

**CHARTERED SECRETARIES SOUTHERN AFRICA
POLICY ON INDIVIDUAL FEEDBACK REPORTS**

Date of policy	November 2009
Review Date	November 2014
Next Review Date	October 2019
Responsible Person	Accreditation and Assessments Manager
Ratification	EDEX Committee

1. INTRODUCTION

This policy is based on best practice guidance as supplied by The Examination Administrators Forum, 2008¹

After an examinations sitting, students may apply for an individual feedback report which requires the Institute, using subject matter experts and academic practitioners, to analyse the student's script and to provide detailed feedback to the student in writing.

An individual feedback report refers to the process of having a student's failed final, sit-down examination script reviewed in order to provide the students with guidance as to where they erred on the examination paper. The application should not be made for spurious² reasons.

Note: a tuition provider cannot apply for this on the student's behalf.

The feedback report will be done by the moderator of the paper.

2. PROCEDURE

Applicants must apply within 10 working days of the release of results for an individual feedback report.

The application form can be downloaded from the website: www.chartsec.co.za

It should be noted that NO service will be supplied unless the relevant fees as determined by the Board of the Institute have been paid. No services will be rendered unless proof of payment accompanies the application.

The moderator will comment briefly on each of the student's answers to point out where he/she has erred. No further correspondence will be entered into.

If the student is not satisfied with the outcome, s/he may lodge an appeal in terms of the Institute's Appeals Policy.

¹ Best Practice for Examination Administration in Higher and Further Education Institutions: August, 2008:

² Lacking authenticity or validity in essence or origin; not genuine.

3. EXAMPLE

The following is an example of the kinds of comments that can be expected in a feedback report.

You handled questions 1 and 4 reasonably well and passed both these questions.

However, in question 2, it is evident that you have not fully understood These are, ..., etc. It appears that you have misread the question. It is important that you identify the key words of the question before attempting your answer. The textbook covers these points on pages xxx and I would advise you to revise in depth before the next examination.

The following key points should have been included:

Your answer to Question 3 was vague and off the point. You do not have a good understanding of which is apparent from the fact that you went off the point, and your answer was long-winded rather than concise. This is a typical error that occurs when a student is uncertain of his/her knowledge, and I think that this was the case here.

The following key points should have been included:

Question 5 was a short case study that required some analytical thinking. You merely “redefined the problem” instead of analysing it. You were also asked to write your answer in the form of a report which you did not do, so you lost marks for this as well.

The following key points should have been included:

I trust that this has given you sufficient guidance on your script so that you can do better in the next examination.