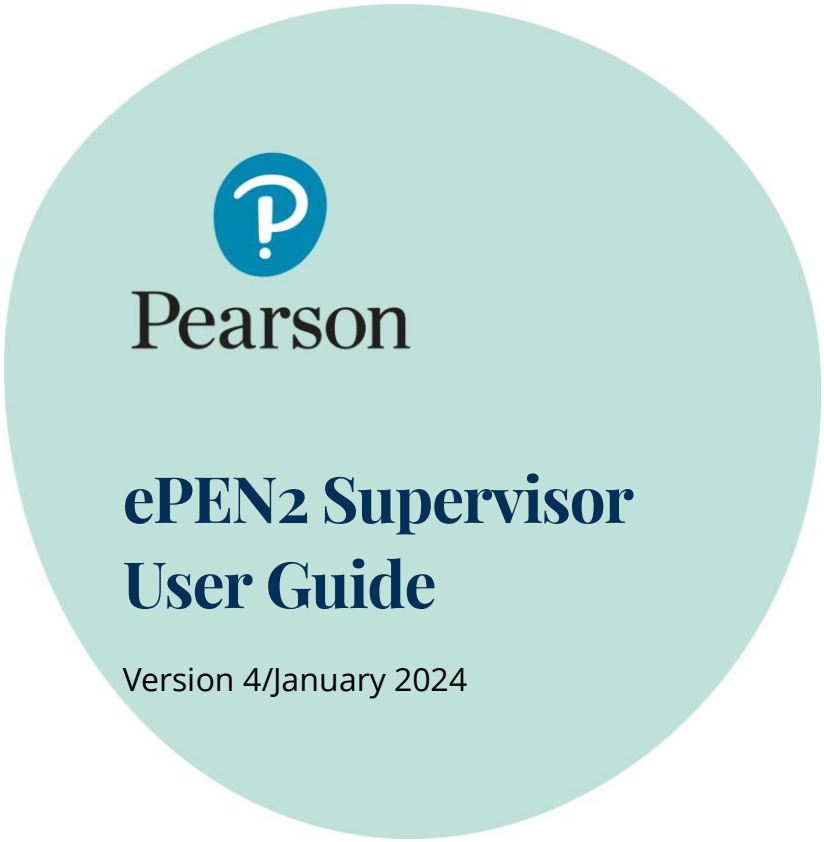

Pearson

ePEN2 Supervisor User Guide

Version 4/January 2024

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Introduction

This guidance document contains all the key information about the ePEN2 marking system you will need as an ePEN2 user with a Supervisory role.
It covers all the functions/tasks that are available to you so you can mark the responses which have been allocated to you. It also covers the functions/tasks you will need to monitor the marking progress and quality of the Markers with your team(s).

It is advised that you read this document in conjunction with the ePEN2 Marker User Guide.

Getting Started

When your ePEN2 account has been created you will receive the following email:

Subject: Welcome to ePEN2!

Welcome Joe Bloggs,

Your login ID is 654321TL
Click the link below to set up your user account:
https://uk.pearsonepen.com/
You will need to supply the Login ID above and the email address to which this email was sent.
The New User Wizard will then walk you through the creation of 4 security questions so you can get yourself back into the system should you forget your password.

Please note that your ePEN2 Username will consist of 7 to 8 characters with the first 6 characters being your AA number and the last 1 or 2 characters being an abbreviation of your contracted role. Role abbreviations are as follows:

Role Full Name	**ePEN2 Username abbreviation suffix**

Team Leader	TL
Assistant Principal Examiner	PA
Principal Examiner	PE
Chief Examiner	C
Chair	CH

The Expert and Graduate markers within your team(s) will have usernames that consist of 6 digits only and those 6 digits will be their AA number. Their ePEN2 roles will also be 'Marker' regardless of whether they have been contracted as an Expert or Graduate Examiner.

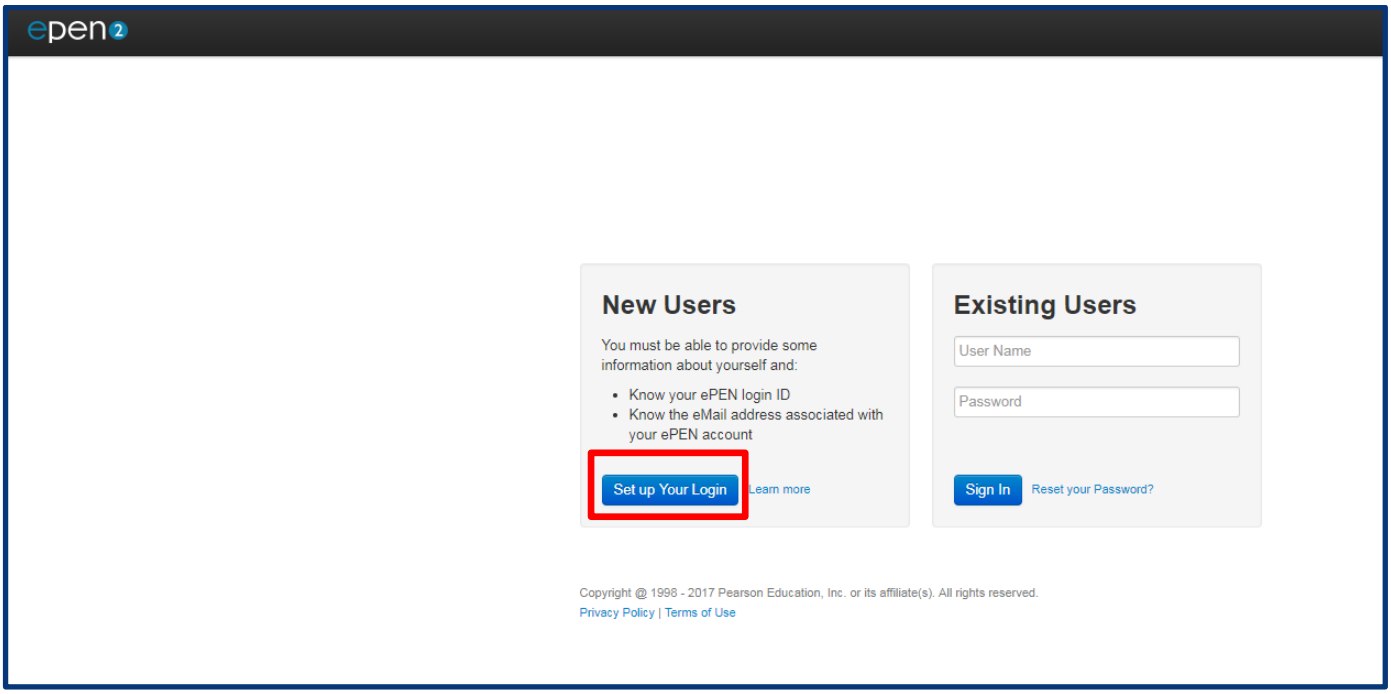


Figure 1 - ePEN2 Login page

Set Up your Login – Step 1

You should click on the link in the email, at which point you will be taken to the Set up Your Login screen shown in *figure 2* below. You can also access this screen by clicking the *Set up Your Login* button seen on the sign-in screen above.

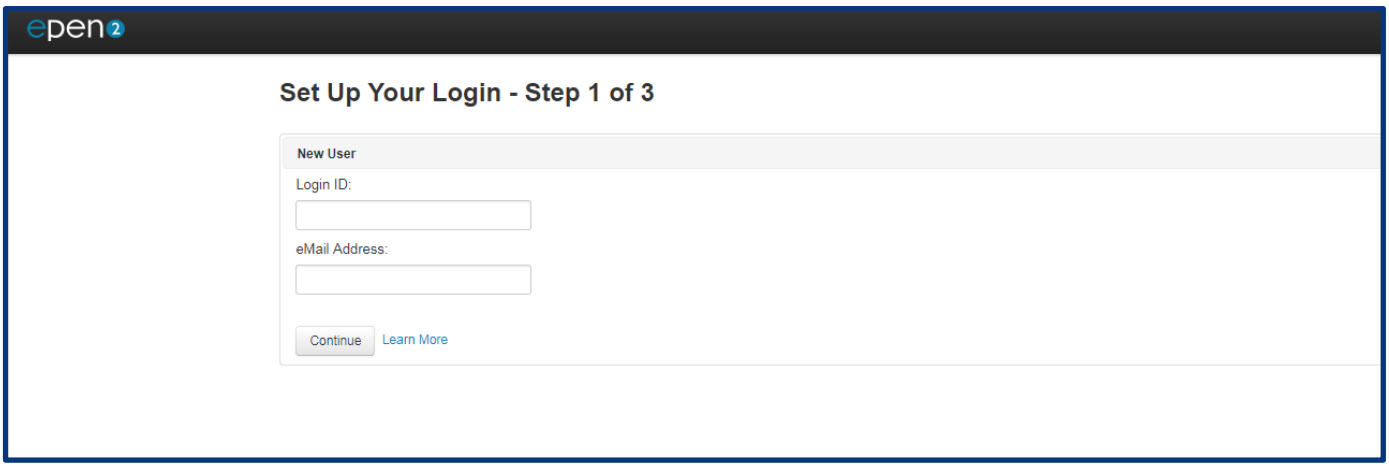


Figure 2 - Set Up Your Login Step 1 of 3

Once you have entered your *Login ID* and *eMail Address* in the relevant fields, click on the *Continue* button.

Set Up your Login – Step 2

You will then be presented with a drop down list of security questions (see *figure 2* below). You will be required to provide (memorable) answers to at least 4 of these.

