To re-order annotations on the Toolbar, drag and drop up and down the Toolbar.

Note: Your Toolbar will auto-size with multiple columns to suit the number of favourite annotations and tools.

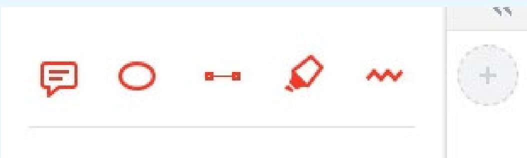
4 Click to undock your favorite annotation toolbar. It will then appear on the candidate response and you can click and hold on the horizontal dots at the top of the toolbar to drag it to a location of your choice.

The toolbar will remain undocked for all responses you mark in the Question Group during your current login session, or until you click to re-dock the toolbar back onto the tools palette area.



These are dynamic annotations that may be available to use depending on the annotations set for the component you are marking. You can use these annotations to:

- add an on page comment (apply the annotation and type in the box)
- draw lines and shapes (these can be resized)
- highlight areas of an image

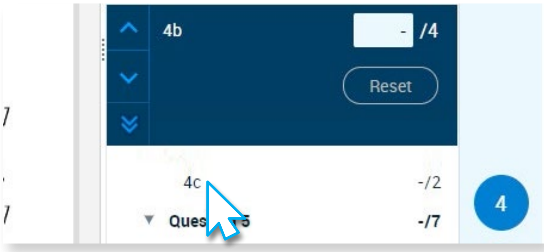


Note: You can add characters such as subscripts, superscripts, and math's symbols in comments (and in messages) by using the Character Map / Character Palette tool on your computer, or by holding down the Alt key and typing one of the "Alt" key codes (e.g. Alt 0178 gives the squared 2 symbol, Alt 227 gives Pi π). A quick web search will reveal many websites telling you the code to type for each character – however note that some browsers don't support all Alt key codes. You can also copy and paste text from another application into comments but note that text formatting options will not copy across (it is noted that in MS Word characters added as symbols will copy). Additionally if your Awarding Organisation has configured RM Assessor to restrict the use of certain characters, these will also not copy across.

Spell check functionality may be visible within comments and messages (e.g. via the options that display when right clicking), but it is noted that this is browser dependent behaviour and not specifically developed RM Assessor³ functionality.

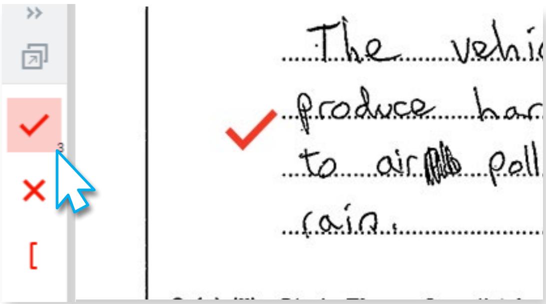
To apply annotations to a response

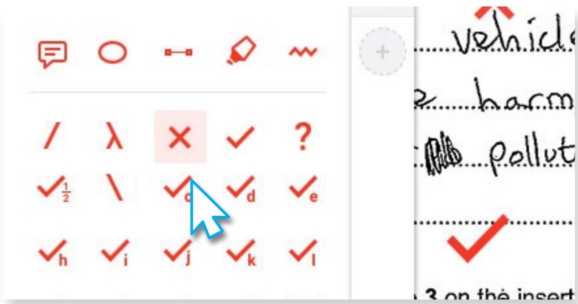
1. Before adding an annotation, select the question item in the marks panel with which you want to associate the annotations.



2. Do one of the following:

- On the annotations toolbar click an annotation (it should be highlighted in pink) and move your pointer over the candidate response. Notice that your pointer now turns into the annotation. Click anywhere on the image to add the selected annotation. When you have finished adding annotations, click the annotation on the toolbar (the pink highlight is removed).
- Open the annotations panel, click an annotation (it should be highlighted in pink) and move your pointer over the candidate response (you can click to close the panel if you wish). Notice that your pointer now turns into the annotation. Click anywhere on the image to add the selected annotation. To add more annotations repeat the process.
- On the annotations toolbar or panel, click and drag an annotation onto the image.





Note that when placing an annotation if your cursor changes from the annotation icon, then it means the annotation cannot be placed in that position. For example if your annotation st amp cursor is placed at the edge of an existing annotation it will change to the move cursor icon (assuming you may wish to move the existing annotation) and a dotted line will appear around the existing annotation showing its area.

Annotation Counts

Notice that when you place an annotation on the candidate response, as standard a number appears at the bottom right of the of the annotation icon and is incremented each time you use the annotation on a particular question item. If you hover over the annotation in the favourites bar the tooltip also includes the count of how many times that annotation has been used. When you review question items later on you will be able to use this to see how many times each annotation in your favourites section has been used for that question item.

However, rather than reflecting the annotation use for the selected question item, RM Assessor may be configured in one of two possible alternative ways:

- the count against an annotation may be set to reflect the use of that annotation across multiple question items (e.g. with question 1a selected the system may show the number of times the annotation has been used when marking both 1a and 1b).
- the counts against an annotation may be set to reflect use of that annotation throughout the whole of your marking for the candidate response (i.e. all questions in the Question Group).

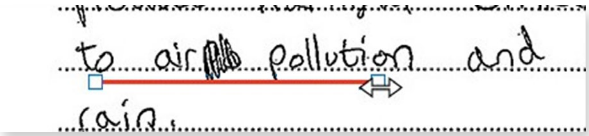
Also be aware of a scenario where an annotation count shown against an annotation when the last question item in the Question Group is selected can reflect system placed annotations as well as your own – refer to the Hints and Tips section in the Managing additional pages section for further information.

Applying and re-sizing a dynamic annotation

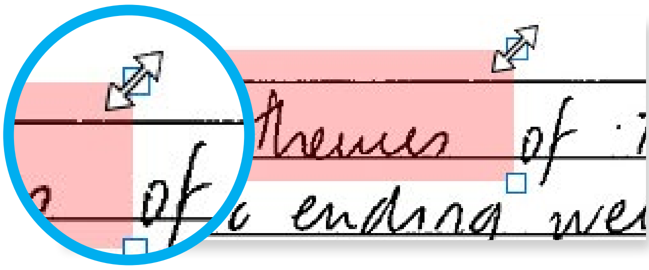
Applying a dynamic annotation to the candidate response image works in the same way as other annotations, apart from that once placed they can then be re-sized as required (with the exception of the on page comment). Note that there is a minimum size for each, and if you try to re-size them below this on releasing your mouse (or finger on a touch screen), they will revert to the minimum size.

To resize a dynamic annotations once placed:

- On a computer: hover over the annotation and re-sizing squares will appear. Click on one of these (or the boundary line of the highlighter tool and ellipse) and drag the annotation to the required size.

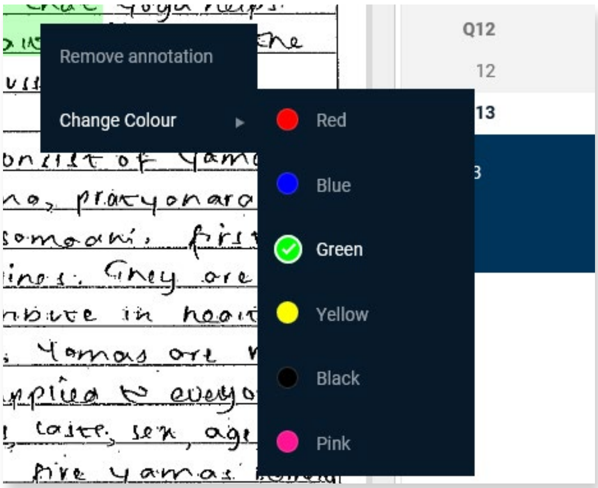


- On a touch screen: tap your finger or stylus over a corner or end point of the annotation, and then drag to the required size.



To apply the comment annotation, click the response image at the point you want the comment to show. A comment box will open allowing you to type your text. If you do not type any text the comment box is not retained. If you need to edit the text of a previously applied comment, click the comment annotation on the response image and it will re-open.

Note that if configured by your Awarding Organisation, when using the highlighter tool, on right clicking on a highlight you have placed (or holding down your finger or stylus on a touch screen), the option to choose to change the colour of the highlight will display.



Changing where the on page comment annotation displays

By default, when you place a comment annotation on the candidate's response you enter the text in the box shown, and when you click away from the box it closes, just showing the comment annotation on the response. To view the comment again you have to click the annotation icon.

1 This is the question item the comment is associated with.

2 Enter your comment here.

3 Click to delete the comment. Be aware that if your Awarding Organisation has had RM Assessor configured to restrict the use of certain characters in comments (e.g., any emoji's), any unsupported characters will not be input when you try to enter them (and will also be removed when copying and pasting content that contains them).

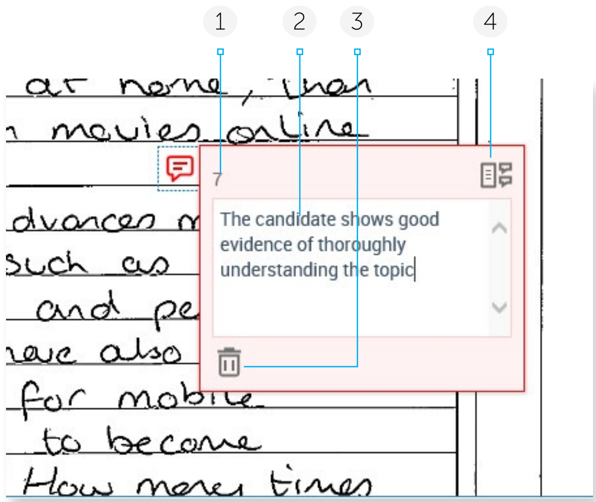
4 Click to change to comment side view.

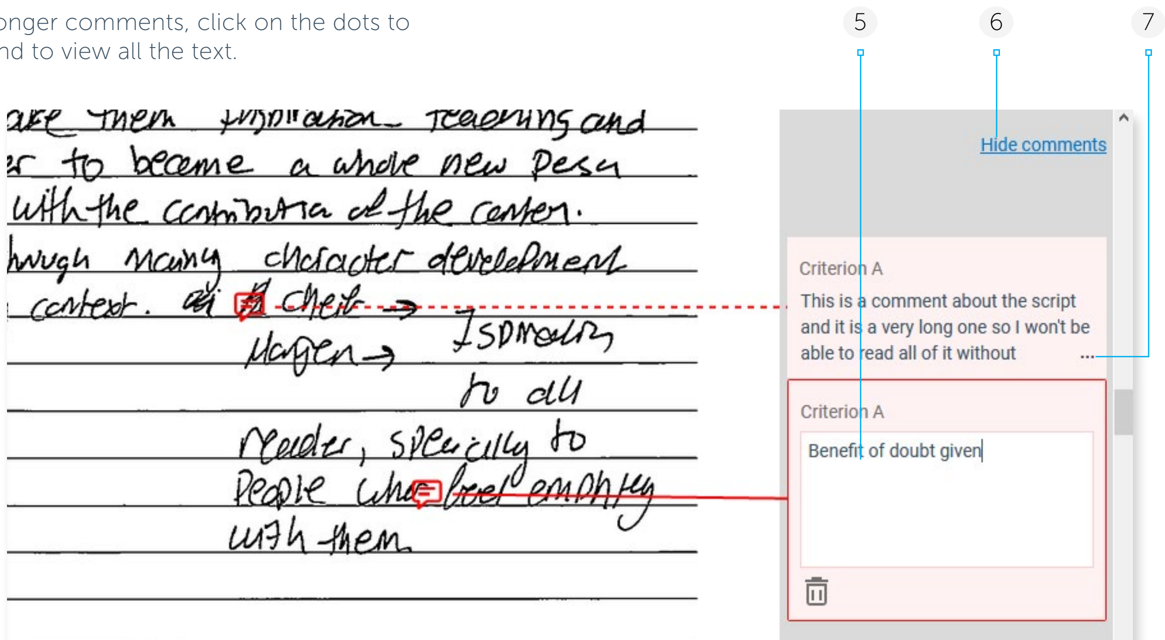
If you wish your commentary to always display (and this will apply to all your responses in all Question Groups), change to the comment side view, which is illustrated below.

5 With comments displayed in the side bar, if you choose to add a new comment, you will enter the text directly to the side of the response as shown. To view the full text of an existing comment, or to edit it, simply click on it. You can only edit comments that relate to the currently-selected question item; ones that relate to other question items will be shown in a paler colour.

6 Click **Hide Comments** to close the side bar comments and return to just comment icons on the response.

7 For longer comments, click on the dots to expand to view all the text.

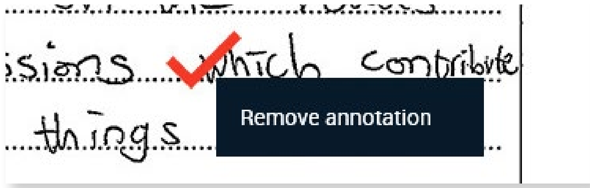


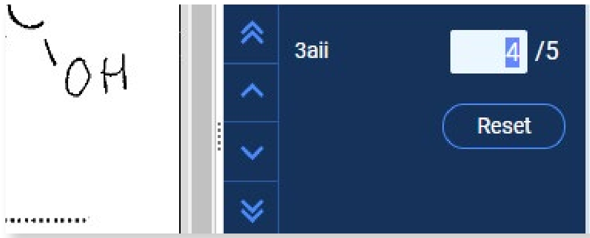


To remove an annotation from a response

Do one of the following:

- **On a computer:** right-click the annotation on the image, and then click **Remove annotation**.
- **On a touch screen:** press and hold your finger or stylus on the annotation, and then click Remove annotation.
- Click and drag (touch screen – press and drag) the annotation off the edge of the image.
- Navigate to the question item with which the annotation is associated, and then click **Reset** (or on your keyboard press Delete, Backspace or '-'). Then click OK to the confirmation prompt.

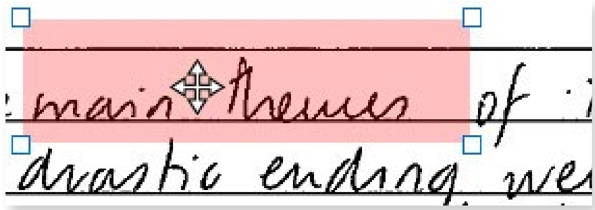




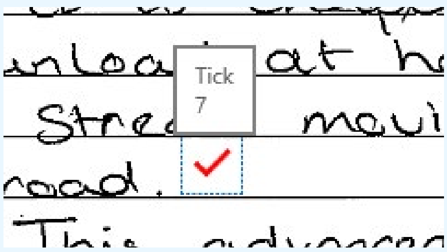
Clicking **Reset** removes ALL annotations associated with the question item, as well as the mark for the question.

To move an annotation

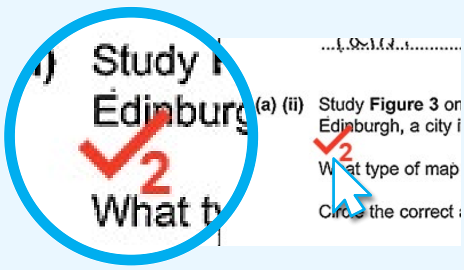
- On a computer: pause your pointer over the annotation until your pointer becomes a cross, and then click and drag the annotation to a new position.
- On a touch screen: press and drag the annotation with your finger or stylus to a new position.



To see which question item an annotation is associated with, pause your pointer over the annotation. A tooltip appears which displays the name of the annotation and the question item number.



Any annotations linked to the currently selected question item are displayed in full colour, whereas annotations linked with another question will be shown in a pale shade and cannot be edited.



Moving annotation(s) to the currently selected question

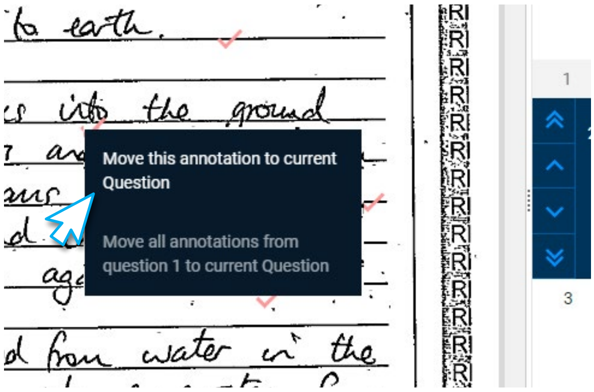
Annotations are always associated with the question item selected at the time you place them. If you apply annotations incorrectly in an unstructured response, then you can choose to move an annotation associated to a different question item, to the currently selected question item in the Mark Scheme Panel or you can instead choose to move all annotations from another question item to the selected question.

Annotations associated with other questions are in a slightly lighter shade. Right click on one of these annotations to see the move options. As you hover your pointer over an option the option text will become brighter.

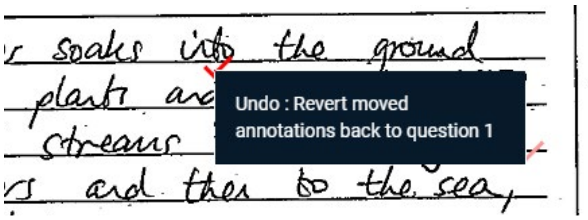
Select "Move this annotation to current Question" to move just the selected annotation to the current question item.

Select "Move all annotations…" to move the selected annotation and all other annotations that are associated with the same question as it, to the current question. The option text will show from which question annotations would be moved.

Once moved, the annotation(s) will then show in full colour, to show they are associated with the currently selected question.



Note: If you have used the move all annotations option, immediately after the move an Undo option will display allowing you to return all moved annotations back to their previously associated question item if the move was actioned in error. The undo option shows until you take any other action in the response.



To apply overlay tools to a response

Three overlay tools – a Ruler, Protractor and a Multi-Line Overlay – are available for use in structured and unstructured responses to help you judge the accuracy of graphical elements of a candidate's response. Once an overlay tool is applied to a response, it will show against the same question item and in the same position on the response image across all the candidate responses you mark in the Question Group, persisting when you log out of RM Assessor³ and back in. This may be with the exception of where an overlay tool is placed on a page you have linked to a question item in a structured response. Here the overlay tool will only show in other responses if the same page number is linked to the same question item.

Notes:

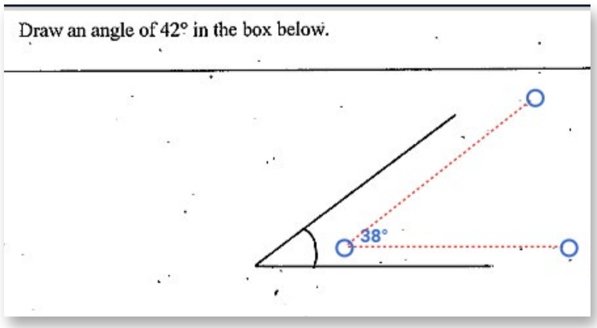
- The Overlay tools are not available in responses with digital files or e-bookmarked responses.
- When a tool is applied to a response it will show in red, even if that is not the colour that other annotations take when placed on the response. You can change the colour of the multi-line overlay if required (see below).
- You cannot place an Overlay Tool whilst you have an exception or message open in the response
- You can apply multiple instances of the same Overlay tool, or multiple types of Overlay tool, against a question item.
- Overlay tools will not display when you view the response in Full Response View.
- Overlays are not annotations. As such they are only visible to you in the marking tool. Your overlays are not visible to Awarding Body Administrators or to candidates if they request to see a copy of the marks.

1. Before adding an Overlay tool, select the question item in the marks panel that the tool should be associated with.

2. Open the annotations palette, click on the required tool (or touch it on a device) and it will immediately appear on the candidate response (note you cannot click and drag it onto the response as you can for annotations).

   In a structured response:

   - If the image zone associated with the question is not large enough to accommodate the tool, it will not appear on the response. You will need to adjust the zoom and/or scroll settings to make the zone display large enough for the tool to be placed.
   - If there are multiple image zones associated with the selected question then the tool will be placed in the first zone visible with enough space to accommodate it. If this is not where you want the tool to show then again you need to adjust the zoom/scroll settings of the response image before selecting the overlay tool.

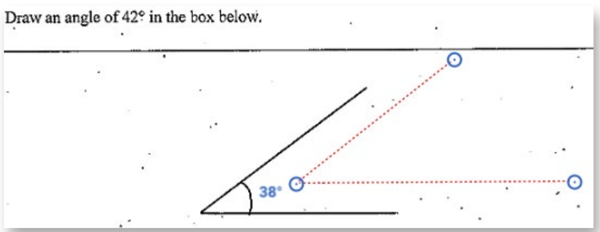


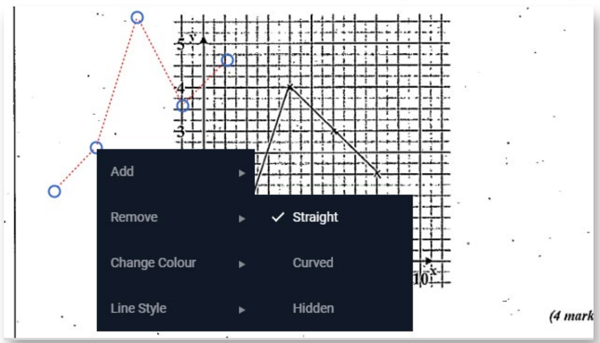
3. Click and drag the Overlay tool to the required location in the response, noting that it cannot be moved outside of the current page.

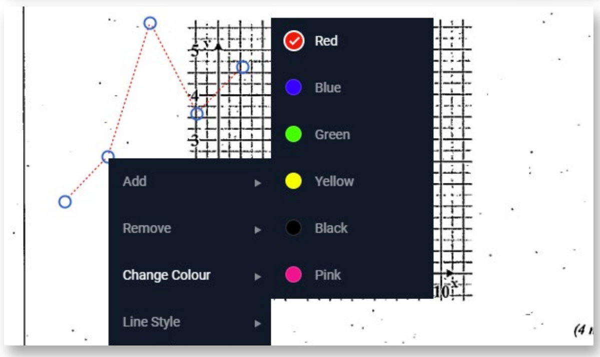
   It is possible to move the Overlay Tool over another Overlay Tool or over an already placed annotation.

4. Make adjustments to the Overlay tool as necessary

   - Click and drag one of the Overlay points (on a touch screen tap your finger or stylus and then drag) to a different location (e.g. to change the width of the ruler, to change the angle of the protractor, or to move a point in a multi-line overlay)
   - There are several additional changes you can make to a multi-line overlay once placed, to enable the tool to be configured to fit a wide range of shapes. To access these changes, right click on the Multi-Line Overlay (or press and hold your finger or stylus on the tool on a touch device) and choose the desired option from the pop-up menu. Options are available to:
     - Add additional points to an existing line, or add extra lines (up to a maximum of 10 points on a line, and 10 lines)
     - Remove points or lines
     - Change the line style to curved, or hide it completely (to show only the line points). These changes apply to the entire line, not just the portion of the line between two points.
     - Change the colour of the entire line

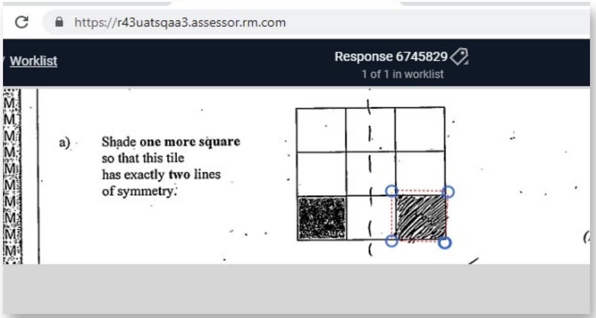




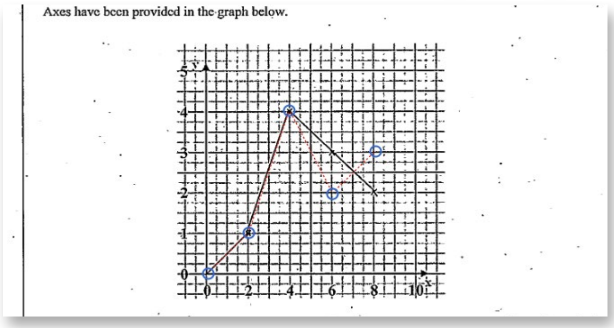


The following examples are provided to show how the multi-line overlay might be used to help you quickly decide if an answer is right or wrong.

Example 1: Indicating where the shading should be.



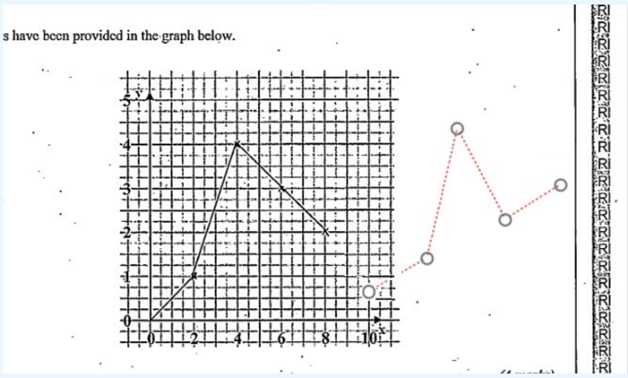
Example 2: Indicating where the plotted line should be.



Shared Overlay Tools

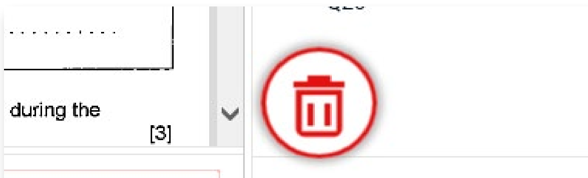
Your Principal Examiner may choose to share their Overlay Tool placement with the marking team. If they do so, you will automatically see their overlay tool when you navigate to either the question item that it relates to (in a structured response), or the question item and page it relates to (in an unstructured response). The points on a shared overlay will be grey circles rather than blue circles.

It is possible that the overlay may not display in exactly the position on the candidate response intended by the Principal Examiner (e.g., in the case of a candidate answer booklet that has to have the booklet spine cut off as part of the response scanning process, it is possible that the width of scanned candidate responses can vary slightly, affecting the overlay position). You can move the overall location of the shared Overlay if needed (but you cannot change the shape or style), and can choose to remove it if you wish. However in either case the Shared Overlay will re-appear in the originally placed location for the next response you mark in the Question Group, or when you close and re-open the current response.



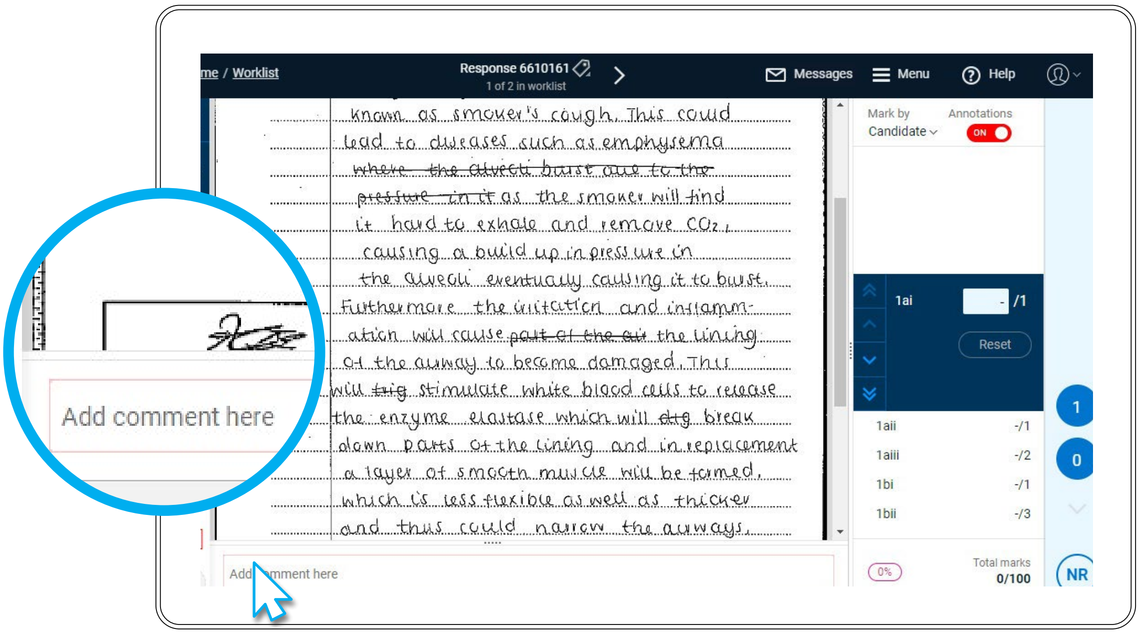
To remove an overlay tool from a response

- **On a computer:** right-click the overlay tool on the image, and select the Remove option.
- **On a touch screen:** press and hold your finger or stylus on the tool, and then click Remove option.
- Click and drag (touch screen – press and drag) the tool off the edge of the image (the pointer will change to a bin icon to indicate the tool will be removed).



