



Western Cape
Government

Education

FOR YOU



Directorate: Assessment Management

**Manual for the marking procedure for
the National Senior Certificate and
Senior Certificate examinations 2022/23**

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1. Overview of the marking process

It is critical to the integrity and credibility of the National Senior Certificate and Senior Certificate examinations that marking is conducted with the necessary professionalism, fairness, care and dedication. The marking of answer scripts is a tedious and time-bound process that requires markers to remain conscious of their decisions throughout the marking period.

1.1 Principles of marking management

- a) Marking must take place in a clean and organised venue.
- b) The marking in every subject and paper must uphold the principles of assessment, such as validity, reliability and fairness.
- c) Marking must only be conducted according to the Umalusi approved marking guidelines supplied by the Department of Basic Education (DBE).
- d) Marking must follow a standard that is known to all the markers in the team, each answer script must receive the same due consideration and attention of the marker and the marking guidelines must be applied in a consistent manner throughout the marking period.
- e) The quality assurance process at the marking centre must be transparent and must ensure that there is an excellent professional standard.
- f) All instructions to the marking team must be clear and unambiguous.

1.2 Marking venues

- a) Marking centres must be safe and secure, and conducive workspaces must be created.
- b) Basic aspects that are important in the venue are the lighting, ventilation, seating arrangements and cleanliness of the marking venue.
- c) Any marking official who is sick/unwell at the time of the marking session, should not report for or participate in the marking and must immediately inform the chief marker.

1.3 Security

- a) All markers must be aware that security companies are employed for the marking period at the different sites and have strict protocols which they must adhere to and in doing so, a safe and secure environment is created for all markers during the entire marking period.
- b) The marking centre is a restricted area and only authorised and accredited persons must be allowed entrance. Entry must be strictly monitored at all times and security staff must be vigilant and enforce this on everyone accessing the marking centres.
- c) The primary role of the security staff at the marking centre is to ensure the safety of marking staff, officials, visitors and the answer scripts at the marking centres. They have an extended role and instructions for the following:
 - i) All persons exiting the marking centre will be searched for mark sheets and answer scripts.

- ii) Anything resembling question papers or examination material will be confiscated from persons leaving the building.
- iii) Every vehicle entering/leaving the marking centre must be searched and the vehicle's registration details must be recorded.
- iv) It is the responsibility of markers to unlock their vehicles for searches.
- v) It must be checked that car slips are displayed on the dashboards of cars, which must state the vehicle registration number, name and contact details of the marker, and the subject/paper.
- vi) The security company/Western Cape Education Department (WCED) will not be held liable for any damages if this arrangement has been changed.

1.4 **Marking protocols**

- a) Hand sanitiser must be available at the entrance to the marking centre.
- b) The surfaces of the desks, tables and counter tops where question papers, memos and answer scripts are placed, as well as chairs must be sanitised before markers enter the venue and again during marking.
- c) All occupational health and safety protocols must be followed.

2. **Role of WCED officials**

- a) WCED officials must be present at the marking centre to support the marking process.
- b) **Chief markers** should not hesitate to call on the assistance of the **marking centre manager, deputy centre manager** and/or **building script manager** to assist with any problem at the marking centre.
- c) Each marking centre will have a facilities supervisor who will be responsible for all logistics, including accommodation, meals and shuttles. Details will be provided prior to the commencement of the marking.
- d) Any issues related to the facilities, meals or shuttles must be addressed via the marking centre manager.

3. **Irregularities**

3.1 **Management of irregularities**

The following process must be followed meticulously:

- a) Marker identifies an irregularity.
- b) Chief marker/internal moderator must confirm the irregularity or return the answer script for normal processing if it is not an irregularity.
- c) In the case of an alleged irregularity, the chief marker must complete an irregularity report form in detail, indicating the nature of the irregularity and the question concerned.
- d) Script replacement forms must be used for **every script** removed from a batch. This form must be signed by the chief marker.
- e) Marks must be transferred from the answer script to the irregularity script replacement form.

