

**Edvantage
Institute**
(Singapore)

APSR MANUAL

TITLE

Student Assessment



C5.5.1

1. Revision History

Version Number	Description of Revision	Effective Date
00	Initial Release	01 September 2017
01	<ol style="list-style-type: none"> 1. Changed manual template – conversion of Operation Manual and process into full flowchart system. 2. Split the operation manual into 3 flowcharts: 1) Appeal of Results Process 2) Procedures for Release of Results and Award of Certificates 3) Process for Moderation 3. Renamed 'Moderation Form' to 'Exam Moderation Form', 'Examination Appeal Form' to 'Appeal Request Form'. 4. Removed documents - Item Analysis and IPRAA Report. 	01 August 2018
02	<ol style="list-style-type: none"> 1. Removed “General Information” (above section 1) 2. Removed Date column from Document Signatory List 3. Changed “Administrative Manager” to “Administrative Manager” 4. Added “Appeal Request Form” documentation box in flowchart Appeal of Result Process 5. Added review process box 	01 October 2018
03	<ol style="list-style-type: none"> 1. Combined the Policy and Operation Manuals for Criterion 5.5.1 2. Combined Manual on “Assessment Results, Moderation and Appeals Process”, “Planning and Execution of Examinations” and “Preparation and Marking of Assessments” for Criterion 5.5.1 3. Amended Approved by in Document Signatory List 4. Renamed Manual to Student Assessment from Assessment Results, Moderation and Appeals Process 5. Revamped manual format from flowchart to write up to provide more clarity in processes 	07 September 2020
04	<ol style="list-style-type: none"> 1. Amended Approved By Name and Title 2. Amended Review on Student Assessment for Continual Improvement to ensure review is conducted once a year 3. Revised the systems and review table to include targets 	28 March 2022
05	<ol style="list-style-type: none"> 1. Revamped Manual to align to Guidance Document 4 Requirements 2. Amended review section in both approach and process sections 3. Amended systems and review section to refer to internal review report 4. Removed seating plan from approach section point 1a 5. Amended point 1iv in approach section to minimum of 1 invigilator and ratio to 1:30 6. Added invigilator guide under point 1bi of the approach section 7. removed point 1bii of the approach section 8. added to point 2civ title, including contract cheating in approach section 9. Added point 2cv in approach section 10. removed point 4aii in the approach section 11. added to point 14a (valid, reliable and fair) 12. amended grading rubric in approach section 13. added to point 12a, and criteria for grading and awards in the approach section 14. Added an additional point under the Invigilator Policy of the Approach Section, “xiii. All invigilators taking part in any 	31 May 2023

Version Number	Description of Revision	Effective Date
	<p>examinations would be required to report any academic dishonesty and/or integrity issues. This would be handled by the Director of Studies on a case-by-case basis.”</p> <p>15. Amended the Formatting of the Process Section</p> <p>16. Added a point, “xi. All Staff handling any part of the conduct of the examination process would need to report to the Director of Studies in the event that there is any academic dishonesty or integrity issues. Depending on the severity of the event, the Director of Studies would decide what are the follow up actions to take. The Student Disciplinary Procedures should be adhered to for purpose of managing these events, if applicable.”, under Scheduling and Notification of Assessments of the Assessment Procedures that is under the Process Section</p> <p>17. Amended post assessment analysis under the process section</p>	

2. Document Signatory List

Responsibility	Name	Title	Signature
Prepared by	Marhaini A. Hamid	Director of Studies (DOS)	
Approved by	Marhaini A. Hamid	Chairman of PMER Committee	