Using off-page comments

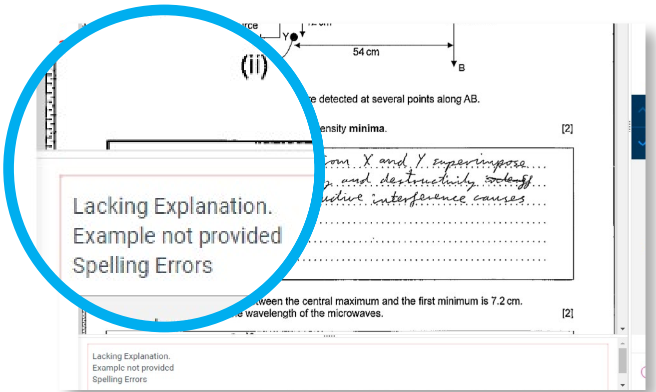
Off-page comments may have been configured by your Awarding Organisation for your Question Group (either as well as, or instead of, the on page comments annotation as covered earlier in this guide). An off-page comment is **a summative comment that is linked to the currently selected question item.** You can add an off-page comment for each question item if required.

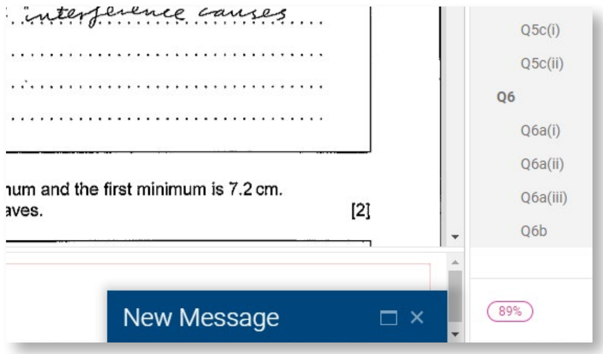


- Where off-page comments are enabled, a comments panel will always show below the response image. Once you add your comment, when the focus moves outside the comment area (e.g. you change question item or place an annotation on the response), the comment is automatically saved.

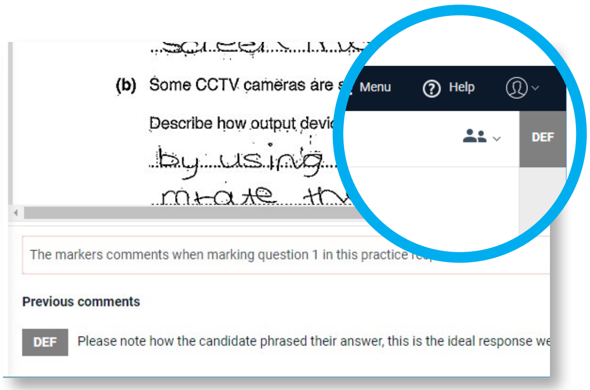
  Be aware that if your Awarding Organisation has had RM Assessor configured to restrict the use of certain characters in comments (e.g., any emoji characters), any unsupported characters will not be input when you try to enter them.

  By default the off-page comment area is the height of one line of text, but you can click the top of the comment area and drag up to increase it, and the height you set will be remembered for all responses in the Question Item Group. If more text is present than is displayed in the area, a scroll bar will appear for you to scroll through the text.
- You can only add comments to your Open, or Submitted – editable, responses.
- It is possible to cut and paste text into the comment area. Any unsupported characters will be removed whilst trying to copy and paste content into the text box.

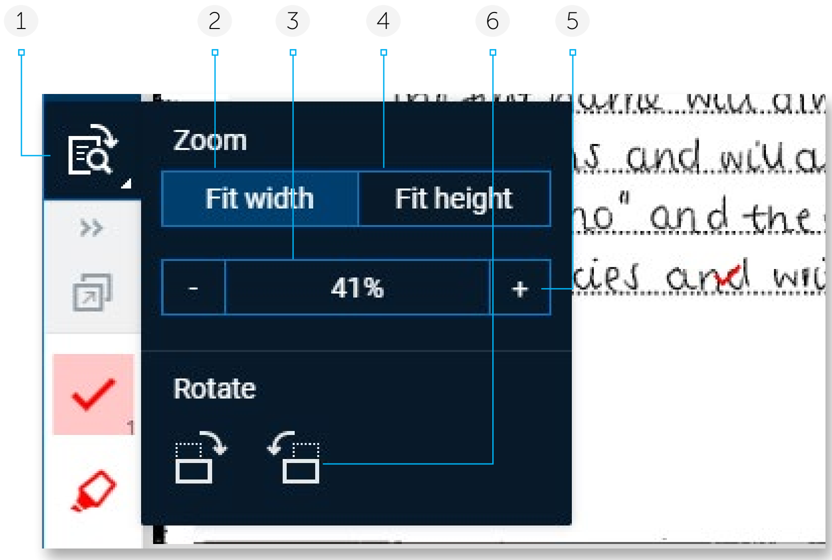




- When an exception or message is open then the off-page comment area will not be visible, but it will appear again when you minimize or close the exception/message. When an exception or message is minimized then whilst the comment panel shows, the minimized message or exception sits above this.
- When marking a response where there are definitive marking or previous marking comments to view, these will display under a separate header. The height of the comments panel will automatically adjust so that the first line of the previous or definitive comment is visible by default.



Using zoom and rotate



1 Zoom and rotate options are available via this icon.

2 The default marking page view for scanned images and documents is set to "Fit width", which should be fine for marking structured responses in most instances. However, in structured responses it is still good practice to go through the first response you mark to set up the zoom and position settings for each question item if needed, as these settings will then be used when displaying every other candidate response in the Question Group that you are marking.

Note in a structured response if you rotate an image that was set to Fit Width, it will retain the previous zoom percentage rather than changing so the rotated image actually fits the width of the screen.

3 If you wish to set the zoom level manually, click here and enter the percentage you require (note the maximum possible is 200%). Press enter or click away and the zoom box will close and your setting will be applied.

4 If you are marking unstructured responses, in which whole page images are displayed, and if your screen is large enough, then you may wish to take advantage of the "Fit height" setting to view a whole page at a time. Additionally if desired you can reduce the zoom percentage to a level to be able to view and mark two pages at the same time.

5 You can use the minus and plus buttons to change the zoom to a custom level.

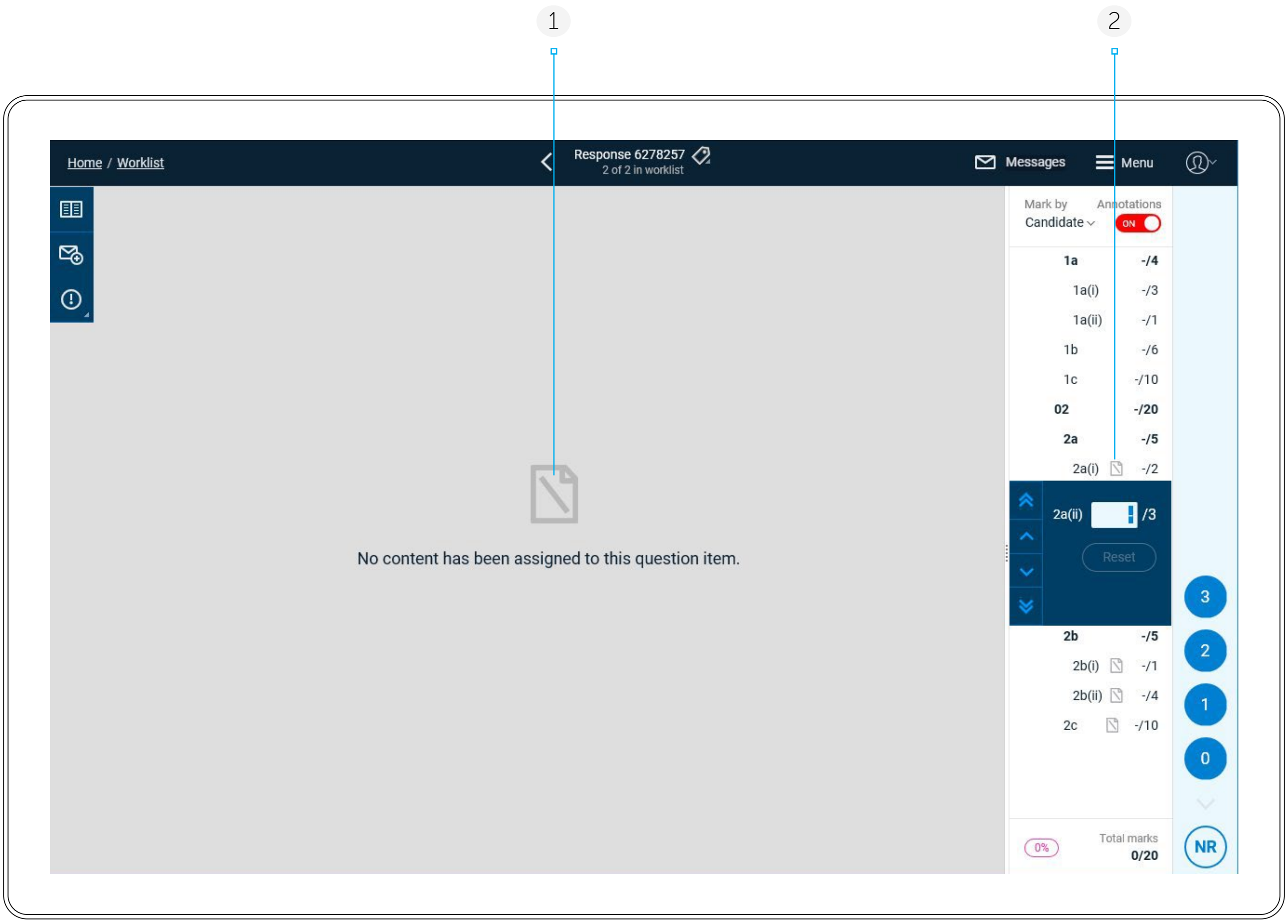
6 Use the buttons to rotate an image if required.

Note: If you change the default zoom setting then:

- If the width of the image exceeds the width of the screen, after zooming in, then a horizontal scrollbar will appear. Using this will enable you to access the whole image.
- In a response with digital files, the new zoom level only applies to the selected file in the currently open response.

Identifying questions with no zoned content in an e-bookmarked response

In an e-bookmarked response, there may be question items that have no content pre-linked to them.



1 The selected question item has no content assigned to it.

2 Question items that have no content assigned to them are shown with this icon.

Where a question item has no content zoned to it, you should view the entire response in Full Response View, find the area of the candidate response that relates to the question item (if they have answered the question), and link it to the question item. See the following section for details on how to do this. Once you link one or more pages to a question item that had no zoned content, the No Content indicator will disappear.

If there is definitely no content to mark for the question item then, if the option is available to you, enter a mark of No Response (NR) and move to the next question item or response. You do not have to link pages to every question item before you can submit your marks.

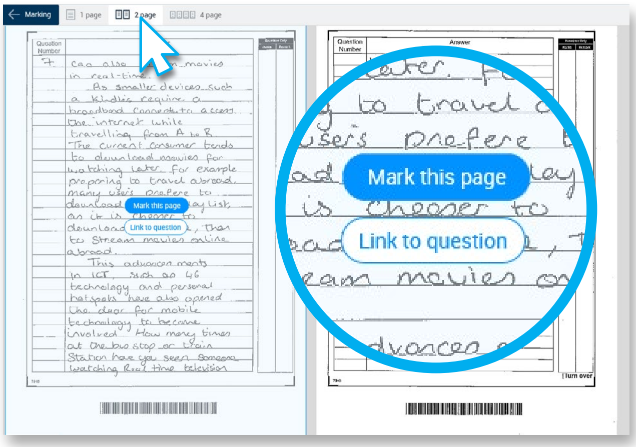
To link pages to a question in a structured or e-bookmarked response

If not all of a candidate's response is visible when marking a question in a structured or e-bookmarked paper, you can view the whole response to link further page(s) in the response to the question so they display when marking. To do this:

1. Click the View Full Response icon.

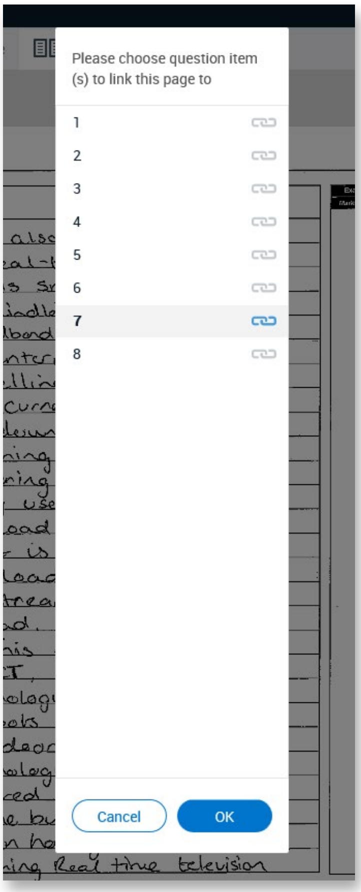
2. Choose whether you wish to view 1, 2 or 4 pages on screen at one time.

3. View the pages, hover over the page you wish to link and click the **Link to Question** button that displays. On a tablet you will need to tap a page in order for the button to appear.



4. Click the question item(s) to link the page to.

   Clicked rows will be highlighted in light blue and the link icon will turn blue to show it is activated.



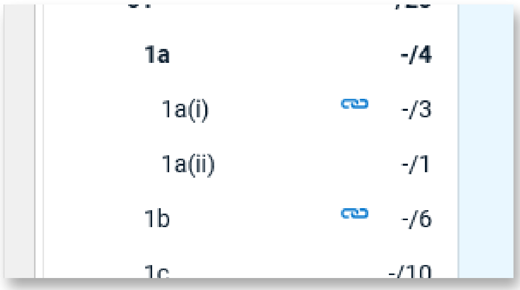
5. Click OK to return to full page view.

   Now the page has a blue link icon to the bottom right of the image to show it has links, and if you hover over the page it shows a **View & edit links** button.

6. When a page is associated to at least one question (either some/all of the page is associated to a question by default, and/or you have linked the page to a question), click **Mark this page** to quickly jump to the page in marking view. You will be taken to the earliest question item the page is associated with.

Note that if you later click to View and Edit Links, and you have annotated a linked page against a particular question, you will not be allowed to remove this link, and will be shown a message to inform you of this. To remove the link you must first remove the annotations.

When you are back in Marking mode, questions with one or more linked pages will show a paper clip icon in the marks panel. When a question is selected that has one or more linked pages, if you scroll through the response image, the linked page(s) will appear after the portion of the candidate's response automatically associated with the question item. This is with the exception of within an e-bookmarked response, where if the page you linked was already partially zoned to that question, the whole linked page will display in place of the previous zone.

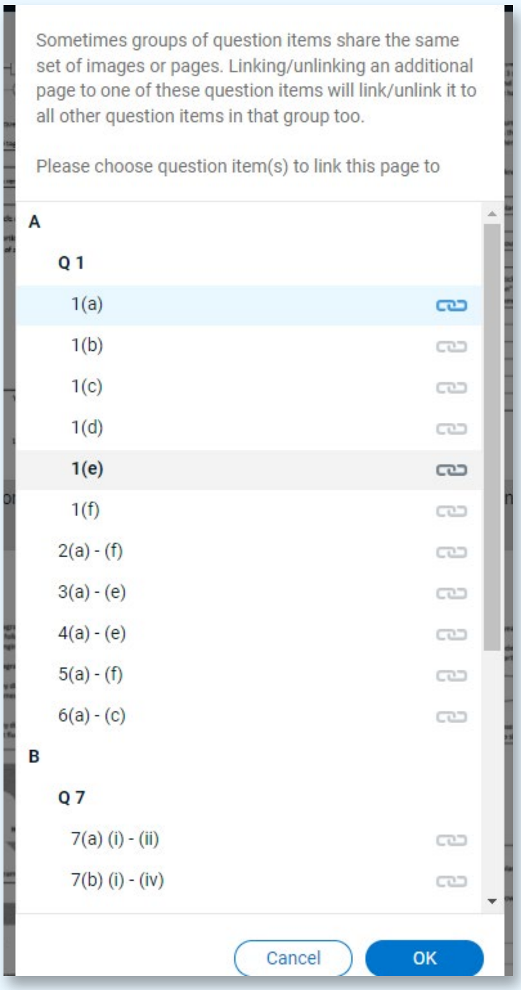


Automatic linking rules

Sometimes multiple question items in a Question Group are configured with the same image zone(s). An Awarding Organisation can configure RM Assessor so that when this is the case, if a page is linked to one of these question items, the page will automatically be linked to the other question items that share the same zone(s). Where this configuration is in place, extra information text will show at the top of the page linking panel, as illustrated here.

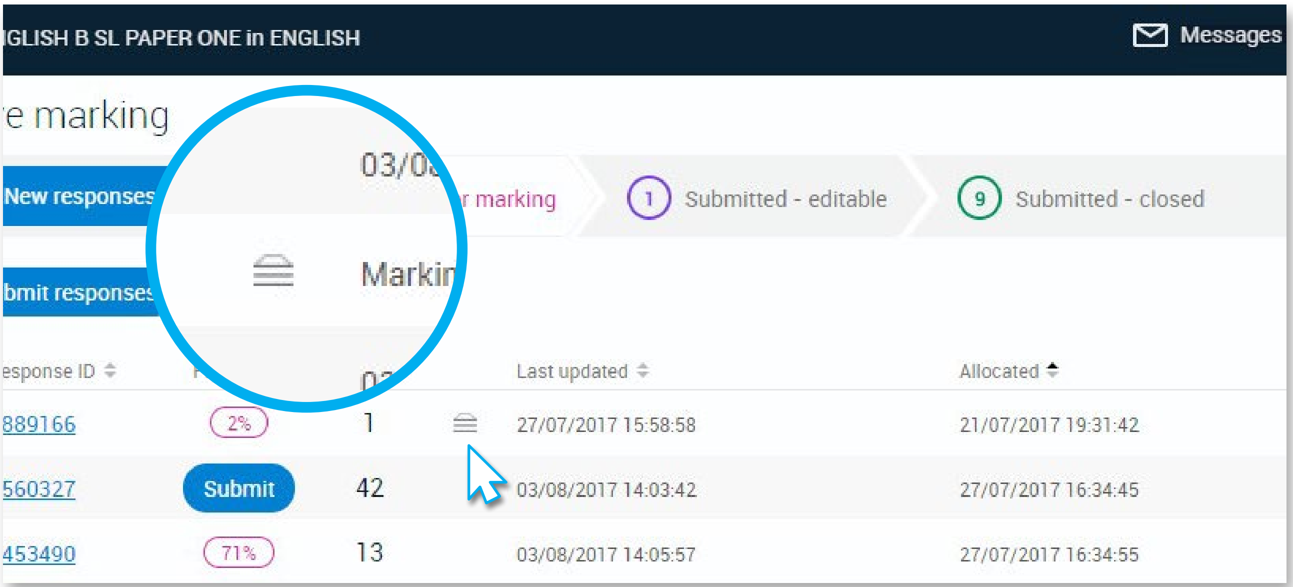
Once you link a page to a question item, after you click OK in the panel, if you immediately then click the 'View & edit links' button for the same page, you will see that question items that shared the same zones now also have the blue link indicator showing against them. When you return to the marking view, you will also see the link indicator against all these questions.

Similarly, if you unlink the page from a question item, it will also unlink it from all question items that share the same originally configured zone(s). If for example questions 1(b) and 1(c) had the same zones and linked additional page, if you tried to unlink that page from question 1(b) but against question (1c) the page has had annotations set, you will receive a warning that the unlinking is not possible because of the related annotations against the page in 1c. You will need to set the linkage again, and then go back to marking and remove the annotations if you want to return and successfully remove the page. When removing a link, link the icon will be removed from the other associated question items when you return to the linking panel, and when you return to marking mode.

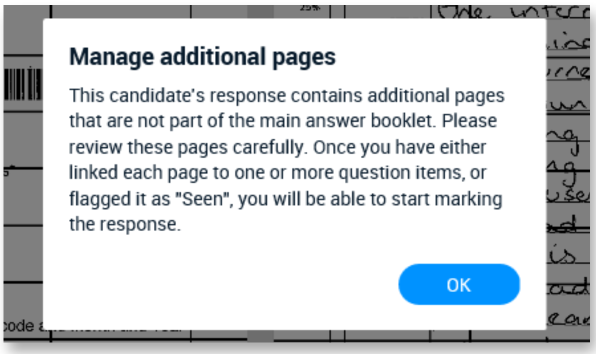


Managing additional pages

If a structured response has one or more additional pages, when viewing the worklist in **List view**, an additional page icon will display as illustrated below.

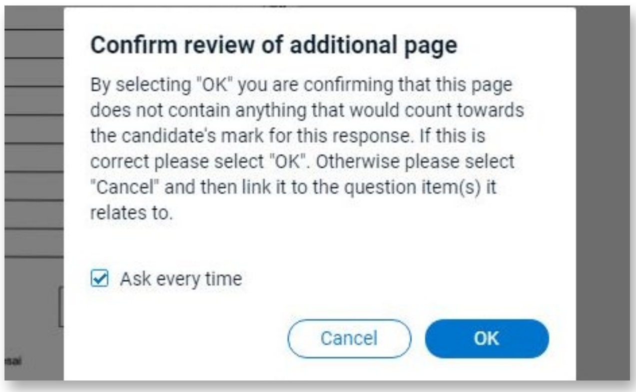


1. On initially opening the response for marking it will open in Full Response view and you will be notified about the additional pages and advised you must manage these before you can mark the response.

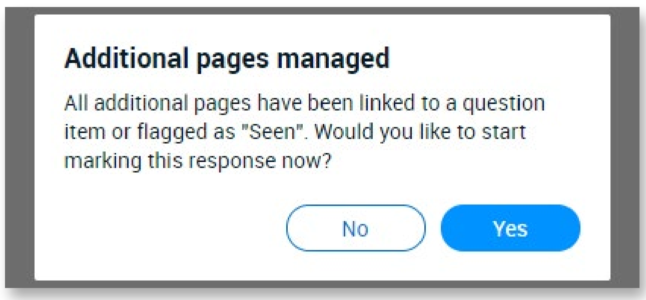


2. View the candidate's response on an additional page, and then hovering over the page (or tapping it on a tablet) either:

   - Click the **Link to question** option. This works exactly as covered in the [To Link Pages to a Question in a Structured or e-bookmarked Response] section above. On linking a page it remains visible (should you wish to go back to edit the links).
   - Click **Flag as seen** if there is nothing on the page that would count towards the candidate's mark, and click OK to the confirmation prompt (if you don't wish to see this prompt on subsequent pages you Flag as seen, uncheck the "Ask every time" checkbox in the prompt. You can also control whether this prompt shows via the Confirm Review of Additional Pages user setting.) . The page will now disappear from the current view (unless you have toggled to view all pages in the script). An annotation will have been placed on the page - typically this is a "SEEN" stamp but it may be something else depending on your Awarding Organisation configuration (for example it could be a wavy vertical line along the length of the page).



3. Repeat for all additional pages. Once all are done confirm if you wish to start marking the response (if you click No you will be left in Full Response view, but with all response images displayed).

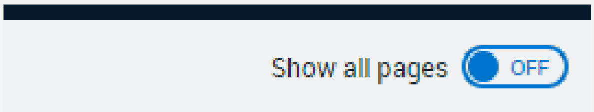


Raising an exception

If reviewing the additional pages leads you to need to raise an exception or reject the response (if permitted for the Question Group), click the exception icon. For further details on raising exceptions see Raising and Resolving Exceptions.

Viewing the Whole Response

Should you need to view the whole candidate response to inform how to manage the additional pages, toggle the show all pages option in the top right corner.



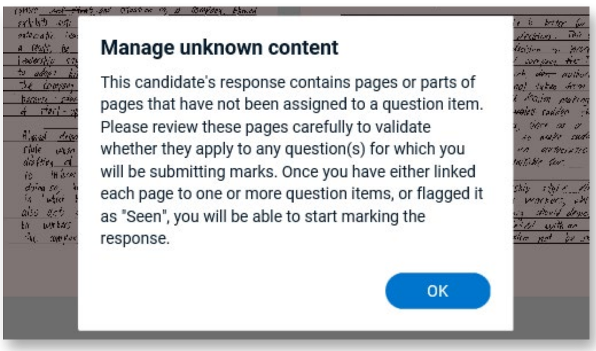
When viewing all pages at this time, only the additional pages can be marked as seen or linked to questions.

Hints and tips

- To be confident that the additional pages do not contain text relevant for marking, it is recommended that you view the response in 1 page mode (or 2 page mode if you are using a large screen).
- Having managed all the additional pages in a response, if you later return to view the additional pages in Full Response View and choose to remove all the links from one additional page, you will be prompted to confirm that the candidate's page does not contain anything counting towards their mark, and as such the page will be flagged as Seen.
- You may be required to annotate all additional pages before you can submit a 100% marked response. In this case if you navigate away from a 100% marked response and not all additional pages are annotated you will receive a warning that this is required. Additional pages marked as Seen are automatically annotated by Assessor³, so it is just any linked pages that you need to ensure are annotated.
- If you flag an additional page as seen, there is no way to remove the annotation automatically placed on the page to indicate this, but it does not prevent you from later linking one or more question items to the page.
- If the annotation automatically placed on a page you have flagged as seen, is an annotation you have available to use when marking for the Question Group, on selecting the last question item in the Question Group the usage count shown against this annotation will include the ones automatically placed by the system on additional pages.

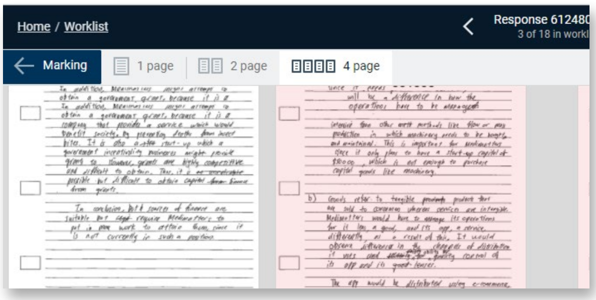
Managing unknown content

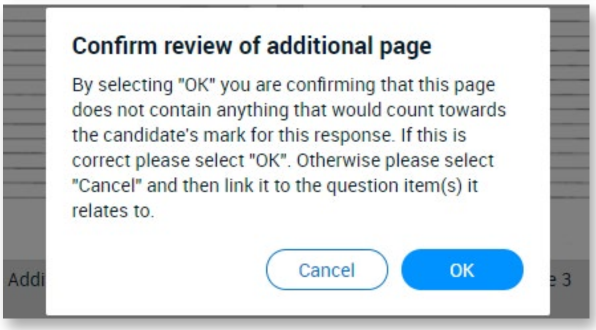
1. In an e-bookmarked response if parts of the candidate response have not been assigned to a question item, on initially opening the response for marking it will open in Full Response view and you will be notified about the unknown content and advised you must manage this before you can mark the response.



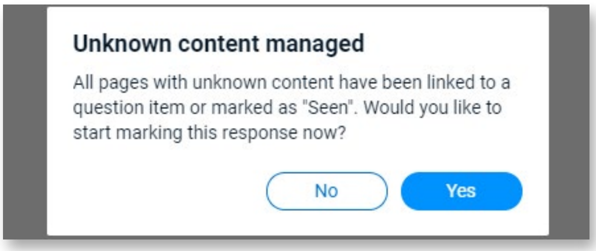
2. Only pages with unknown content will be displayed. The unknown content areas (which could be part of a page or a whole page) have a pink highlight. View these areas and then hovering over the page (or tapping it on a tablet) either:

   - Click the **Link to question** option. This works exactly as covered in the Link pages section above. On linking a page it remains visible (should you wish to go back to edit the links).
   - Click **Mark as seen** if there is nothing on the page that would count towards the candidate's mark, and click OK to the confirmation prompt. The page will now disappear from the current view (unless you have toggled to view all pages in the script).



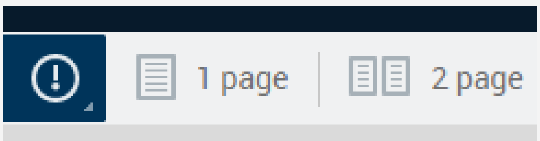


3. Repeat for all pages with unknown content. Once all are done confirm if you wish to start marking the response (if you click No you will be left in Full Response view, but with all response images displayed).



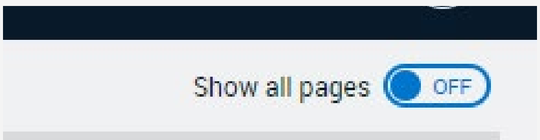
Raising an exception

If reviewing the unknown content leads you to need to raise an exception or reject the response (if permitted for the Question Group), click the exception icon. For further details on raising exceptions see Raising and Resolving Exceptions on page 77.



Viewing the whole response

Should you need to view the whole candidate response to inform how to manage the unknown content, toggle the show all pages option in the top right corner.