- f) The answer script must be handed over to the building script manager.
- g) The building script manager must sign the script replacement form as acknowledgement of receipt of the answer script.
- h) The chief marker must record all cases on the irregularities register.
- i) The chief marker must ensure that the entire batch of answer scripts is marked. However, the irregularity answer script must be placed on top of the batch together with the mark sheet.
- j) The entire batch must be handed over to the building script manager by the chief marker. Both these officials must sign the audit trial book as handover and receipt of the irregular batch.
- k) The building script manager must collect answer scripts at least two to three times a day.

3.2 Examples of irregularities identified at marking centres

- a) The answer script handed in, is different from the one issued by the invigilator/WCED.
- b) Different sets of handwriting are identified in one answer script.
- c) Two answer scripts, written by two different candidates, are submitted with the same examination number.
- d) Crib notes are discovered in the answer script.
- e) There are no crib notes, but there is clear evidence of copying.
- f) Evidence of possible assistance from an invigilator.
- g) Indications that the candidate has been allowed to write the examination in terms of an "open book" examination.
- h) The answer script is marked present on mark sheet, but the script is not with the batch (NIB).
- i) Answers that are identical or too similar to the memorandum.
- j) The marker receives an answer script that does not reflect on the control list but is with the batch.
- k) A candidate is marked present on the control list, but there is no answer script in the batch.
- l) **Conversions** – for example: A Mathematical Literacy answer script found in a Mathematics batch of scripts.

**NB: ALL THE ABOVE IRREGULARITIES MUST FOLLOW THE PROCESS IN 3.1.
(Please note that this list is not exhaustive).**

4. Discipline

- a) Markers must attend all marking guideline discussions, training sessions and pre-arranged meetings. In the event of a marker being late for more than one meeting, this must be reported to the marking centre manager immediately.
- b) Any marker found to be under the influence of alcohol or an intoxicating substance or medication that affects their judgement and ability should be reported to the marking centre manager immediately.

- c) No marking of own centre answer scripts must be allowed, nor should any school material be brought into the marking centre. The security staff have been given instructions to confiscate any material and that looks like a question paper or a subject answer script. (Except on day one, when reporting for marking, markers must have answered the question paper they were appointed to mark.)
- d) Teatime and lunch breaks must be taken, as they provide an opportunity to rest the mind and body, as well as to socialise with other teachers. Markers are requested to minimise noise levels outside the official times so as not to disturb the other markers.
- e) Hostel facilities are provided so that markers from rural areas can stay over. The marking process is a taxing process on the mind and body and requires that markers be well rested before marking resumes the following day. Teachers that are housed in the hostel must therefore consider other colleagues and refrain from any noise in the hostels.

5. **Training of markers**

- a) All markers must be trained and authorised in the marking procedure.
- b) Only the final approved marking guideline with the DBE stamp on it must be used by markers.
- c) A "per question approach" must be implemented.
- d) The management, training and mentoring of novice deputy chief markers/senior markers must be factored into the training, planning and delivery.
- e) The training and authorisation scores of the deputy chief markers and senior markers should be used to confirm their allocation to sections/questions. Half a day should be used to discuss the marking guideline and one day to train and authorise markers.
- f) A total of six dummy answer scripts will be used. Three dummy scripts will be used for training purposes and peer inputs and three dummy scripts will be marked individually to ascertain if marker is able to mark within the established Tolerance Range (TR).
- g) The authorisation scores are used to place markers according to their strengths and to identify areas of retraining.
- h) It must be stressed to all markers that all answer scripts must be marked to the same standard, whether they are the first or last scripts to be marked. Regular breaks must be taken so that markers remain as fresh as possible throughout the marking process.

6. **Role of the internal moderator**

- a) The internal moderator plays an important quality assurance role at the marking centre in terms of maintaining the standard of marking. He/she must ensure that the moderation of answer scripts by the chief marker and senior markers satisfies expected standards. Besides moderating scripts from the chief marker, deputy chief marker and senior markers, the internal moderator will also moderate the scripts of ordinary markers. This model allows for more scripts to be moderated than if the moderator only moderates the chief marker's scripts.
- b) The internal moderator has the final say in the interpretation of the marking guidelines. Although the internal moderator must maintain a distance from the management and

administration of the chief marker, he/she must work as part of the team comprising of the chief marker, deputy chief marker and senior markers.

