

- 3.7. Teaching and Learning Deans will monitor the requests they receive, and a record of agreed exemptions will be maintained in order to ensure institutional oversight, consistency of approach and equality for students as well reviewing practice in order to promote enhancement and mitigate any negative effects the turnaround time might inadvertently cause.
- 3.8. There may be instances where the requirement for the 15 working day turnaround time for feedback does not apply on an individual level. For instance, where a student's submission is being investigated for academic misconduct the requirement to provide feedback within 15 working days will not apply for that student. However, the return of marks and feedback for a cohort should not be delayed by the withholding of an individual's marks and feedback (where their work is pending an academic misconduct investigations). See also 3.19 below.
- 3.9. The 15 working day turnaround time requirement does not apply to generic feedback on written examinations (see section 5 below). Such feedback is subject to its own deadlines, as noted in 5.6. since students cannot view this feedback until examinations marks are released, the principle of 'currency' in feedback is upheld.
- 3.10. Schools, in conjunction with Support Centres, are required to record the details of each coursework assessment set. The record should note the date work is set, its submission date, the date on which feedback is due to be returned (ie 15 working days after the submission date), and whether feedback was returned early or later than the 15 working days (and by how many days). In most instances this process will be automated via RISIS.
- 3.11. On a termly basis the data relating 15 working day turnaround times will be reviewed by the Sub-Committee for the Delivery and Enhancement of Learning and Teaching. Schools are encouraged to undertake their own monitoring of 15 working day turnaround times in order to identify areas where staff are facing particular challenges and may require additional support.
- 3.12. Where the 15 working day turnaround time for feedback cannot be met due to unforeseen circumstances beyond a School's control, clear, timely and open communication with students must be guaranteed; students should be informed of the issues and advised as to when to expect their work to be returned.
- 3.13. Where possible, i

3.16. Schools must ensure that working practices, particularly in relation to administration of assessment and the return of feedback, will enable adherence to the 15 working day turnaround for feedback. Processes for recording the hand-in, distribution and marking of coursework must be factored into calculations for the delivery of feedback within 15 working days.

3.17. Any coursework submitted after the deadline for submission, but received within the Circumstances process, or an amended deadline as a result of a verified systems outage which impacts the ability of students to submit summative work, will normally be given feedback and marks within a 15 working day period to run from the amended deadline for submission. Any variation from this will require a case for an exemption to be made by the module convenor to the SDTL. The student(s) should be advised of the amended date for feedback as follows: ()-3(So2hin)1r624.1 Tm0 g0 G[]JTBTQq0.000008871 0 595.32 842.04 reWnBT/ETQ74

the level of the whole examination. SDTLs and/or Exams Officers are responsible for choosing which level is most appropriate for each examination (with a view to providing consistency in approach across a programme), although this responsibility may be delegated to module convenors.

- 5.3. Feedback will be reported according to a standard template, to ensure consistency across modules and Schools. To this end, institution-wide question-level and examination-level feedback proformas will be stored centrally and provided to Schools by Support Centres.
- 5.4. Responsibility for the implementation of Section 5 of this Policy across each School rests with the SDTL and the Exams Officer(s). Module convenors are responsible for ensuring that feedback for their modules is gathered (in the case of examinations with multiple markers) and submitted to Support Centres (see 5.5 below). Support Centres are not expected to 'chase' markers to submit feedback.
- 5.5. Responsibility for the operational aspects of feedback provision rests with the Support Centres. Support Centres will issue feedback proformas to Schools before the start of the examination period or, for examinations held outside the normal period, suitably in advance of

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