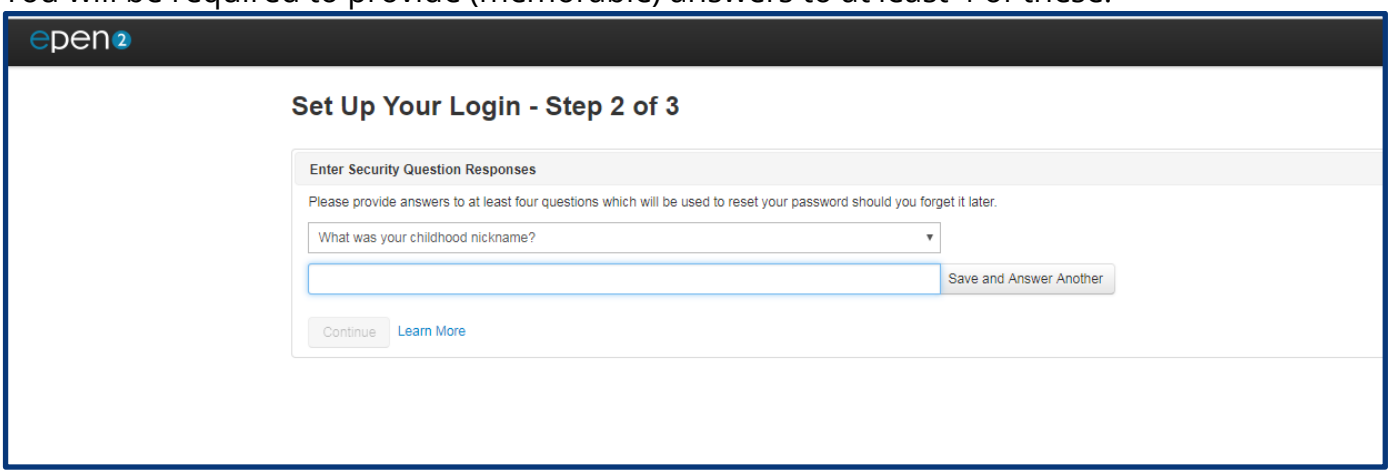


Figure 3 - Set Up Your Login Step 2 of 3

The following are the security questions you can choose from:

- What was your childhood nickname?
- In what city did you meet your spouse/significant other?
- What is the middle name of your eldest child?
- What is your oldest sibling's middle name?

- What was your childhood phone number?
- What is your oldest cousin's first and last name?
- What was the name of your first stuffed animal?
- In what city or town did your mother and father meet?
- What is the last name of your favourite teacher?
- In what city does your nearest sibling live?
- What is your maternal grandmother's maiden name?

After providing a response for each of your four selected security questions, ensure you click on the *Save and Answer Another* button to save your answer. Once you have provided responses to a minimum of 4 security questions you will be able to click on the *Continue* button.

Set Up your Login – Step 3

You will be required to set up your password for your account in the following screen:

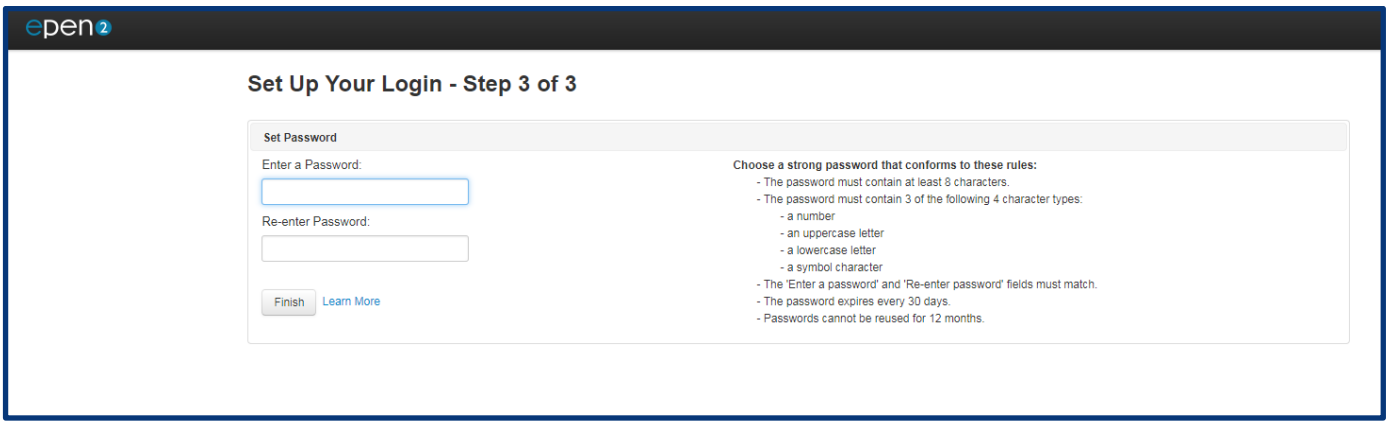


Figure 4 – Set Up Your Login Step 3 of 3

The password you set must comply with the following rules:
- The password must contain at least 8 characters
- The password must contain 3 of the following 4 character types
    - A number
    - An uppercase letter
    - A lowercase letter
    - A symbol character
- The 'Enter a password' and 'Re-enter password' fields must match
- The password expires every 30 days
- Passwords cannot be reused for 12 months

When you have set a password that meets the above criteria click on the *Finish* button. You will then get the confirmation box in *figure 4* below. Click on the *OK* button to complete the Setup process.

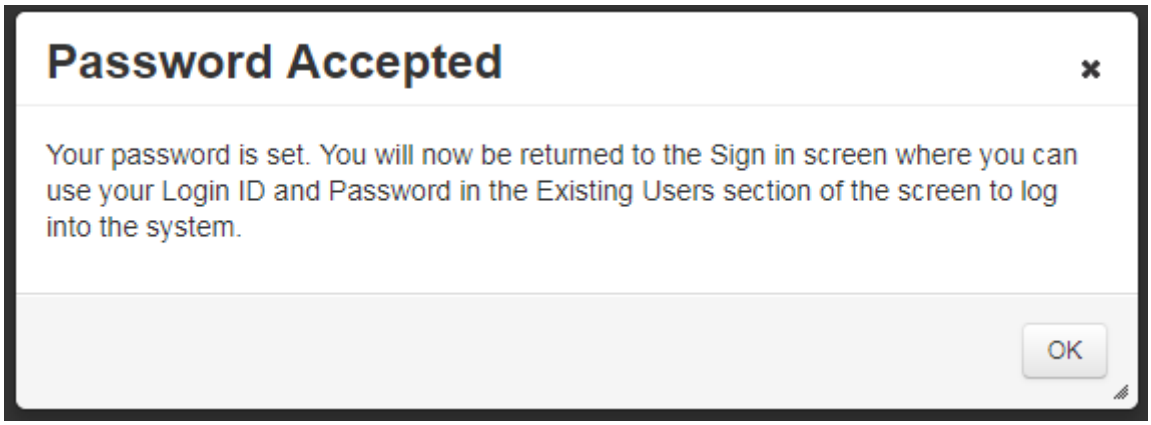


Figure 5 – Password acceptance message

For every subsequent series that you are contracted for you will not receive a notification email from ePEN2. Instead you will receive the following notification:

Dear %FORENAME%,

Thank you for accepting a contract for the upcoming examination series. For this marking series you will be using our marking platform ePEN2. To ensure you are ready and familiar with the marking platform please follow the guidance contained within this email.

Accessing ePEN2

If you have already set up an account on ePEN2, when logging in use your Log in ID as the username and the password created when you setup the account.

Access ePEN2 here: https://uk.pearsonepen.com

Log in ID: %LOGINID%

Unable to remember your password? *Click on Reset your Password. Using your Login ID and email address (%EMAIL%), you will be able to run through your security questions and reset the password.*

Never created a new user account for ePEN2? *Click on Setup your Login. Using your Login ID and this email address (%EMAIL%) you will be taken through the steps required to set up your account.*

Papers you will be marking on ePEN2 using this account:

%SUFFIX% (This will be a list of papers assigned to your ePEN2 account, in line with the papers you have accepted a contract for)

What you need to do now

In preparation for this series and to ensure you do not encounter any delays during the marking window please carry out the following:

1. *Ensure you can **Log into ePEN2***
2. *Make sure you are optimised to use ePEN2 by reviewing **ePEN2 System Requirements**.*
3. *Review **ePEN2 Support** material on the website and view relevant tutorials.*
4. *Familiarise yourself with the platform*

By carrying out these steps you will be best prepared to use ePEN2 during this marking window.

What will happen next

If you have not already, you will soon be attending standardisation for the relevant paper(s). Please be aware live papers will only be available 48hrs after the exam has taken place.

*If you need to contact us please visit **Pearson Associate***

Kind regards,

Online Assessment

Your ePEN2 Account

Your ePEN2 account will contain all the papers you have been contracted to mark in a particular series, as long as you hold the same role on each paper. If you hold multiple roles within a series, then you will have an account for each role.

Logging into your ePEN2 Account

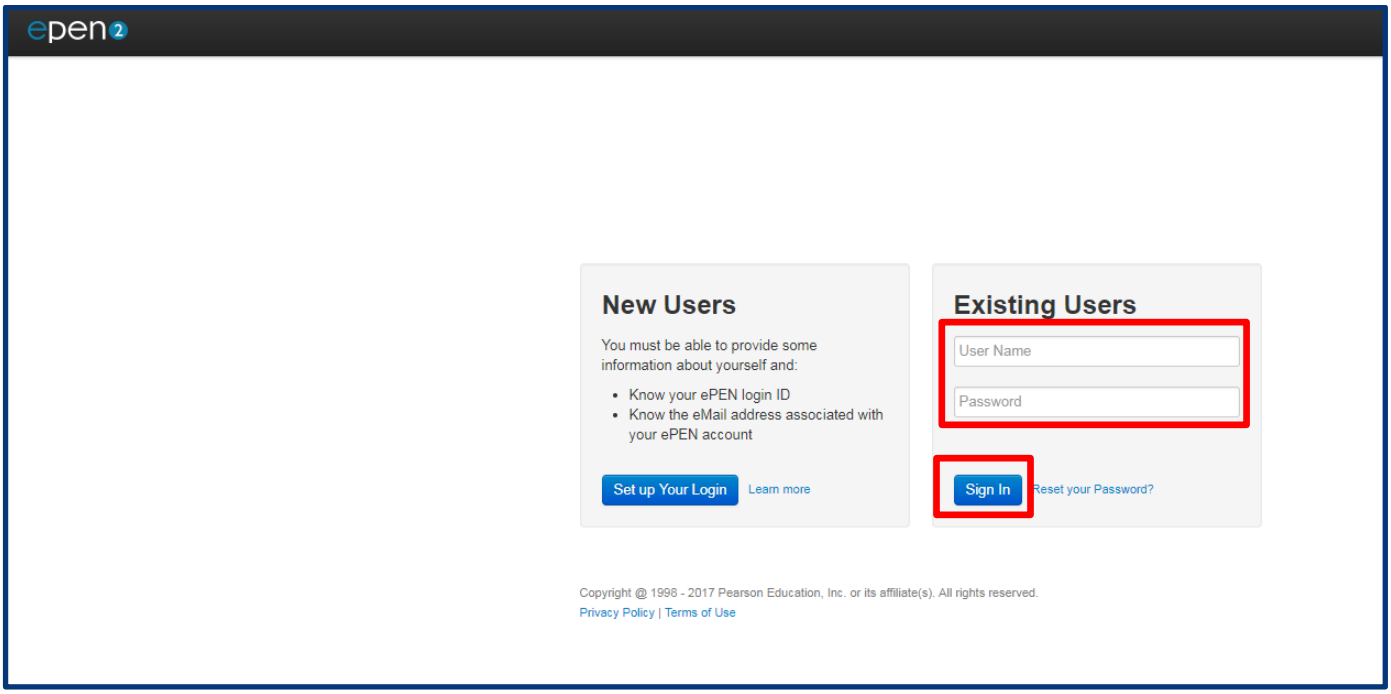


Figure 6 – ePEN2 Login Page

Figure 6 above shows the page on which you will log into ePEN2 using your Login ID and the password you have created.