- c) It is the responsibility of the internal moderator to see that the principles of marking are upheld in the marking venue.

7. Responsibilities of the internal moderator

- a) Is accountable for the quality of marking in the particular subject and paper.
- b) Acts as the final arbiter of standards in the marking process at a provincial level.
- c) Takes responsibility for the quality of marking of all answer scripts to be marked in the subject and paper.
- d) Assists the chief marker with the training of the subject's marker team.
- e) Quality assures the marking of the subject he/she is responsible for, ensuring that the marking process is efficient and effective.
- f) Monitors marking guideline discussions.
- g) Ensures a moderation system for the subject and paper is implemented effectively so that the marking of the subject/paper is found to be in line with the marking guidelines and memorandum.
- h) Ensures that there is consistent marking by all markers.
- i) Leads the moderation process for the subject paper.
- j) Moderates the work of the chief marker and a sample of marked answer scripts from the different levels of the marking team.
- k) Writes a report on the marking and performance of candidates for DBE.
- l) Contributes to the report on the performance of each marker at the marking venue.
- m) Produces a report for Umalusi which will be used during the standardisation process as well for national research purposes.

8. Role of the chief marker

- a) Chief markers are the managers of the administration of their subject papers.
- b) They are tasked with ensuring that the marking venue is suitable in terms of space, ventilation, lightning, etc.
- c) They are responsible for the marking process at the marking venue as well as reporting to the WCED on the performance of candidates in the various subjects/papers and the flow of answer scripts.
- d) Prior to the arrival of the markers, an audit of the answer scripts should be carried out by the chief marker by using the departmental checklists. Answer scripts must be divided into batches for the various markers, keeping in mind that new markers should receive about 10% fewer answer scripts than more experienced markers.
- e) The chief marker must manage the training, authorisation and marking guideline discussions. All markers must be present at the initial marking guideline discussion, as well as for subsequent daily meetings.

9. Responsibilities of the chief marker

- a) Attends meetings with the marking centre manager on the first day to introduce the marking centre staff and to inform everyone of the administrative and housekeeping matters related to completing and submitting claim forms.
- b) Signs for and receives marking room keys.
- c) Ensures that senior marking officials arrive earlier than markers to prepare for administrative duties and their training.
- d) Verifies the actual marking duration using the norm time, number of markers that have arrived at the marking centre and the number of answer scripts received.
- e) Determines if all markers have reported at the marking centre and reports any absentees to the marking centre manager, as well as any perceived need for additional markers as determined at memorandum discussions.
- f) Ensures that there are sufficient markers to complete the marking timeously and liaises closely with the marking centre manager and WCED marking manager to ensure that reserve markers are contacted and report for the marking session.
- g) Compiles a management plan for the marking session based on the data and supporting information obtained.
- h) Records all markers who have declared that a close relative/child had written the examination, notes the examination centre numbers and works through the senior markers to ensure that those markers do not mark or view the answer scripts from those centres, nor do they have access to the scripts from their own centres.
- i) Checks the answer scripts and control sheets with the relevant official/examination assistant and signs for the scripts.
- j) Signs for the receipt of answer scripts and takes control of scripts within the marking room during the marking process.
- k) Keeps a record of all answer scripts to be marked and those marked to be able to pace markers correctly and to manage an adequate and even flow of scripts to administrative staff.
- l) Ensures that a quiet environment for good marking is maintained and does not permit unauthorised visitors to the centre.
- m) Ensures that the marking venue is conducive to the process of marking in terms of lighting, ventilation, space for markers and noise levels.
- n) Ensures that all rooms are locked when not in use during the day and returns the key to the marking centre manager at the end of the final marking session/each day.
- o) Checks the answer scripts before batches of completed scripts and mark sheets are packed and returned to the script control unit/room.
- p) Meets with deputy chief marker(s) (if any) and senior markers to plan for and replicate the DBE training model.
- q) Ensures senior markers conduct a follow-up training/retraining of markers who require intervention and support.
- r) Meets daily with deputy chief markers and senior markers.
- s) Ensures consistency in the marking process by moderating at least 10% of each marked batch of answer scripts. But does not exceed the average number of scripts marked by an individual marker. (There will be no remuneration for the excess.)
- t) Ensures no answer scripts are moderated more than twice.

