

## Late Marking Policy

### Introduction

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This policy is aimed at our customers, including:

- centres which have submitted ABE assessment(s) on behalf of a learner and no result has been issued (results sheet)
- learners who have submitted ABE assessment(s) to ABE directly (or via a local ABE Office) for marking and grading and no result has been issued (learner portal)

This document sets out ABE's policy on the criteria an assessment must meet to be eligible for late marking. There are various factors that may prevent the marking of an assessment and ultimately the results release. These factors are outlined in this document, along with details on whether the assessment is eligible to be marked.

### Allowable Late Marking

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In instances where late marking is allowable it is important for learners and centres to understand the terms and conditions that surround this, so that eligibility is not jeopardised.

Centres and learners must **not** make applications for late marking as a means of gaining more time for the completion of assessments. This potentially gives learners an unfair advantage over their peers and threatens the integrity of ABE's assessments. Centres must provide evidence that they received the assessments on the due date of submission from learners when making applications to ABE.

Centres that encounter extenuating circumstances that are preventing staff from submitting assessments to ABE within the published deadline dates should warn ABE's Admissions department **as soon as possible** and apply for an extension to the deadline.

Centres encountering sustained local challenges to electronic submission of assessments immediately ahead of the release of assessments to markers should make an application for an extension, using the Special Considerations Application Form on the ABE Portal.

Learners who were unable to submit work on time to centres (and thence to ABE) for reasons of illness, bereavement or other extenuating circumstances should refer to ABE's Special Considerations Policy and make an application using the form on the learner Portal.

ABE strongly advises that learners and centres consult published submission guidance before submitting open book exam scripts or assignments to prevent disruption and/or delay to the marking and awarding process.

## Errors made by ABE

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If a centre or learner identifies that a result is not appearing on their results sheet or in the ABE portal, ABE will need to be notified within **10 working days** after the official results release date so that this can be investigated, and a result provided. Learners taking ABE qualifications in conjunction with a centre are encouraged to contact the centre initially before raising their query with ABE.

Learners and centres are encouraged to consult submission guidance documentation (available on the ABE Portal) before any submitting Open book Exam script or assignments to prevent disruption to the marking and awarding process.

Submissions that **may not be accepted** for late marking include, but are not limited to:

### Corrupted, blank or unreadable files

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If, during marking, it is identified that a submission file is found to be either unreadable, blank or corrupted, the Centre needs to submit a replacement within three working days of the request for it being made.

Learners and centres are responsible for checking that files are readable, complete and uncorrupted. ABE is unable to guarantee that a request for a replacement will be made in the instance that a blank, corrupt or unreadable file has been submitted. Guidance is issued to markers for submissions to marked "as seen", so in the scenario where they discover a file of this nature a 0-mark is often applied.

Centres which repeatedly submit corrupted, blank or unreadable files will be considered to be committing maladministration and fees may be applied for late marking to be processed. In extreme cases ABE reserves the right to apply sanctions. Where the learner has submitted an unreadable, corrupted or blank file it may be appropriate for late marking penalty fees to be passed onto the learner. ABE reserves the right to refuse marking of submission files that cannot be opened or viewed.

## Non-payment

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Any non-payment or an outstanding centre or learner debt on account may prevent assessments being accepted for marking. Part-payments may be accepted under certain circumstances: it is important for centres and learners to confirm this in writing with ABE prior to submission.

## Maladministration

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ABE may not accept any submissions that are late from centres where the reason for the late submission can be put down to Maladministration by a submitting centre and/or does not otherwise fulfil the criteria for acceptance outlined above.

Maladministration includes but is not limited to:

- Mislabeled submissions (i.e. incorrect unit code or membership number in a submission file title).
- Non-booking or booking for incorrect unit.
- Lapsed learner account.
- Non-submission of assessment
- Submissions made outside of deadline.
- Incorrect file format
- Submission to incorrect email address. (Submissions made to inboxes other than [assessmentsubmission@abeuk.com](mailto:assessmentsubmission@abeuk.com) are **not** valid.)
- Submission files not included on the submission zip file. (It is important to note that including details of a submission file on the centre coversheet is no substitute for submitting the file itself. The centre coversheet is there to accompany submissions, **not** to replace them.)
- If no confirmation of receipt is issued by ABE following submissions, the submission is **not** valid. Confirmations of receipt email notifications should be saved on record by centres should an investigation need to be made in relation to non-release of a result.

## When and how to request late marking

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If a centre identifies that a learner result is not appearing on their results sheet or in the ABE portal and is able to verify to ABE that the assessment was submitted within deadline and according to submission guidance, they will need to notify ABE within **10 working days** of the results release date.

Evidence that can verify correct and timely submission of an assessment includes **all** the following:

- The original submission email (forwarded),
- The time and date the original submission email was sent,
- **Either** i) a confirmation of receipt email issued by ABE (forwarded) in response to the original submission, **or** ii) confirmation by ABE that the original email sent by the centre is present in the correct destination inbox ([assessmentsubmission@abeuk.com](mailto:assessmentsubmission@abeuk.com)).

Requests for late marking (accompanied by evidence of correct and timely submission) can be made to the [assessmentsubmission@abeuk.com](mailto:assessmentsubmission@abeuk.com) inbox, along with the learner's membership number and unit code of the affected submission(s). ABE will review the request and confirm eligibility for late marking. Provided that maladministration has not prevented the assessment from being marked originally, no fee will apply. However, in instances where centre maladministration prevented marking, a fee is charged to cover the administrative cost to ABE to facilitate out-of-session marking.