In the *Existing Users* box enter your Login ID (from your *Welcome to ePEN2!* eMail) in the *User Name* field and your selected password in the *Password* field. Then click in the *Sign In* button.

You will then be presented with the End User Terms and Conditions, please click on Accept to continue.

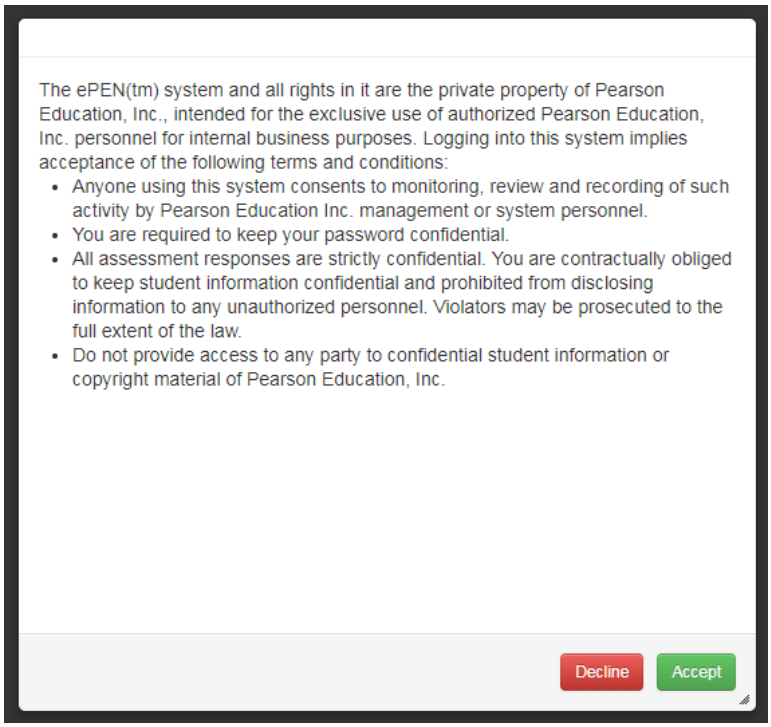


Figure 7 - End User Agreement

The ePEN2 Home Page

The ePEN2 Home Page, *figure 8* below, contains links to other key areas of the system such as the marking screen and progress reports.

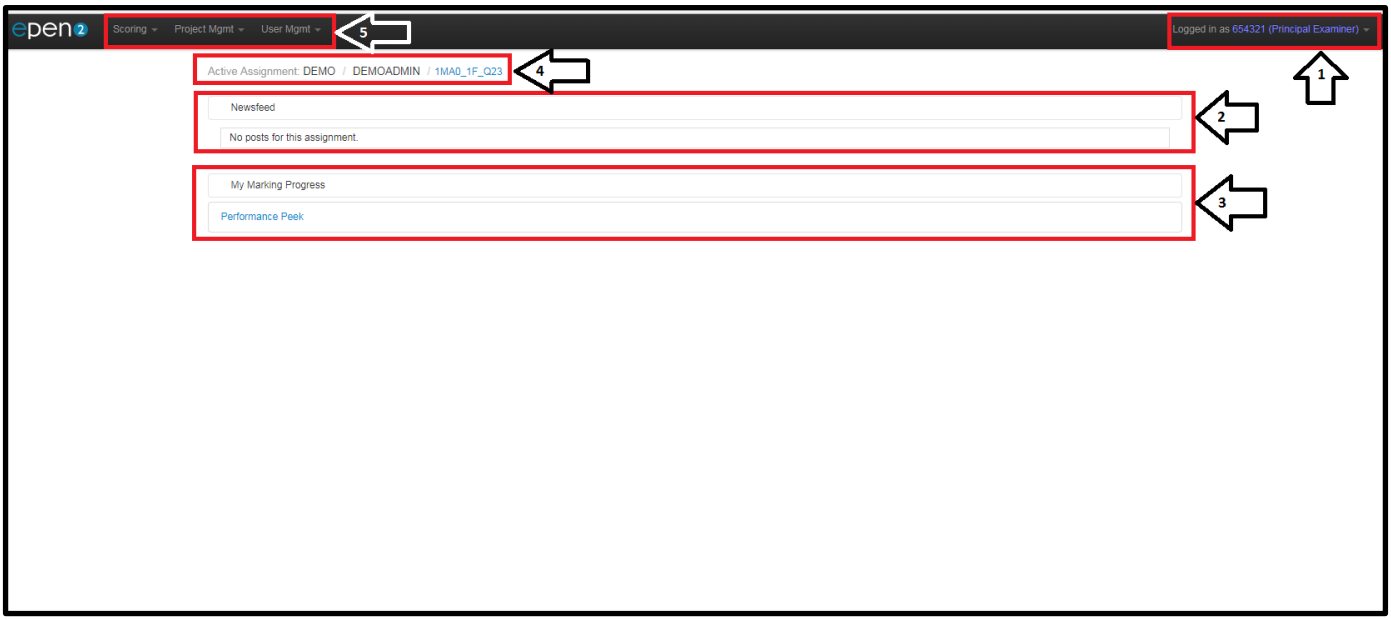


Figure 8 - ePEN2 Home Page

1. **Account Settings**

In the top right of the screen you will see your username and your ePEN2 role e.g. *Logged in as 654321 (Principal Examiner).* Beside this is a drop down list button which will allow you to access:

Help

Clicking on this link will display a list of the Quick Reference Guides that are available for Markers and Supervisors.

Preferences

From this screen you can check and amend your personal details such as email address and phone number on the *User Information* tab. On the *Change Password* you can also change your Account password. As a Supervisory user you also have the ability to select additional reportlets to be displayed on your Home Page.

Logout

Clicking this will log you out of ePEN2.

2. **Newsfeed**

Messages either from Pearson or your Senior Examiner that are relevant to the selected Active Assignment will be displayed here.

3. **Reportlets**

Real-time reports on your marking performance will be available in the *Performance Peek* and *My Marking Progress* reportlets, plus any other reportlets you select to be displayed from Preferences.

4. **Active Assignment**

The Item (Assignment) that you are currently working on will be displayed here. Clicking on the link (e.g. *1MA0_1F_Q23*) would take you to another screen which would allow you to select a different item to work on.

5. **Task Menus**

In the top right-hand corner of the Welcome Page you will see these menus. Clicking on a menu header will display the following options. (Note that depending on your role you may or may not see all the tasks shown here.):

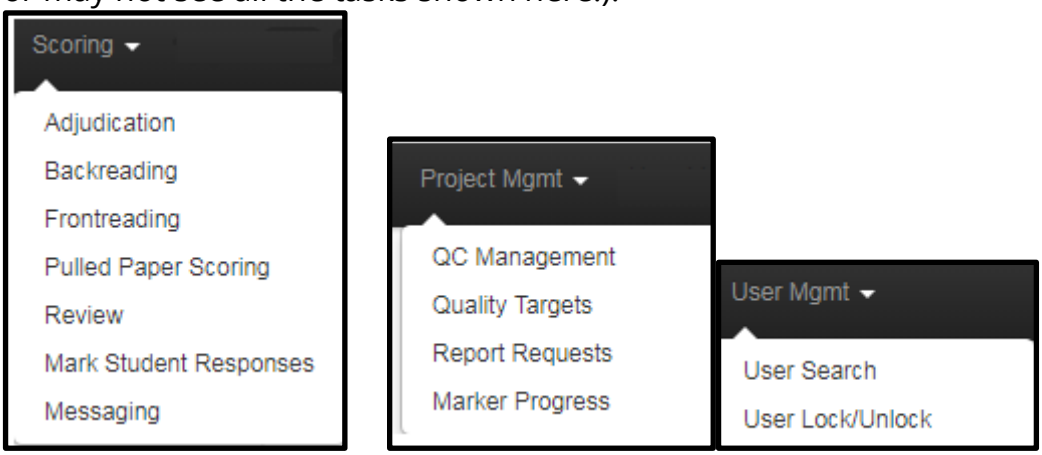


Figure 9 - Menu and task options

Clicking on the arrows will open up each of the respective menus allowing you to select the task that you need to access.

How to change your Active Assignment

From the ePEN2 Welcome Page, click on the Item name in the breadcrumb (see below) to view the other items assigned to your account.

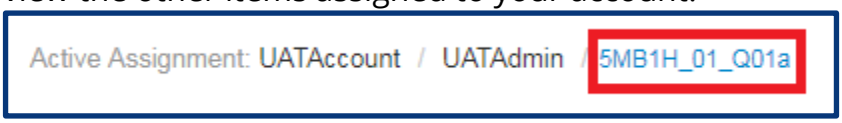


Figure 10 - Active Assignment

The *Set Active Assignment* screen will be displayed on screen.

