Marking Policy

The purpose of this policy is to make it explicit how the Learning & Development Coaches (LDC) mark learners' work and provide feedback. All members of staff are expected to be familiar with this policy and to apply it consistently across all Occupational Areas (OAs).

The Need for a Marking Policy

It is important that the LDCs provide constructive and timely feedback to learners, both written and orally, focusing on success and improvement needs against learning aims. This will enable learners to become reflective and independent and assist them in closing the gap between what they can do currently and what they aspire to become.

It is recognised that the 'delivery' team consists of LDCs and IQAs employed by Riverside Training as well as any specialist and freelance staff employed to deliver any element of the learner's programme.

Marking and feedback should:

- Be manageable for the LDCs and accessible to the learner
- Relate to the learning intention/aim, as identified in the learner's ILP
- Give recognition and praise for achievement and clear strategies for improvements
- Allow specific time for learners to read, reflect and respond to marking comments, where appropriate
- Respond to individual learning needs and to take any opportunities that arise to provide feedback on a face-to-face basis, where appropriate
- Assist in setting personalised "SMART" targets
- Inform the future development of training resources
- Ultimately be seen by learners as a positive approach to improving their learning experience.

Research has shown that consistent and effective marking, as documented in this policy, has a significant impact on raising achievement.

The Methodology Used for Marking

The following are acceptable methods for marking and providing feedback:

Oral feedback

Wherever possible, verbal feedback should be given face to face, or via a video call and should take place immediately following an observation of performance. Care should be taken to ensure that this is carried out at a time and place that suits the learner.

Written feedback

Marking of work submitted should take place within 5 working days of submission and written feedback provided to confirm the learning outcomes that have been met. This should also include information to the learner on possible areas for development. Work should be checked for spelling and grammatical errors and these should be identified to the learner. Learners should be encouraged to show that they have accepted this feedback through the agreement section on e-portfolio.

Self-marking and evaluation

Learners should be encouraged to check their own work for spelling and grammar and to understand how work relates to their learning aims. This allows learners to become more reflective and independent.

Progress Reviews

A formal review of progress will take place every 12 weeks and recorded. This should be planned for in advance to allow time for feedback to be given and discussed.

Using Artificial Intelligence

Sometimes, LDCs may use computer tools (like AI) to help check spelling, grammar, and how the work is written. These tools can also suggest feedback. The LDC will always check the feedback before giving it to the learner to make sure it is correct. AI is used to support the LDC, not to replace their involvement in feedback.

Monitoring and Evaluation of this Policy

This policy will be monitored by the IQAs and Quality Team through an on-going consultation process with the delivery team via the use of regular Standardisation meetings.

Bud programmes will be monitored by the IQAs in accordance with the IQA Sampling Plans with written and verbal feedback being provided to individual LDCs. Learner interviews will be conducted as part of a monitoring cycle through the IQA process. Feedback on resources are to be provided via the ‘Suggestions for change form’ to the Quality Manager.

IQAs will highlight best practice and any areas for development for LDCs to consider and these will be discussed during and Standardisation meetings.

Monitoring & Review

This policy is reviewed annually

Current Review Date	July 2026
Next Review Date	July 2027

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