- u) Takes responsibility for the management of marking in the specified subject.
- v) Ensures that all levels sign the daily attendance register, completes all administrative documentation accurately and fully before finally leaving the centre.
- w) Drafts reports as requested including the Rasch analysis and liaises with DBE and Umalusi moderators.
- x) Ensures that all markers receive feedback on the moderation of answer scripts.

10. **Role of senior markers**

- a) Distributes answer scripts and controls the marking of scripts allocated to his/her team.
- b) Checks that markers' calculations are meticulous.
- c) Evaluates the competency, accuracy and tempo of markers throughout the marking session and provides ongoing feedback and support.
- d) Checks all marks and totals to ensure that marks are the same on the answer script and mark sheet and that a line is placed through an incorrect mark, it is initialled and the mark amended by writing the correct mark under the moderated mark column.
- e) Appends his/her signature and code to the wrapper of each batch that is checked.
- f) Provides a daily written report to the chief marker on the performance and accuracy of markers.
- g) Supplies regular feedback to markers to promote the quality marking of all answer scripts.
- h) Should he/she observe that a marker is not marking reliably, he/she informs the chief marker. A discussion is held with the marker and additional training/retraining on the allocated question is provided.

11. **Role of markers**

- a) Markers count the number of answer scripts in each batch and compare that number with the number indicated on the wrapper and the mark sheet. Any discrepancies must be reported to the senior marker.
- b) Tick to the extreme right of the page but put crosses directly on each mistake so that checkers/examination assistants know it was marked as incorrect.
- c) Make annotations, where appropriate, using performance descriptors from the rubric/the responses provided on the marking guidelines.
- d) Total each section in the right-hand margin in line with the question.
- e) Total marks per question correctly and place the mark on the left-hand side of the page in line with the question number and circle the total. (This may vary across subject papers/where answer books are customised.)
- f) Accurately transfer the total mark for the question to the allocated column on the front of the answer script.
- g) Where a marker marks the last question on the answer script, the marker must tally all marks and write the grand total on the script cover.
- h) When the entire batch has been marked, markers in that team enter the marks on the mark sheet in black ink and sign.
- i) Check that each candidate's examination number corresponds with that on the mark sheet before signing the mark sheet.

- j) Record "444" on the mark sheet where a candidate did not write and there is no answer script.
- k) Deputy chief markers are responsible for checking and controlling all marked batches and completed mark sheets.

12. **Designated ink colour for marking**

Marking staff must use the following designated colours to mark answer scripts:

Markers:	Red ink
Senior markers:	Green ink
Deputy chief markers:	Orange ink
Chief marker:	Pink ink
Internal moderator:	Black/blue ink
Umalusi:	Purple ink

13. **Ensuring reliable and valid marking**

A quiet environment must be ensured and no unauthorised visitors must be allowed.

14. **Dealing with markers not marking reliably**

- 14.1 When a senior marker observes that a marker is not marking reliably, he/she must inform the chief marker.
- 14.2 A discussion must be held with the marker, then additional training/retraining on the allocated question must be provided.
- 14.3 If the marker has not marked within the TR in 50% or more of the answer scripts, they must re-mark the scripts, which must be rechecked by the senior markers, before the marker is allowed to proceed with live marking.
- 14.4 If there is consensus amongst all stakeholders, a marker may be released from his/her duties but can submit a claim for travel costs and work completed.

15. **Protocol for changes/additions to final marking guidelines**

- a) Any unilateral changes to the final marking guidelines are not allowed. If there are any relevant, alternate responses that can be added to the approved marking guideline, the protocol for additions to marking must be followed.
- b) The request and motivation for the addition/change must be submitted via the centre manager to the WCED marking manager, who must submit it to the DBE.
- c) The additions or changes will be discussed between the DBE internal moderator and Umalusi external moderator and if approved, will be communicated back to all marking centres in the form of an official examination instruction.