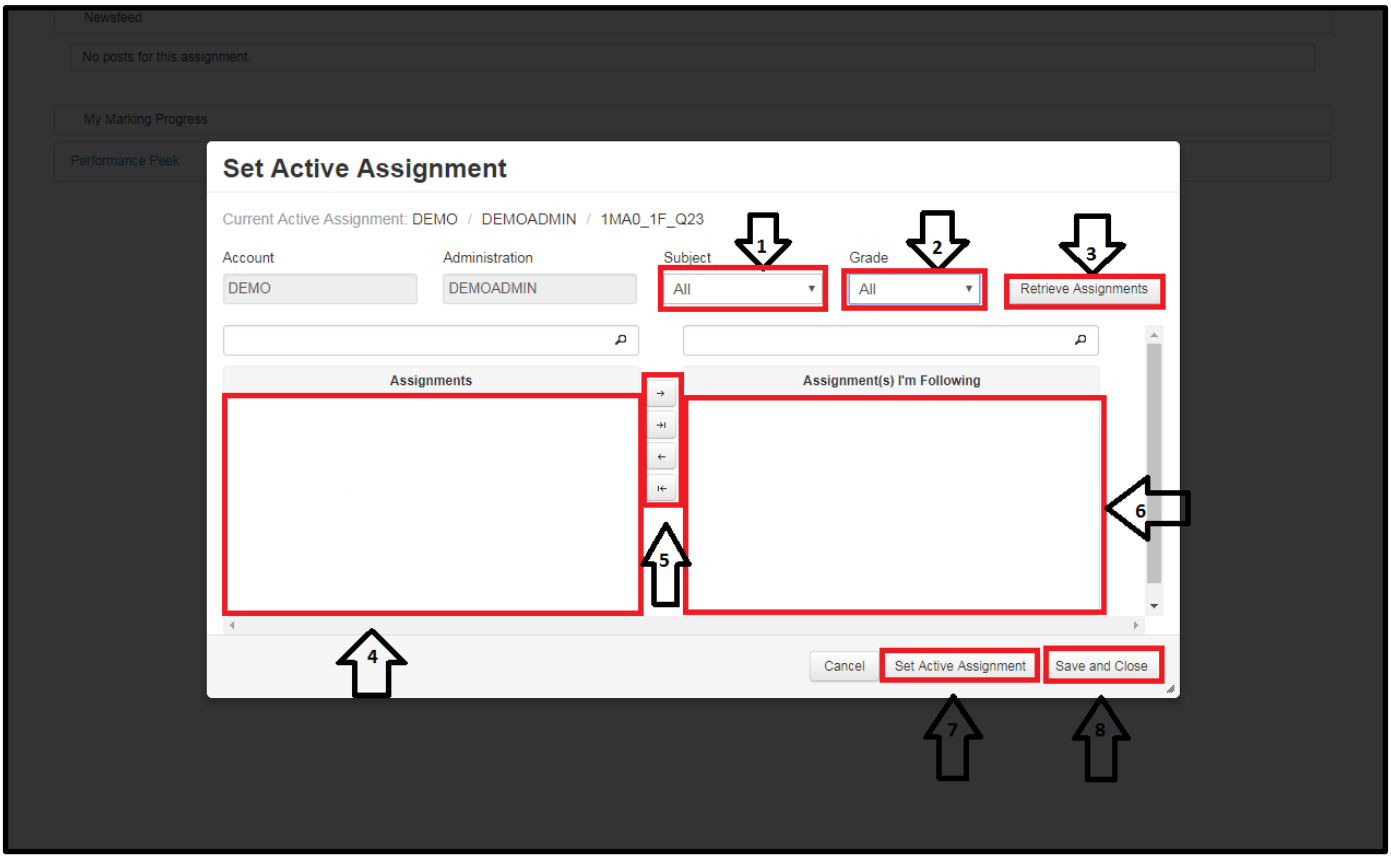


Figure 11 - Set Active Assignment screen

The screen elements as labelled in Figure 11 above are as follows:

1. Subject – Contains the list of Subjects you have assigned to you, e.g. GCSE Maths
2. Grade – relates to the Qualification of the Subject – GCSE, GCE etc.
3. Retrieve Assignments – Once you have selected the appropriate Subject and Grade click here.
4. Assignments – The items assigned to your account will be listed here. You can select which ones you wish to follow.
5. List population buttons – Once you have selected the items you wish to follow click on the top arrow (pointing to the right). Alternatively, if you would like to follow all assigned items, you can select the 2nd button down
   n.b. the maximum number of items that can be followed is 100.

6. Assignment(s) I'm Following - Your *followed assignments* will be listed here. Followed assignments are useful because some reportlets will display stats for all of your followed assignments. Your *active assignment* is the assignment displayed when you go into marking tasks. To swap to a different item, click on the desired item.
7. Set Active Assignment - Once a new item has been selected click here to make it your active assignment.
8. Save and Close – Click to save the new item selection and return to the Home page.

Marking in the Demo environment

When you have set up your ePEN2 account it is a good idea to access the Demo environment. From here you can access historical papers which will allow you to familiarise yourself with the various areas of ePEN2. By doing this *before* you need to use ePEN2 you can be assured that there are no compatibility issues and if you do identify any you should have enough time to get this escalated and resolved before marking begins.

Accessing the Demo environment

Click on the *Active Assignment* link.

Select *Demo* from the *Account* drop down list and select an *Administration, Subject* and *Grade*, then click on *Retrieve Assignments.*

You will then be presented with a list of assigned items. Click on the item name link and you will be taken straight to Mark Student Responses for that item. From here you can mark responses from historical papers and Familiarise yourself with the User Interface.

You will have access to the same role-based menu options as you would in the Live environment.

To go back to the Live environment, click on the Active Assignment link, select the relevant qualification from the Account drop down menu and select the 4 digit series code from the Administration drop down list. The 4 digit series code is in YYMM format. So the June 2018 series code would be 1806.

Selecting QC Responses

Within 24 hours of an exam taking place scripts will begin to be loaded onto ePEN2. Once scripts are available, this will mark the beginning of the Familiarisation period. It is during this time that you should be selecting your QC Responses for Validity, Practice, Qualification and ePACKS. All QC responses are copies of live responses which are used either to monitor marking quality or to standardise markers on how to apply the standard.

This is done in the *Frontreading* task available in the *Scoring* menu drop down list from the Home Page. Please ensure that you are in the *Live* Environment for the current exam session and not the *Demo* Environment. You will also need to have the provisional Mark Scheme for the paper to hand.

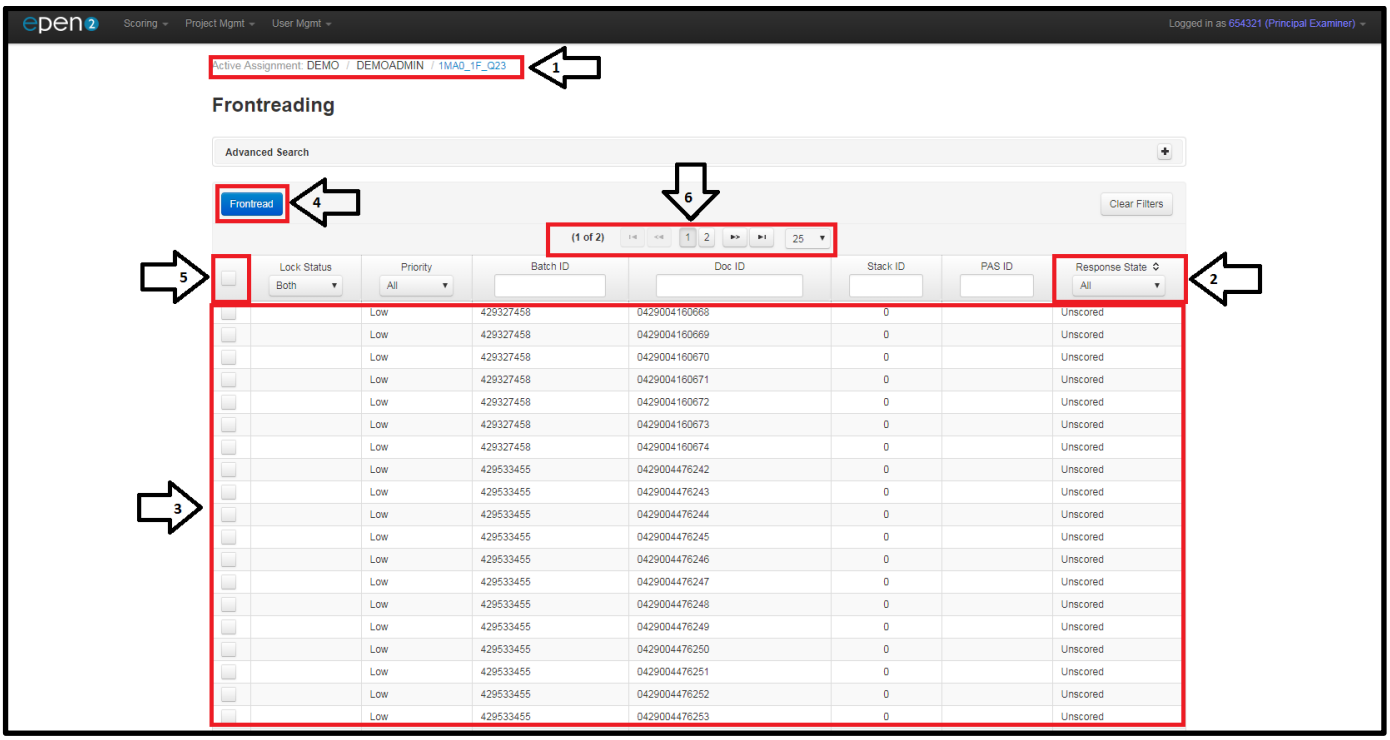


Figure 12 - Frontreading response selection

This is the Frontreading search screen; it has the following elements:

1. Your active assignment is displayed here. If you need to change your active assignment to view responses for a different item, you can click here.
2. The list of responses can be filtered by various categories. It is advised that you select only responses which are Unscored.
3. The responses will be listed here and you can click on the boxes to select the responses you wish to review.
4. Once you have selected the responses you wish to view, click *Frontread* to access the responses.
5. If you wanted to Frontread all the responses displayed in the list then you could select this checkbox

6. These are the pagination controls you can select another page (if one exists) or you can change the number of responses displayed on screen.