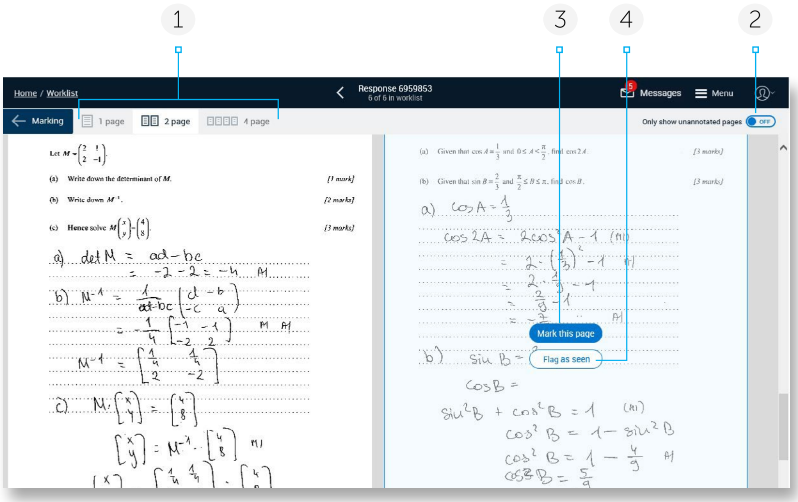
When viewing all pages at this time, only the pages with unknown content can be marked as seen or linked to questions.

Hints and tips

- To be confident that the unknown content sections do not contain text relevant for marking, it is recommended that you view the response in 1 page mode (or 2 page mode if you are using a large screen).
- Having managed all the unknown content in a e-bookmarked response, if you later return to Full Response View and choose to remove all the links from a page that had no zoned content, you will be prompted to confirm that the candidate's page does not contain anything counting towards their mark, and as such the page will be flagged as Seen.

Using Full Response view

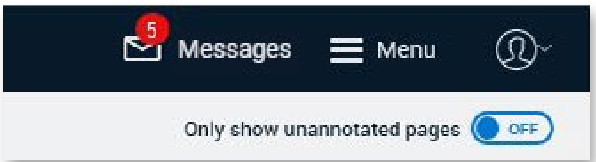
During marking it may be helpful to view the whole response, and you may wish to do this in Full Response view rather than in Marking mode. To access this mode, click the View Full Response icon.



1 Here you can choose to view 1, 2 or 4 pages at a time on screen.

2 Click to only show pages that are not yet annotated (this option is only visible in an unstructured response).

In a structured or e-bookmarked Response you will instead see the option to "Only show unannotated additional pages".



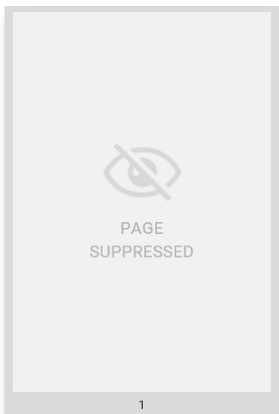
3 In an unstructured response, for pages that don't yet have any annotations against them, if your Awarding Organisation has configured the SEEN annotation for the Question Group, you have the option to Flag as seen as a quick way to place the SEEN annotation on the page. It may be useful to go through and mark any pages that are blank or don't contain information that needs to be marked, as seen in this manner, before commencing marking of the response (particularly if your Awarding Organisation requires you to annotate every page before you can submit the response).

Note that if you later wish to remove any of the SEEN annotations, you will need to select the last question item in the marks panel, as all the SEEN annotations placed in Full Response View are automatically linked to the last question.

4 Click Mark this page to navigate back to marking mode with the selected page displayed for marking.

- In an unstructured response, make sure you select the correct relevant question item before you start placing annotations on the page.
- In a structured and e-bookmarked response, you will be taken to the first question item that is associated with the page.
- In an e-bookmarked response the Mark this page option only shows if all/part of the page has been zoned to a question, or if you have manually linked it to at least one question.

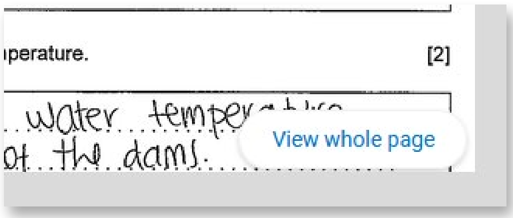
Note: Your Awarding Organisation may have chosen to suppress certain pages, or parts of pages, so they are not visible to you during marking (e.g. in order to ensure candidate anonymity). In Full Response View a placeholder image will show for a whole suppressed page with a page suppressed indicator on it. Any partially suppressed areas will simply show as a blank white area on a page.



Viewing whole pages in a structured response

When marking a structured response, if the image zone presented to you for marking is not already a whole page, should you wish to quickly navigate to view the whole page (e.g. if it looks like the candidate answer has gone outside of the displayed area), you can quickly view the whole page as follows:

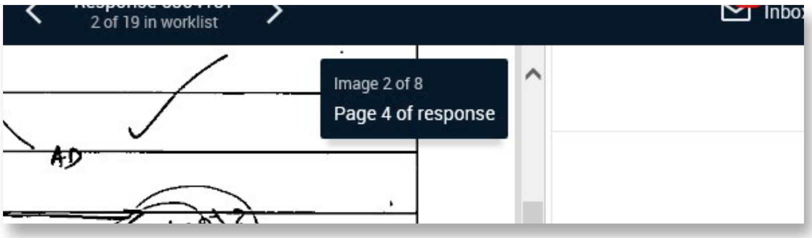
- Hover your mouse over the zone (or tap on the zone on a touch device) and a "View Whole Page" link will appear for a few seconds in the bottom right corner (note that it won't appear if there is a selection in the mouse pointer such as an annotation).



- Click View Whole Page and the whole page will be displayed and will be automatically linked to the selected question (so if you no longer wish to see the whole page you will need to remove the link through the View and Edit links option within Full Response View. See "To Link Pages to a Question in a Structured or e-bookmarked Response".

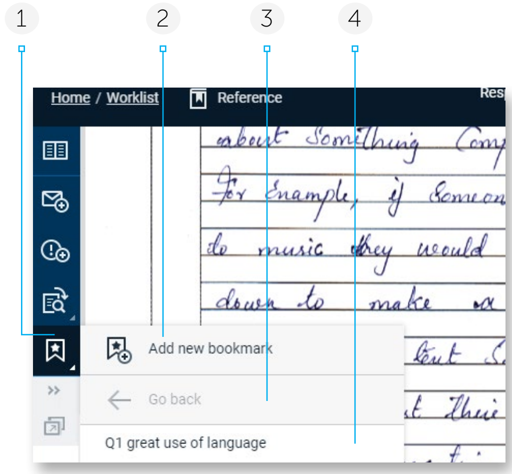
Scrolling in an unstructured response

When scrolling through images in an unstructured response, a message shows in the top right corner of the image to show you which page and image you are currently viewing. The image number reflects images available to you to view, whereas the page number is the actual page number of the candidate's response. These numbers could well be different, for example due to pages that your Awarding Organisation has chosen to have suppressed during marking and are not visible to you.



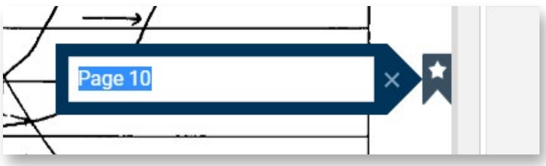
Adding and using bookmarks

Unstructured responses and digital responses with essay style answers (e.g. Word or PDF files) may be configured to have bookmark functionality available which you can use to help navigate through responses during marking, and quickly return to a previously bookmarked location. These can only be added when marking a response, however once a response has been submitted and is in a closed state you can still go back to view previously placed bookmarks.



1 Click this icon to access the Bookmark menu

2 Click to add a new bookmark. The Bookmark menu will close and your cursor will change to the bookmark icon . Stamp this on the desired location of the response. The icon will automatically align to the right hand side of the page and a pop-up box will appear showing a default bookmark name. You can click and type to override this with a name of your choice, should you wish.



3 Any previously placed bookmarks in the current file will show here in alphabetical order. On hovering over a listed bookmark a tooltip will show the name of the file and the page number where it was added. Click on a bookmark to navigate to it.

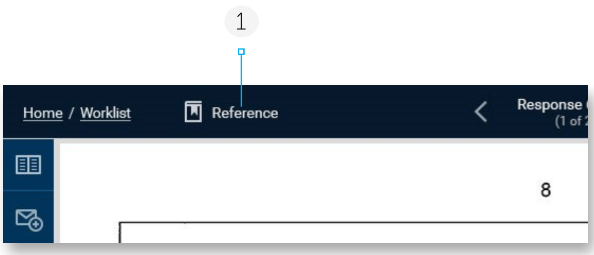
4 If you have chosen to navigate to a previously placed bookmark, the **Go back** link will become active. Select this to navigate to the page you were on before you chose to view the bookmarked location.

Note to remove a bookmark, simply right click (or touch and hold on a touch device) on the bookmark icon and choose the Remove Bookmark option that displays.

Using Reference scripts

Whilst marking a standardisation, live, atypical or re-mark response, it may be useful to refer to Practice responses as a reminder of how the mark scheme should be applied as evidenced by the definitive marking and annotations. As a quick way to do this your Awarding Organisation may have configured RM Assessor to display a Reference button on the top toolbar above the response.

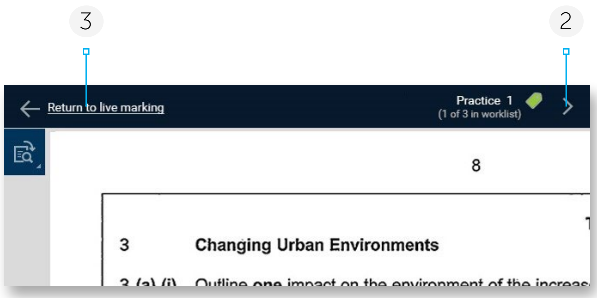
1 Click the **Reference** button to immediately view the definitively marked Practice responses



2 You can use the next button to navigate to the next Practice response (assuming there is one available), and once you navigate to the next response the previous button arrow will also show and can be used.

Only the definitive marks and annotations will be visible. If you have previously marked the response, your marks will not also be shown.

There is no functionality available within the referenced response other than to view the candidate's answers (zooming or rotating if needed), along with the definitive marks and annotations (you can choose to hide the annotations if required).

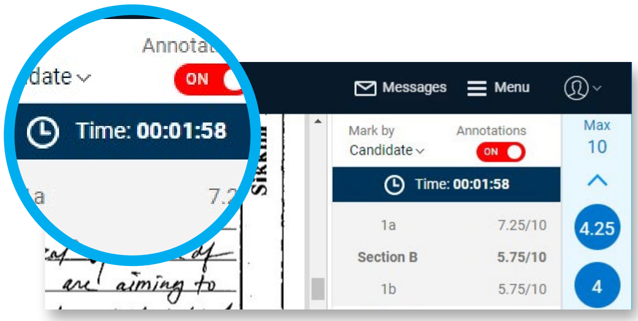


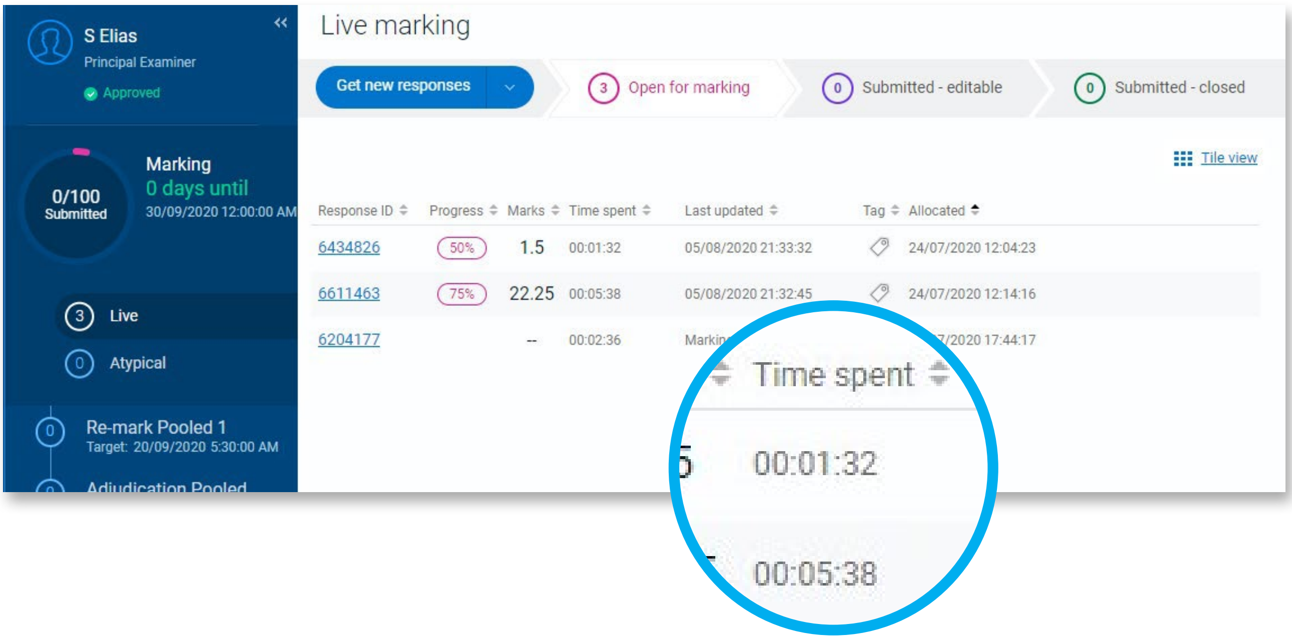
3 Click **Return to live marking** to return to the response you were just marking.

Note that the Reference button will not display when you have opened a response from your Submitted – closed worklist view, and it will also not display when you are in Full Response View.

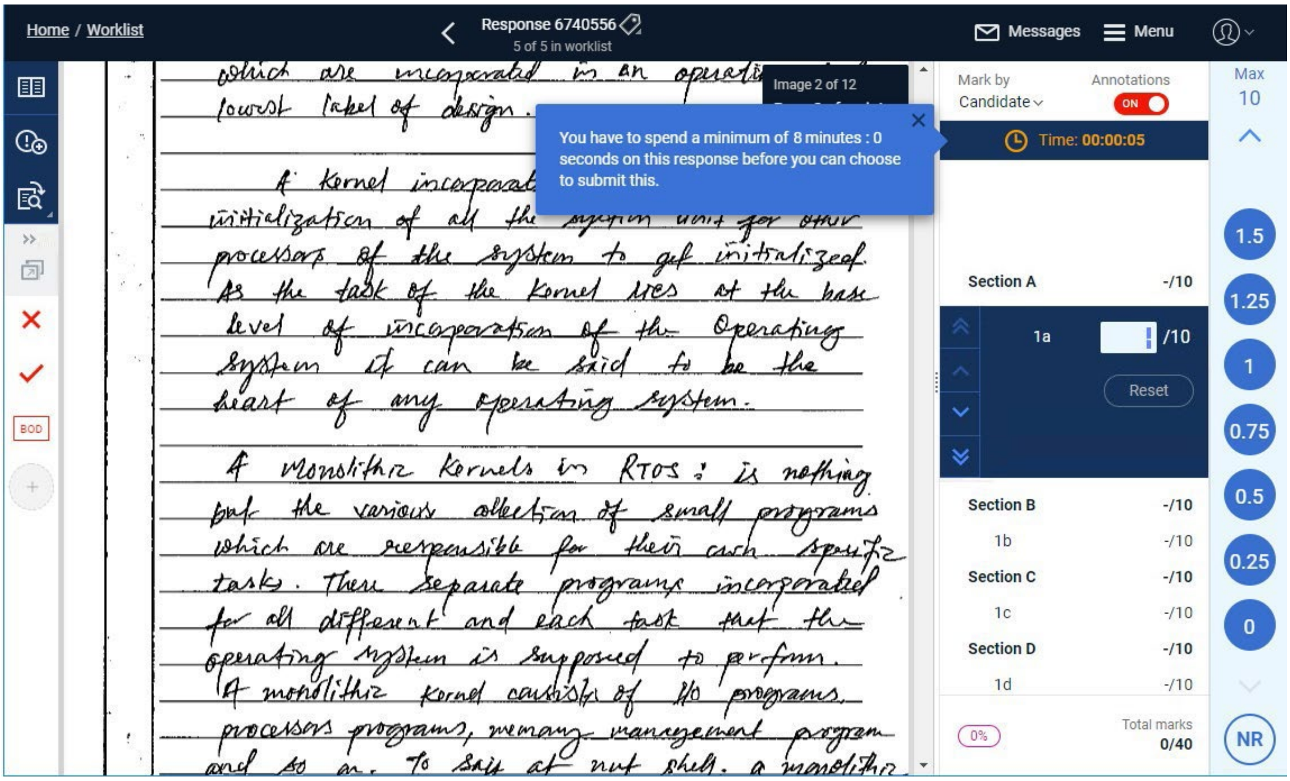
Marking timer

Your Awarding Organisation may have chosen to show a timer within the Marking Screen of RM Assessor so that you can see how long you have spent within the response. If you close the response and re-open it, the timer will continue from where it left off (this includes if you edit the response from your Submitted-editable worklist after you have submitted it). The amount of time spent within each response is also shown within your worklist view.





Your Awarding Organisation may additionally use a configuration whereby you must spend a minimum amount of time within a response before it can be submitted (once it is also 100% marked). When this is the case, on first opening the response a blue helper message will inform you of the minimum amount of time you must spend in the response, and the timer will display in amber until this time has been reached. Once you have spent the minimum amount of time in the response for submission, the timer will change to white.



Removal of responses

In exceptional circumstances your Awarding Organisation may withdraw marked or unmarked responses from your worklist. Some Awarding Organisations also choose to routinely remove responses from you and return them to the marking pool if you have not undertaken any marking in them for a specified time period (note that a response is not removed in this scenario if you are waiting for an exception you raised to be dealt with).

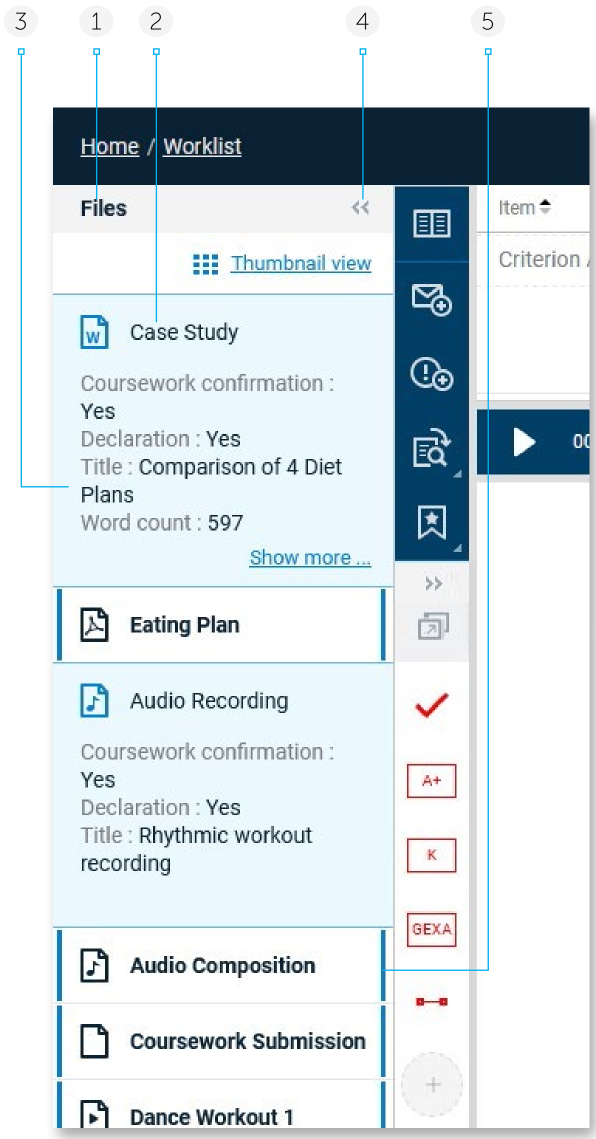
Responses may also be removed from your worklist, either temporarily or permanently, for other reasons (e.g. to deal with a re-scan request exception), and in these cases you will receive a message. You will also receive a message when a temporarily removed response is returned.

Marking digital responses

You may be required to mark examinations or coursework that comprises a one or more digital files, such as documents, images, Excel spreadsheets, HTML files, videos or sound files. When this is the case there are some differences to marking scanned paper responses, which this section explains. Whilst typically all candidate responses in a Question Group will take the same format, it is possible for responses in the same Question Group to be different. This can either be in terms of the number and type of files available to you for marking, or also in that some responses in the Question Group may have a file list with one or more files available to view, and other responses may just automatically show a digital response per question item selected.

Using a File List in an open response

When opening a response from a Question Group where candidates have sat the exam online, or have submitted one or more digital response files, you may see a File List on the left hand side of the screen. This section covers how the File List is used.



1 This panel shows a list of all files that make up the candidate response. Here the default File List view is shown.

2 Click on a file to view it (or listen or watch it in the case of audio and video files). Most file types will open in the response area, and an audio file can be opened and listened to at the same time as viewing a Word, PDF or image file.

   You can also use the tab key to move through the different files in the file list.

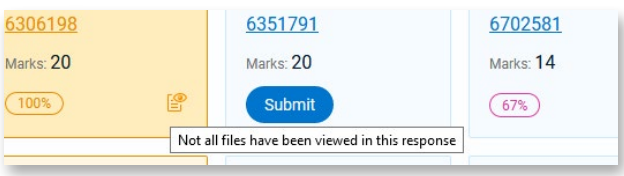
   The file list may include some files (e.g. ZIP files) that cannot be opened within RM Assessor³. When such a file is selected the main response area will show a placeholder advising you the file cannot be opened and the file will be automatically downloaded via the browser. Note you may see a browser message asking whether you wish to download or save the file, so that you can then access it outside of RM Assessor. If this does not occur check for any browser notifications about blocked pop ups.

3 In File List view, any metadata associated with the selected file will appear below it when the file is selected. If there is a large amount of data for a file then a **Show more...** link will display which you can click to view the full text.

4 Click << to collapse the file list panel and show only a narrow panel containing thumbnails of the file types. This setting is recommended when marking on a tablet, and will apply to all responses in the component until you change it.

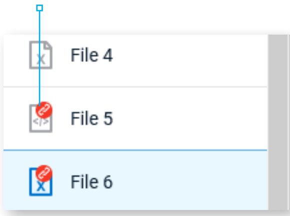
5 Files that you have not yet selected are shown with a blue border on both sides. You will not be able to submit a 100% marked response until all files in the response have been opened.

   After 100% marking a response, if you return to the worklist without opening all files, then a icon will display to indicate this.



6 If the Question Group is configured for marking by annotation, where annotations are added first and then assigned to a question item (see [Marking by Annotation – Adding Annotations Before Selecting the Question]), then on selecting a question item in the marks panel, any files which have annotations associated with the selected question item will display a link icon.

6

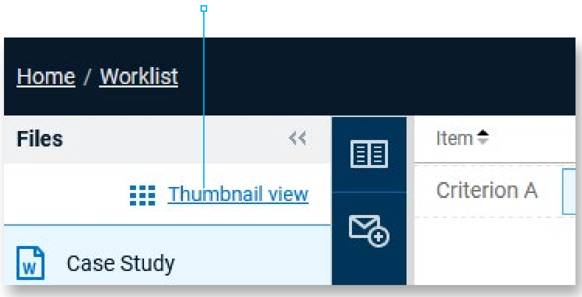


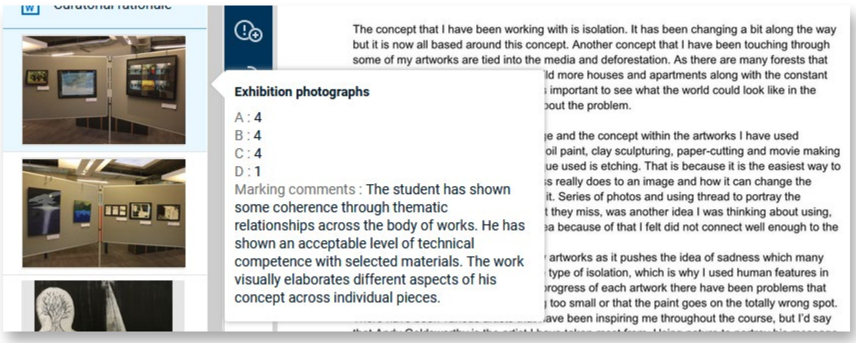
7 If the response has one or more image files, this **Thumbnail view** option will display. Click **Thumbnail view** to display the image(s) in the File List. Any other file type will show as a File icon and name.

In this view (and also if you click << to minimize the list to only show the file icons), any metadata associated with a file appears as a tooltip when hovering over that file.

In Thumbnail view, click **List view** to return to List View.

7



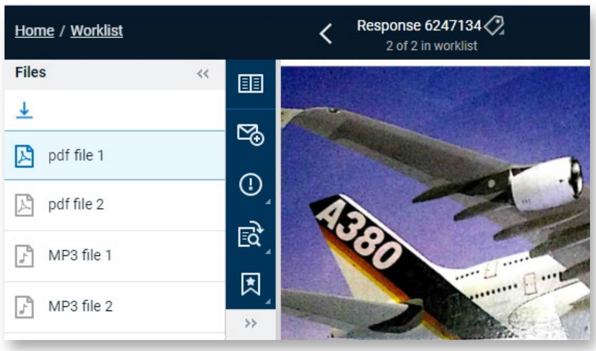


Note that if you are in thumbnail view, subsequent responses will open in this view and in this case all images load on opening the response (rather than only loading when you click on an image file). Therefore the time to open the response will be longer than if List view is used. How noticeable this extra time is will depend on your available bandwidth and the number and size of images loading.

8 If configured for the Question Group, a download icon will show at the top of the File list. As part of the configuration, it is specified which file types are downloadable. If the file selected is one that it is permitted for then the icon will be enabled and you can click it to download the file to your device.

Notes:

- It is possible based on configuration that no download icon will show in the File List, but on selecting an Audio or Video file that this will have a separate download icon available in the response panel (see section below). It is also possible that a download icon can show against an audio and/or video file in the response panel and also be available in the File list.



- In cases where you can have multiple files selected in the file list (an Audio file along with a PDF for example), when you choose to download then all selected files will be downloaded if possible, in a zip file. If they can't all be downloaded then you will receive a message to inform you of this and on clicking OK to the message then download activity will commence for the files for which it is possible

Auto-Play

If configured by your Awarding Organisation, instead of selecting each file individually in order to view or hear it, RM Assessor may auto-play the files in the response in a sequential manner. If the file is an image, Word document, RTF file or PDF, it will be displayed for a period of time before the system moves on to display or play the next file. However if the Word document or PDF file has multiple pages then auto-play will only continue once the user has scrolled to the end of the last page.

When auto-play is in use, any metadata associated with a file will automatically be fully shown when that file is played (and you will have a 'Show less' option to reduce the view shown, if there is a large amount of data).

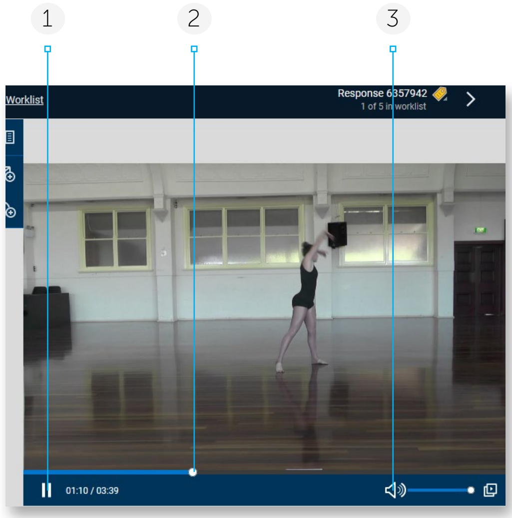
If an image precedes an audio file in the sequence then the image will continue to display whilst the audio file plays. Whether you pause a file and then resume viewing or listening, or manually select a file which is out of sequence, auto-play will continue from this file onwards. If a file is opened that is not one of the types mentioned above then auto-play will stop, and you will have to manually re-select the next file in the list when you are ready to proceed. If you navigate away from a response, and then revisit it, auto-play will start from the beginning of the file list.

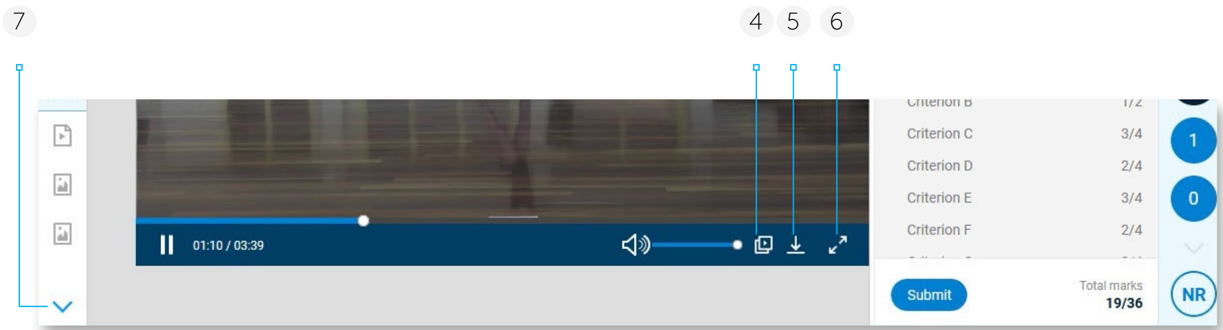
Viewing audio and video files

1 When you select an audio or video file it will automatically start playing. Click here to pause it (and again to resume playing).