APPROACH

1. Assessment Policy

- a. Scheduling and Notification of Assessments
 - i. Assessment periods are to be scheduled as part of course planning.
 - ii. All assessment schedules are to be disseminated to students upon commencement of the course.
 - iii. Assessment information is to be communicated to students at least one week before the date of the actual assessment.
 - iv. There should be minimum 1 invigilator per examination venue, where the invigilator student ratio is to be a minimum of 1:30.
- b. Code of Conduct
 - i. All staff (including invigilators) are to adhere to the School's invigilators' guide which will be provided before the date of the examination:
 - Before the exam
 - Collect questions papers, writing papers and CD for Listening from Administrative Manager.
 - Write the course title, type of exam and exam times on the white board.
 - Set out question papers and answer sheets (where applicable) on the teacher's desk before candidates are allowed to enter.
 - Complete and sign exam register.
 - At the start of the exam
 - Ensure that candidates' bags are left in the designated location and not next to or with the candidates.
 - Read regulations and procedures set out by the exam board to candidates.
 - Mobile phones and Dictionaries must not be with them when sitting for the exam.
 - Distribute question papers to candidates.
 - Note absentees and give the list to the administrator when she makes the round 10 minutes into the paper. This is to facilitate the institute in contacting the absentees.

- During the exam
 - Supervise all aspects of the exam and remain vigilant throughout.
 - If a candidate arrives late, they are not allowed extra time unless the Director of Studies gives the green light for extra time.
 - If suspicion arises that a candidate may be cheating in some ways, speak to the candidate before bringing the matter up to the Director of Studies after the exam.
 - All instances must be recorded, including late arrivals, cheating, mobile phones, etc.
 - Ensure candidates stay for the full duration of the examination.
- At the end of the exam
 - Ensure all scripts are collected in candidate order.
 - Collect all exam papers before candidates are allowed to leave the exam room.
 - Dismiss students after all scripts/answer booklets and question papers have been collected.
 - Return all scripts and exam material to the Administrative Manager.

2. Student Academic Honesty Policy

- a. There is an expectation for students to be authors of their own work, and to acknowledge when they use other authors' words or ideas. This will be communicated to the students through the student handbook.
- b. Any examples of inappropriate use of sources or use of others' work in place of your own, will then be penalised. Failure to understand and follow protocol on academic conduct may ultimately result in a student being subjected to disciplinary actions or terminated from his/her course.
- c. Definitions
 - i. Plagiarism

“...passing off someone else's work, whether intentionally or unintentionally, as your own, for your own benefit.” Carrol 2002.

Plagiarism involves the incorporation by a student in an assessment, material which is not their own in the sense that all or a substantial part of the work has been copied without any attempt at attribution or has been incorporated as if it is the student's own work when it is wholly or substantially the work of another person.

ii. Collusion

Student A copies Student B's work with B's knowledge.

iii. Commission

Paying someone else to prepare coursework for you.

iv. Cheating under examination, including contract cheating

Any form of communication with other students or external sources. Bringing unauthorised materials / technology into the examination.

v. Fabrication/Falsification of Information / False citation

This refers to instances where a student makes up or "invents" data or manipulates data to support a specific hypothesis or makes up citations. This can also result in either failure or a reduction in the marks.

d. It is not always possible to find the source of the work, but a judgement may be made as to whether the work is original or not by using other evidence. The following are acceptable forms of evidence of plagiarism:

- i. Text from a known source
- ii. Unusual writing structure
- iii. Changes in font
- iv. Work not in keeping with the student's usual standard
- v. Uses American spelling when convention is English
- vi. Changes in referencing convention
- vii. Old references
- viii. Inappropriate referencing style
- ix. Excellently written essay with poorly written introduction and conclusion
- x. Web addresses still attached

- xi. Doesn't answer the question
- xii. No personal view
- xiii. Student unable to discuss the work in a way that shows satisfactory understanding when asked by a lecturer in a meeting