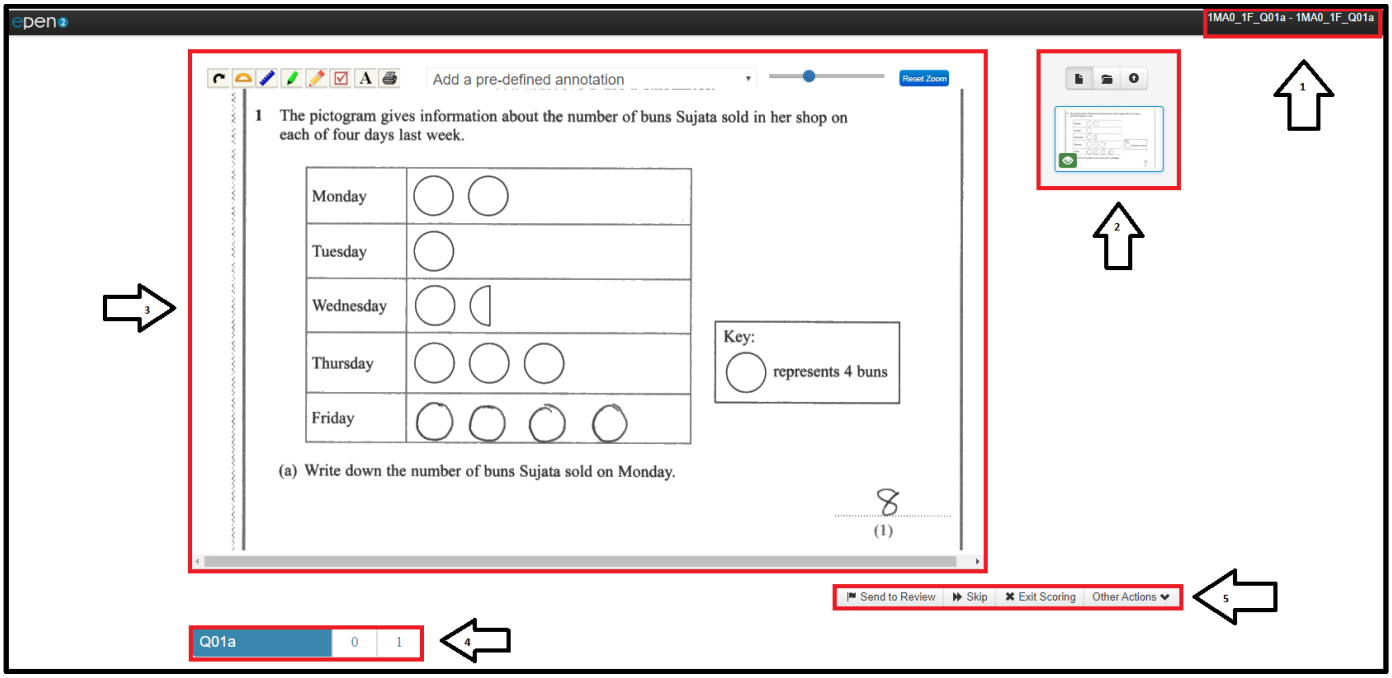


Figure 13 - Scoring a response in Frontreading

This is the Frontreading screen; it has the following elements:

1. The item name and item description for the response currently being viewed is displayed here. This could also be positioned at the top or to the right of the response image.
2. This is the Thumbnail tab, where thumbnails are displayed for all the clipped pages of a response.
3. This is the clip viewing region of the screen.
4. This is the Marking Grid where the mark is entered for the response being viewed
5. These are the actions available within this screen:
    a. *Send to Review* – to send the response to Review.
    b. *Skip* – to move on to the next selected response.
    c. *Exit Scoring* – this will take you back to Frontreading Search screen.
    d. *Other Actions* - this offers the option to Escalate a response.

In order to escalate a response you will need to select a mark from the Marking Grid, click on *Other Options* and select *Escalate*. You will then be presented with the *Escalate Response* modal.

Escalate Responses

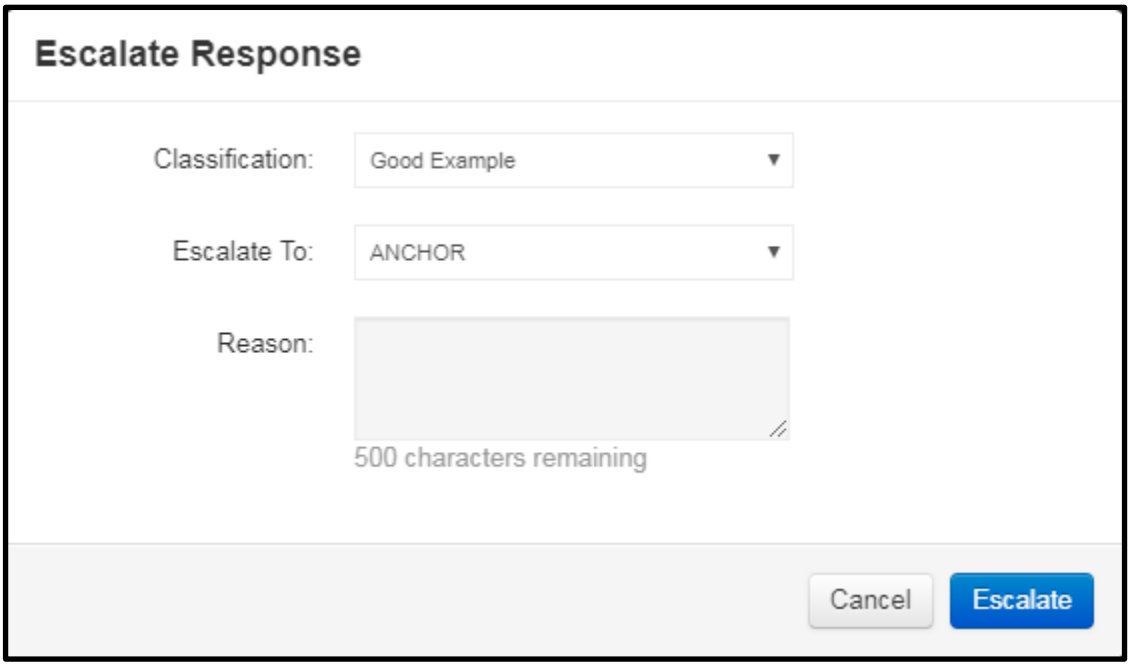


Figure 14 - Escalate Responses modal

This is the Escalate Response modal and these are the options available when escalating a response:

Classification – There are seven Classifications to choose from:

1. Not Classified
2. Good Example
3. Reserve for Later
4. Duplicate
5. Poor Example
6. ERA (Examiner Report Assistant)
7. ePACK (tool used to create Standardisation materials)

Once you have selected a Classification you will also need to select a Pool to escalate the response to. The options are:

1. Anchor
2. Practice
3. Qualification
4. Calibration (not currently used in UK)
5. Validity

Escalating a Response as Validity, Practice, or Qualification

A Validity, Practice, or Qualification response can use any of the five classifications and should be escalated to the Validity, Practice, or Qualification Pools. Once a response has been escalated to one of these three Pools it should never be escalated to another of the remaining two Pools.

Escalating a Response for ERA or ePACK

An ERA or ePACK response should use the respective Classification and should only be escalated to the Anchor Pool. It is possible to escalate a response which had previously been escalated to the Validity, Practice, or Qualification Pools.

Once you have selected your Classification and the Pool you wish to Escalate to, click *Escalate.*

Approving QC Responses

Once the Final Mark Scheme has been agreed, it will be necessary for you to approve your Validity, Practice, and Qualification responses. In the case of Practice responses you will also need to add your annotations. In addition, any ePACK responses will also need to be approved and annotations and/or notes added. This is done in the QC Management task which can be found in the Project Management menu drop down list.

Adding/amending annotations on Practice responses

The default view of the QC Management task is the Search Pools tab.

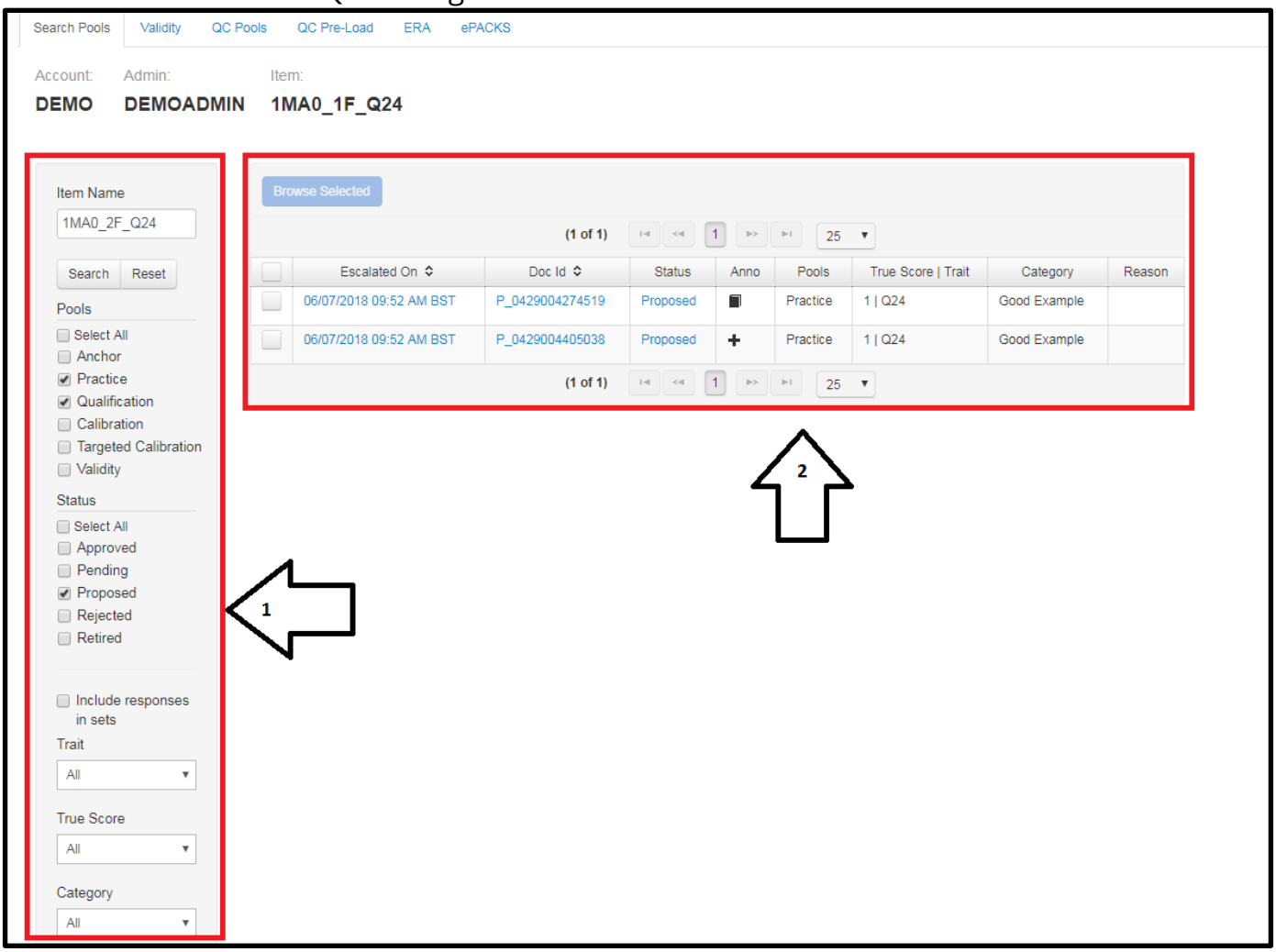


Figure 15 - QC Management: Search Pools tab

1. Enter the search parameters for the responses you wish to view here, then click on *Search*.
2. Responses which match the selected search parameters will be displayed here. You can click the box(es) on the left of the response list and click *Browse Selected* to view the responses.
   In the *Anno* column, a book icon indicates that an annotation is in place for the response and a + sign indicates that no annotation is in place.