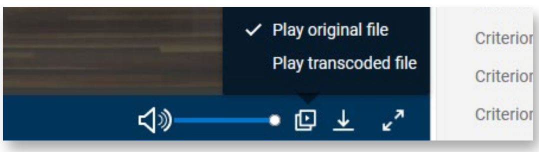
2 This slider shows how far through the audio/video file you are. You can click and drag the white circle on the slider to quickly move to a different point in the file. Depending on your internet bandwidth you may have to wait for the file to buffer before it starts playing again when seeking a different point.

3 Click on the white circle on the volume bar and drag to adjust the volume (clicking the speaker icon will mute the volume). Depending on the device you are using you may not see these volume options.





4 Select the icon (if available) if you experience difficulty playing an audio or video file, and click **Play transcoded file**. This will play a version of the original file that has been converted to a different file format. This option is only provided when a transcoded file version is available.



5 Select the icon (if available) on an audio or video file if you wish to download the file to view it outside of RM Assessor3. This option is only provided when your Awarding Organisation have granted permission for you to do this. For some components permission may be granted by default for all files, in other components then permission will only be granted on a file if you request this by raising an exception. If configured, you can also download the audio or video files using the download icon at the top of the File List panel.

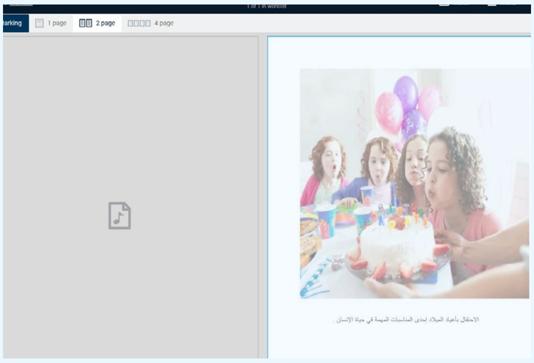
6 If a video does not fill the full response area at its default size, you can click this icon to increase the size. You can click again to shrink the video back to its previous size.

7 Here the file list has been minimized to make more space to view the video. If there are more files than can be displayed, the down and/or up arrows will display to scroll through the full list. Note that if your pointer is over the file list panel you can also use a mouse wheel to scroll through the files.

Notes:

- Whether or not you have the options in your responses to download audio/video files and/or view a transcoded version of an audio/video file, is configured by your Awarding Organisation
- It is not possible to annotate audio and video files. The zoom setting will also not be available.
- If you have started listening to an audio file or watching a video and choose to view a different file in the current response, on returning to the audio/video file it will resume from where you left it (and at whatever volume level you'd left it in).

- Whilst listening to an audio file or watching a video, you can enter marks and navigate through the mark scheme. Additionally whilst listening to an audio file, if you have a document open at the same time you can navigate through and annotate this.
- When using Full Response View, audio and video files and any file types that cannot be opened in RM Assessor³, show as a placeholder. In Full Response View, click on any page shown to return to marking mode with that page opened.

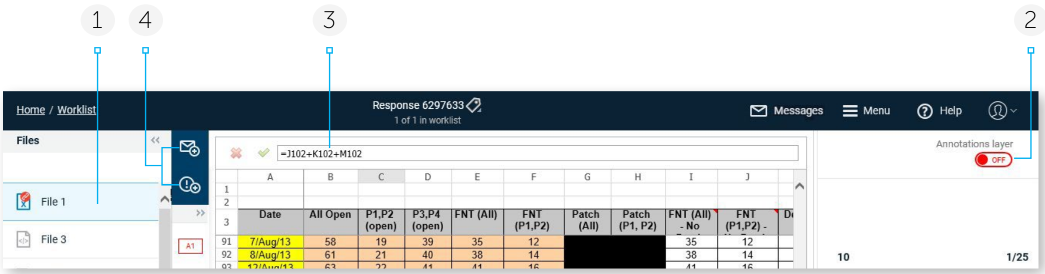


Viewing image files

As standard when viewing an image file it shall be displayed with a default zoom such that it fits in the response area both vertically and horizontally (i.e. without any scrollbars).

However, your Awarding Organisation can choose to configure the system so that the default view for JPEG files is to fit them to the width of the response section. When this is the case, additionally if you change the zoom setting for the image manually, RM Assessor will not remember this setting, and it will return to the default view if you navigate to another file and back to it, or close the response and re-open it and select the file.

Marking excel files



1 When you select an Excel file it will display in read-only mode. You will not be able to edit the content of the Excel file.

2 The Annotations layer toggle determines whether or not you can view annotations in the spreadsheet:

- If the Annotations layer toggle is OFF then any annotations that have been placed on the spreadsheet will be hidden. In this mode you can select one or more of the cells in the spreadsheet, for example in order to view the cell formula.
- If the Annotations layer toggle is ON then annotations will be shown on the response. If you select an annotation in the toolbar, or drag an annotation onto the script, then the Annotations layer will automatically turn ON, if it was not already enabled, so that you can place annotations onto the spreadsheet and view existing annotations.

3 If a cell has an associated formula then if you select the cell the formula will display in the formula bar at the top of the spreadsheet.

Note: The Annotations layer toggle must be set to OFF if you want to select a cell in the spreadsheet in order to view the associated formula.

4 You can raise exceptions and send messages relating to the response. The only exception to this is if you are the Principal Examiner, in which case the option to send a message will not be available.

Auto-selection of linked files

For some components, individual files are linked to certain sections of the mark scheme in order to improve the efficiency of marking. If you select a question item from the marks panel, where a linked file exists, it will be automatically selected and displayed.

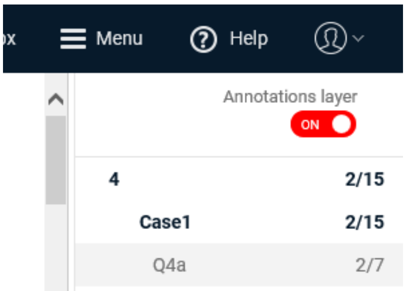
Hints and tips

If RM Assessor^3 has a problem opening a file that you selected (e.g. the file is found to be corrupt, or you don't have the necessary drivers on your device to open the file), you may see a pop-up message which will give you options to resolve the situation. For example you may be prompted to download the file, open a transcoded version of the file, or raise an exception in relation to the issue.

If you are experiencing problems accessing files then please refer to the RM Assessor^3 Systems Requirements document for more information on supported devices and browsers.

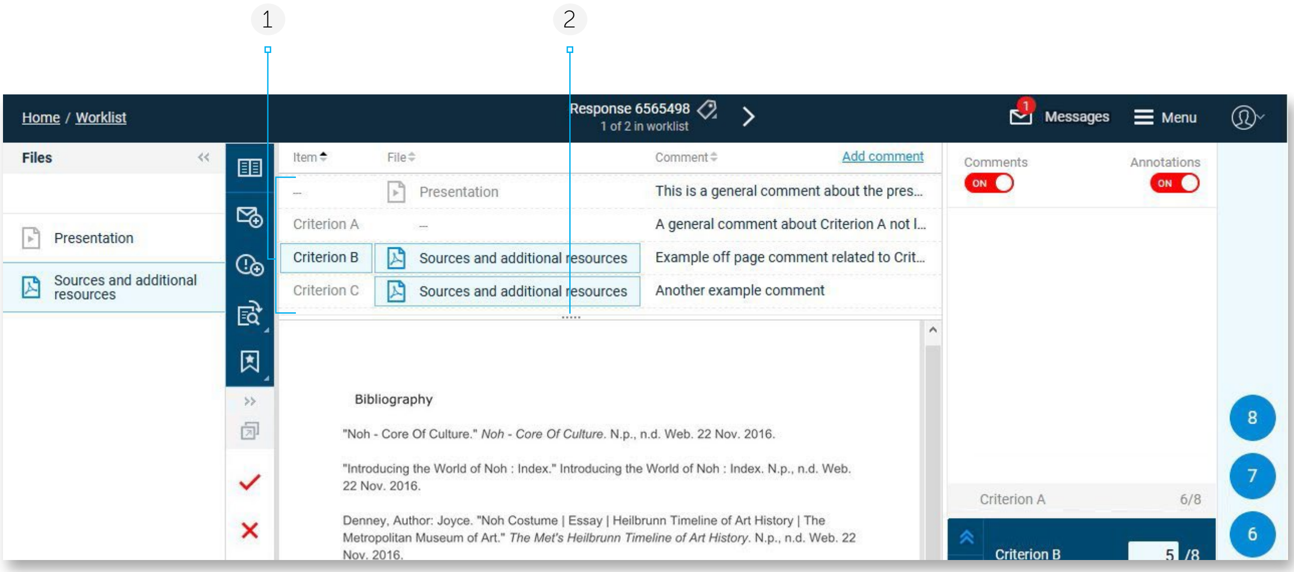
Marking HTML files

When marking HTML files, an Annotations layer toggle will be present (in the same way as when marking spreadsheet files). When ON, you can place and view annotations on the file. If you select an annotation on the toolbar, or drag one onto the response, the Annotations layer will automatically turn ON, if it was not already enabled. Annotations placed on the file are hidden when the Annotations layer is toggled OFF.



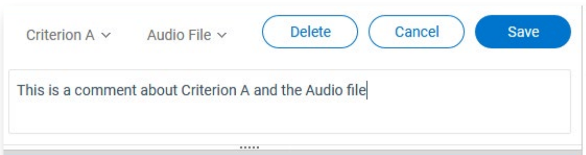
Using enhanced off-page comments

Question Groups where candidate responses comprise of one or more candidate answer files may have a form of enhanced off-page comment configured for your use. These off-page comments can be associated with a question item and/or a file. They may be in addition to, or instead of, using the on page comments covered earlier in the guide.

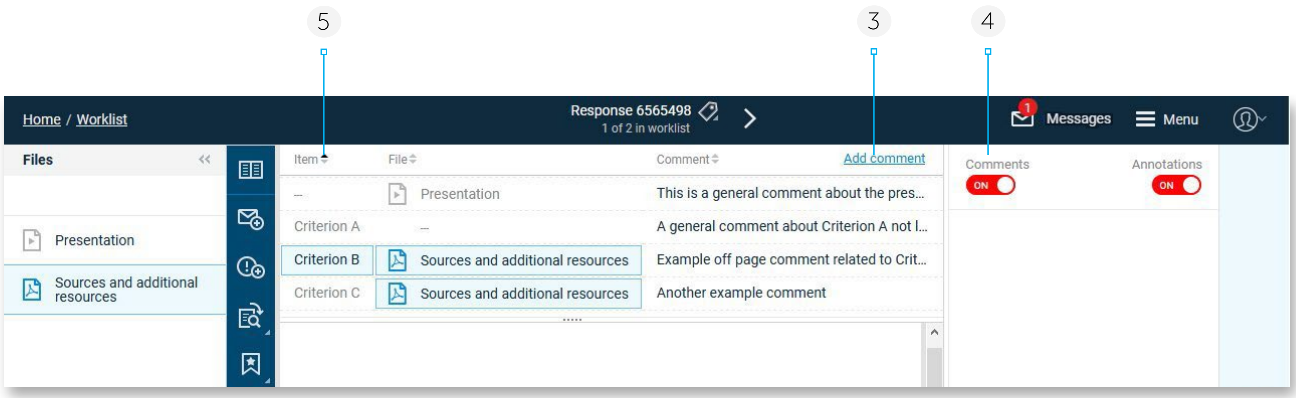


1 When enabled for your Question Group, off-page comments show at the top of the page. Each comment can be linked to a question item and/or file. Any comments associated with the currently selected question item and/or file, will have the question item or file highlighted as shown here.

To delete or edit a previously placed comment simply click on it and then make changes as required (you can edit the associated file, question item, and/or comment text) . On clicking on a comment, any file associated with it will also automatically open.



2 Click here and drag the cursor up or down to adjust the height of the off-page comment display area. The size will be remembered and will apply to all responses in all Question Groups.



3 Click to add an off-page comment.

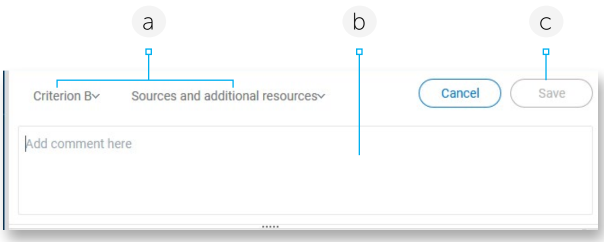
a. The comment will be automatically associated with the currently selected question item and file. If required, you can use the drop downs to change the selection (or remove both if the comment applies generically to the whole candidate response).

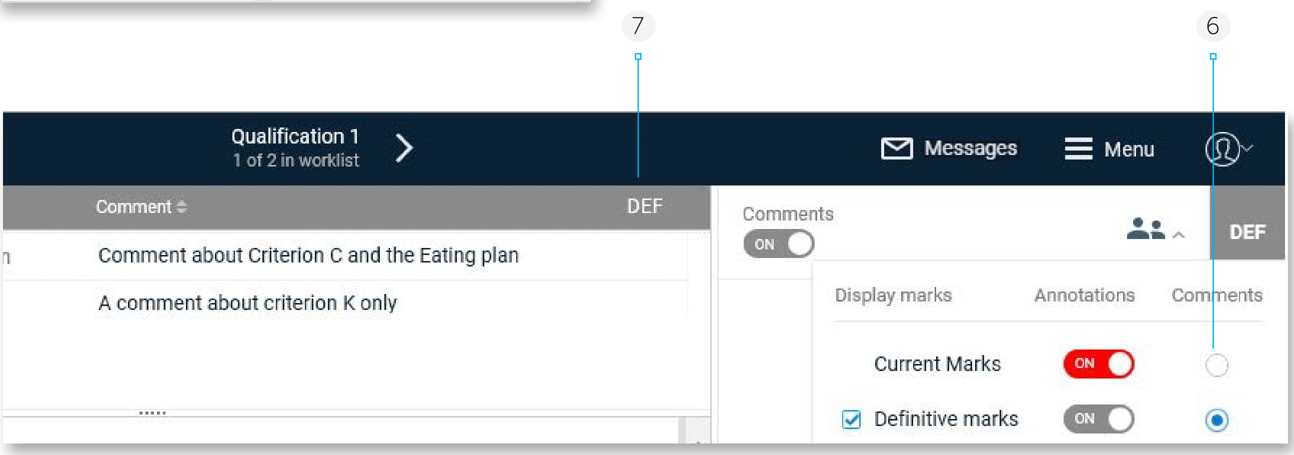
b. Type your comment here (if your Awarding Organisation has configured RM Assessor to restrict the use of certain characters in comments, any unsupported characters will not be accepted. If trying to copy and paste text containing such characters, they will be automatically removed).

c. Once a comment is entered, click Save.

4 Click to toggle the display of off-page comments on and off.

5 Click on the Item, File or Comment column headers to sort off-page comments by that column.



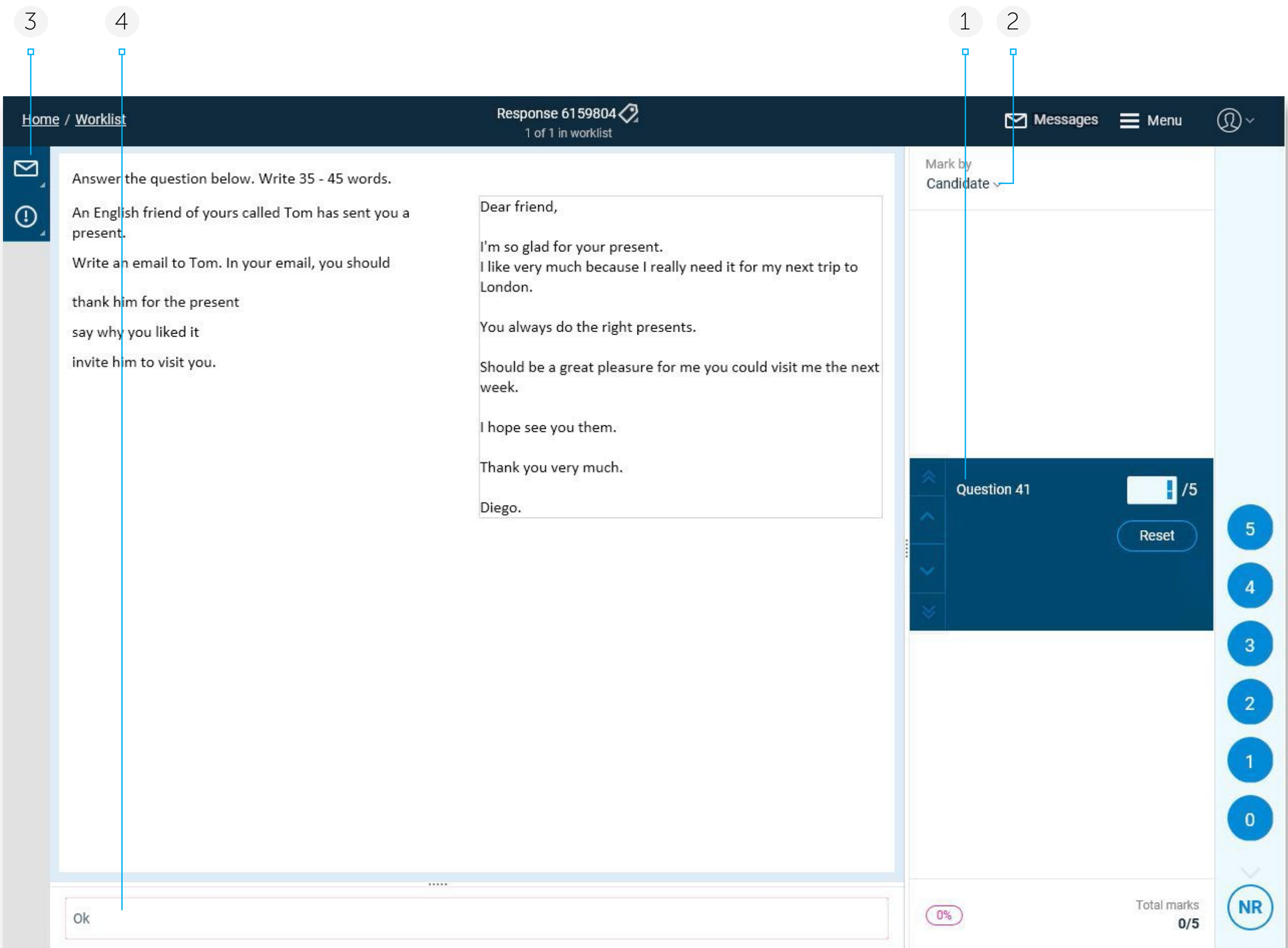


6 When in a response where you can view another set of marks (e.g. viewing definitive marks in practice response or closed Standardisation response, in a re-mark response), in the marks and annotations dropdown you can toggle to choose which off-page comments you wish to display. You can only choose to view the definitive/previous off-page comments if you have also chosen to display those marks.

7 When the comments shown do not relate to your current marking, the comment header bar will show in the colour corresponding to the annotation colour of the previous marks, and it will be labelled to indicate which previous comments are showing.

Marking digital responses without a File List

For some Question Groups where candidates have either taken the test online, or submitted digital files, there is no File List and the marking of these responses works similarly to scanned structured components, except the candidates on screen test answer will display.



1 When you select a question to mark, the candidate's response to that question will automatically display. In this example the Examiner has only been allocated one question to mark, but this will not always be the case.

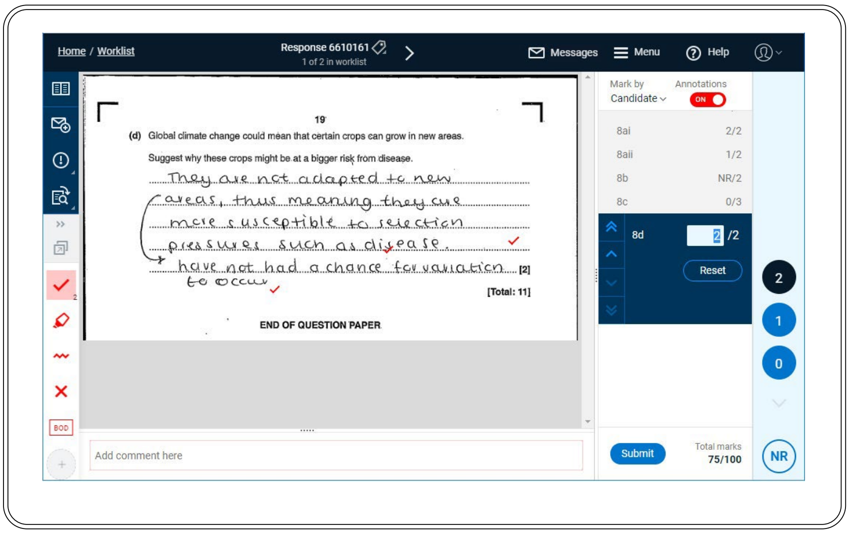
2 As with a structured response, you can choose to mark by candidate, or mark by question.

3 Note that for the marking of on screen tests there are no annotations or overlay tools available for use, nor do you have access to Full Response View, or Zoom and Rotate functionality. You can still raise messages and exceptions as required.

4 If configured for the Question Group you can choose to enter off-page comments related to the marking of the selected question item.

Submitting marked responses

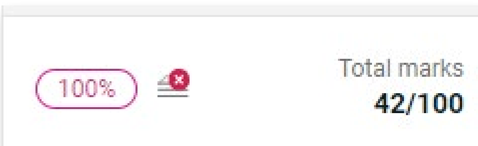
A response must be 100% marked and have no open exceptions that prevent submission, before you can submit. This means that you must enter a valid mark or NR (no response) for every question item in the Question Group you are marking, as shown in this example, and wait for any open exceptions preventing submission to be resolved:



If the response is 100% marked and has no open exceptions, the Submit button may only display if you have fulfilled specific requirements which have been configured by your Awarding Organisation. These include:

- Annotating all additional pages in a structured response.
- Annotating all pages in an unstructured response.
- Spending a specified minimum amount of time marking the response.

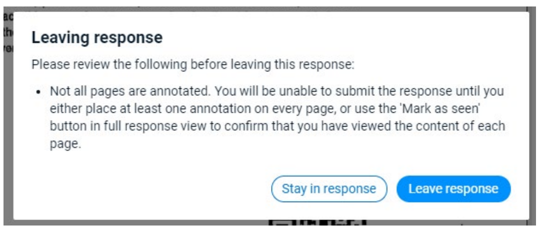
If you have not annotated all required pages then an indicator will be shown to the right of the marking progress percentage.



This indicator will display until you have fully annotated all pages in an unstructured response.

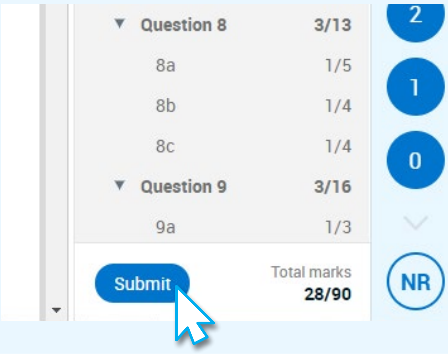
This indicator will display until you have fully annotated all additional pages in a structured response.

When you navigate away from a 100% marked response, before fulfilling all requirements set by your Awarding Organisation, a warning message will display which will detail the reason(s) that the response cannot be submitted, and you will be given the option to either stay in the response or leave the response.

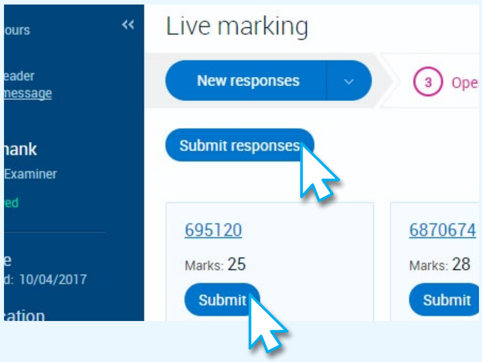


Submitting a response

From the marking page:



From the worklist, where you can submit all or individual responses:



Note: that there is a limit to the number of responses that you can submit from the worklist in one go (it is typically set to 20 but can vary per Awarding Organisation implementation). If you have more responses available to submit from your worklist than the limit, and choose the Submit responses button, you will get an error message (which will state the limit set). You will then need to submit responses individually until the number of available submittable responses falls within the allowable number.

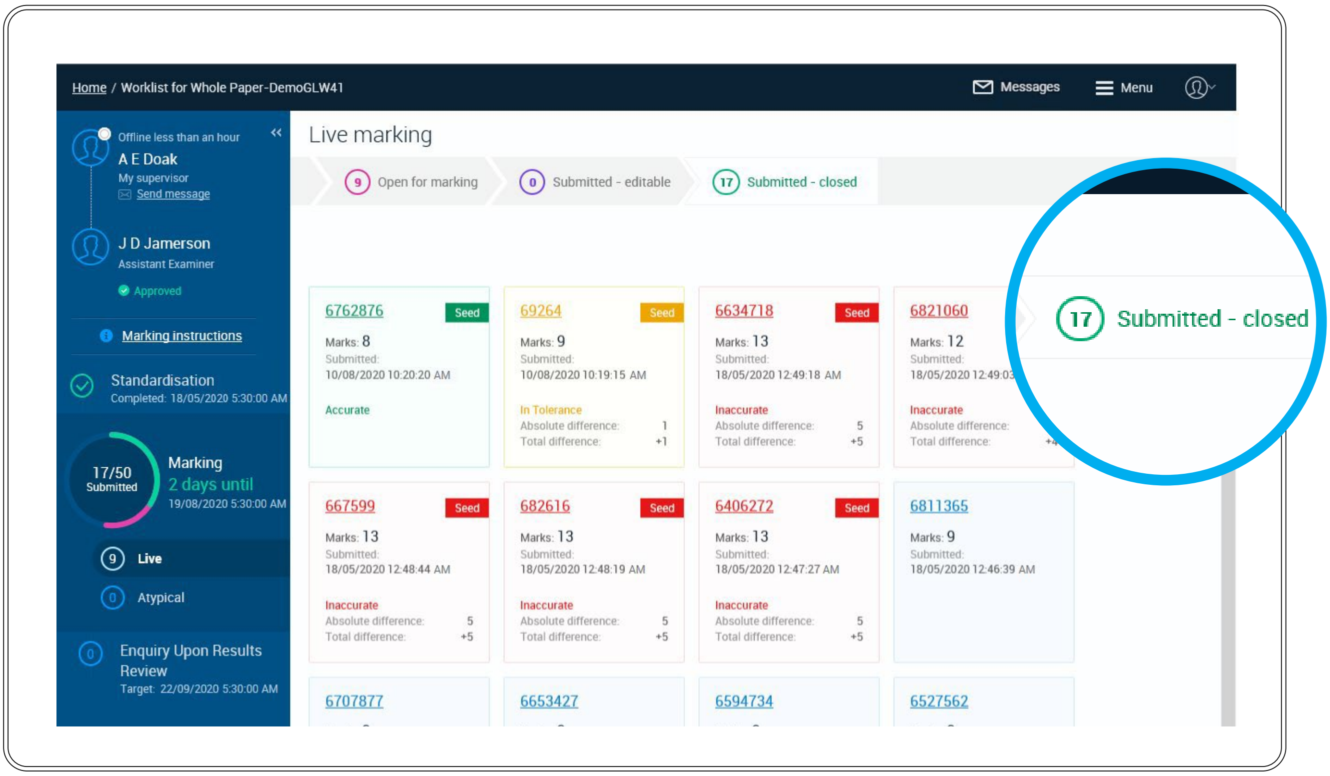
Marking and submitting Seeds

Seeds are definitively marked responses that are typically used by Awarding Organisations to keep marking quality consistent. These responses are randomly and anonymously added to your live marking at a frequency set by your Awarding Organisation. This frequency may vary during the marking period. Seeds are not added when downloading a centre sample.

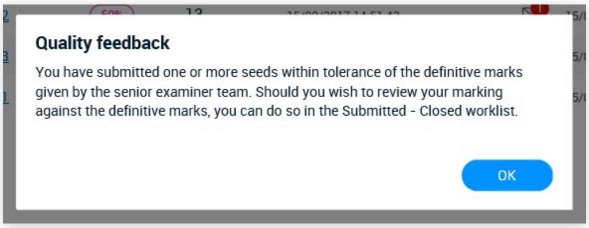
The accuracy with which you mark a Seed is assessed by comparing your Seed marks with the definitive marks. Your Team Leader will be able to see how well you have marked Seeds, and RM Assessor may also be configured to automatically assess your seed marking accuracy (and set you to a Pending Review status if the required accuracy criteria of your Awarding Organisation is not met).

