hugenote kollege
Waar Christenwees grondvat in opleiding

QUALITY MANAGEMENT SYSTEM

D.8-1

TITLE: SOP: MODERATION – HIGHER EDUCATION

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Signatures	

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D.– 8.1 SOP: Moderation – Higher Education

Standard Operating Procedure (SOP) for Moderation of Higher Education Assessments at Hugenote Kollege

1. Introduction

The need for both internal and external moderation is prescribed by the Council on Higher Education. Moderation ensures reliability and validity in the assessment process, which is integral to teaching and learning. This SOP outlines the processes, key components, code of conduct, framework for moderation plans, review procedures, and records administration for moderation at Hugenote Kollege.

2. Criteria for Moderation of Degree Programmes

Moderation involves both internal and external moderation to ensure reliable assessment procedures.

2.1 Internal Moderation

Internal moderation is conducted within the College by internal moderators. Their responsibilities include providing guidance and feedback to lecturers, moderating teaching and assessment processes, evaluating learning material and assessment quality, verifying adherence to assessment principles, compiling reports, and ensuring ongoing lecturer development in terms of assessment practices.

2.2 External Moderation

External moderators are appointed for final year modules based on expertise and approved by the Academic Committee. Their responsibilities include marking a sample of examination scripts, providing feedback, and ensuring the quality of assessment instruments and student performance.

3. Moderation Process

3.1 Internal Moderation Tasks

Internal moderation tasks involve providing guidance and feedback to lecturers, moderating teaching and assessment processes, evaluating learning material and assessment processes, verifying adherence to assessment principles, compiling and submitting reports to the Dean and Academic Committee, and performing checks on examination scripts for standardisation and quality control.

3.1.1. The assessor is responsible for delivering all the assessed answer sets to the moderator. The moderator selects a sample of 10 percent of the answer sets for complete moderation, including all borderline cases (47-49%), and checks the other 90 percent for possible calculation errors both in and on the cover sheet. If less than 10 answer sets are received, all must be moderated. In his/her moderation report, the moderator gives an indication of how many answer sets have been checked and which trends have been identified.

3.2 External Moderation Tasks

External moderation tasks include marking a sample of examination scripts, providing feedback on module content and assessment plans, compiling reports for submission to the Programme Coordinator and Dean, and ensuring the validity and reliability of assessment instruments and student performance. It is the responsibility of the Program Coordinator to deliver a module guide, the assessment tool with memorandum, all assessed answer sets, internal moderator report(s), and an indication of the distribution of marks to the moderator. The external moderator selects a sample of 10% of the internally moderated answer sets including all borderline cases (47-49%), for complete moderation and completes the external moderator form following his/her review of the module.

3.3 Key Components of Moderation Planning

Key components of moderation planning include identifying what will be moderated, by whom, and how; determining the timing, location, and costs of moderation; and planning for communication of results and evaluation of the moderation process.

3.4 Framework for Moderation Plan

The framework for a moderation plan includes the moderation of pre-assessment, assessment, and post-assessment stages. The method of moderation includes observation of evidence, assessment processes, and final reports.

4. Code of Conduct for Moderators

4.1 Responsibilities

Moderators are responsible for conducting moderation according to College policies, moderating assessments fairly and transparently, and providing constructive feedback to lecturers.

4.2 Declaration of Interest

Moderators must disclose any conflicts of interest related to candidates or lecturers.

4.3 Working Practices and Quality Standards

Moderators are expected to act professionally and without bias, report any assessment irregularities, and maintain professional relationships with all parties.

4.4 Confidentiality

Moderators must keep information about College practices and individual students confidential.

5. Moderation Review

5.1 Review of Moderation Process

The review of the moderation process includes assessing the manageability of the number of assessments, evaluating the availability of resources and time allocated, and ensuring fairness and validity of assessment tools and processes.

6. Records and Administration

All records and administrative procedures must be completed within the agreed timeframe and treated as confidential.

7. Report on External Moderation of Assessment Assignments

External moderators verify the alignment and effectiveness of assessments with learning outcomes. Programme Coordinators and assessors will consider and follow up on feedback.

8. Requirements for Moderators

8.1 Internal Moderators

Internal moderators are appointed by the Programme Coordinator. Their responsibilities include ensuring fair and valid assessments and providing feedback for lecturer development regarding assessment practices.