Figure 16 - Add Annotations

At the top of the response viewing screen you will see an Add Annotation box. Clicking on this will allow you to directly enter the annotation text, copy and paste from a word document, or upload a file containing the annotation text.

Figure 17 - Adding Annotation text

Once satisfied with the annotation, click on *Save*.

Figure 18 - Saved Annotations

If an annotation is already in place, you can view the annotation content and will see an *Update Annotation* option.

Approving Practice and/or Qualification responses

You can perform a quick approval of a Practice or Qualification response from the results list by clicking on the status link for the response. This will open a Change Status box. Select *Approved* and click on *Change Status* to complete.

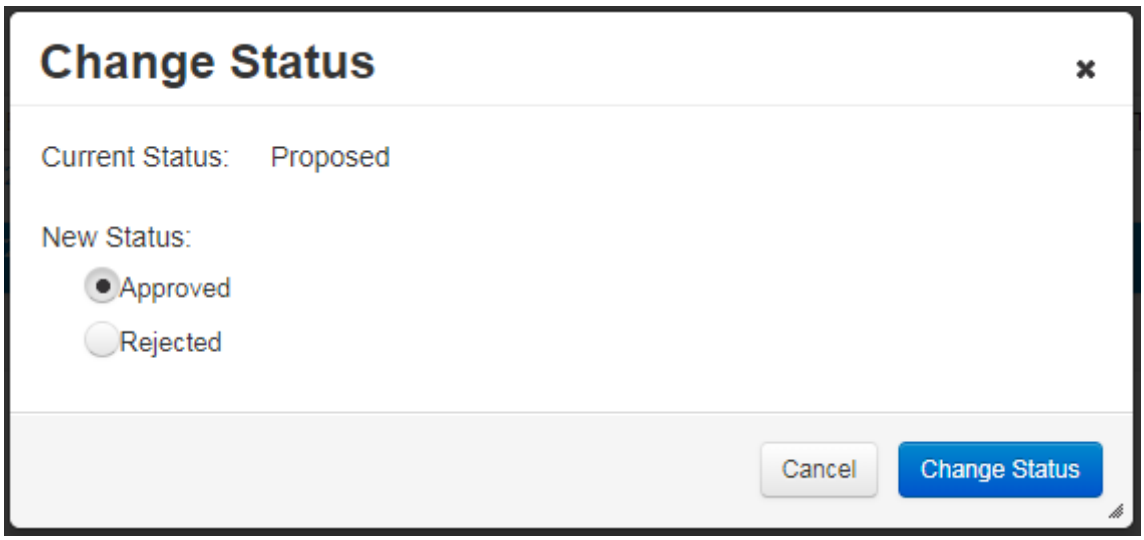


Figure 19 - Change Status (approve/reject QC response)

Alternatively you can select the response(s) you wish to approve and click on *Browse Selected*.

At the bottom of the screen you will see confirmation of the True Score applied.

Figure 20 - Change status from response view screen

Clicking on *Proposed* will open the Change Status box, where you select *Approved* and then click on *Change Status* to complete.
Click on *Skip* to progress on to the next selected response.

Approving Validity Responses

You can search for just proposed Validity responses by clicking on the *Validity* Tab. This will display responses matching the search parameters for the item currently selected as the Active Assignment.

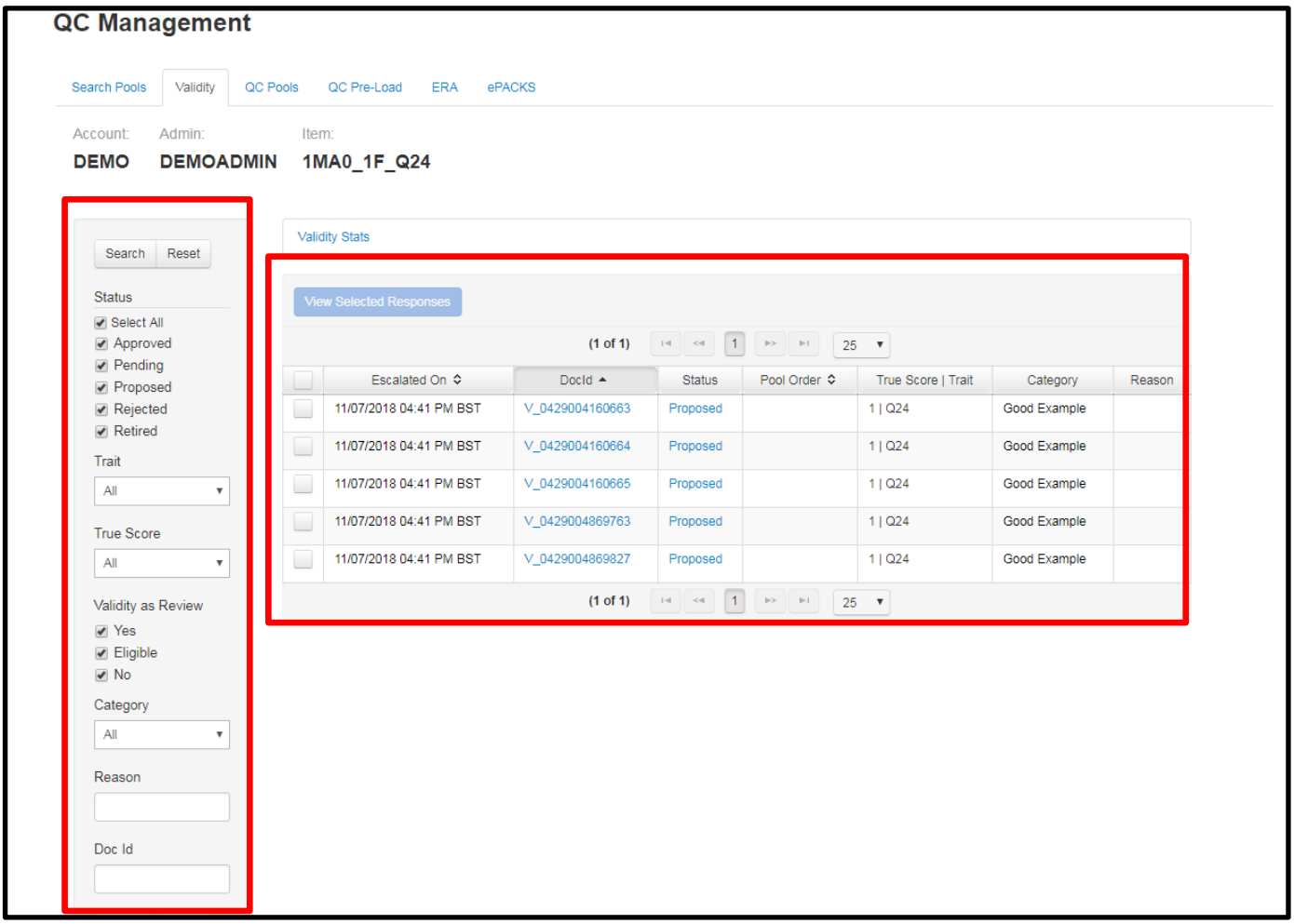


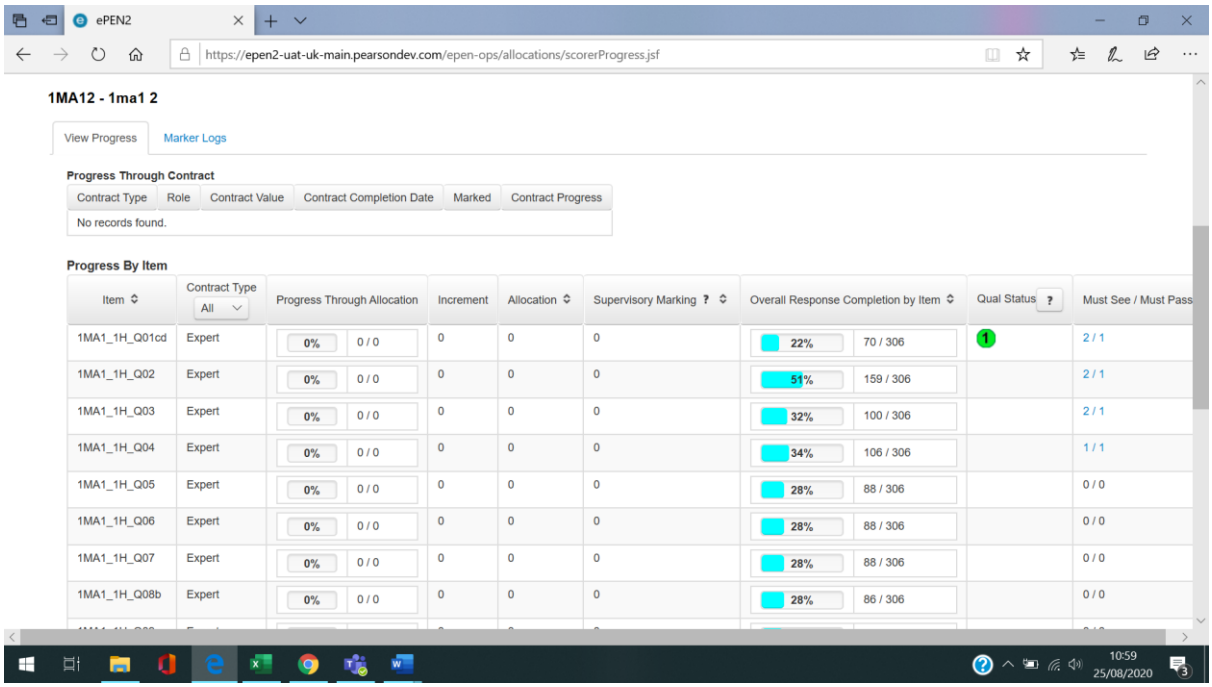
Figure 21 - QC Management: Validity tab

As with Practice and Qualification responses, it is also possible to perform a quick approval by clicking on the *Status* link for a responses. This opens the Change Status box where the response status can be changed.