How to review your Seeds

Your Awarding Organisation may not permit you to identify your marked seeding responses at all. However if they have chosen to configure Quality Feedback functionality for your Question Group, then in the Submitted – closed view of your Live marking worklist you will be able to see which of your submitted responses were seeds, and you will also be alerted when you submit a seed that you can view feedback on your marking of the response.

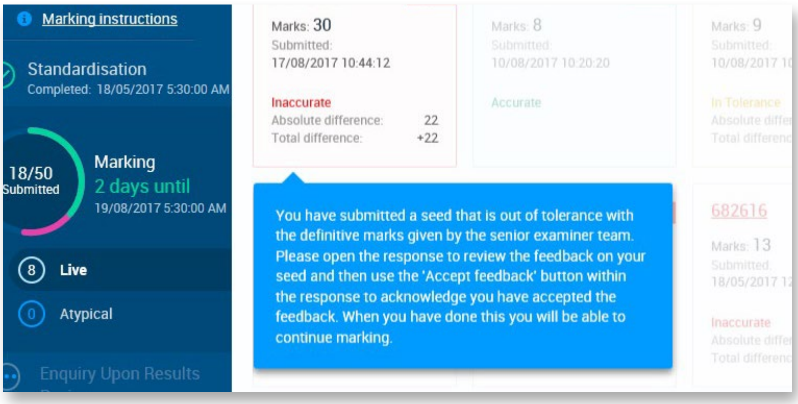


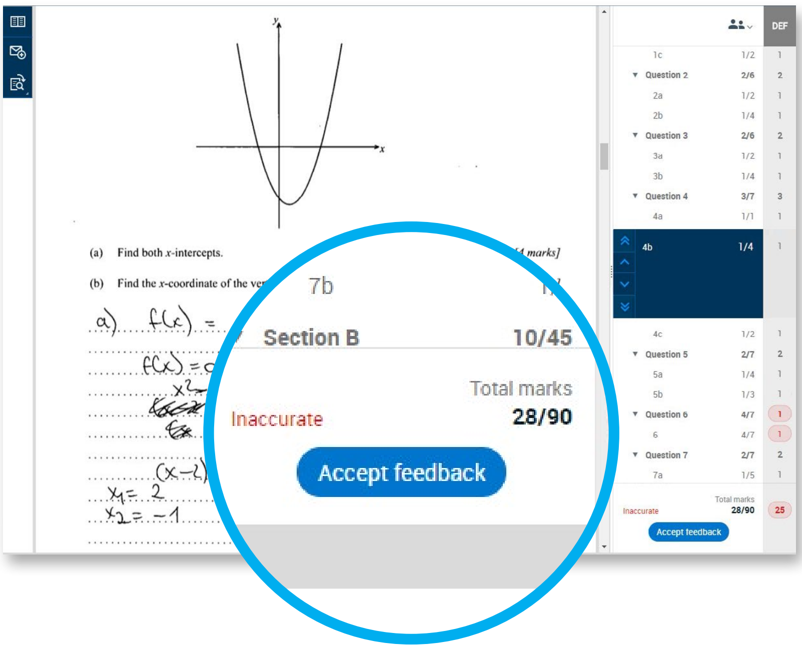
1 After marking and submitting a Seed that is accurate or within tolerance, a pop-up message will show you the accuracy of your marking.



2. If you submit a Seed that is inaccurate (i.e. out of tolerance) you will automatically be shown the **Submitted – closed** worklist with the Seed highlighted. You will not be able to continue marking until you review the Seed response and accept the quality feedback.

3. On opening an inaccurate Seed response you will be able to identify the question items where your marking matches or has deviated from definitive marks. After reviewing, click **Accept Feedback** to acknowledge and accept the feedback.



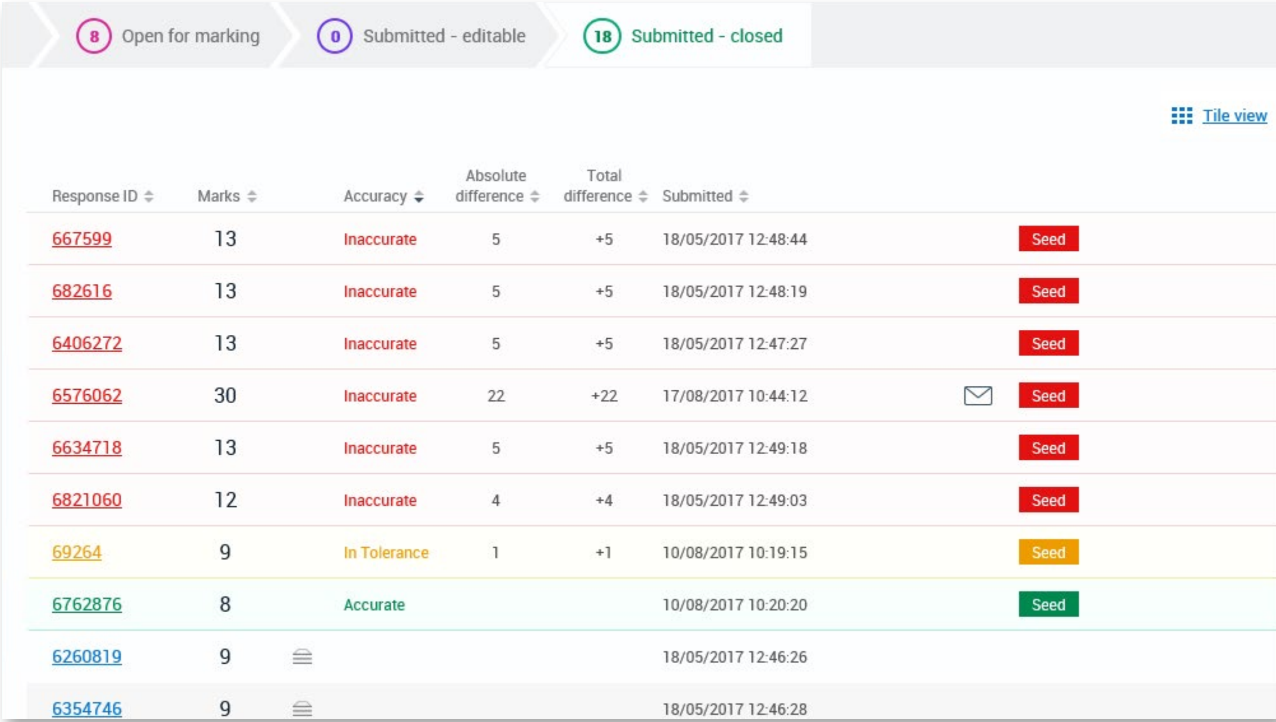


Hints and tips

If you submit all fully marked responses as a batch then RM Assessor[3] will always submit the Seeds first and pause submitting other live responses if any Seeds are marked out of tolerance. It is advisable to review the remaining responses in your worklist in these circumstances.

4 If your approval status has been set automatically by RM Assessor to **Pending review** following submission of an inaccurate seed, you will not be able to download or submit any more responses until you have been re-approved. Note that your Team Leader cannot re-approve you until you have accepted all outstanding feedback.

5 You can review all the seeds you have marked at any time in your '**Submitted-closed**' worklist. This worklist is ordered by date submitted with the most recent submissions at the top of the list. In List view you could choose to instead sort by the Accuracy column to see all seed responses together.



Response ID	Marks		Accuracy	Absolute difference	Total difference	Submitted		
667599	13		Inaccurate	5	+5	18/05/2017 12:48:44		Seed
682616	13		Inaccurate	5	+5	18/05/2017 12:48:19		Seed
6406272	13		Inaccurate	5	+5	18/05/2017 12:47:27		Seed
6576062	30		Inaccurate	22	+22	17/08/2017 10:44:12		Seed
6634718	13		Inaccurate	5	+5	18/05/2017 12:49:18		Seed
6821060	12		Inaccurate	4	+4	18/05/2017 12:49:03		Seed
69264	9		In Tolerance	1	+1	10/08/2017 10:19:15		Seed
6762876	8		Accurate			10/08/2017 10:20:20		Seed
6260819	9					18/05/2017 12:46:26		
6354746	9					18/05/2017 12:46:28		

What do the accuracy indicators mean?

Each submitted Seed has an accuracy indicator displayed in both the worklist and inside the response.

Accurate Seed

Indicated in green this denotes that your marks and the definitive marks are an exact match.

Inaccurate Seed

Indicated in red this denotes that your marks differ from the definitive marks and are out of tolerance.

In tolerance Seed

Indicated in yellow this denotes that your marks differ from the definitive marks but are within tolerance.

Hints and tips

If you are stopped from marking after submitting an inaccurate seed, you will not be able to download or submit any more responses. However, you can still review your feedback and correct your marking for both open and pending responses while you are awaiting feedback from your Team Leader.

Raising and resolving 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. Whenever an exception is raised, if configured for your awarding organization, a mandatory message will be sent to the routed person notifying him about the open exception so that he can action it as soon as possible (the exception can also be opened from a link in the message).

Notes:

- Your Awarding Organisation can choose which exception types are available on a Question Group by Question Group basis, and may use different routings to those shown in the examples below.
- Some Awarding Organisations may choose to hide the ability to raise an exception, and may instead provide the ability for you to escalate a response with an issue to a more senior team member – see Response escalations.

Exception	Routing
Image Rescan Request	RM
Offensive Content	Awarding Organisation
Material of Concern	Awarding Organisation
Answer Outside of Guidance	Team Leader
Incorrect question paper	RM/Awarding Organisation
Suspected Malpractice	PE / Awarding Organisation
Composites	Awarding Organisation

You raise exceptions from the marking page and you can raise as many as may be necessary, although you can only raise one of each type of exception at a time.

When an exception is resolved you are notified and will be able to see the response and will be able to see the resolver's response.

Note: You can only raise exceptions for open live responses that you are responsible for marking. You cannot raise exceptions for closed, practice or Standardisation responses.

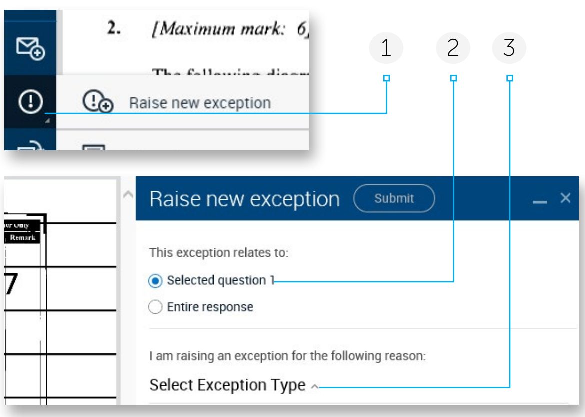
Note: Composites exceptions if configured by your awarding organization are raised by markers for a scanned candidate response that is available partially on Assessor and on paper. When a re-mark is raised against a response with this exception, on opening the response, the text "Composite" will be displayed on top of the mark scheme panel.

To raise an exception

1 Click the Problems with this response icon and choose to **Raise new exception**. A panel opens to the right of the response image. This allows you to view any part of the response while you raise the exception.

2 Decide whether to relate the exception to the currently selected question, or relate it to the whole response, and select the appropriate option.

3 In the drop down list, select a reason for your exception. If an exception type is not currently selectable (e.g. you have already raised an exception of this type against the response which is yet to be resolved) it will be greyed out.



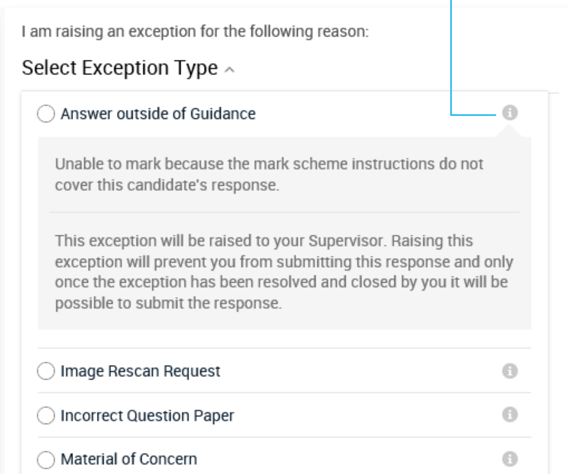
4 To see a definition of any exception, click the icon to the right of the exception type.

5 Write your message.

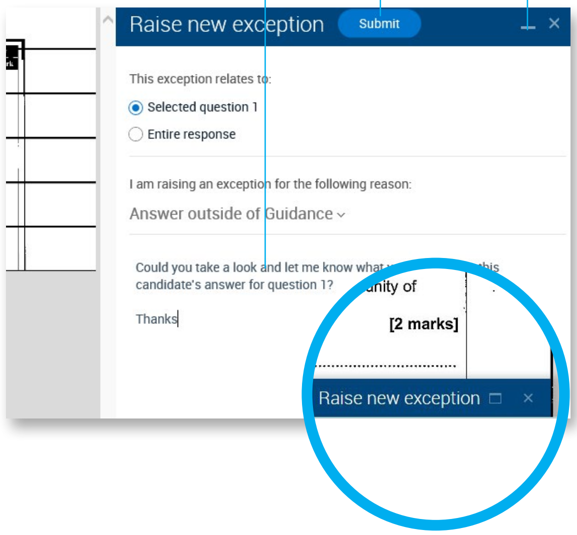
6 Click Submit.

7 If you wish to minimise the exception panel and continue marking, click

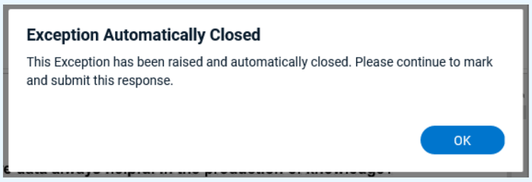
4



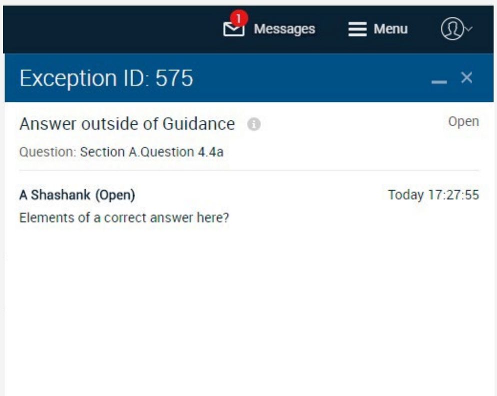
5 6 7



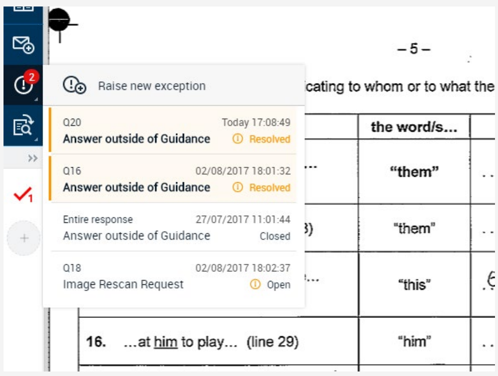
Note: If the pop-up message below displays when you raise an exception it means that the exception has been escalated to your Awarding Organisation and automatically closed. You should continue marking without attempting to adjust your marking based on any concerns you may have. You will not be required to perform any additional action on the exception and it will display like a normal closed exception in your worklist and in the response.



A raised and unresolved exception looks something like this:



When the Problems with this response icon has a number in red against it as shown below, there is at least one exception associated with the response that has been resolved. If you click the icon you can then either raise a new exception, view and close a resolved exception, or view any existing exceptions.

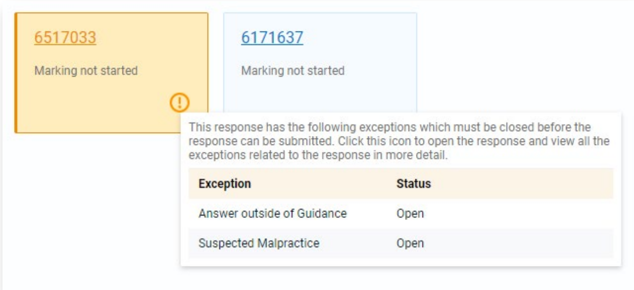


To see which of your responses has unresolved exceptions

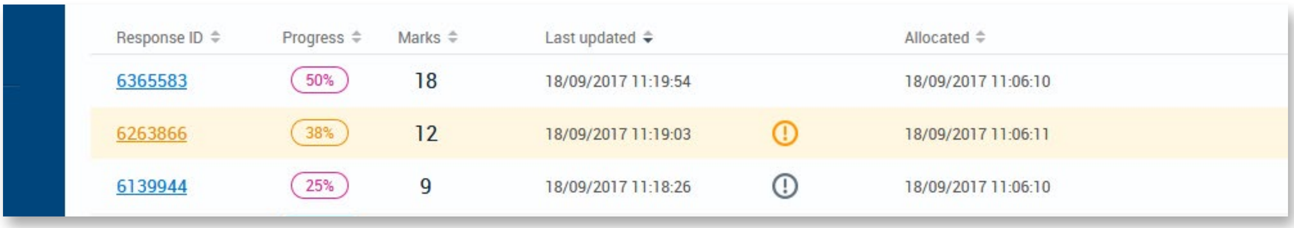
You may be unable to submit responses for which you have raised certain types of exception until the exceptions are resolved. If this is the case when you view the response in your Live worklist it will show an orange exception icon. When you hover over the icon, a tooltip will display the exception(s) that are preventing submission and their state. The tooltip may also show who currently owns each exception if it has been configured to do so for your Awarding Organisation (this information may be useful should you wish to chase for a resolution).

If the only exception(s) raised against a response do not prevent submission (or if the exceptions that did prevent submission have been resolved and closed), then the exception icon will be grey (and in this case the exception icon is only visible in List view).

Tile view



List view



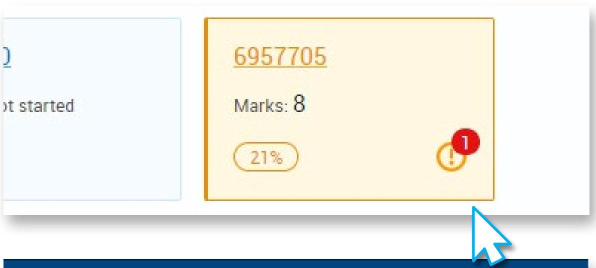
Hints and tips

- In certain instances a response corresponding to an exception you raised may disappear from your worklist instead of the exception being resolved. This may occur for example if resolution requires an image fix in which the entire response is removed, including the exception, and then re-created and available for any Examiner to download for marking.

To close an exception

Once resolved, the exception icon is displayed with a number in a red circle.

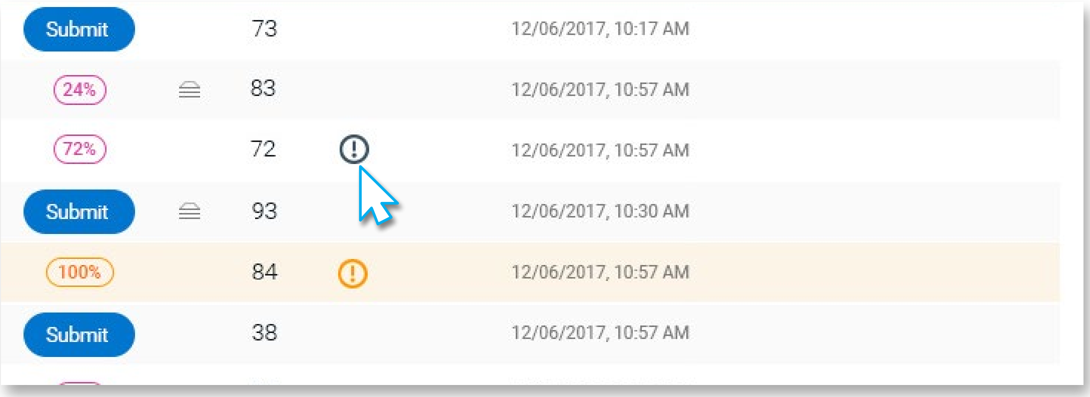
1. Click the exception icon to open the resolution.



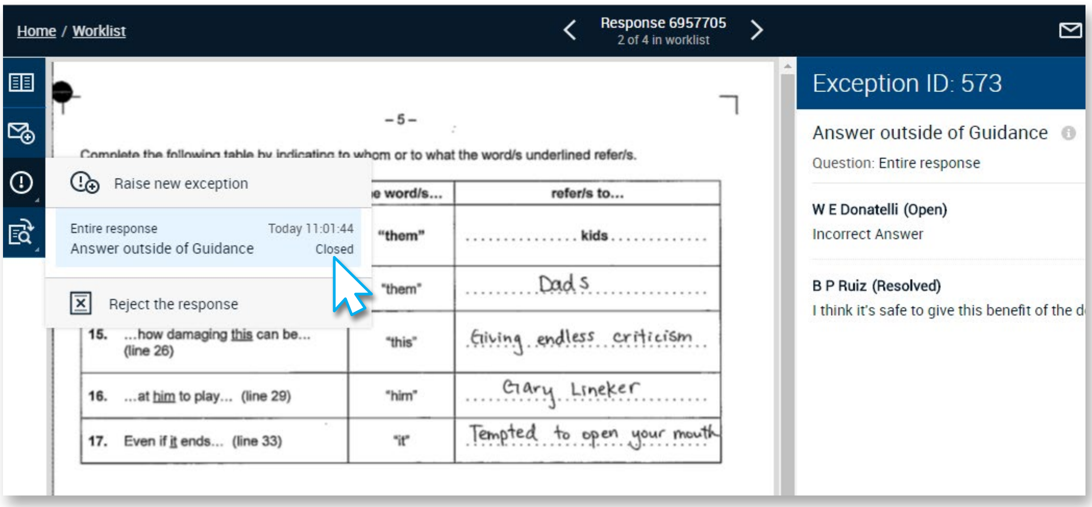
2. Read the resolution, and then click **Close**.

To see a closed exception

1. In worklist list view, click the exception icon.



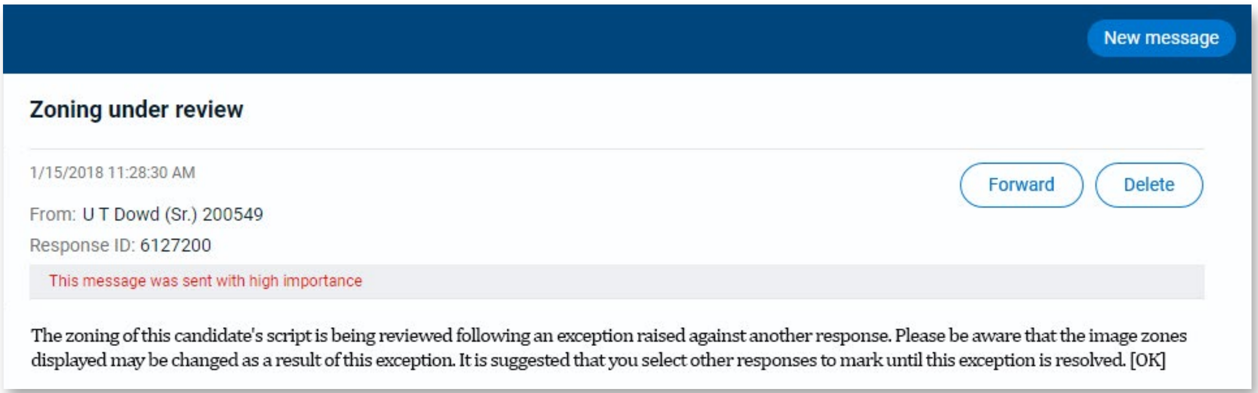
2. In an open response, click the Problems with this response icon.



Exceptions in an e-bookmarked response

Examinations that are treated as e-bookmarked responses in RM Assessor³ are often split into multiple Question Groups. In this case, if an Examiner in another Question Group raises a zoning related exception against a candidate response that you also have to mark in your Question Group (e.g. they may have raised a "Zoning Error – Content for other question showing" exception to indicate that one of the zones they are presented with actually relates to another question within the response that is not part of their Question Group), then you will be advised as follows:

- If you have the response in your Open or Submitted-Editable worklist you will receive a warning message when you open the response. You will also be unable to submit the response until the exception raised in the other Question Group has been resolved.



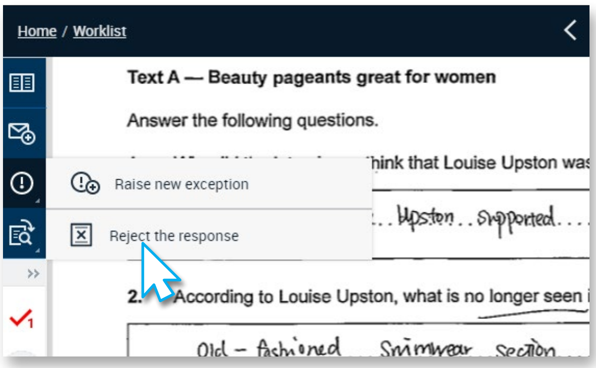
- If the exception relates to a response that you have already marked and submitted, you will receive an automatic system message to let you know that the zoning of the response is being reviewed, and that you will receive a further automatic system notification once the exception has been resolved, at which point you should check your reviewed submitted responses and check the marks you awarded are still appropriate (as the zones displayed for the questions may have altered). In doing so, if you think the marks should be altered you should contact your Awarding Organisation to advise them of this.

Note that:

- There can be cases where a response is re-zoned as a result of dealing with the exception and in doing so your response may be removed (temporarily or permanently) from your worklist. If this occurs you will be informed via a message.
- In the case the Question Group is configured for marking by annotation, there may be cases where dealing with the zoning exception removes annotations from the response, and as such a pending response moves back into your open worklist. You will also receive a message to inform you if this occurs.
- A response in the worklist will have an orange exception icon against if any of the other responses making up the candidate script has had a zoning exception raised against it that is not yet resolved.

Rejecting a response

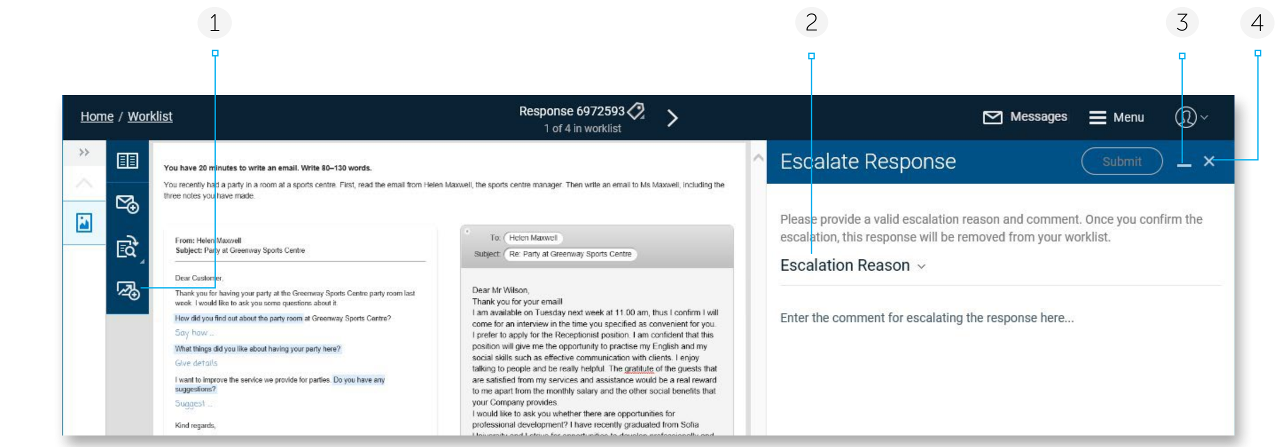
If enabled for your Question Group, the exceptions icon will also reveal the option to Reject the response. Rejecting the response will remove it from your worklist and return it to the marking pool for someone else to download and mark. Once you select the Reject option and click OK to a confirmation prompt, the response will disappear and you will be taken to the next response in your worklist (or if it was the last response in your worklist you will be returned to the worklist screen).



Response escalations

When marking a live or re-mark response, your Awarding Organisation may have configured RM Assessor so that you have the ability to choose to escalate a response to a more senior marking team member. Typically response escalation would be configured instead of providing the ability to raise an exception against a response. Similar to exceptions, a response would be escalated for reasons such as if the candidate's answer was difficult to mark following the marking instructions, or if the response gave you cause for concern over the candidate's welfare.

