



Assessment Feedback Policy

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This policy covers the School's approach to providing feedback to students on assessed work. It applies to all undergraduate and postgraduate taught modules delivered on campus by SOAS. The policy does not cover distance-learning provision.

Opportunities for one-to-one feedback allow students to discuss their feedback with their tutor to clarify where they could have improved their work to achieve a higher mark. However, marks are a matter of academic judgement and are not open to challenge through the School's Appeals Process.

1. Marking Criteria

- 1.1 Undergraduate and Postgraduate Marking Criteria can be found along with Language Acquisition marking criteria on the website here:
<https://www.soas.ac.uk/registry/degreeregulations/>

2. Coursework Feedback

- 2.1 All dates for both the submission and return of coursework feedback must be published to students and staff in the module outline and on the module page on the BLE at the start of the module. The Department Office must be notified of these dates.
- 2.2 **All** marking must be completed within the relevant time frame, i.e. first marking as well as double marking/moderation by retrospective sampling/check-marking. Module convenors should liaise with GTAs and other markers as necessary in order to complete this work in time.
- 2.3 Feedback on coursework must be returned to students within **three calendar weeks** from the submission date. Where staff are unable to meet this deadline due to unforeseen reasons such as staff illness, students must be notified of the revised deadline and the reason for the delay.
- 2.4 Three calendar weeks are defined as 21 days (including Saturdays and Sundays) from the date of submission. This **does not** include official School closure periods (see [Key Dates](#)).
- 2.5 Modules on which 50 or more students are enrolled have a longer turn-around time of four weeks/28 days (including Saturdays and Sundays) from the date of submission. This period **does not** include official School closure periods (see [Key Dates](#)).
- 2.6 Students should be made aware of the Marking Criteria that are being used to assess work (see above). The criteria cover:
- Undergraduate coursework
 - Undergraduate examinations
 - Postgraduate coursework
 - Postgraduate examinations
 - Language acquisition modules (undergraduate and postgraduate)
- 2.7 All students should receive individual feedback on coursework. Additional feedback (group feedback, verbal feedback etc.) may also be provided, depending on programme, discipline and level of study.
- 2.8 Students must have the opportunity of meeting with their module tutor to discuss their feedback on a one-to-one basis if they choose.

3. Examinations Feedback

- 3.1 Students should note that the Data Protection Act does not provide a right of access to examination scripts, and it is not SOAS' policy to release examination scripts to students. However, examiners' comments (internal and external) are not governed by this exemption and students have the right to see these comments if they wish.
- 3.2 Once marks have been confirmed at the relevant School Exam Board, students can request informal feedback on their examination performance and such requests can be submitted through the appropriate Department Office. Students should allow at least one week after making their request as the script has to be identified as scripts do not contain student names.
- 3.3 Students may receive feedback on their scripts in a one-to-one session with the module tutor to go through the feedback on their examination scripts. Students are responsible for scheduling the meeting, taking into account the availability of the relevant member of staff (especially outside of term time). However, students will not be permitted to take the examination script away with them.
- 3.4 Students also have the right to apply to see the examiners' comments on their examination paper by making a subject access request as outlined at the following link:
<https://www.soas.ac.uk/infocomp/dpa/student/>
However, students are advised to follow the procedure outlined in 3.2 above prior to doing this.
- 3.5 In addition to providing one-to-one feedback if requested, module tutors may also use other means of disseminating generic feedback on examination performance such as collective feedback sessions or reports on the examination available on the BLE.
- 3.6 Visiting Examiners' reports, another important source of feedback, are published on the BLE for students to access. These reports can be found in a section called "All Visiting Examiners Reports".

Document Version

Valid from	Author	Changes	Date
2015/16	John Peck, Head of Registry and Quality, Jenni Rhodes, Quality Assurance Manager	Current practice and policy drawn together into one document. Examination feedback reflects what students can request under FOI https://www.soas.ac.uk/infocomp/dpa/student/	26 January 2015
2016/17	Eva Peters, Curriculum & Regulations Officer	Clarification of standard three-week turn-around time, introduction of four-week turn-around time for large modules across all Faculties.	October 2016
2018/19	Eva Peters, Curriculum & Regulations Officer	Terminology updates in line with restructuring. Clarification of 3.2 (feedback available once marks have been ratified) and 3.3 (availability of staff). Approved by LTQC 29.05.2018.	July 2018