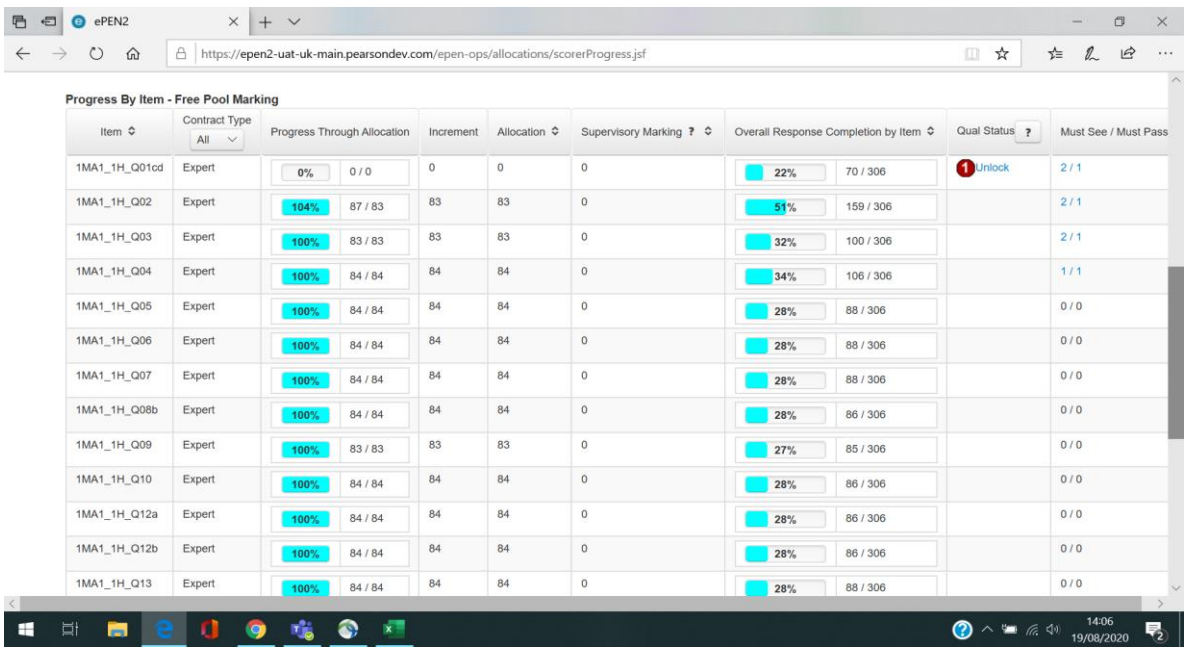
You can also select responses listed by clicking on the tick box and then clicking *View Selected Responses*. The *Proposed* option will be present at the bottom of the screen as shown in figure 20 above.

Managing OLS Completion

In order to check the status of an Examiner's OLS completion you should first select 'Marker Progress', found under the 'Project Management' tab and then select the Examiner you wish to view. If the Examiner has passed Standardisation Set 1 for an item, you will see the number 1 in a green circle. No further action is required.

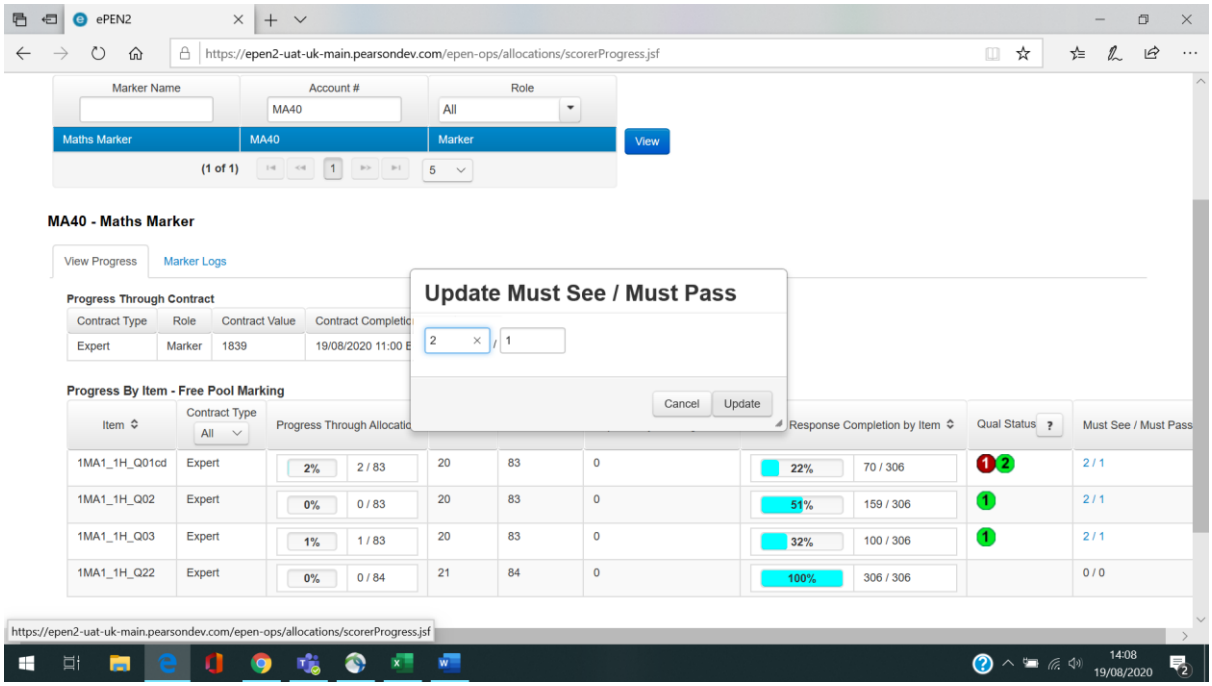


If the Examiner has failed Standardisation Set 1 you will see a red circle with a '1' in it, to indicate the first fail.

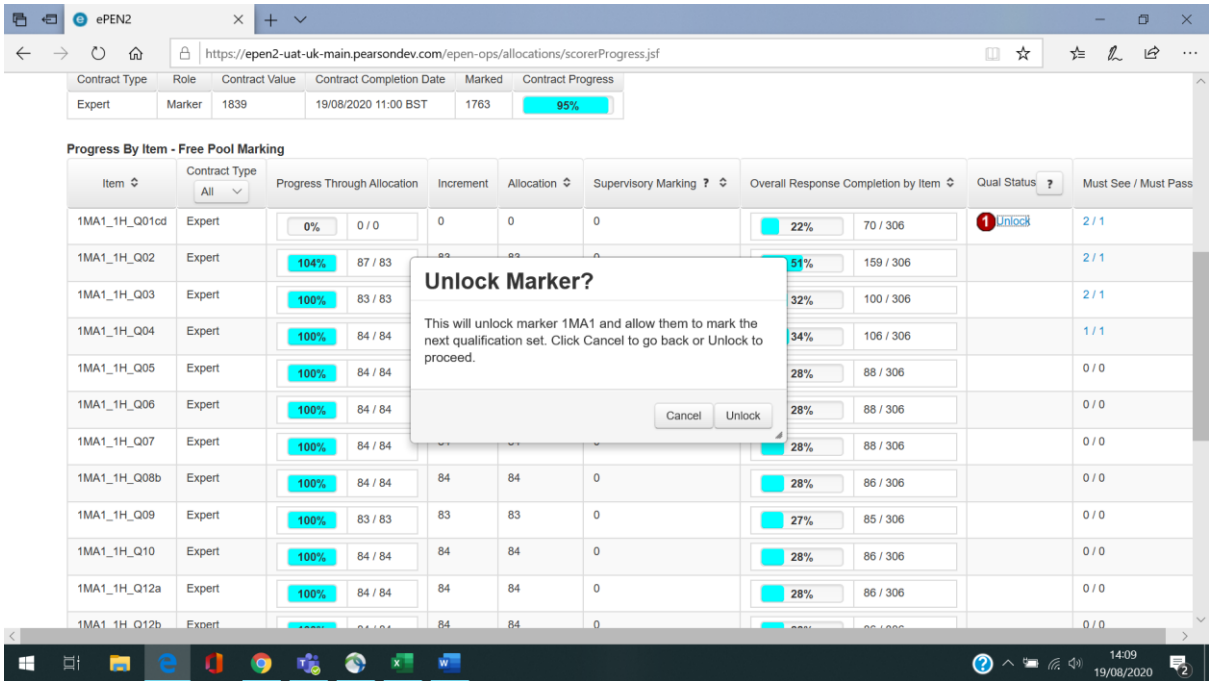


For the Examiner to access the second set, the ‘Must see/Must pass’ column must show as 2/1. This indicates that the Examiner must see two sets and pass one. If the second set is not yet available this will be grey and show as 1/1. When the Subject Team have released the second set the column will show as 2/1 in blue.