To escalate a response

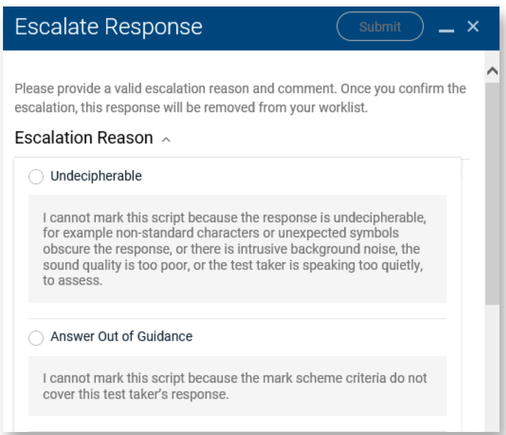


1 Click the Escalate Response icon and an escalate panel opens to the right of the response screen. This allows you to continue to view the candidate response if needed, whilst entering the escalation details.

Note that it is possible to:

- Escalate a response in your Submitted – editable worklist view, as well as one in your Open for marking view.
- Escalate a response that has previously been escalated and you were then allocated.

2 Select an Escalation Reason from the dropdown. As soon as you select a value, the reason list will close, allowing you to then enter a comment regarding your escalation. You can enter a comment up to a maximum of 600 characters.



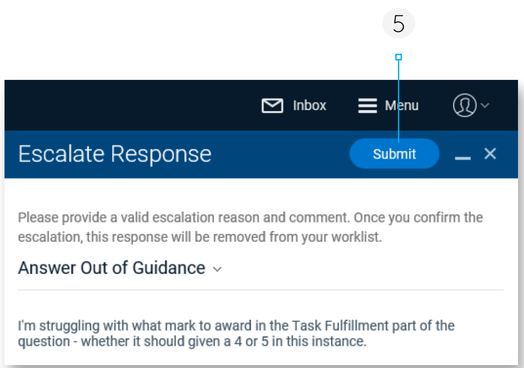
3 If you wish to minimize the escalate panel in order to view the marking panel, click

4 If you wish to discard the escalation, click

5 Click Submit (this will not be enabled until a reason and comment are present) and click OK to the confirmation prompt. You will be returned to your worklist and the response just escalated will no longer be visible.

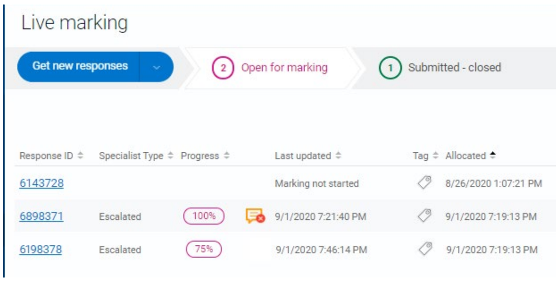
Notes:

- Any marking you undertook on the response will be discarded as part of the escalation.
- If the response you chose to escalate was in fact a Seed, RM Assessor will set all unmarked questions to "No response" and submit the response. It will show in your Closed – Submitted worklist view as out of tolerance.

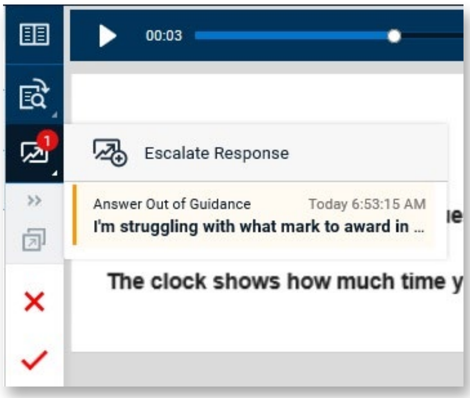


Marking an escalated response

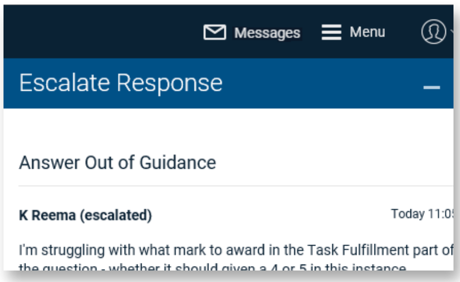
If you are setup as an Examiner who can mark escalated responses, any available escalated responses will be allocated to you as a priority over other responses. You can identify any that have been escalated via the Specialist Type column in your live or re-mark worklist, when your worklist is set to show in List View.



An icon will display if you have 100% marked an escalated response but have not viewed all the previous escalation details (and therefore the response can't yet be submitted).



When you open an escalated response, the Response Escalation icon will show a red notification button showing the number of prior escalations, and clicking the icon will open a menu giving you the option to further escalate the response yourself, and listing previous escalation details.



Click on a previous escalation (it is possible that there is more than one), to open the escalation panel and view the full comment as well as the Examiner who performed the escalation. The orange bar highlight against the escalation in the Escalate Response menu will then disappear, and if this was the only escalation against the response then the red highlight on the Escalate Button will also be removed.

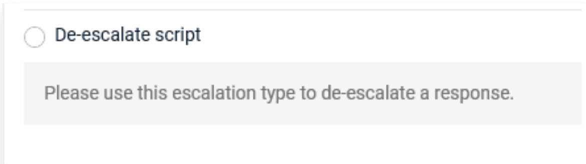
Notes:

- If you don't need to escalate the response yourself for any reason, and 100% mark it, you MUST view the previous escalation details before the response can be submitted. An icon will be displayed at the bottom of the mark scheme panel if the response is 100% marked and you have not yet viewed all previous escalations details.
- If you do need to escalate the response yourself, the previous escalation reason will be selected by default, but you can change this if required.

To de-escalate a response

Some examiners may have the ability to de-escalate a response. If you have this option it can be used if there is a reason you don't want to mark the response yourself and feel the issue raised is acceptable and that the response can be marked by another examiner with advice provided by you. The de-escalated response will be returned to the general pool of available responses to be downloaded by any examiner.

1. Click the Escalate Response button and choose to Escalate the Response.
2. Click the dropdown next to the default Escalation Reason and scroll to the bottom of the reason list, and choose the De-escalate script reason
3. Enter comments to help an examiner mark the response



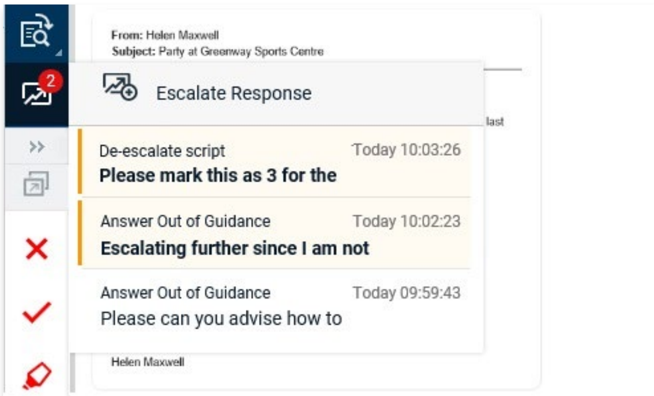
4. Click Submit.

Marking a de-escalated response

If you receive a de-escalated response to mark, this is not visible from your Worklist view but can be identified by a red icon against the Escalate Response button when within the response. This icon shows the number of unread escalations against the response, one of which will be the De-escalate script details. Clicking the icon will open a menu giving you the option to further escalate the response yourself, and listing previous escalation details (those that are unread show with an orange highlight and bar).

You must view all the escalations before you can submit your marked response. Click on a previous escalation to open the escalation panel and view the full comment.

If you don't feel you can mark the response, even taking account of the De-escalate comment, you can choose to escalate the response and the previous escalation reason will be selected by default, but you can change this if required.



Using response messages

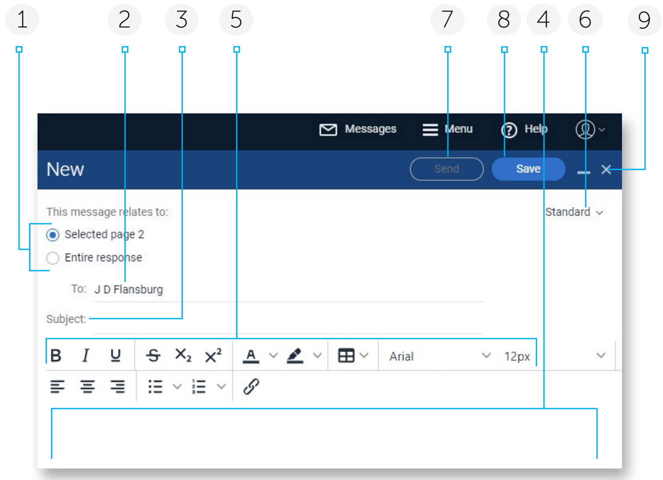
You can send or view messages associated with the response that you are currently marking. Any message you send is typically automatically addressed to your Team Leader. If you are a Principal Examiner then no message link will show in a response as standard, since you have no Team Leader to send it to.

To send a new message associated with the current response

Click the message icon and a message panel opens to the right of the image.This allows you to view any part of the response while you compose a message.

1 Depending on the type of response, your message can be associated with either:

- the selected page (as shown here) for unstructured responses,
- the selected question for structured responses,
- or the entire response.



By default the message will be associated with the selected page or question, apart from when creating a message against a digital response, where these options are not available and the message just relates to the response as a whole. In all instances, the response ID is automatically added to the message and will appear as a link to the recipient (see section View a response associated with a message for more information).

2 Your Team Leader's name is added automatically (unless your Awarding Organisation has configured the system to allow you to select a recipient).

3 In the **Subject** box, give your message a title.

4 Write your message.

5 A number of text formatting tools are available, and you can add a link to an external source if required. You can also add tables if required.

6 If required, select a higher priority for your message.

7 Click **Send.** The send option will become available only if the message contains a recipient, a subject and some message text.

8 Click here to **save** your message. as a draft (to return to edit and send at a later time). The Save button will only be enabled if there are unsaved changes (noting that RM Assessor will automatically save message content every 10 minutes).

9 Click here to close the message panel. If there is message content that has not been previously saved then a confirmation prompt will display for you to confirm if you wish to leave the message and lose your changes.

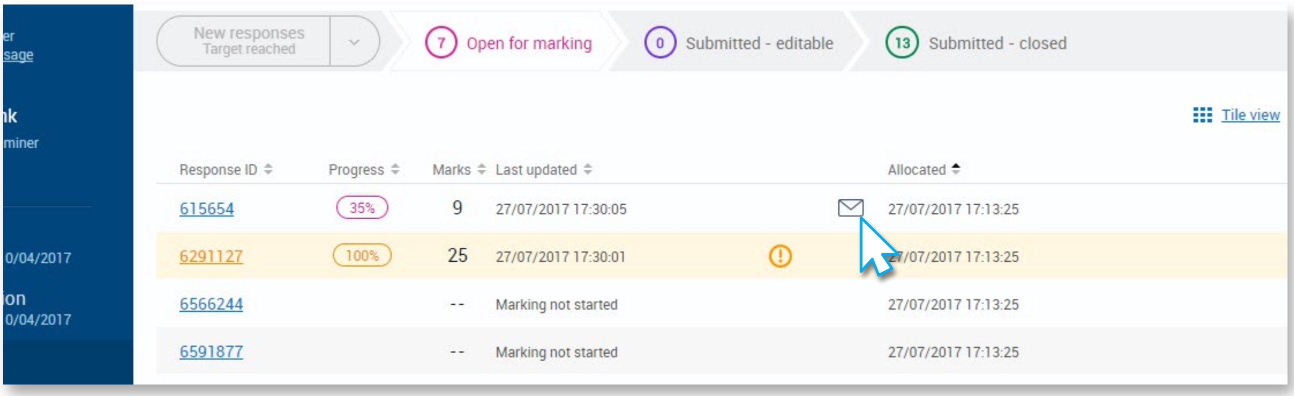
If you wish to minimise the message and continue marking, click
Click to maximise the message

Hints and tips

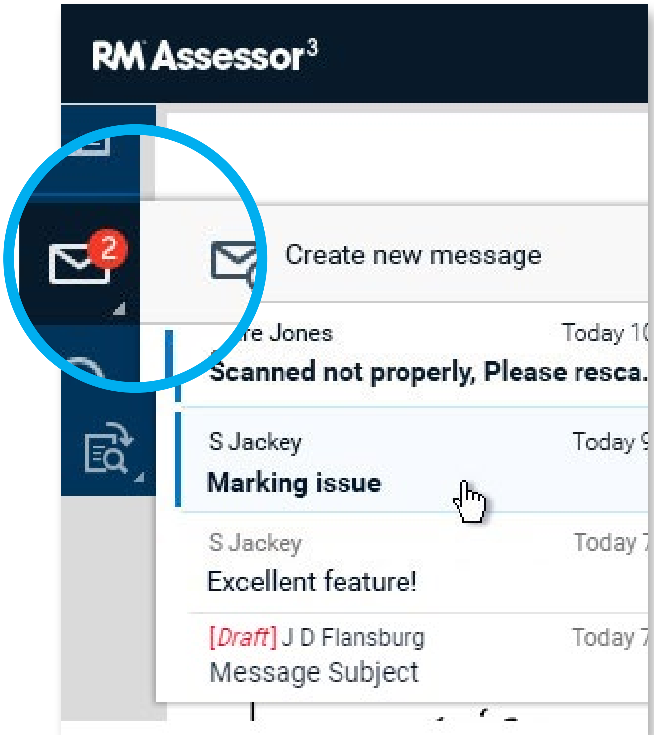
The Send button will not be enabled until the message contains a recipient, a subject and some message text.

To see if any responses have associated messages

In your worklist, select list view and look for any message icons. If required, click the message icon to open the response and associated message.

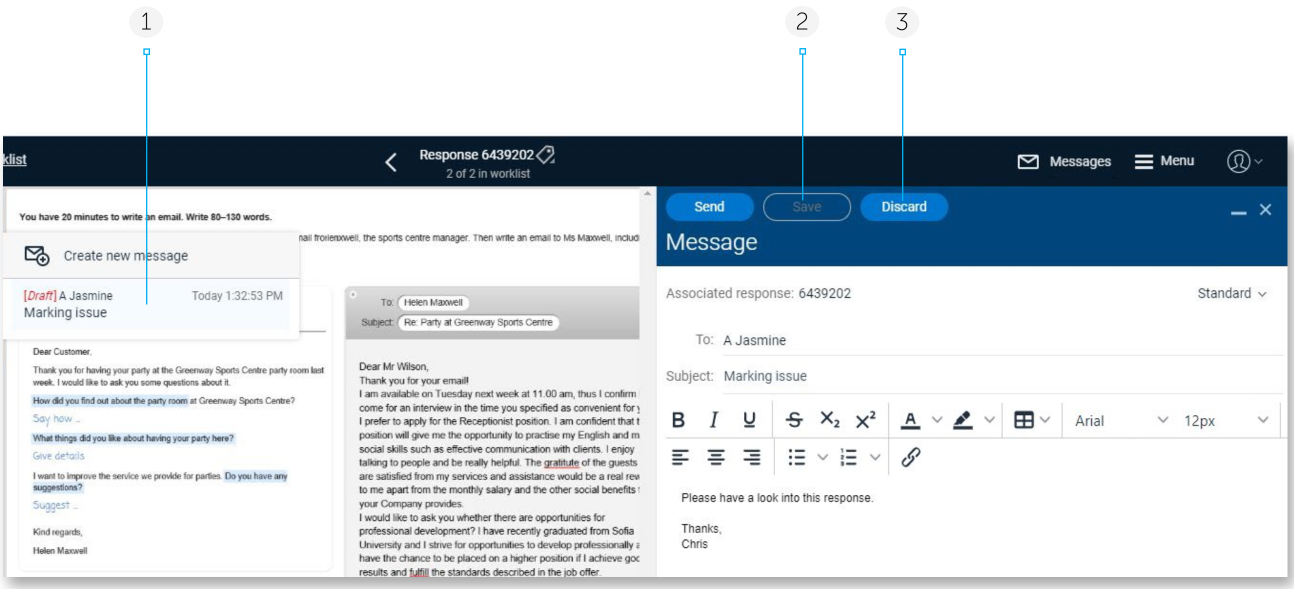


When the message icon has a number in red against it as shown here, you have received at least one new message associated with the open response that you have not yet read. If you click the icon you can then create a new message, view and edit any draft messages, and view received and sent messages.



Working with draft messages

Click the message icon and any draft messages that are associated with the response will be listed along with the sent and received messages.



1 Click on a draft message and the message panel opens to the right of the screen. Here you can edit the draft while viewing any part of the response in the same way as when composing a new message.

2 Click **Save** to save the message after further edit (to still retain it as a draft). This option is only enabled once you have made further edits to the message, and if RM Assessor hasn't yet automatically saved these (automatic saves occur every 10 minutes).

3 Click **Discard** to delete the draft message altogether. The message will be removed from the Drafts tab.

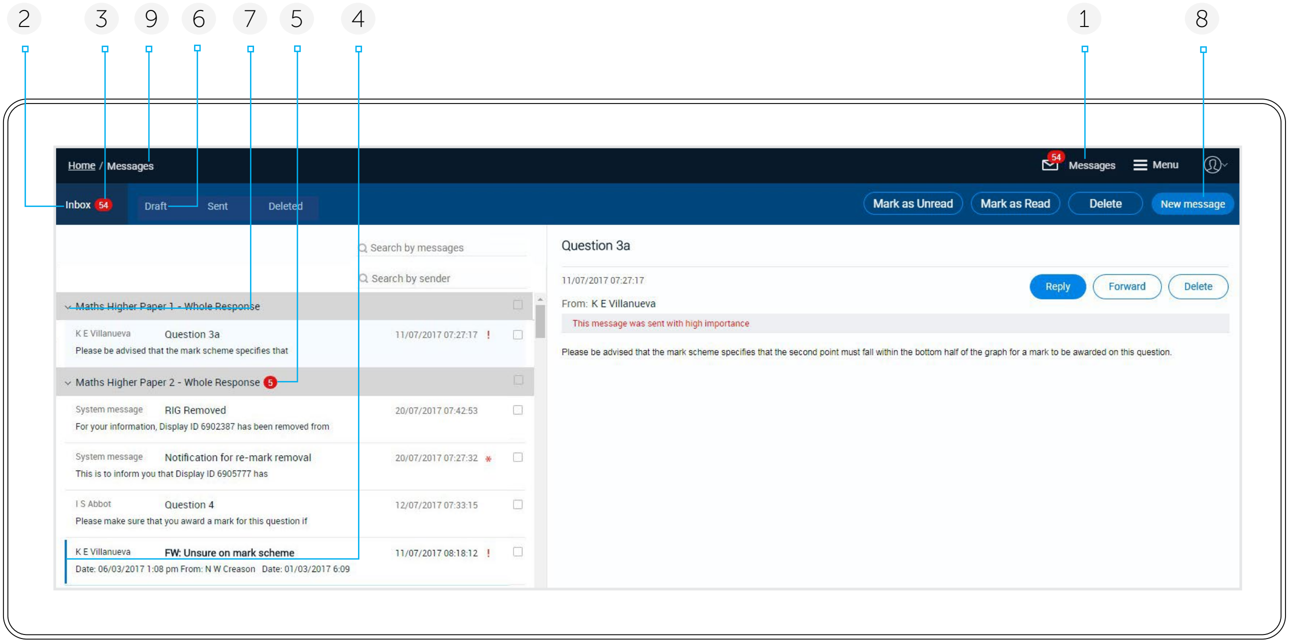
Note that:

- You can also access draft messages associated with a response from the main Message area as described in the Viewing and Managing Messages section.
- If you take an action that would navigate away from an unsaved message, a warning message will prompt if you want to save the message first.

Viewing and managing Messages

RM Assessor³ provides you with a message area that works like any other email program in which you can read, write, save and send messages. Typically you can send messages to your direct Team Leader, and to any direct or indirect examiners reporting to you. However, it is possible for your Awarding Organisation to configure the system differently to this, so the recipients available within a new message may show differently to this.

To see your messages, click the message icon.



1 Click to view the messages screen. The total number of unread messages is shown in the red circle.

2 Click to view your received messages.

3 The total number of unread messages.

4 Unread messages are shown with vertical bars.

5 The number of unread messages associated with the Question Group.

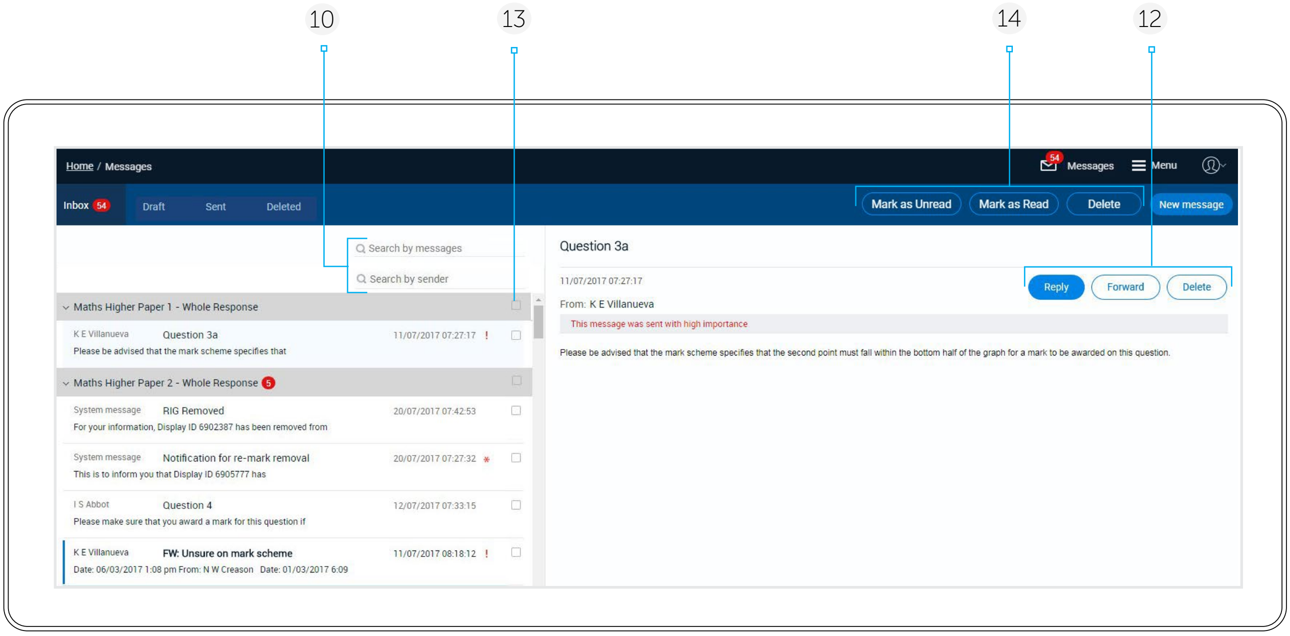
6 Click to view all your saved draft messages. You can open a message from the Draft tab to send it, continue working on it and save it again as a draft, or to discard it completely.

7 Messages relating to a particular Question Group are grouped together. Click the down-arrow to hide the messages in that group. The system will remember this setting during your current login session.

8 Click to compose and send a **New message.** The sent messages are seen in the Sent tab.

9 If the message screen was accessed whilst in a response, you can click the response id link here to return to the response.

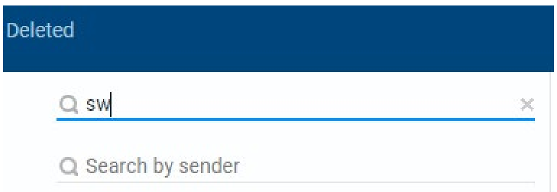
Note that if the response that you navigated from has been removed whilst in the messaging screen (for example response removed from marker's worklist as it was taken by the marker's supervisor to resolve an exception previously raised), clicking the link will show a 'Response not found' error message and you will remain within the messaging area with the link no longer available.



10 You can search for messages by their title and content or by the name of the sender.

- Search by messages: Input text to search for and click Enter. Any messages that contain the entered text in their title and/or content will be displayed
- Search by sender: Input text to search for and the system will start applying the search straight away. If searched by sender, any messages from a sender whose name contains the entered text will be displayed.

11 To then remove the search applied, click the ✕



12 You can use these controls in any received message to reply to, forward or delete the message. Deleted received messages remain in your deleted tab.

13 To delete multiple messages in bulk, either check the box against a Question Group to automatically select all messages received related to that Question Group, or check the box against each message that requires deletion, and then click the Delete button in the blue header bar.

14 You can set one or more messages as unread or read at one time, or delete one or more, by selecting the checkbox to the right of each message required, and then clicking the relevant button in this area.

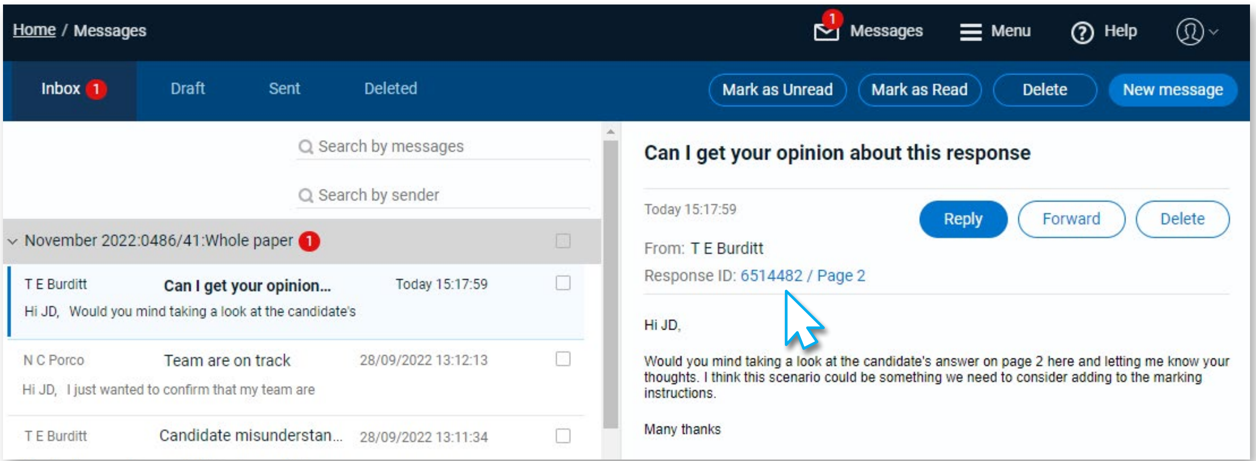
Note: If a Question Group is hidden from your Home page (refer to section on Choosing what to Mark & Navigation) any related messages you have received in the past will be hidden, and you will not be able to send new messages related to that Question Group.

View a response associated with a message

If a message is related to a response that is in one of your worklists you can click the Response ID to open and view the response.

The message may be linked to a specific question or page within the response, this will display after the Response ID. On clicking the Response ID the associated response will open and:

- If the message is associated with a specific page then the corresponding page will be automatically displayed.
- If the message is associated with a specific question then the relevant section of the response will be displayed and the question will be automatically selected in the marks panel.



Note: If you are unable to navigate to the response, the Response ID will no longer show as a link (for example this can occur if your Awarding Organisation chooses to close the Question Group to non-re-markers).

Receiving a mandatory message

You may at times be sent a mandatory message. When this occurs, when you next login, navigate to a Question Group worklist, navigate to your Inbox, or close a response you are currently marking, you will receive an on screen pop-up message to alert you that a mandatory message has been received. On clicking OK to the message, RM Assessor will take you to your Inbox with the first unread mandatory message selected for viewing. Mandatory messages have a red asterisk against them in your Inbox.

Receiving system generated messages

Your Awarding Organisation may have configured the system to send you a message in certain scenarios. In some cases it may also be set that you will receive both an email and an RM Assessor message.

Examples of system generated messages that may be in use are:

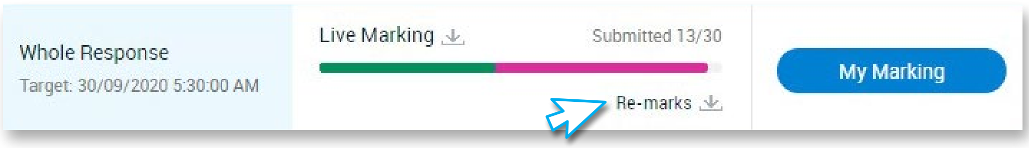
- A message to inform you when your live marking target has been updated.
- A message to inform you that the grace period applied to a Question Group has been changed.
- A message to inform you when you are half-way through the marking period.

Re-marking

You may be asked to re-mark some responses, for example following an enquiry upon result. These responses are made available to you in a special Re-mark worklist. Your Awarding Organisation will inform you if you are expected to perform any re-marking.