3. Invigilator Policy

- a. Invigilator Code of Conduct will be communicated to invigilators before the examination is as follows:
 - i. Invigilators must observe at all times the strictest security and confidentiality concerning assessment materials.
 - ii. Invigilators who has any relations (family, friends, or similar relationship) to the candidates taking the exam, is to immediately inform the Director of Studies (DOS).
 - iii. Invigilators must adhere to all instructions from the Chief Invigilator (if applicable) or the DOS.
 - iv. Invigilators are to immediately report any suspected breaches of security to the DOS.
 - v. Any knowledge gained from invigilating must not be disclosed, discussed, reproduced.
 - vi. Invigilators are to follow the Invigilator Instructions and the Examination Rules and Regulations.
 - vii. Invigilators must verify the candidates' identities against appropriate ID before allowing them to take the examination.
 - viii. Invigilators must ensure that all materials distributed are counted at the beginning of each examination and at the end of each examination.
 - ix. Invigilators must watch the students continuously and remain vigilant.
 - x. Invigilators should not leave the examination venue during the examination period.
 - xi. In case of urgency, a maximum of 15 minutes may be allowed with the permission of the DOS.
 - xii. Invigilators are to prevent unfair means and report unfair means, if any, without any discrimination.

xiii. All invigilators taking part in any examinations would be required to report any academic dishonesty and/or integrity issues. This would be handled by the Director of Studies on a case-by-case basis.

4. Criteria for selection of invigilators

- a. All staff of the school or any appointed external person can act as an invigilator except in the instance where:
 - i. Invigilator has a relation (family, friends, or similar relationships) to any candidates of the examination.

5. Criteria for Grading and Awards

- a. For internally-developed courses, the School's grading and award criteria are as follows:

EIS COURSES (EXCEPT PRIMARY 1 TO 6)		PRIMARY 1 - 6	
GRADES	MARKS	GRADES	MARKS
DISTINCTION	80 - 100	OUTSTANDING	90 – 100
CREDIT	65 - 79	VERY SATISFACTORY	75 – 89
PASS	50 - 64	SATISFACTORY	50 – 74
FAIL	0 - 49	FAILED	0 – 49
ABSENT	ABSENT	ABSENT	ABSENT

- b. For courses with external partners, the grading and award criteria would adhere strictly to those of the School's academic partner.

6. Criteria for Assessment Processes with Regards to Assessment Papers

- a. Criteria for Selection of Examination Paper Setters:
 - i. No person shall be appointed as a setter who has a relation (family, friends, or similar relationships) to any candidate of the examination.
 - ii. Meet the minimum qualifications to teach the module.
 - iii. Has not engaged in private tuition and/or coaching or any similar other work with any candidate.

7. Criteria for Selection of Markers

- a. For assignments, respective lecturers teaching the class is to mark the assignments submitted.
- b. Should the examination paper be “blind” (i.e., no student names), any academic staff teaching the module may be appointed as a marker.
- c. Should the examination paper have student names, an academic staff independent of the students taught is to be appointed as a marker.
- d. External markers may also be appointed, subject to the following:
 - i. Meet the minimum qualifications to teach the module
 - ii. No relations with any of the candidates

8. Criteria for Selection of Moderators

- a. No person shall be appointed as a setter who has a relation (family, friends, or similar relationships) to any candidate of the examination.
- b. Meet the minimum qualifications to teach the module.
- c. Has not engaged in private tuition and/or coaching or any similar other work with any candidate.
- d. Is neither the setter of the exam, nor the marker.

9. Storage and Reproduction of Assessment Materials

- a. All Assessment Materials are to be treated with the strictest confidentiality.
- b. Examination setters are to protect the softcopies of the examination papers (draft and finalized) with passwords.
- c. Once the assessment materials have been produced, staff shall ensure that every movement of the materials are recorded and tracked.
- d. The School shall ensure that the Assessment Materials are kept in a secured location, where access is only granted to authorized staff.

10. Assessment results, appeals and awards

- a. All assessment results, including awards (if students are graduating) are to be disseminated to all relevant students within 3 months from the date of the last examination.
- b. Dissemination of awards can be in the form of information provided to students. Actual graduation would not fall under the 3 months timeframe.

