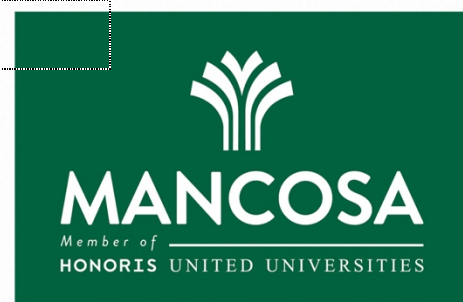


POLICY

Appointment of External Examiners and/or Moderators

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ACRONYMS

CHE	Council on Higher Education
DHET	Department of Higher Education and Training
HEQC	Higher Education Quality Committee
HEQSF	Higher Education Qualification Sub-Framework
NQF	National Qualifications Framework
SAQA	South African Qualifications Authority
QAF	Quality Assurance Framework

1. GENERAL

MANCOSA considers it a crucial task of external examiners and/or moderators to ensure a meticulous and transparent assessment process which is essential for fostering academic excellence and ensuring that students receive fair and consistent evaluations.

In order for external examiners and/or moderators (moderation of assessments or moderation of graded scripts) to fulfil their responsibilities effectively, at the exit level of a programme, it is imperative that managers and academic programme leaders take proactive steps to facilitate these responsibilities. These steps involve providing comprehensive information to external examiners and/or moderators regarding the curriculum, its aims, objectives, outcomes, associated assessment criteria and structures of all relevant programmes and modules.

This information serves a crucial purpose, facilitating a thorough understanding of the MANCOSA academic landscape. It equips external examiners and/or moderators with the necessary knowledge to engage in adequate reading and analysis. By having a profound grasp of the programme's intricacies, examiners and/or moderators can discern the implications of individual assessment instruments employed within both the programme and its respective modules.

This proactive approach not only ensures a more informed assessment and moderation process but also enhances the overall quality of assessment evaluation. It enables external examiners and/or moderators to make well-informed decisions, aligning their assessments with the specific context and requirements of each programme and module.

All assessment instruments and a sample of graded scripts on the exit level modules of any programme offered by MANCOSA is moderated externally by an external moderator duly appointed by MANCOSA. The appointment of external examiners and/or moderators is subject to ratification by the Assessment, Verification and Certification Committee.

2. DUTIES OF EXTERNAL EXAMINERS AND/OR MODERATORS

The duties of an external examiner and/or moderator in the context of assessment development, moderation of assessments and the sample moderation of graded scripts are multifaceted and crucial to ensuring the quality and fairness of the assessment process. Their responsibilities encompass but are not limited to:

1. **Understanding Programme Content:** Gain a comprehensive understanding of the programme's content, including the syllabus and structures of all relevant modules.
2. **Assessment Instrument Analysis:** Scrutinize the assessment instruments used within the programme, evaluating their appropriateness, clarity, and alignment with learning outcomes.
3. **Feedback Provision:** Provide constructive feedback to relevant stakeholders involved in the development, marking and moderation, highlighting areas of improvement or clarification in

- assessment practices. Consideration of the standard of grading and reporting to the Assessment, Verification and Certification Committee on such revision of grades as they consider necessary.
4. **Ensuring Academic Standards:** Confirm that the assessments meet the institution's academic standards and adhere to relevant policies and guidelines.
 5. **Quality Assurance:** Contribute to the overall quality assurance process, identifying and addressing any issues that may compromise the integrity of assessments.
 6. **Documentation:** Keep thorough records of the examination, marking and moderation process, documenting decisions, feedback, and any actions taken to address discrepancies.
 7. **Iteration:** In the event of an unresolved matter between external and internal examiners and/or moderators, the Assessment, Verification and Certification Committee shall adjudicate on the matter in question, and its decision shall be final.
 8. **Training:** External examiners and/or moderators are expected to participate in the assessment process pertaining to their duties and the relevant trainings/workshops at least once a year.

3. REPORTING

- 3.1. External moderators are required to submit comprehensive reports to the institution detailing the outcomes of the moderation process and providing recommendations for improvement if necessary. The report may comment on the following:
 - Standards of academic assessment in terms of its organisation, syllabus relevance and assessment standards, structure of modules examined, and suitability of assessments used;
 - Suggested modifications;
 - Any general observations/recommendations they wish to make.
- 3.2. External examiners and/or moderators are also requested to report on these matters to the Academic Assessment department at the conclusion of each year's assessment period and to be prepared to discuss these matters fully, where necessary, with the appropriate internal examiners and/or moderators and programme leaders.
- 3.3. Academic Programme Leaders are required to review the examiner and moderator reports for the respective programme and design and develop interventions, recommendations to the examiners and/or moderators for improvements on the overall quality of assessments.