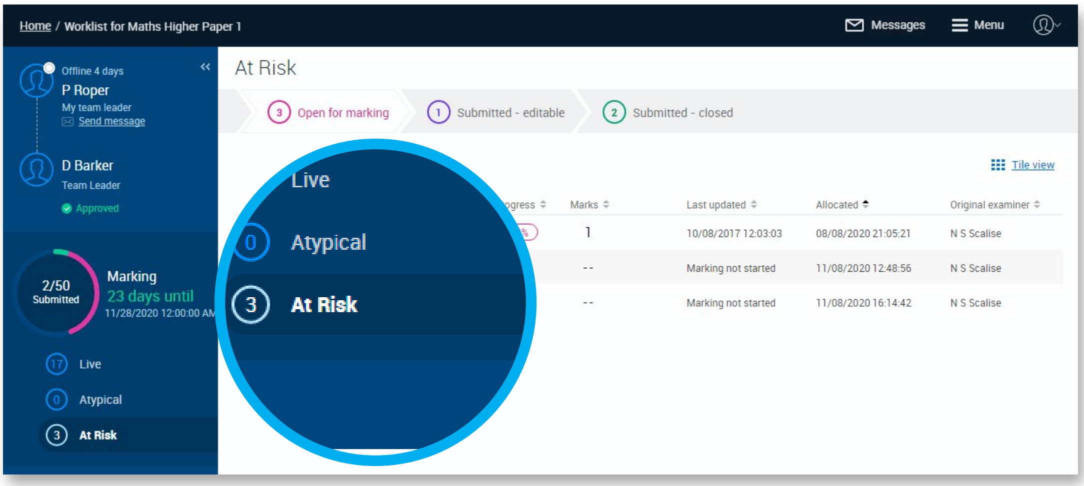
If you have re-marks available to download, or already have re-marks in your open worklist, this will be indicated on your Home Page.

Note: On opening a Question Group, your Awarding Organisation may have configured the system to only display certain re-mark worklists after the point that live marking has completed.



For some re-mark types the re-marks will have been allocated to you and will automatically appear in the associated re-mark worklist. For other re-mark types, you will have a marking allocation and will need to choose to download responses in a similar manner to live marking. If a custom allocation quantity value is configured in your User settings, this will appear as a download option, allowing you to download a defined quantity of responses at once.

Note that when downloading re-mark responses, if you are a specialist examiner, then if there are any unallocated re-mark responses with an associated specialism that you have, these will be the first to be downloaded onto your worklist before any non-specialist responses. You can identify any specialist responses you have been allocated via a Specialist Type column in your worklist when in List View.



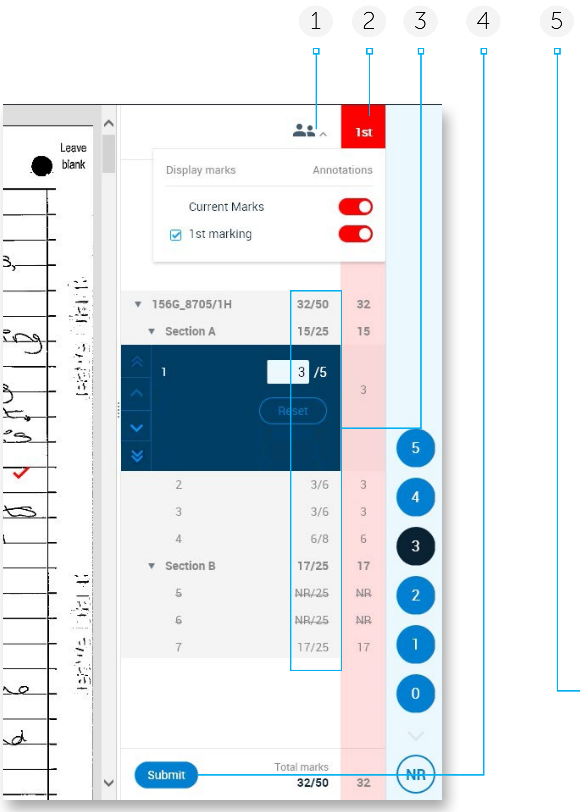
Hints and tips

- When you open a re-mark response for marking, depending on your Awarding Organisation's configuration the original marks may be visible in the 1st (original marks) column, and it may be possible to also view additional sets of marking.
- Depending on the re-mark configuration in place, the previous marks and annotations may be shown for you to review and edit as necessary (in some configurations only the marks display for editing and you will need to place your own annotations). Alternatively you may need to enter both new marks and annotations for each question.
- For structured responses with additional pages, and ebookmarked responses with linked pages, if the previous marks and annotations are copied over for you to review and edit then when you open the re-mark response you will be taken to Full Response View where you can review the page linking undertaken by the previous Examiner, and edit or add to it as required.

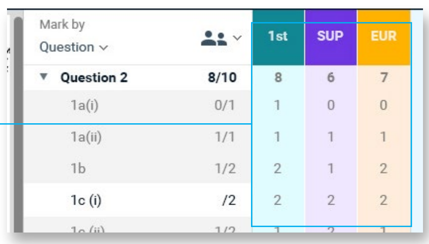
To re-mark a response

① Open the response to be re-marked.

If the system is configured to copy the original marks as the re-marks (for you to then review and edit if necessary), and if the response you are opening is a structured response with additional pages, when you open the response you will first be taken to full response view and prompted to either manage the additional pages in the same manner as original marking, or to review how the original Examiner managed those additional pages (linking them to questions or marking them as seen), and make any adjustments if required. To continue with the re-mark you then click the Marking button.

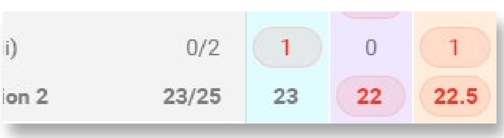


1. Using this drop-down box, if you are permitted to see previous marks you can choose to see or hide annotations for a mark set and hide the previous marks.
2. This column shows a previous mark set.
3. In some cases the original marks maybe copied to the marks panel automatically.
4. If a set of marks was copied automatically you can submit the response without making any changes.
5. If enabled you may see multiple sets of marks.



② Mark the response (or review and edit the response as necessary if marks and annotations have been copied).

Note: When you change a copied mark, if previous marks display in a separate column then the original mark provided by the previous Examiner will be highlighted, if there is variation.



③ When you have finished re-marking, click Submit.

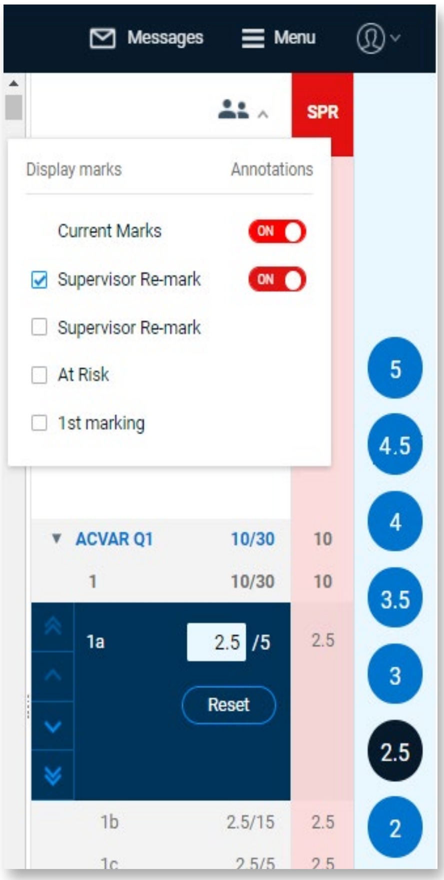
Note: For some Awarding Organisations you may see a text label at the top of the mark scheme panel, relating to the type of marker exception (if any) that had been raised against the response during previous marking.

Marking a whole response re-mark

For components split into multiple Question Groups, if you mark across all the Question Groups it is possible you may be allocated a Whole Response re-mark. When marking a whole response re-mark:

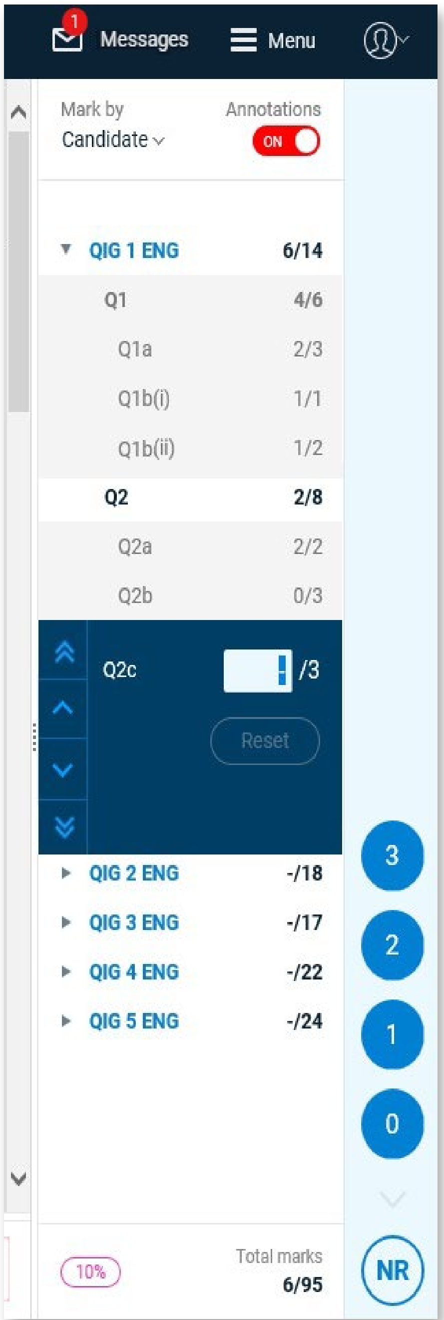
- The same response will display in your re-mark worklist in each of the Question Groups.
- The mark structure for all Question Groups will display in the marks panel of the response.
- Where more than one set of previous marks is available to you, apart from the live marking (1st), and the markers varied per Question Group, you will see one previous marks column per marker if you choose to view their marks.
- The people icon dropdown lists all marking that has occurred for the candidate response in the Question Group associated with the currently selected question item (with the currently displayed marks being indicated). When you move to another Question Item in the response, in a different Question Group, and use the dropdown then a different set of marking may display. As normal you can choose to show or hide the marks of previous markers from within this dropdown.
- Your Awarding organisation may configure Assessor to show current marks as blank for you to re-mark the response from scratch, or the previous marks may have defaulted as the current marks for you to review and edit.

  Where you have chosen to view multiple set of previous marks via the people dropdown, you will see multiple previous marks columns. These columns will only be populated for question items where that type of marking has been undertaken and where you have chosen to view that marking via the people dropdown for the Question Group. For example consider if for a candidate response Question Group A and Question Group C both had At Risk marking available to view as well as 1st Marking. With a question in Question Group A selected, you select the At Risk marking option from the people dropdown list. Now on scrolling through the questions in Question Group A the At Risk marking previous marking column shows. On reaching the first question in Question Group B the At Risk marking column will disappear. On reaching the first question in Question Group C the column will also not be present, until you click on the People icon and select to view the At Risk marking associated with this Question Group.



- Only the mark structure of the Question Group relating to the currently selected question item will be open, the other Question Groups will be collapsed. After marking the last question in one Question Group you will automatically move to the first question in the next Question Group.
- Since annotations are configured per Question Group, it is possible that the annotations available to you may change when moving to a question in another Question Group.
- The marking progress percentage and total mark shown at the bottom of the marks panel will take into account the marking of the candidate's responses to all of the Question Groups.

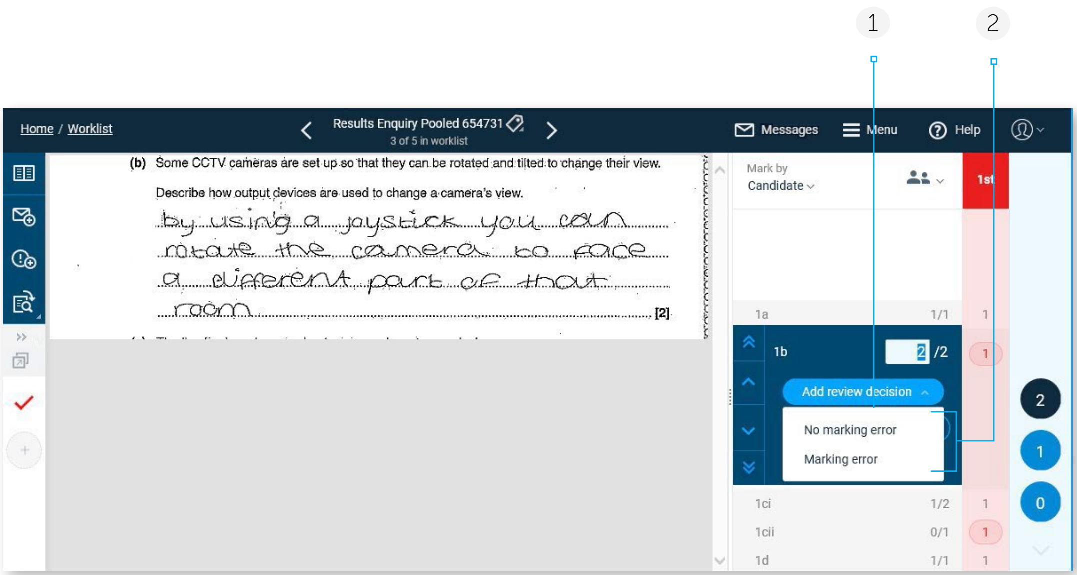
- In an unstructured response, in Full Response View, you are able to link a page of the candidate's response to any question item within any Question Group.
- If you choose to Mark by Question, then if you navigate to a previous or next re-mark response then if the question item doesn't exist in that response (because it is not a Whole Response re-mark), then you will be taken to the first unmarked question, or if all are marked then to the first question.
- The "Go to first" and "Go to last" question item navigation options will navigate you to the first / last question item in the Question Group the currently selected Question Item is within.
- When applying a tag to a whole response re-mark, it will be visible against the response in the re-mark worklist of every Question Group in the examination.
- When raising an exception in a whole response, it can either be related to the currently selected question item, or to the Question Group the selected question item belongs to. All exceptions you raise against any Question Group in the response will be visible within it, and the exception indicator will show in the worklist view of all Question Groups (not just the worklist of the Question Group the exception relates to).



Capturing a review decision for a re-mark

If configured by your Awarding Organisation, and if you have been granted the role of Reviewer, then when you re-mark certain types of response you will be required to record whether or not marking errors exist by entering a review decision of either ‘No marking error’ or ‘Marking error’ against each one of the original marks. If you enter a review decision of ‘Marking error’ then you will be prompted to enter a justification for your assessment by selecting from a list of error types and providing a supporting comment.

Note: If configured by your Awarding Organisation, your review decisions may be checked by a Monitor. If the Monitor has any concerns about the review decisions entered then they will return the response to you for correction. See Correcting Monitored Marking Reviews for more information.



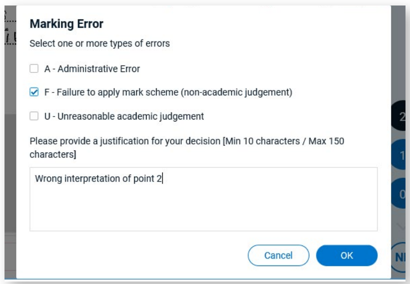
1 Open a re-mark response from the Open for marking worklist and click the **Add review decision** dropdown to enter a review decision of either ‘No marking error’ or ‘Marking error’.

Note: The Add review decision dropdown will only display for re-mark types which have been explicitly configured to require the capture of a review decision.

2 Choose from the following two review decisions:

Marking error - the marking of the assessment included a Marking Error.

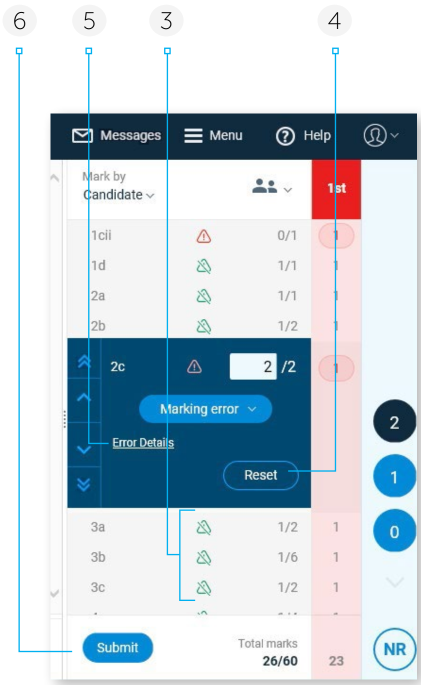
No marking error - the marking of the assessment did not include any Marking Error.



If you select a review decision of ‘Marking error’ then a Marking Error pop-up will automatically display, and you will be prompted to select one or more error types to describe the reason for the inaccuracy (the error types listed may differ from those illustrated above, as these can be configured per Awarding Organisation). Once you have selected at least one error type you must also enter a supporting comment to justify the decision.

Note: If a decision of ‘Marking Error’ is selected but your re-mark is the same as the original mark, a warning message will shown.

If a decision of “No Marking Error” is selected but your re-mark is different to the original mark, a warning message will appear and you must either amend the review decision or the item mark, before you can do anything else within the response.



3 Indicators will display against all question items which have had a review decision entered against them:

- A green warning triangle, with a strike through it, will display against any questions which have been assigned a review decision of 'No marking error'.
- A red warning triangle will display against any questions which have been assigned a review decision of 'Marking error'.

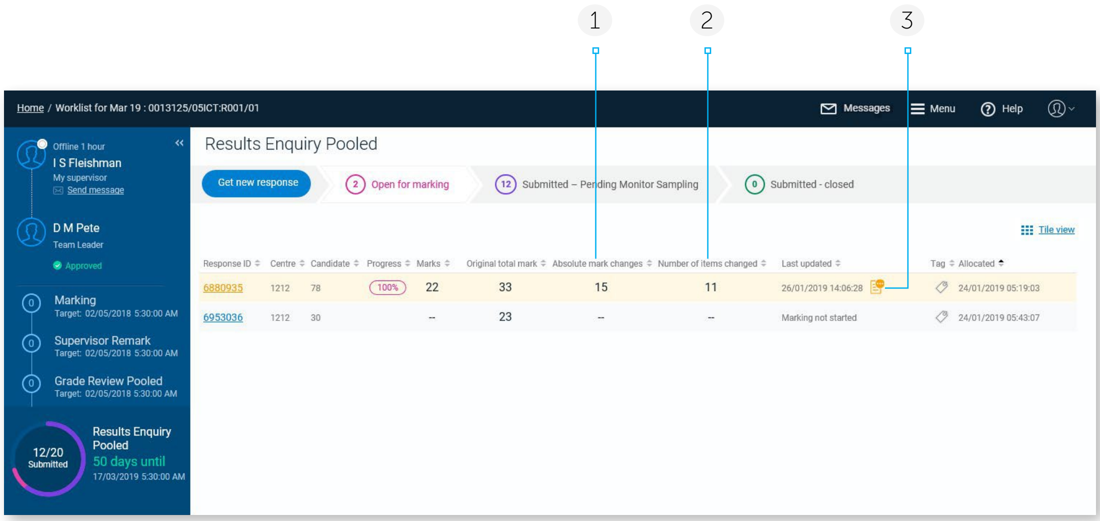
Note: Hovering over the red warning triangle with the mouse will open a tooltip showing which error type(s) have been entered.

4 Select **Reset** if you want to clear the marks, annotations, and review decision, along with any associated error type(s) and comments.

5 Click **Error Details** to view or amend the marking error type(s) selected and justification comments.

6 The Submit button will not be made available until a review decision has been entered against all questions.

Viewing responses requiring Review Decisions in the re-mark worklist



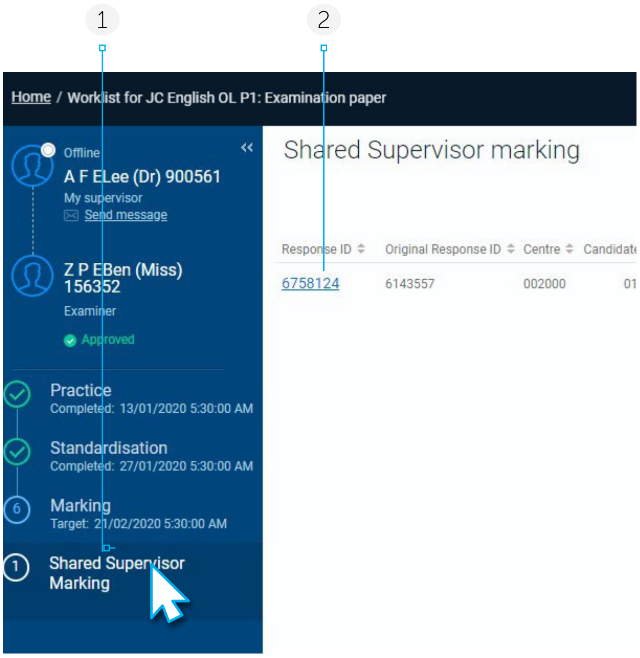
1 The **Absolute mark changes** column displays the sum of the overall difference between the original question item marks, and the re-mark marks, calculated at the question item level.

2 The **Number of items changed** column displays the number of question items which have been assigned a re-mark which is different from the original mark.

3 This indicator will display, and the response row will be highlighted, if a review decision is pending for some or all of the question items. It will not be possible to submit the response until a review decision has been set against all question items.

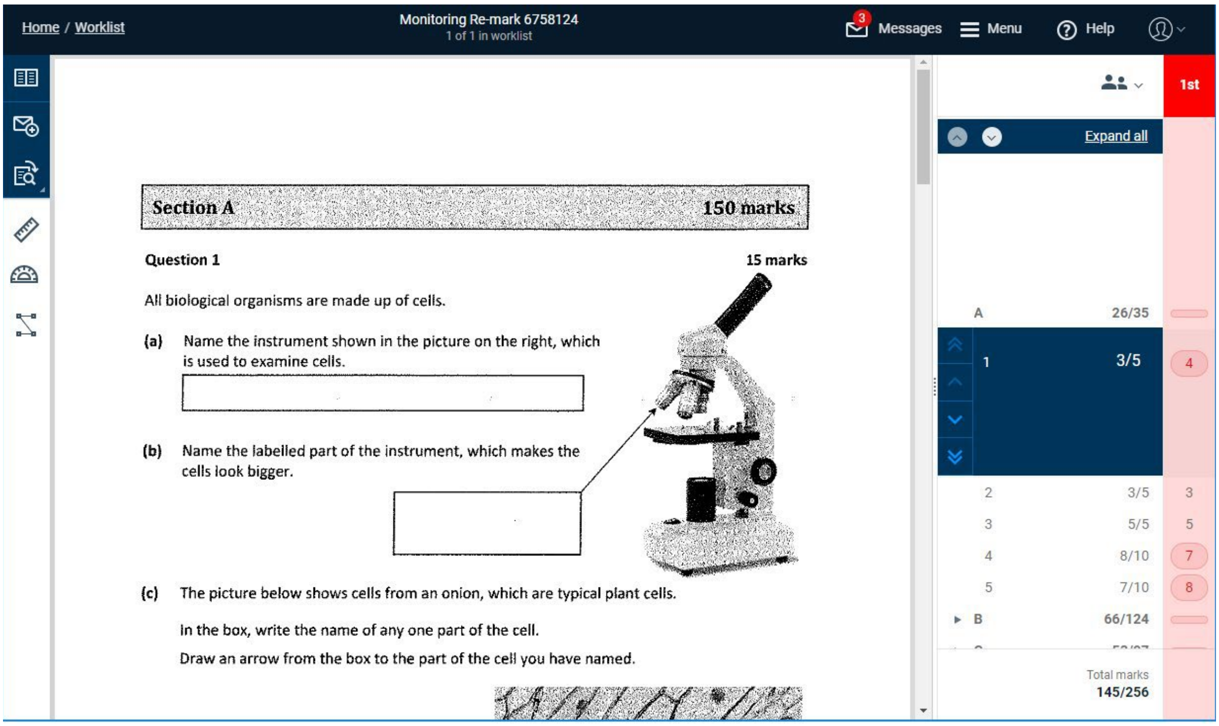
Viewing a supervisor's re-marking of your responses

RM Assessor may be configured such that you have a view of re-marking carried out by a supervisor (either your direct supervisor or an indirect supervisor) on responses that you originally marked. You can review their marks in comparison to your own as a means to learn where you are applying the mark scheme incorrectly. When this configuration is in place, you will see a **Shared Supervisor Marking** worklist in the left hand menu. The count against the worklist shows how many submitted Supervisor re-marks are available for you to view. The grace period for these Supervisor Re-marks depends on your awarding organisation.



1. Click the Shared supervisor Marking worklist and you will see a list of re-marks submitted by Supervisors for responses you marked. In List view you will be able to see your total marks in comparison to the Supervisor marks, and also which Supervisor undertook the re-marking. If the Question Group contains specialist responses, You can also identify any responses flagged with a specialism via a Specialist Type column.

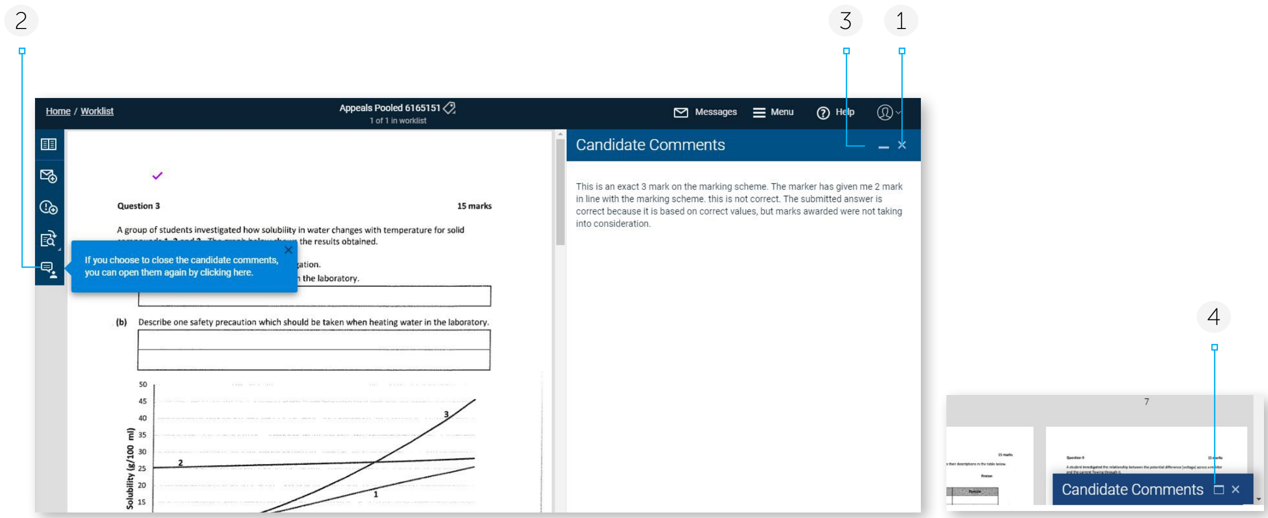
2. Click the Response ID to open and view a response. It will open in read only mode. Your marks show in the "1st" column, and where these differ to the re-mark mark they are in red text with a red circle around them.



Note: In this screenshot the re-mark is labelled as a "Monitoring Re-mark", for some Awarding Organisiations it may instead display as a "Supervisor Re-mark".

Re-mark or candidate comments in re-mark

When an Awarding Organisation requests a re-mark, it is possible for them to provide comments, which are then visible to you whilst re-marking. Depending on your Awarding Organisation's terminology these may be described as Re-mark Comments, or Candidate Comments. These may be used, for example, with Appeals re-mark types, where after results are published, the candidate may have to provide details of why they are appealing their awarded marks.



On opening a re-mark response for the first time in a login session that has Re-mark/Candidate Comments, these will be automatically displayed on the right side of the screen as illustrated above. If you navigate to full response view, they will remain visible.

1. Close the comments by clicking here. Once they are closed, if you exit the response and then open it again during your current login session then the comments will not be immediately visible. The blue pop up message shown on the left hand side informs you how you can open the comments again if needed (this message will only display for the first re-mark you open in a login session that has comments associated with it)

   Choosing to create a new message, or raise an exception, will automatically close the comments.

2. Click this Re-mark comments icon to open the Re-mark comments again if closed. Note that if you have a message or exception currently open being composed, then you will be prompted if you wish to discard the comment/ exception. Comments cannot be viewed whilst an exception or message is open.

3. Click here to minimize the Re-mark comments panel. The panel stays minimized when choosing to navigate to view the full response.

4. Click here to restore the Re-mark comments panel back to its maximized state. Note that if you exit the response with the comments in a maximized state, on next opening the same response they will also appear this way.

Notes:

- Once a re-mark has been raised that contains comments, if there was a subsequent re-mark raised of that completed re-mark, the comments would also still be visible. However if the subsequent re-mark also had comments associated with it, only those latest comments would display.
- On opening a submitted-closed re-mark response, re-mark/candidate comments work in the same way as for an open for marking response.

Atypical marking

There are two main types of atypical response:

Scannable

These are responses that can be scanned, but they are different from regular responses (e.g. a transcript, a word processed document, or an oversized script). In particular if they are in a structured response Question Group the location of a candidate's response may not be as expected and therefore cannot be marked as normal.

