

Policy title	Policy Moderation	Year	2017
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Policy sign-off date	January 2017		
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1. PURPOSE OF THE MODERATION POLICY

In terms of the **eta** value of compliance; the aim is for **eta** to operate under the following credo: *“all **eta** regions are able to meet **eta**’s quality management standards at all times; not only when being moderated or monitored.”*

The purpose of this moderation policy is to provide the principles, rules and guidelines relating to:

- a) Moderation of assessment methods;
- b) Monitoring of assessment interpretation, decisions and actions;
- c) Moderation of process;
- d) Moderation of assessment results.

The aim of the policy is to ensure that **eta** assessment meets the quality assurance standards of **eta**’s assessment policies; that assessment decisions are consistent and reliable and assessment methods are fair and appropriate. Our moderation process is intended to build capacity in **eta** faculty by ensuring that all of the faculty understand the requirements of accreditation and the **eta** assessment system.

This policy is available to management and staff responsible for assessment and or moderation.

2. MODERATION OF ASSESSMENT DESIGN

Following the design of a new learning programme, the appointed programme / curriculum designer must submit all assessment designs (instruction and memos or rubrics) to the Assessment Moderation Manager. The National Assessment Moderation Manager is then responsible for appointing subject-matter experts to check the quality of the assessment design.

This moderation of assessment design is intended to evaluate the quality and validity of the designed task(s) and whether the task(s) are ‘fit-for-purpose’ in terms of the curricula outcomes. Thus, newly designed tasks (or re-designed tasks) must be analysed by a second party in CAD to ensure that the assessment design is congruent with the course outcomes and whether that the assessment methods and assessment tools meet the **eta** quality requirements for assessment design.

3. MODERATOR REQUIREMENTS

Every campus should have at least two qualified Regional Moderators. In the absence of a qualified Regional Moderator, the **eta** region is responsible for contracting a qualified moderator to carry out moderation of assessment at their site of delivery, according to the regional moderation plan. All moderators must be subject matter experts and qualified assessors. Regional Moderators must also be registered with their relevant quality assurance body. Regional Moderators may not assess students' work from the course work they are moderating.

The National Assessment Moderation Manager is a qualified moderator with at least 2-years' experience in conducting external moderation.

4. MODERATION OF ASSESSMENT

All marked tasks that contribute to the overall assessment score (summative and CASS for CATHSSETA and summative only for CHE) are moderated per course, per year of delivery. This includes all programmes and all modes of delivery that lead to full qualifications (accredited by CHE or CATHSSETA and, for **eta** Operators outside SA, their regulatory body) as well as short-courses that lead to occupational certification.

Assessments are moderated with a standardised moderation instrument issued by **eta's** National offices, specifically, the Centre for Academic Development (CAD).
(See templates on etaConnect)

5. PLANNING MODERATION OF ASSESSMENT

All sample sizes for moderation are determined in the moderation procedure document.

Regional moderation of assessment occurs at the end term 1 and 3 for CATHSSETA and CHE and National Moderation at the end of each semester for CATHSSETA and CHE, throughout the academic calendar for each full time programme. All other courses are moderated half way through their timetable and at the end of the programme. Only once the results have been moderated by CAD can they be released.

All learnerships and skills programmes that are managed through **eta** Special Projects should plan for their moderation to be half way and at the end of each project. Thus the

moderation plan for each programme is sent to the National Assessment Moderation Manager within 10 days of course commencement.

Moderation is conducted according to the National Moderation Plan. Moderation plans are based on the roll out of an entire academic year (on-site programmes) or for an entire learning programme (off site programmes).

The national calendar (provided by CAD) indicates the moderation periods for campuses (Regional and National). Part time courses should be moderated during these same periods. For mixed mode short courses, moderation should be planned according to scheduled dates of delivery and completion.

Special Projects should plan their moderation periods according to their programmes' dates.

Distance Learning should plan their moderation periods according to the national calendar (provided by CAD).

Every regional Academic Head or Campus Manager should submit their moderation plan to CAD within 10 days of course commencement. This moderation plan contains final dates, times, logistics and needs for the moderation process.

6. MODERATION OF ASSESSMENT REPORTS

Moderation reports are generated on site, within two weeks after the moderation. All assessors who assessed tasks must be available for a moderation meeting, following the moderation.

The outcomes of the moderation must be communicated to assessors at a moderation meeting. If for some reason assessors are not available, the report is e-mailed to the assessor and copied to the Academic Head or Regional Manager.

Written moderation reports must be submitted to the Academic Head and the assessor(s) immediately after the moderation. Minutes are taken at all moderation meetings and such

minutes are saved with other supporting documents relating to the moderation, on the regional file server; a copy is sent to the National Assessment Moderation Manager.

All reports are to be sent to the National Assessment Moderation Manager immediately after moderation. A final report is sent to the region by the National Assessment Moderation Manager, indicating the compliance requirement of the moderation.

7. MODERATION OF RESULTS

Regions must save all digital assessment overviews to etaConnect each quarter (CATHSSETA programmes only) as outlined on the national calendar to enable moderation of results to take place. Results will only be released once all information is loaded onto SIS and once a moderation of results has taken place. Moderation of results will take place 3 weeks after moderation of assessment. Special Projects must save all assessment overviews on etaConnect at mid and end of course intervals.

Moderation of results is conducted by the National Assessment Moderation Manager. This process looks for inconsistencies in task scores between regions and for unusually high or low scores within a region. The National Assessment Moderation Manager then reports back to regions to allow time to adjust results if needed and to generate assessment reports for students.

Based on the above assessment, the National Assessment Moderation Manager will adjust the scores accordingly, and inform each region of such a change. No region is allowed to adjust scores without a directive from the National Assessment Moderation Manager.

8. MODERATION OF PASS RATE AND MANAGING BORDER LINE PASSES

Refer to Assessment Rules Policy for rules relating to the required pass rates per programme. The Assessment Rules policy also provides guidelines for first years entering second year. Borderline students may qualify for mark adjustments if the following rules co-exist:

- Module scores $\geq 47\%$
- Practical hours $\geq 55\%$ (requirement = 60%+)

- CHE programmes: formative assessment and class attendance will be taken into consideration
- CATHSSETA: Learning activities, continuous assessment (CASS) and class attendance will be taken into consideration.

The instructions for managing borderline students can be found in the **eta** procedure for this policy and must be followed at all times.