16. Quality assurance of marking

- 16.1 Markers may claim for the **actual number of answer scripts marked** and will be remunerated at the appropriate rate as per the *Personnel Administrative Measures*, published in *Government Gazette* No. 39684 of 12 February 2016, per subject/paper, noting the different modalities being used.
- 16.2 Chief markers, deputy chief markers, senior markers and internal moderators may claim for answer scripts **marked** and for scripts **moderated**. For scripts marked by moderators, they will be remunerated at a moderator's rate applicable to their level of appointment.
- 16.3 Only **chief markers** and **internal moderators** will be eligible to claim for **up to a maximum of 20 hours of training** offered to markers at a fixed rate. Only the actual number of training hours will be paid. (Not for subjects with only an internal moderator and chief marker who were trained at the marking standardisation meetings, in other words where there are no markers).
- 16.4 Moderators may moderate a number of answer scripts equal to the average number of scripts to be marked by an individual marker. Scripts moderated **may not exceed 10%** of the average scripts marked by an individual marker, without supplying evidence and receiving prior approval. Moderators are encouraged to mark a maximum of 20 scripts and any deviation from this arrangement will require prior approval. Only chief markers, deputy chief markers and internal moderators may mark a full script.
- 16.5 Marking of answer scripts of **deaf and blind** candidates are the responsibility of the chief marker and the marking management team may be involved.
- 16.6 The chief marker is obligated to **complete** and **sign** the **VR-E 610** form and to verify that the information on it is a true reflection of the number of answer scripts marked by each marker and that the number of scripts marked correlate with the number of scripts received. Deviations must be recorded and communicated to the marking centre manager.
- 16.7 The chief marker is responsible to **check and verify** that the claim form of each marker reflects the correct number of answer scripts marked and moderated.
- 16.8 The chief marker is responsible to **sign all claim forms (VR-E261 A and B) as well as the subsistence and transport forms (Z43 and S&T)** for all his/her deputy chief markers, senior markers, markers and internal moderator and may request his/her marking management team to assist with the verification process.
- 16.9 A chief marker **cannot sign as claimant** and as chief marker on his/her own claim. The internal moderator must verify and sign the chief marker's claim form.
- 16.10 The chief marker must verify in writing on the VRE-610 that all claims have been received before submission to the marking centre manager.

17. **Quality assurance of external moderation**

- 17.1 Answer scripts for external moderation are sampled from completed batches by the DBE on-site moderators and/or Umalusi verifiers deployed to the marking centre.
- 17.2 They must be allocated a separate room for the verification process. They are required to liaise with the chief marker and must not interrupt the flow of marking at any time during the marking process.

18. **Recording and reporting**

- a) All marks must be transferred to the corresponding question number on the back cover of the answer book.
- b) Prepare for standardisation meetings.
- c) Reports to complete:
 - i) Evaluation of question papers
 - ii) Qualitative analysis of learner responses
 - iii) Data collection per question for analysis (100 answer scripts) – for all subject papers (excluding the 13 subjects selected to do the Rasch analysis)
 - iv) Data collection for item analysis (Rasch analysis per selected 13 subjects)
 - v) Chief marker confidentiality form
 - vi) Flow of answer scripts
 - vii) Next of kin

19. **Handover on the last day**

- 19.1 The chief marker must ensure that the following is done on the last day:
- a) All answer scripts have been marked and returned to script control.
 - b) Verify and sign all claim forms for the marking panel.
 - c) The daily attendance register is submitted.
 - d) Verify and sign all claims in respect of the use of private transport in accordance with current policy.
 - e) All answer scripts have been returned.
 - f) All question papers and memos, used by markers, have been packed and returned.
 - g) Chief marker and internal moderator marking guidelines are clearly identified in a separate plastic sleeve or envelope.
 - h) Electronic versions of the marking analysis report and evaluation reports are submitted.
 - i) Subject labelled box with all documents, marker access cards, venue keys, files, claims, etc are submitted.
 - j) Evaluation reports are submitted.
 - k) All training score sheets, answer scripts and authorisation scripts are submitted.
 - l) Agreements to maintain secrecy, confidentiality forms and declaration forms are submitted.
 - m) Registers of marked answer scripts are submitted.
 - n) Schedules of moderation are submitted.

19.2 **After markers have completed and left the marking centre, the chief marker must be on standby in the event of any other matters that may arise.**

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