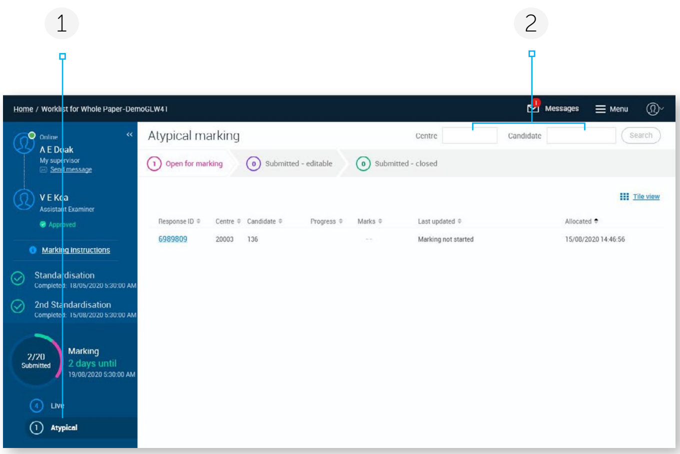
Unscannable

Some scripts cannot be scanned (e.g. a braille script or a response where the candidate used a very light pencil which a scanner cannot pick up). In such cases a placeholder image is displayed for marking and the physical script will be provided to you to view and then key the marks into RM Assessor³.

Note: Candidate responses with digital files may be made atypical if they have had certain exceptions raised against them and need to be marked by a senior Examiner. These can be searched for and downloaded in the normal atypical manner.

Atypical responses are always downloaded as whole papers in unstructured mode, irrespective of whether the paper is normally structured or if it is split into multiple Question Groups.

Atypical responses are not automatically downloaded into your worklist (with the exception of a re-mark of an atypical response). Instead your Awarding Organisation will generally advise you of the centre and candidate numbers of any atypical responses you are required to mark. You can then use this information to find and download the responses manually. Note that your Awarding Organisation may also allow you to download Atypical Scannable responses from an atypical marking pool, in addition to providing the option to manually download specific responses.



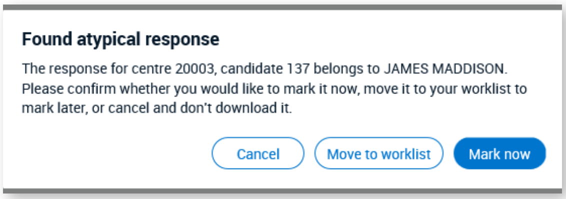
Downloading Atypical responses

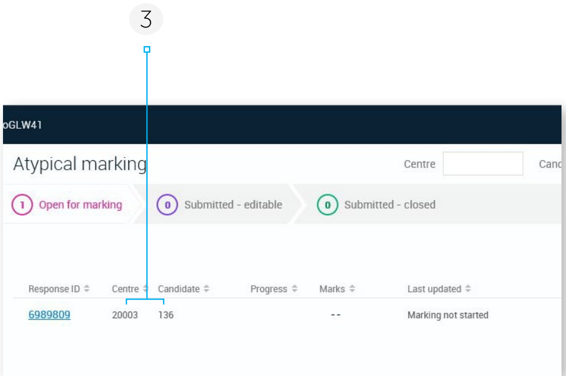
1 Select your Atypical worklist.

2 Enter the Centre and Candidate number of an atypical response you have been asked to mark and click **Search**.

As long as the response is available to be allocated to you, you will receive a message

Note: For Question Groups with specialist responses, you can search for and download a response that has a specialist type, even if you are not configured with that specialism yourself. If you have a response in your Atypical worklist that has a specialism then the Specialist Type of the response will be displayed in an additional column when in List view.





asking if you wish to mark it straight away or download for later marking. Choose the option you require.

If the response cannot be allocated to you, you will receive a message to inform you why.

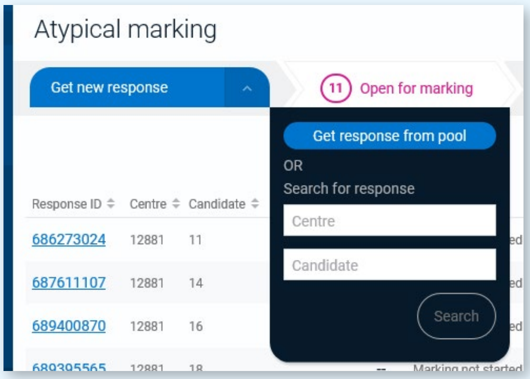
It is noted that there is no concurrent limit applied to your atypical worklist, although any responses you have Open here will count towards your concurrent limit in the Live worklist. You can also obtain atypical responses even if your live marking target has been met.

3 Responses in the Atypical Marking worklist show the centre and candidate number.

Downloading responses from a marking pool

If configured for you by your Awarding Organisation, you may also be able to download Atypical Scannable responses from an atypical marking pool, in which case the Centre and Candidate number search fields shown above will be replaced with a Get new response button. Select **Get new response** and then either select **Get response from pool** to download a new response, or alternatively enter the Centre and Candidate number for a response which you have been asked to mark and click **Search**.

For Question Groups with specialist responses, if there are any atypical scannable responses with a specialist type that you are also configured with, on clicking Get response from pool then you will be allocated these in priority over atypical scannable responses with no specialist type.

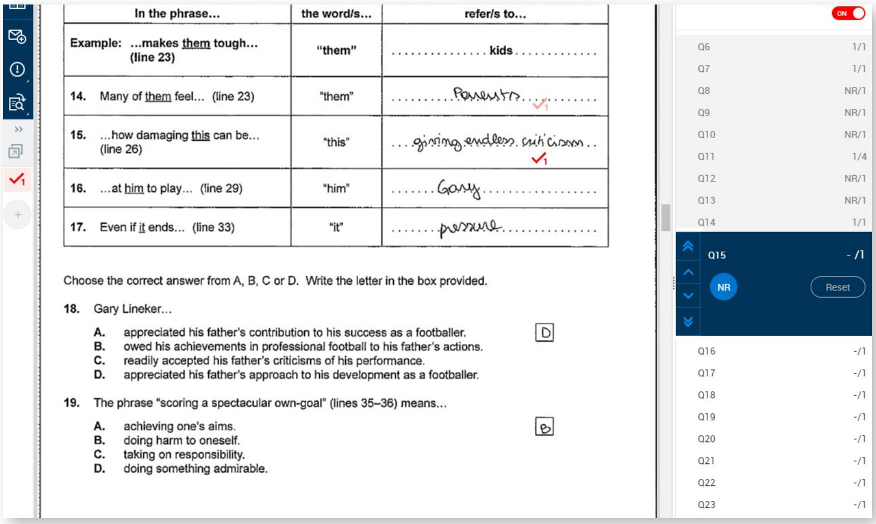


Marking Atypical responses

Once downloaded the marking process is similar to marking an unstructured response, even if the other normal responses in the Question Group are structured responses. Some points to note:

- If the Question Group is set to mark by annotation, an unscannable atypical response will instead only allow for manual marks entry.
- When in full response view there will be no option to link pages to questions.
- If an atypical scannable response is in a structured Question Group and has additional pages, you will not be required to manage these before you can start marking.
- In an e-bookmarked response paper, an atypical script is treated as an unstructured response and is not zoned at all.
- In an unstructured Question Group, the zoom set for normal live responses will also apply to the atypicals, and vice versa.

Note: Marking an atypical response that is made up of digital files is similar to marking regular digital responses, with the exception that, where an examination is split into multiple Question Groups, the atypical responses must be marked as whole responses.



Marking atypical scannable whole responses

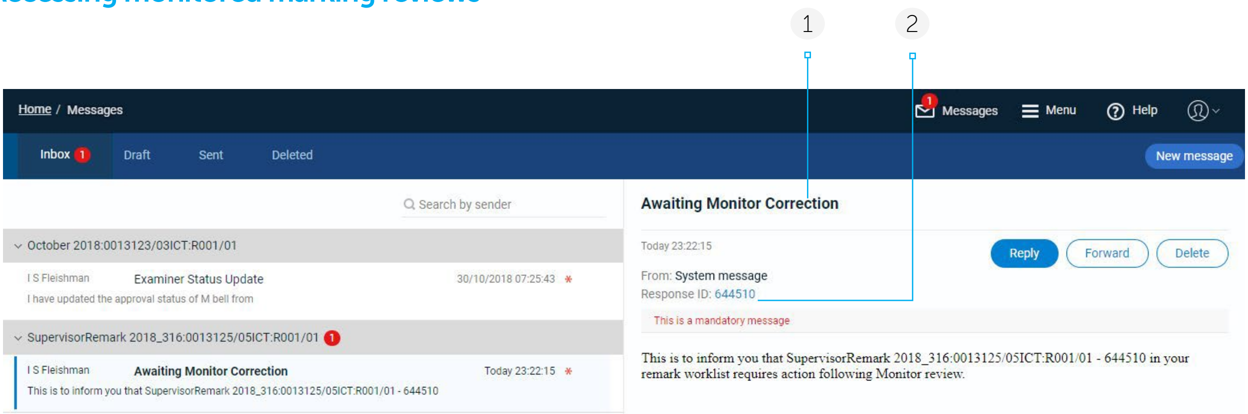
Where an examination is split into multiple Question Groups, the atypical responses are always marked as whole responses. In this case:

- You will only able to download the atypical response to mark if you are part of the marking team in each Question Group and are approved to mark in all.
- When marking, you will see the total mark calculated for each Question Group, as well as for the response overall. Your marking progress will relate to the whole response.
- The annotations available may change as you move from a question in one Question Group to a question in another Question Group.
- The worklist will show the total mark and progress percentage for the whole response.
- The same response will show in the Atypical worklist of each Question Group in the examination.
- When raising an exception in a whole response, it can either be related to the currently selected question item, or to the Question Group the selected question item belongs to. All exceptions you raise against the response will be visible within it, and the exception indicator will show in the Atypical worklist view of all Question Groups (not just the worklist of the Question Group the exception relates to).

Correcting Monitored Marking Reviews

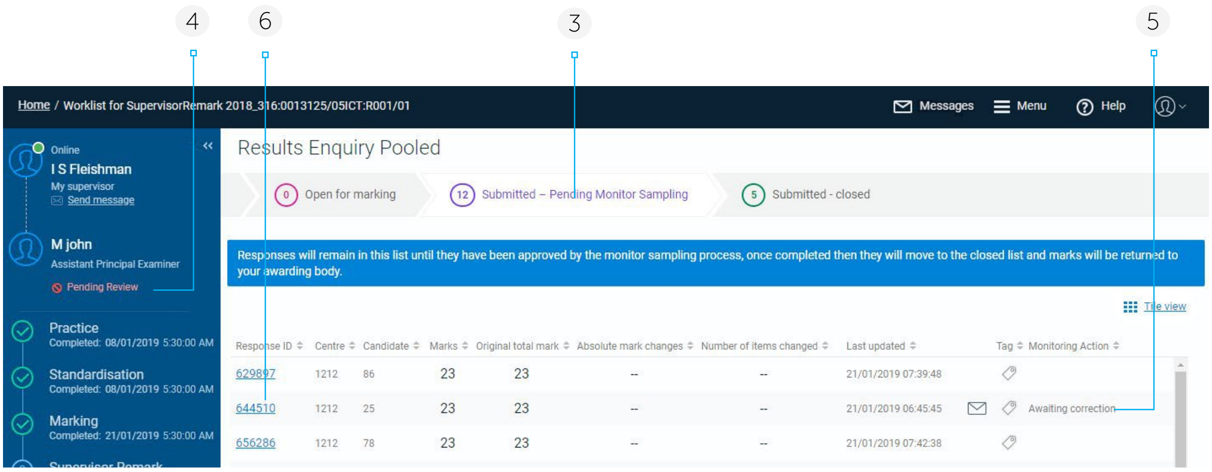
If configured by your Awarding Organisation, and if you have been granted the role of Reviewer, then some or all of your reviews of marking will be verified by a user who has a Monitoring role. If a Monitor determines that one or more of your marking reviews requires correcting then you must apply any feedback and return the corrected response(s) to the Monitor for verification. You will not be able to download any new responses or submit any open responses until the Monitor verifies that you have successfully corrected these marking reviews.

Accessing monitored marking reviews



1 If a Monitor records that one of your marking reviews requires correction, then you will be notified of this via an automated message.

2 Click on the Response ID to navigate to the response directly, or navigate to the associated re-mark worklist, for the Question Group specified in the message, to view all responses which are pending Monitor sampling.



3 Responses which require correction, in addition to all responses which are currently candidates for monitoring, will display in the Submitted – Pending Monitor Sampling worklist.

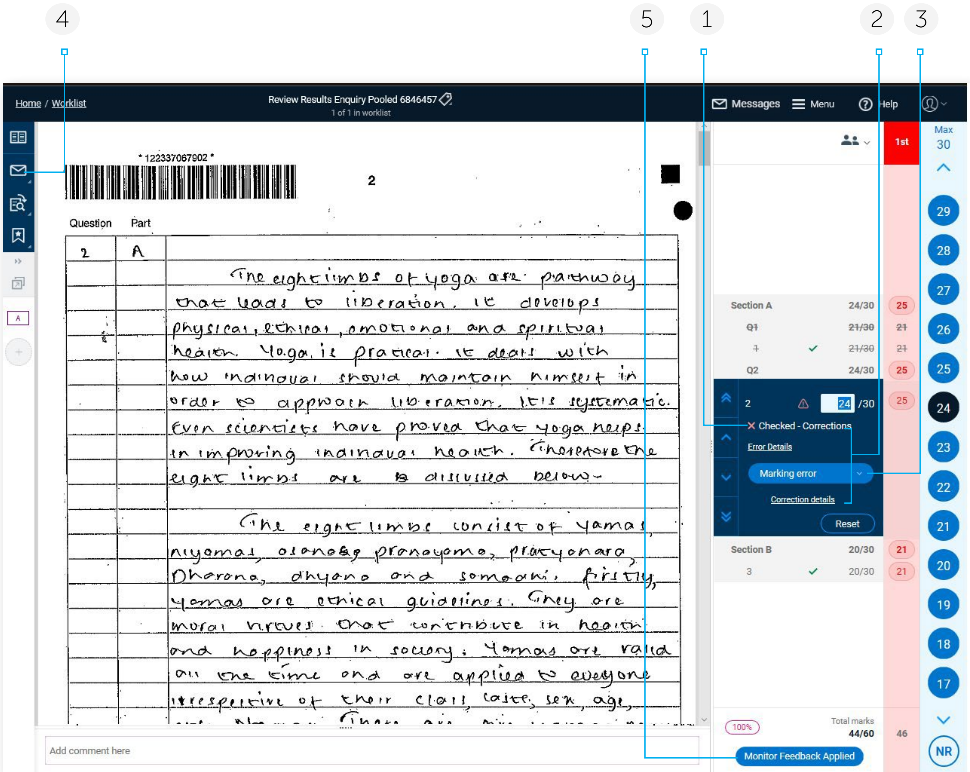
4 Your marking state will be set to Pending Review if any marking reviews are flagged as requiring correction. This means that you will not be able to download any new responses or submit any open responses. You must provide feedback on all responses awaiting correction, and the Monitor must in turn verify the accuracy of the feedback, before your marking state will return to Approved.

5 Any responses requiring your review and correction will display a Monitoring Action of 'Awaiting correction'.

Note: Only responses with a Monitoring Action of 'Awaiting correction' are editable.

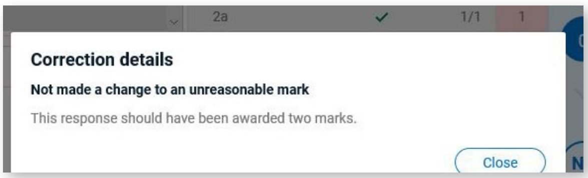
6 Click on the Response ID to open the response requiring correction.

Correcting a marking review



1 Question items which have been flagged as requiring correction by the Monitor are indicated with a red cross.

2 If you have selected a question item requiring correction then you will see the text 'Checked – Corrections', and by clicking on 'Correction details', will be able to access a justification for the Monitor's assessment in the form of a category and a comment.



3 Based on the Monitor's feedback you may wish to alter your review decision or mark.

4 If you send a message associated with the response, whilst your responses are being monitored, then the To field will be auto-populated with the name of the Monitor, who may or may not also be your Team Leader.

5 Ensure that you have reviewed all question items flagged as requiring correction and then click **Monitor Feedback Applied**.

Clicking Monitor Feedback Applied will update the Monitoring Action in the worklist to 'Feedback applied' and the Monitor will then be able to review any amendments that you have made. It will no longer be possible to edit the response, unless the Monitor identifies further issues, in which case they will return the response to you for further corrections.

Note: The monitor may also have put in comments against question items that they have checked and agreed the mark you gave was OK. You can view these comments if you wish.

Once you have applied feedback to all responses with a monitoring action of 'Awaiting correction', and if the Monitor subsequently confirms that no further corrections are required, then your marking state will be automatically updated to Approved and you will be able to continue reviewing responses.

Completing marker surveys

During the course of marking for a Question Group, your Awarding Organisation may make one or more marker surveys associated with a Question Paper or Question Group available to you via RM Assessor for completion. A survey can comprise of multiple choice questions, short answer questions, long answer questions, and/or questions with a rating scale. A survey will be available until it reaches the date and time it is set to close, or your Awarding Organisation chooses to retire it.

1 A link displaying the marker survey name appears in the left-hand panel of your live worklist if there is just one survey available for the Question Group. Click this link to open the survey.

The icon to the left of the survey link shows the status of the marker survey.

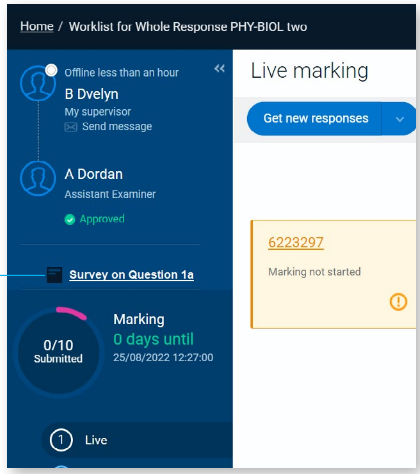
 Signifies that you have completed and submitted the survey

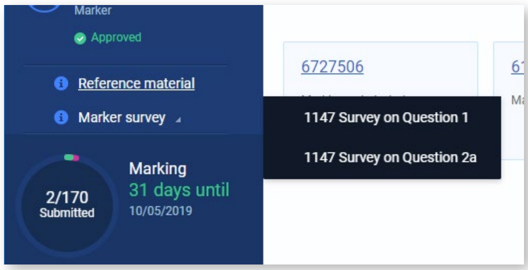
 Signifies you have started but not yet submitted the marker survey

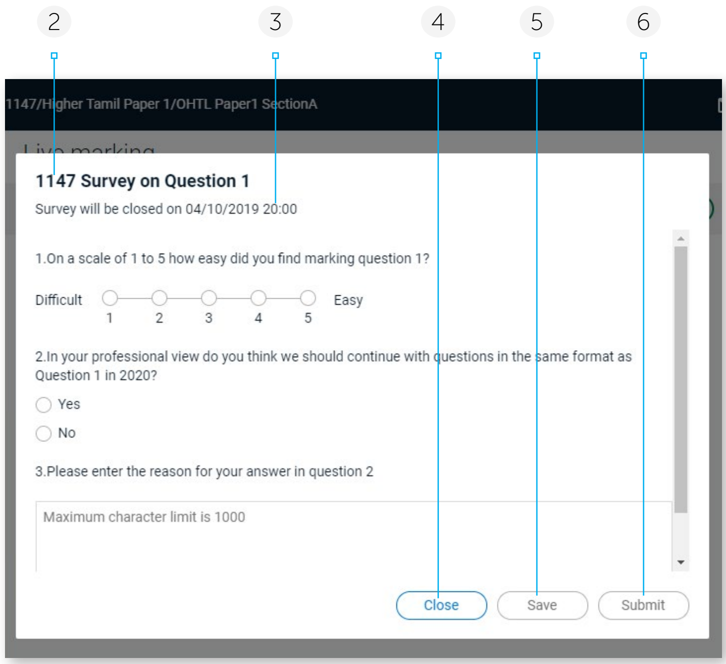
 Signifies that you have not yet started the survey

If there are multiple surveys to complete you will instead see a "Marker survey" link and there will be a small arrow to the bottom right of it. When you click on the link it will open a list of the surveys available. They are sorted by survey close date, with the one closing the earliest at the top of the list. Any you have already completed and submitted will show a tick to the left of the name. Click the one you wish to open.

1







2 A survey opens in a pop up window for you to enter your answers.

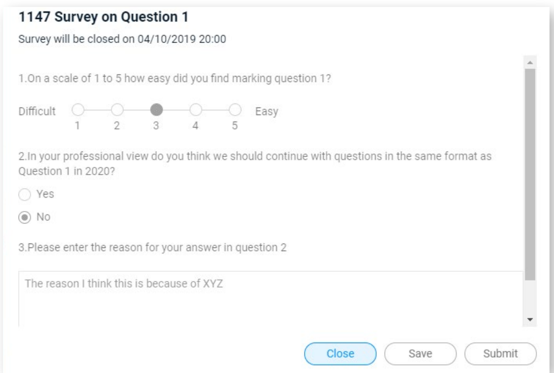
3 The survey close date and time. After this point it will disappear from your worklist view, whether or not you have completed it. If you only have one survey available, then after the date it closes, the Marker Survey link in your worklist will also disappear. The close date may not however display in all surveys. For example a survey may be set to close when standardisation setup completes, and in this case the date and time would not be known in advance to then display. Where the close date is not visible, then your Awarding Organisation will advise you by when the survey should be completed – this information may even be visible within the survey text itself.

4 Click **Close** to close the survey window. You will be prompted that any unsaved data will be discarded.

You can return to view your answers in read only mode for a submitted survey up until the survey's closure date/time.

5 Click **Save** to save the answers you have entered thus far. The button will only be enabled if you have unsaved changes. Note that the survey window will continue to remain open after the save.

6 Once you have completed all questions the Submit button will be enabled – click this if you are ready to send your survey answers back to your Awarding Organisation. In some cases you may be prevented from submitting a survey until other criteria are met (for example you may need to have first submitted a specified number of simulation responses). Where this is the case your Awarding Organisation will advise you of the criteria that must be met.



Note: Your Awarding Organisation may choose to retire a survey at any point. A retired survey will disappear from your view, but if you have chosen to open a survey that has only just been retired, you may see a message to inform you that the survey has expired.

Logout and settings

1 Click to logout or change the settings.

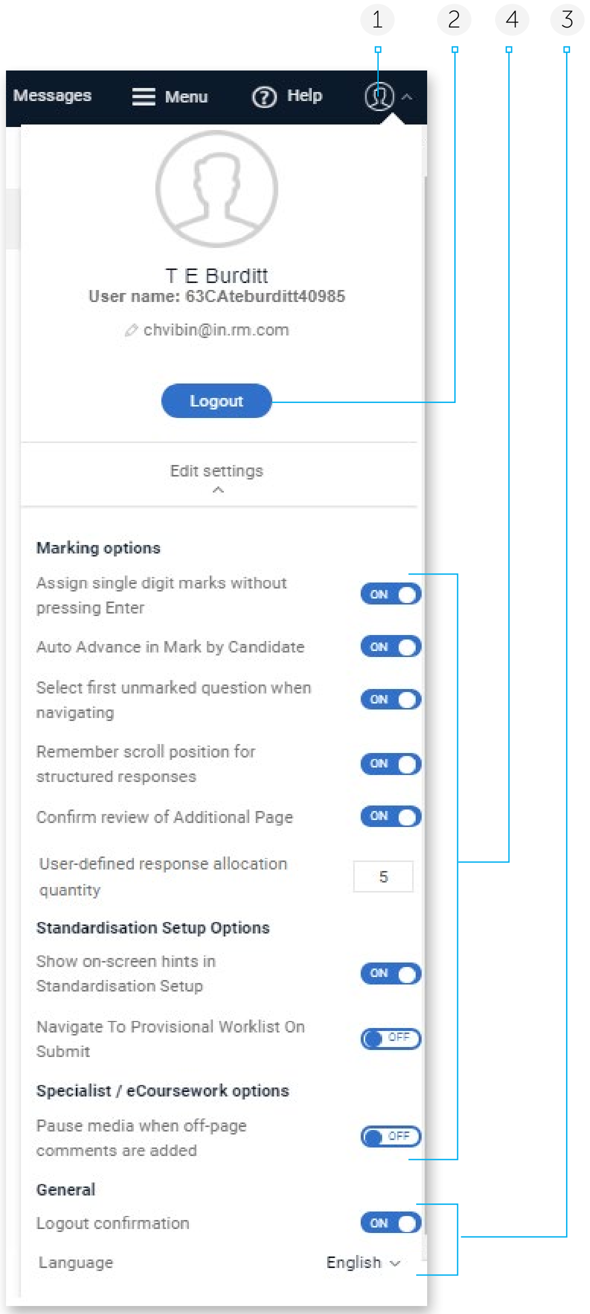
Note: If you have accessed RM Assessor via an internal Awarding Organisation link, the Logout button may not be displayed.

2 Click to open Edit settings. The user settings are grouped under different headings.

3 You can change the language or show/hide the logout confirmation message under the General heading.

4 A number of different marking settings are available to you. The default value for each may vary on an Awarding Organisation basis. The value you choose will be applied across all your relevant Question Groups. See further details of each setting in the table below.

Note: After a period of inactivity you will typically be automatically logged out (usually after 20 minutes, but the time can vary per Awarding Organisation). However some Awarding Organisiations may choose to disable this automatic time out.



Setting (Group Name)	Description
Assign single digit marks without pressing Enter (Marking options)	When ON, the system will automatically move you to the next question when you have entered a mark for a question and the maximum possible mark is less than 10. This setting has no effect when marking by annotation. This setting will persist across all Question Groups you are marking and between logins.
Auto Advance in Mark by Candidate (Marking options)	When this option is turned ON, you are marking a structured response in 'Mark by Candidate' mode, mark by annotation is not being used, and marking completion is less than 100% when you navigate to a response, then you will be automatically taken to the next response in the worklist once you have 100% marked the current response. Automatic navigation will occur if you either enter the last mark using the marks entry buttons (including NR) or if you manually type in a mark using your keyboard and then select Enter. If there are outstanding actions, which prevent a response from being submitted once it is 100% marked, then a warning message will be displayed and you will be given the option to either stay in, or leave, the response before auto-navigation occurs. Note if the response you have just finished marking is the last response in the worklist, then no automatic navigation will occur.
Select first unmarked question when navigating (Marking options)	When this option is turned OFF, instead of RM Assessor selecting the first unmarked question in a response by default when you navigate through responses (or the first question if all are marked), the currently selected question item shall be retained. Additionally when you open a response from the worklist the first question will always be selected, irrespective of any marking that has already been undertaken in the response.
Remember scroll position for structured responses (Marking options)	When this option is turned ON, in structured response Question Groups, the vertical scroll position you set for each question item in a candidate response will be remembered and applied across all responses you open in the Question Group (this will be extended to cover horizontal scroll in a later release). Rotating and then scrolling an image is an exception; in this scenario the scroll position will not be remembered in subsequent responses viewed. Also if you linked an additional page to a question item, then the previously set scroll position will not be applied.
Confirm Review of Additional Page (Marking options)	When this option is turned OFF, the confirmation message when flagging an additional page as seen in a structured response will not show. When ON, you will be asked to confirm whether you would like to flag the page as seen.
User-defined response allocation quantity (Marking options)	Enter a value between 1 and 50 in this field to set a custom response download limit value. The option to download this number of responses will then show in the 'Get new responses' dropdown in Live marking and pooled re-marking worklists (although if chosen, this number of responses will only be downloaded if your concurrent limit is not exceeded). To remove the allocation quantity, delete the entered value from the field and click outside of the field - it will update to show 1-50 text (indicating the possible input range).
Show on-screen hints in Standardisation Setup (Standardisation Setup Options)	Turn this option OFF if you are a member of the Standardisation Setup team and no longer wish to see the blue pop-up on screen hints whilst undertaking Standardisation Setup activities.
Navigate to Provisional Worklist On Submit (Standardisation Setup Options)	When a Standardisation Team Member finishes marking a provisional response and clicks the Share button, by default they are then automatically taken to the next response in their Provisional Worklist (if there is one). However, with this user option turned ON, the system will instead navigate back to the Provisional Worklist on clicking Share within a provisional response.
Pause media when off-page comments are added (Specialist / eCoursework options)	When ON, the system will automatically pause any audio or video file that is playing when you choose to add an off-page comment.

Tips for the best marking experience

- Review the user guide and use both familiarisation mode and simulation mode (if available to you) to become familiar with new features.
- Before you start to mark a Question Group, take a moment to customise your annotation toolbar (with your most frequently used annotations), adjust the width of the marks panel if required, and adjust response zoom settings if needed. These changes are retained as you mark (even when you log out and back in).
- Use a computer that meets or exceeds the recommended specification.
- Close software applications or browser windows that you are not using to free up memory and processing power.
- Check that your bandwidth is sufficient for your needs, for example using www.speedtest.net

Support

Send us an email:
esm.supportdesk@rm.com