- c. Information about appeals, including period and timeframe of any appeals, would need to be disseminated to students upon the release of examination results at the latest.
- d. All appeals shall be managed in a fair and impartial manner.
- e. Appeals are to be submitted in writing, within 7 working days from the release of assessment results and the results of the appeals are to be made known to the students within 4 weeks.

11. Special Provisions on Assessment

- a. Special provision may be made in cases of disability, chronic and temporary illness, or any other major disruptions to study which would affect a student's ability to submit an assessment task or sit for an examination.
- b. Special provisions may include:
 - i. Extension of submission date
 - ii. Supplementary assessment
 - iii. Special examination arrangements
 - iv. Re-sitting and/or deferred sitting of assessments
- c. Students may submit a request for special provision to the School, together with any supporting documents, via any of the School's communication channels.
- d. For failures of modules, the School allows a maximum of 1 re-sit (i.e. re-examination / assessment) and the maximum mark is capped at a Pass Grade.
- e. The School will allow only a total of 2 re-modules for each module unless otherwise stated or approved.

12. Assessment plans

- a. All Assessment Plans, including mode of assessment and relative weightings and criteria for grading and awards are to be captured in the Academic Handbooks that are given to students.
- b. Assessment Plans and relevant information that is developed by external partners would need to be given to students.

13. Approval of awards from awarding authority (if applicable)

- a. All external awards are to be approved by the awarding authority (if applicable) and/or the Academic and Examination Board (AEB) before being released.

14. Approval of major assessment papers and awards

- a. All major assessments are to be vetted by the AEB to ensure the principles of fair assessment (valid, reliable and fair) is adhered to, that the examination questions and marking criteria are aligned to the assessment plan.
- b. All major assessment papers are to be approved by the AEB.
- c. Assessment Results and awards (including courses with external partners) are to be approved by the AEB before dissemination.
- d. Outcome of appeals are to be approved by the AEB before notifying the student.
- e. For appeals to the external partner, the AEB is to endorse the outcomes before notifying the student of the outcome.

15. Post-assessment analysis for course review

- a. Post-assessment analysis should be conducted and utilized as part of the course review.
- b. Data from Post-assessment analysis should minimally include student performance on the various modules and programmes and used as part of the analysis in the Course Reviews.
- c. Action plans, if any, should be developed to help improve any weaker areas or academic elements, including curriculum, resources and delivery.

16. Review of Student Assessment for Continual Improvement

- a. The Process Owners will review their policies and processes at least once a year as part of the internal review through the Internal Review Report.

PROCESS

1. Assessment Procedures

- a. Scheduling and Notification of Assessments
 - i. Date of Examinations would be scheduled according to the annual Academic Calendar, although such dates are subject to change. A more detailed schedule, including timing, subjects, and venue, will be detailed in the Examination Timetable.
 - ii. Planning of venues for each subject would be based on the number of students sitting for each examination.
 - iii. The Administrative Manager will then draft the Examination Timetable to include the venue for each examination subject.
 - iv. To consolidate all examination-related information, the Administrative Manager will prepare an Examination Schedule Package that includes the Examination Timetable, Invigilator Guide, and the Student Assessment Communication Memo.
 - v. Thereafter, the DOS is to approve the overall Examination Schedule Package.
 - vi. Completion of the above should be tracked and duly documented using the Examination Planning Checklist.
 - vii. The Administrative Manager will then prepare the following documents to be used during the examination:
 - Examination Attendance List
 - Examination Invigilation and Tracking Form
 - viii. The dates for the examination period are originally included in the Academic Calendar, which has been sent to students before course commencement.
 - ix. In addition, the Administrative Manager will send students the Examination Timetable, which has examination details on subjects, venue and timing. This is to facilitate communication of examination information to all students.
 - x. A copy of the Examination Timetable will also be made available on the School's notice board. This should be done at least one week prior to the start of examinations.
 - xi. All Staff handling any part of the conduct of the examination process would need to report to the Director of Studies in the event that there is any academic dishonesty or integrity issues. Depending on the severity of the event, the Director of Studies would

decide what are the follow up actions to take. The Student Disciplinary Procedures should be adhered to for purpose of managing these events, if applicable.