8.2 External Moderators

External moderators are recommended by the Programme Coordinator and Dean and appointed by the Academic Committee on behalf of the College Management. They must have appropriate qualifications and expertise and are not appointed as permanent staff. External moderators are contracted for a period of 3 years after which another moderator is contracted.

8.3 Documentation for External Moderators

Documentation for external moderators includes the Assessment and Moderation Policies and SOP's, module framework (module guide), assessment tool with memorandum, class results lists, and internal moderation report(s). The examination admission and formative semester admission percentage for the relevant module must also be indicated.

9. Dealing with Moderation Information

The Programme Coordinator ensures all moderation processes are completed and reports are submitted. The Dean reviews and submits reports to the Academic Committee for approval of results.

10. Dealing with Discrepant Moderation Information

Resolution processes are managed by the relevant dean with an independent third party. Further clarifications are referred to College Management.

11. General

- Time is allocated in the College calendar for moderation. Schools manage practical arrangements for external moderation. The College covers the costs of external moderation.

- The components for moderation to be included in the planning of moderation for each module in each degree programme are illustrated below:

Focus	Aspects to consider	Evidence/tools
What?	Will all exit-level outcomes/standards be monitored? Will all assessments be moderated? If not, what percentage? The evidence to be moderated:	Outcomes and/or qualification The number of assessors The number of assessments Module guide & framework Assessment instruments and tools Class result list
Who?	Who will conduct the moderation?	Internal moderator External moderator
How?	How will moderation of assessment methods, instruments and materials be done? Online moderation will be done online by providing moderators access to MyNotes Before assessment, post-assessment or both?	Logistical arrangements & resources Human resources: Student(s), lecturers and moderators Physical resources: venue, assessments, equipment, cost
When?	Continuously, monthly, quarterly, annually?	The date and time
Cost?	Costing? Cost-effective ways of moderation?	External moderator
Reports?	Who provides information and to whom?	Internal moderator External moderator Programme Coordinator
Evaluation?	What system will be put in place to evaluate the effectiveness of the moderation system itself?	Quality Assurance Plan

Request to external moderators:

a. Please verify that the assessments (examination question papers, assignments, etc.) meet the required learning outcomes/standards.

b. Please verify that the assessments are aligned with the learning outcomes/standards.

c. Please verify that the assessments are appropriate to assess the learning outcomes/standards effectively. The assessors and Programme Coordinators of the Hugenote Kollege will consider these comments and execute appropriate follow-up steps.

EXTERNAL MODERATION REPORT

EXTERNAL MODERATOR DETAILS	
TITLE:	
NAME AND SURNAME:	
INSTITUTION NAME:	

MODULE DETAILS	
MODULE CODE:	
MODULE NAME:	
EXAMINAR:	
INTERNAL MODERATOR:	

SECTION A: ASSESSMENT TASKS (QUESTION PAPERS)

1. Clarity of instruction and questions

2. Appropriate degree of difficulty for the year level
3. Length of the paper for the allocated time
4. Correct calculation of marks for the examination paper
5. Please comment on the quality of the assessment paper • **Technical aspects** • **Repetition of questions** • **Numbering of questions** • **Page numbering**

SECTION B: MODULE & MODULE CONTENT (MODULE GUIDE)

1. Learning objectives and outcomes are stated clearly in study guide
2. Methodology for the delivery of content is stated clearly in study guide
3. Assessment tasks and marking criteria are stated clearly

4. Recent and local peer reviewed journal articles and books are used
5. Any other comments or recommendations

SECTION C: ASSESSMENT & ASSESSMENT PRACTICES (SCRIPS, PROJECTS, POE'S)

1. **Assessment tasks are aligned to the module topic(s), outcomes, and content and the relevant NQF level.**
2. **Sound assessment practices are applied (Assessment procedures are fair, authentic, valid, and reliable)**
3. **Learning achievements of students are appropriately moderated (internally)**

4. **Assessment tasks address a wide range of academic and professional competencies using a variety of assessment methods.**

5. **Please comment on the quality of student performance.**
   - **Quality of candidates' answers**
   - **Standard and consistency of marking**

MODERATOR SIGNATURE: ……………………………………………….

DATE: ………………………………………………………………..

SECTION D: TO BE COMPLETED BY HUGENOTE KOLLEGE

COMMENTS BY DEAN OF SCHOOL

DEAN SIGNATURE:

DATE: