

School of Arts, Languages and Cultures**Policy on Feedback (PG)**

Feedback is an important part of the learning process. It can take many forms but it is central to the relationship between tutor and student. This document recognises that good practice exists in many areas of the School. It does not seek to impose a single model, but sets out the general principles on which feedback should be based. As general principles, the School requires that written feedback should be legible, that it should give students the chance to improve their work, and that it should be provided in a timely manner (according to norms described below). Students must also be given the opportunity to discuss marked work with their tutor.

This document is based on the University's 'Policy on Feedback to Undergraduate and Postgraduate Taught Students':

<http://documents.manchester.ac.uk/display.aspx?DocID=6518>

In line with University policy, course tutors in SALC will ensure that:

1. Feedback is provided in a timely fashion:

- feedback on coursework should be delivered within 15 working days^{*} of submission (or, in exceptional circumstances and with prior approval, 20 working days; students will be advised at the beginning of a course if this applies)
- for single pieces of work weighted at 30 credits or more, feedback may take up to 30 working days after the final deadline. Provisional marks for dissertations should not be released to students before the exam board
- where there is no further assessment in a unit, the feedback should normally be returned within 15 working days but can be up to 20 working days if this will not have an adverse impact on student performance
- coursework submitted late should receive feedback within 15 working days of the actual submission

^{*} Here, 'working day' is defined as Monday to Friday, excluding vacation periods and examination periods:

- course unit directors should avoid setting deadlines immediately preceding the Christmas vacation if the work concerned will generate feedback which will benefit the student in later assessments (that is, exams or coursework submissions during the January examination period)
- in cases where work is submitted shortly prior to the Easter vacation, the course unit director will advise students in advance of the date when marked coursework will be returned. This date will be set to ensure that students can benefit from the feedback in any remaining assessed work

- where unforeseen circumstances (such as illness on the part of the examiner) mean that these norms cannot be observed, the appropriate officer in the relevant Programme will make alternative arrangements and will inform students
- in advance of any major piece of assessment, students should be given the opportunity to have feedback on their work. The School regards it as best practice for students to be given some form of feedback on their work by no later than Week 7 of the course

2. Feedback should be clear and follow SALC guidelines:

- written feedback will normally be provided on the appropriate SALC forms and in accordance with SALC marking criteria; it may also come in the form of written comment on students' work. SALC forms (written work, presentations, examinations) are available at <http://www.currentstaff.arts.manchester.ac.uk/ug/assessment/index.htm>.

NB: where there is a choice of SALC-approved form individual course unit directors may choose the feedback form most appropriate for their course unit. (Some types of assessment are subject specific [e.g. within Music, CLAH] and the approved feedback forms for these assessments are not available on the SALC intranet)

- written feedback should be constructive and forward-looking, providing students with information on how to improve their performance
- written feedback should be clear and legible. SALC requests all course unit tutors and GTAs to type their feedback on coursework where possible

3. Feedback must be delivered in such as way that it is as individual as possible to the piece of work being assessed. It may be returned to students in various ways:

- course tutors should provide students with the opportunity to receive feedback on coursework assessment by collecting marked work from the tutor (either in class or at an arranged time or, when appropriate, through a mechanism such as Blackboard)
- for larger course units, tutors may return coursework in class. Alternatively, tutors may return work to the relevant programme administrator and students will then collect their marked coursework from the relevant administrative office. Tutors must then make arrangements whereby students who would like further advice can discuss their written feedback
- where possible, feedback should be provided for students during the teaching periods of semesters 1 and 2. Where this is not possible, course tutors must make arrangements to ensure that students are able to receive their feedback as soon as possible. This might be done via Blackboard, or email. Students should not be expected to come into the University to collect feedback during vacation
- in addition, generic feedback to a class can be used to supplement the individual written feedback given to students on their work. It can be provided either in an

open, face-to-face forum or posted on a course unit's Blackboard presence and can be helpful in addressing common mistakes or misunderstandings. Generic feedback can also be useful for some forms of examination, such as multiple choice papers

4. Course unit tutors should make arrangements whereby they can give further feedback to students on request. Course unit tutors are expected:

- to be available for two consultation hours per week during teaching weeks (these hours must be clearly advertised on the course tutor's office door)
- to make alternative arrangements to see students who are unable to make use of these office hours
- to respond to student email queries within three working days

5. All students must have the opportunity to receive feedback on their examinations. Students who wish to receive feedback on examinations should make an appointment with the relevant academic member of staff (either course unit director or academic advisor), so that arrangements can be made.

6. Students should have an understanding of the assessment process and the marking and grading criteria applied to each assessment. Students have a responsibility to consider feedback given on their work, to seek to understand it, and to act on it.

7. Academic staff should be aware of and should apply the general principles stated in this document. The School will be responsible for monitoring feedback to ensure that these principles are consistently applied.