- b. Internal Invigilators
 - i. Upon approval of the Examination Schedule Package by the DOS, the Administrative Manager will liaise with the respective staff to confirm their availability to invigilate the examinations.
- c. External Invigilators
 - i. Should there be a need for External Invigilators, the Administrative Manager will contact External Invigilators from the database to notify them of the upcoming assignment.
 - ii. Based on their availability, the Administrative Manager will finalize the assignment of the External Invigilators for the upcoming examination.
- d. Invigilation Plan
 - i. After finalizing the assignment of Invigilators, the Administrative Manager will prepare the Invigilation Plan, which details the name of the Invigilator(s) for each examination.
 - ii. The Invigilation Plan should also be included in the Examination Schedule Package for consolidation purposes
 - iii. The Administrative Manager should ensure that all invigilators have access to the Invigilator Guide and are briefed on them prior to the examinations.
- e. The Code of Conduct for students, staff and invigilators are as follows: -
 - i. All code of conducts and assessment policies for students would be given to students during the orientation through their respective Student Handbooks.
 - ii. Code of conducts for staff and invigilators would be given to them during their briefing sessions.

2. All Criteria for grading and awards

- a. All Criteria for grading, including assessment methodology and award requirements are to be approved by the AEB.
- b. The above-mentioned criteria would need to be shared with students in the respective Module and Programme Guides.

- c. The Academic Department will need to ensure that all criteria for grading and awards are approved by the external academic partners if and when required (*Note: If given directly by the external academic partners, they are deemed as approved*).

3. Preparation of Examination Papers

- a. Courses with External Partners
 - i. For courses that are conducted in association with External Partners, the setting of examination papers will follow the Partner's process. These papers are also approved according to the Partner's assessment process.
 - ii. Upon approval, the examination papers will be sent to the School for review and preparation.
- b. In-house Courses
 - i. At least 6 weeks before the start of each examination, the DOS will discuss the format, focus and guidelines for each examination during the Academic Department Meeting.
 - ii. The DOS will also designate lecturers to set the examination papers for each exam, and he/she should be familiar with the topics that are being examined.
 - iii. Respective lecturers who are designated to set the examination papers will refer to the approved guidelines and set the papers at least 3 months prior to the examination date, which should include the following:
 - Examination Questions
 - Marking Schemes

4. Preparation of Assignment Papers

- a. Courses with External Partners
 - i. For courses that are conducted in association with External Partners, the setting of assignment papers will follow the partner's process.
 - ii. Upon the requisite approval, the assignment papers will be sent to the School for review and preparation.
- b. In-house Courses
 - i. Lecturers in charge of the respective modules are to prepare all assignments prior to the start of the term.

- ii. These assignment papers should be reviewed and approved during the monthly Academic Department Meeting, chaired by the DOS, and revised accordingly if needed.

5. Assessing Assignment Papers

- a. Students are to submit the assignments by the stipulated deadline to respective lecturers. Following which, lecturers are to grade the assignments and provide feedback to the students within two working weeks of the assignment due date.
- b. Administrative Manager is to upload the grades into the Student Management System to ensure that proper academic records are kept.

6. Marking of Examination Papers

- a. Upon completion of the examination, the designated markers will mark the answer scripts. Examination papers will thus be distributed to the designated markers for marking.
- b. Lecturers are to sign on the Examination Invigilation and Tracking Form to acknowledge the number of scripts received and handed back after marking.

7. Storage and reproduction of assessment materials

- a. The Administrative Manager is to print the requisite copies of examination papers at least 3 days prior to the examination date.
- b. The Administrative Manager shall ensure that all examination papers are printed in a secured location and that students / lecturers have no access to (while the printing is on-going).
- c. Upon printing, the Administrative Manager shall document the number of copies printed in the Examination Invigilation and Tracking Form, and seal and store the examination papers in a secure location.
- d. At no time shall any examination papers be left un-attended.