4. PERIOD OF APPOINTMENT

External examiners and/or moderators are appointed for a period of 3 years, normally renewable each year. Re-appointment is normally for a second term of 3 years.

5. PROCESS OF APPOINTMENT

- Appointments will be carried out by the Academic Assessment Coordinator in accordance with set norms and processes and in accordance with the policies and procedures laid down by the Academic Assessment Department.
- Persons appointed to the position of external examiner may or may not have any links with MANCOSA in terms of teaching and marking, either full time, part-time or on an ad hoc basis.
- Persons appointed to the position of external moderator will not have any links with MANCOSA in terms of teaching, either full time, part-time or on an ad hoc basis. This is to ensure that the independence of the moderator is not compromised.

MANCOSA uses the following criteria to appoint external examiners and/or moderators :

- They must hold a relevant and related qualification at least one NQF level above the highest qualification being examined.
- External examiners and/or moderators are approved by the Assessments, Verifications and Certification Committee.
- Documentation on the curriculum, outcomes and associated assessment criteria, as well as all relevant assessments and guidelines are provided to the external examiner and/or moderator.
- The external examiner and/or moderator presents a written report after each assessment is completed.
- Completed external examiners and/or moderator reports are presented to the Assessment Manager.
- Remuneration for external examiners and/or moderators is commensurate with the scope and level of their duties.
- External examiners and/or moderators should also comment on:
 - The validity of the assessment instruments in relation to the selected content and the module learning outcomes.
 - The quality of student learning and the standard of student attainment across the spectrum of results in relation to the learning outcomes, international academic and assessment standards, and relevant generic qualification standards (for example, using the NQF and level descriptors as a guide);
 - The reliability of the marking process;
 - The quality of feedback given to students; and
 - Any concerns or identified irregularities.

6. PROCEDURE OF APPOINTMENT OF AN EXTERNAL MODERATOR

The following procedure will be followed:

- The minimum requirements in terms of qualification and experience are determined for the position of external moderator.
- A description of the job specifications and expectations are provided.
- Formal appointments are then made, and contractual agreements are concluded.
- The following criteria is used for appointing external examiners and/or moderators :
 - Relevant experience in terms of examining the programme/module or its equivalent.
 - Independence from MANCOSA and from its academics, where applicable
 - Expertise in the subject area, based on the subject being examined or moderated
 - Scholarly contribution to the field
 - External examiners and/or moderators are required to have a qualification at least 1 level higher than the programme being assessed.
 - At least 2 years' experience teaching in this programme or its equivalent for the programmes.

7. PRIVACY

POPIA, which stands for the Protection of Personal Information Act, is a South African data protection law that regulates the processing of personal information. The purpose of POPIA is to ensure that the handling of personal information is done in a manner that respects individuals' privacy rights and protects their personal data.

This policy ensures compliance with the Protection of Personal Information Act (POPIA) and aims to safeguard the privacy and confidentiality of an individuals' personal data.


7.1 Purpose: MANCOSA collects and processes personal information during assessments for the sole purpose of appointing academic staff, remuneration of academic staff, onboarding to MANCOSA's information systems, preauthorisation, and authentication to access MANCOSA assessments and assessing students' academic performance. The data collected will be relevant, adequate, and not excessive for the intended purpose. Refer to MANCOSA Privacy Policy and PAIA manual.

7.2 Lawful Basis: All processing of personal information during assessments will be conducted in accordance with the lawful bases stipulated in POPIA, including the necessity of processing for the legitimate interests pursued by MANCOSA or the data subject's consent where applicable.

7.3. Data Security: MANCOSA will implement appropriate technical and organizational measures to ensure the security and confidentiality of personal information collected during assessments. This includes safeguards against unauthorized access, disclosure, alteration, and destruction of data. Refer to IT Policy.

7.4 Data Retention: Personal information obtained during assessments will be retained only for as long as necessary to fulfil the purpose for which it was collected, or as required by applicable laws and regulations. Once the retention period expires, the data will be securely deleted or anonymized. Refer to Data Retention and Destruction Policy.

The department is dedicated in its commitment to adhering to principles and regulations outlined in the Protection of Personal Information Act (POPIA).



In line with the Protection of Personal Information Act 4 of 2013 (POPI), Assessments will endeavour to:

- promote the protection of personal information processed by public and private bodies;
- introduce certain conditions to establish minimum requirements for the processing of personal information;
- provide for the rights of persons regarding unsolicited electronic communications and automated decision making; and
- regulate the flow of personal information across the borders of the Republic'
- ensure that the external moderator is fully knowledgeable about POPIA and handles all personal information in keeping with the provisions of POPIA.

8. REVIEW

This policy is a living document and as such will be reviewed every 3 years to ensure compliance.