8. Assessment results, appeals and awards

- a. Upon completion of the marking and moderation of examination papers, the Administrative Manager will release the examination results to all students.
- b. If students have met all the graduation requirements, their names would also be submitted to the AEB and/or academic partners for their approval.

- c. Final examination results and awards must be released within three months upon completion of the final examination and/or assignment of the course for both in-house courses and courses with External Partners.
- d. Dissemination of awards can be in the form of information provided to students. Actual graduation would not fall under the 3 months' timeframe.
- e. The following is the appeal procedure:

Courses with External Partners

- i. Upon release of results, students who are dissatisfied with the outcome may submit an Examination Appeal Form to the Administrative Manager. This is to be done within 7 working days of the release of examination results.
- ii. The Administrative Manager is to acknowledge the receipt of the Examination Appeal Form within 3 working days and proceed to submit the appeal to the External Partner.
- iii. All decisions made by the External Partner are subject to their appeal processes, and approved decisions are final.
- iv. The AEB is to review and endorse the appeal results before the Administrative Manager informs the students of the appeal outcome within 4 weeks from the date of appeal.
- v. Any amendments to the results slips will be made by the Administrative Manager. The amended results slips will be submitted to the DOS for approval.

In-house Courses

- vi. Upon release of results, students who are dissatisfied with the outcome may submit an Examination Appeal Form to the Administrative Manager. This is to be done within 7 working days of the release of examination results.
- vii. The Administrative Manager is to acknowledge the receipt of the Examination Appeal Form within 3 working days and proceed to submit the appeal to the DOS.
- viii. The DOS is to review the appeal request and decide if it is a valid appeal. If the request qualifies for an appeal, a different marker will re-mark the paper. Comments in relation to the re-mark must be stated in the Examination Appeal Form, which would be circulated to the AEB Chairman for his/her review and approval.
- ix. All decisions made by the AEB are final.

- x. The Administrative Manager will inform the student of the final decision within 4 weeks from the date of the appeal.
- xi. Any amendments to the results slip as an outcome of the appeal will be made by the Administrative Manager. The amended results slips will be submitted to the DOS for approval.

9. Special Provisions on Assessments

- a. Supplementary Examination (if applicable)
 - i. After a student fails the first examination, the Administrative Manager will inform the student of the supplementary examination date and collect the supplementary fee (if any) from the student.
- b. Deferred Sitting of Examinations
 - i. Student is to submit a request for deferred sitting of examinations and submit any supporting documents to support his/her case.
 - ii. The DOS will review the request and make the decision to allow or disallow the student to defer his/her examination.
 - iii. For deferred exams, the process outlined for assessments will be followed.
 - iv. For courses with External Partners, the decision to allow deference of examination lies with the university partner and their policy on deferment of examinations.
- c. Other Special Provisions on Assessments
 - i. For any extensions of assignment submission dates and/or any special examination arrangements, Students may submit a request for special provision to the School, together with any supporting documents, via any of the School's communication channels.

10. Assessment plans

- a. As part of the development of courses, important assessment information such as the mode of assessments, relative weightings, pre-requisites for each module and the course / programme structures are to be given to students. This information should be detailed in the Programme / Module Handbooks.
- b. The detailed examination and/or assessment timetables are also to be given to students.

11. Checking Integrity of Examination Papers

- a. On the day of the examination, the Administrative Manager shall check the examination papers to ensure that they have not been tampered with. Any inconsistencies must be reported to the DOS immediately.
- b. In the event of leakage of examination questions, the Chairman of the AEB may decide to cancel the examination and postpone the examination until the completion of investigations.

12. Collection of Examination Paper and Inspection of Examination Venue

- a. Upon ensuring that the examination papers have not been tampered with, the Administrative Manager shall collect the respective examination papers and hand them over to the Invigilators, who would acknowledge receipt on the Examination Invigilation and Tracking Form.
- b. Invigilators must be present at the examination venue at least 30 minutes before the start of the examination and notify the Administrative Manager should there be issues with the examination venue.

13. Conduct of Examination

- a. All Invigilators are to read out the Rules of the Examination prior to the start of the examination.
- b. Invigilators must ensure that the rules and regulations are adhered to during the duration of the examination. Any incidents during the examination must be highlighted and noted down in the EXAM INCIDENT section of the Examination Invigilation and Tracking Form and reported to the DOS.
- c. At the end of the examination, Invigilators will collect all examination papers and count the number of scripts to ensure that all copies are accounted for. The number of scripts collected should then be documented in the Examination Invigilation and Tracking Form.
- d. Next, Invigilators should hand the scripts and Examination Invigilation and Tracking Form back to the Administrative Manager for safe keeping.

14. Approval of awards from awarding authority (if applicable)

- a. All awards (i.e., certificates) given must be approved by the relevant authorities.
- b. Administrative Manager is to check that awards to be conferred to students would need to be registered with CPE and is in the CPE approved list of courses to be delivered.
- c. Administrative Manager would also need to ensure that the course titles registered are identical to the awards to be given.

- d. Upon completion of the checks, the list of awards for internal courses would be passed on to the AEB for approval.
- e. For the list of awards for the external courses (i.e., those issued by the academic partners), it would be passed on to the academic partners for their approval, processing, and issuance after approval by the School's AEB.

15. Approval of major assessment papers and awards

- a. Approval of major assessment papers
 - i. Examination papers set for in-house courses will be submitted to the DOS and AEB Members, who would check the format and content of the paper based on the following guidelines:
 - Questions are set at appropriate standards for assessing students' skills and are aligned with approved learning outcomes as stated in the approved curriculum.
 - Instructions to complete the examination paper are clear, concise and consistent
 - Coverage of topics are suitably varied
 - Examination papers are coherent
 - Examination papers are relevant to course contents
 - ii. Should there be changes required, the Administrative Manager will inform respective lecturers to follow up. Lecturers will then resubmit the papers based on the comments given by the DOS and AEB Members.
 - iii. Revised papers should then be re-submitted to the DOS and AEB Members for their final review.
 - iv. All examination papers should be finalized at least 2 weeks prior to the examination date. The Administrative Manager shall consolidate all master copies of the finalized examination papers.
 - v. The Administrative Manager is to compile a list of students who are up for progression to the next level / are to be awarded course completion certificates. The Administrative Manager is to conduct a preliminary round of checking to ensure that students meet the progression/award criteria as communicated to them before course commencement.
- b. Progression and award of certificates

- i. After which, the list of progression/award students (including the achievement of award criteria) should be reviewed and endorsed by the AEB.
- ii. All awards have to be approved by the AEB before students are awarded the certificate, to ensure consistent standards and integrity of courses offered.
- iii. Upon AEB approval, the Administrative Manager will print out the certificates based on the approved list of graduating students.
- iv. For external partner courses, the certificate will be issued by the awarding body.
- v. Students would then be informed to collect their certificates from the Administrative Manager. A duplicate of the certificate would also be filed in the Student's P-File.

16. Post-assessment analysis for course review

- a. Post-assessment analysis should be conducted and utilized as part of the course review.
- b. Data from Post-assessment analysis should minimally include student performance on the various modules and programmes and used as part of the analysis in the Course Reviews.
- c. Action plans, if any, should be developed to help improve any weaker areas or academic elements, including curriculum, resources and delivery.

17. Review of Student Assessment for Continual Improvement

- a. The Process Owners will review their policies and processes at least once a year as part of the internal review through the Internal Review Report.

SYSTEMS & REVIEW

Refer to internal review report.