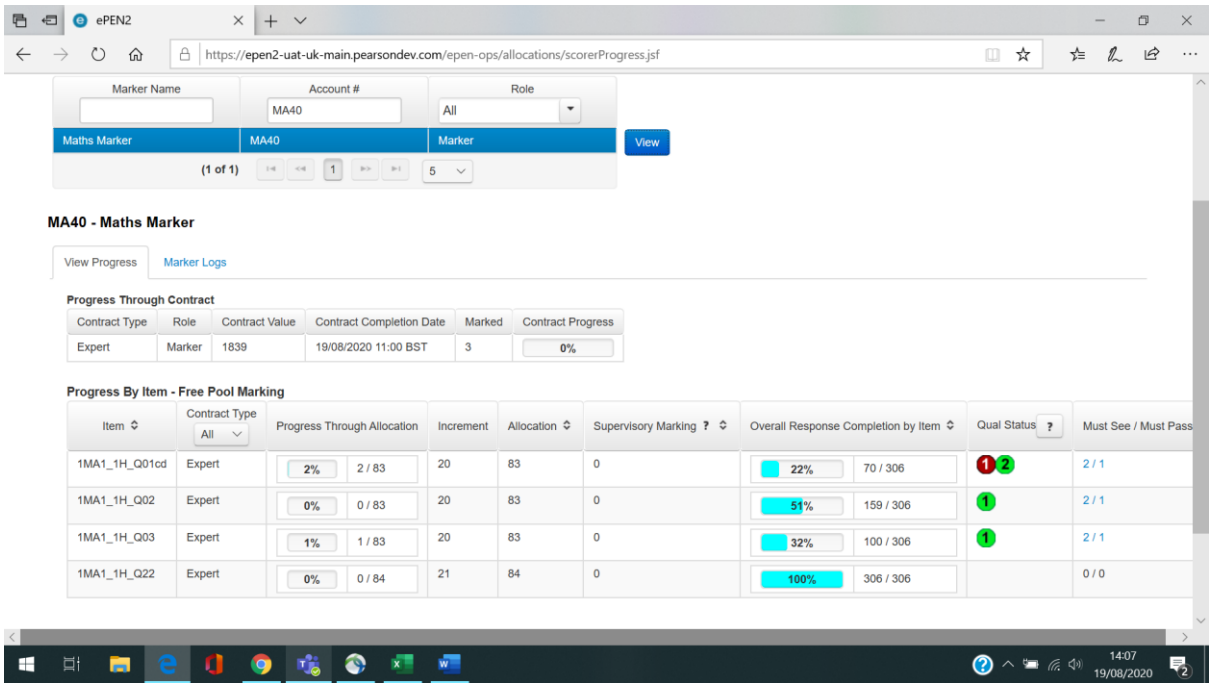
If the ‘Must See/Must Pass’ column shows as 1/1 and is blue, you can update it to 2/1 by clicking on the numbers and changing the 1 to a 2 in the box that is presented and then clicking on ‘update’. **Please note that it must be agreed with the Subject Team before this column updated.**



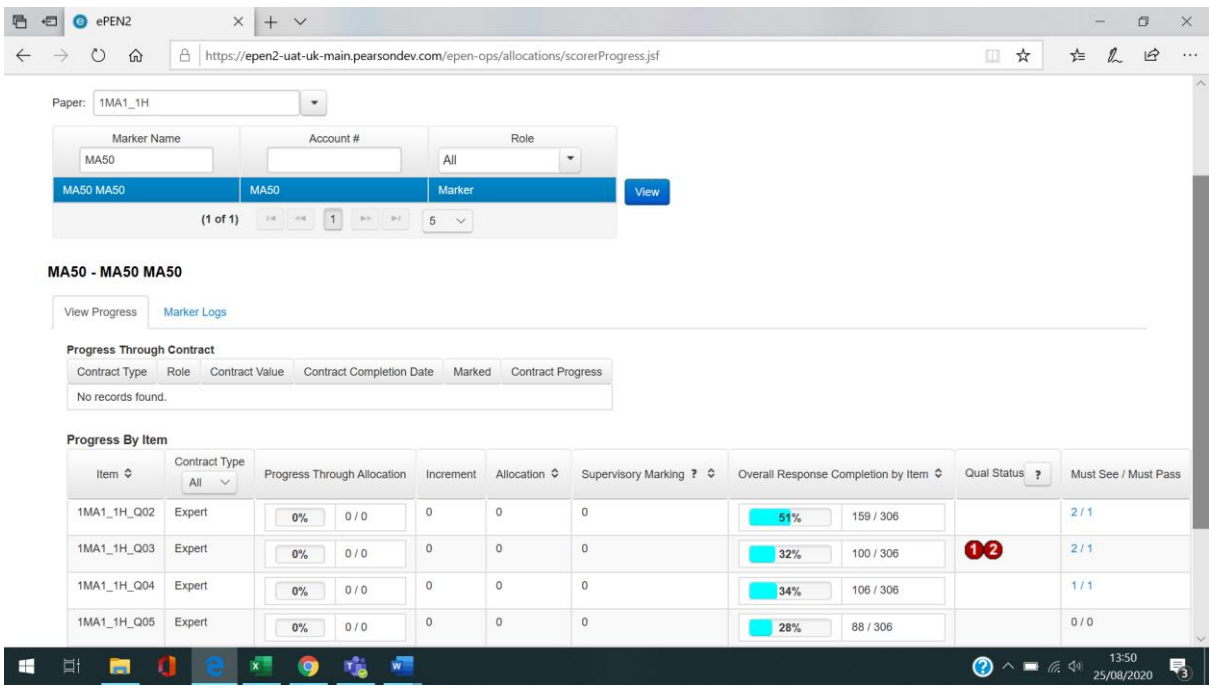
Once the ‘Must See/Must Pass’ parameter is set to 2/1 you can unlock the Examiner to allow them to take the second set.



If the Examiner has passed the second set, you will see a green circle with a number 2 in it.



If the Marker has failed the second set, you will see a second red circle with a number 2 in it. The Marker will be permanently locked out from marking this item.



How to mark candidate responses

After selecting the item you wish to mark you can mark it by selecting *Mark Student Responses* from the *Scoring* menu on the Home page or you will automatically be directed to this screen when selecting a new Active Assignment**.**

Navigating the screen

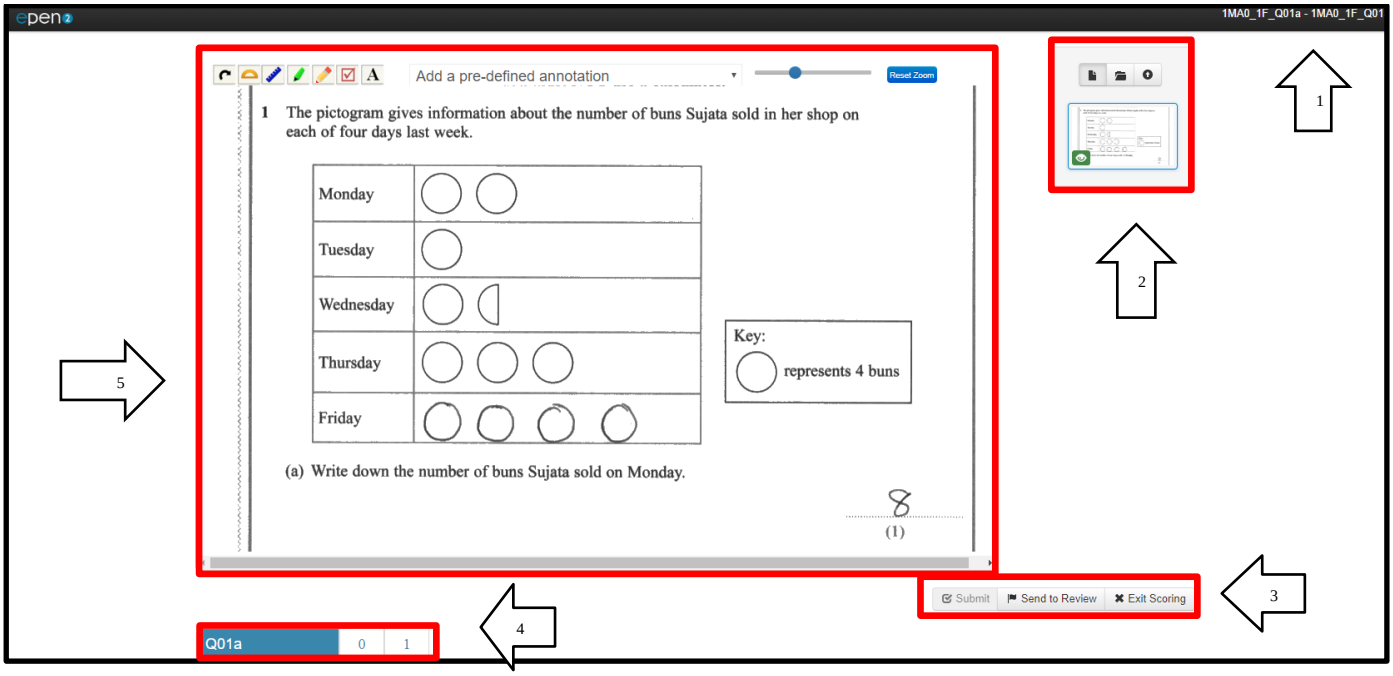


Figure 22 - Mark Student Responses screen

The main features of this screen (as labelled in *Figure 22)* are:

1. The item and item description currently being marked is displayed here.
2. This is the sidebar where the thumbnails of the clip image are displayed. Selecting the file icon will display the Reference Library for the item and the arrow icon will collapse the sidebar.
3. This is the action bar where you can submit marks, send a response to Review and close the Scoring window.
4. This is the marking grid, but could also be in a drop down list format. Please note that the marking grid can be displayed above, below, or to the right of the clip image region.
5. The clip image region – the clip image is displayed here, with the image tools displayed in the top left-hand corner of this region.

Annotation tool bar

The Annotation tool bar contains a variety of tools which allow you to do a number of things with the response clip image displayed on screen. The functions are:

Figure 23 - Annotation tools

1. Rotate clip image
2. Angle measurement tool
3. Line measurement tool
4. Highlighter tool
5. Free pencil tool
6. Tick tool
7. Text tool
8. Pre-defined annotations
9. Zoom slider tool
10. Reset zoom

Marking Grids

Marking Grids are where you will input the mark you wish to award a candidate's response. They can be single trait where a single mark needs to be submitted or multi-trait where more than one mark needs to be submitted.

There are two kinds of Marking Grid which may be presented for you to input the mark(s) to be awarded to a candidate's response. Which one you will be presented with will depend on what has been pre-agreed and set up by your respective Assessment Team.

Grid format

When presented with this kind of Marking Grid, you will need to click within the appropriate white box to indicate the mark you wish to award.

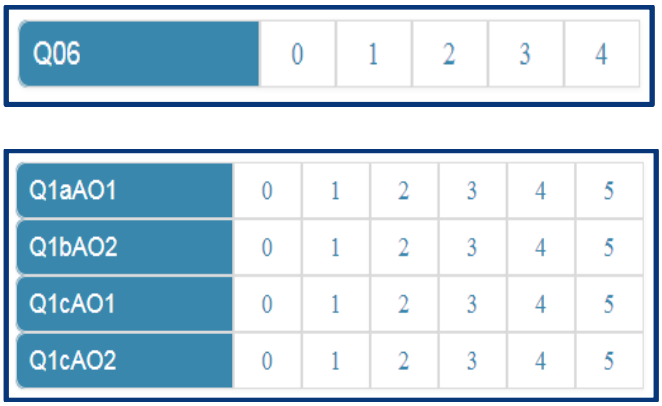


Figure 24 - Grid format styles. Top: Single trait Bottom: Multi-trait

Drop down list format

When presented with this kind of Marking Grid, you will need to click on each drop down list and select the score point you wish to assign to each trait.

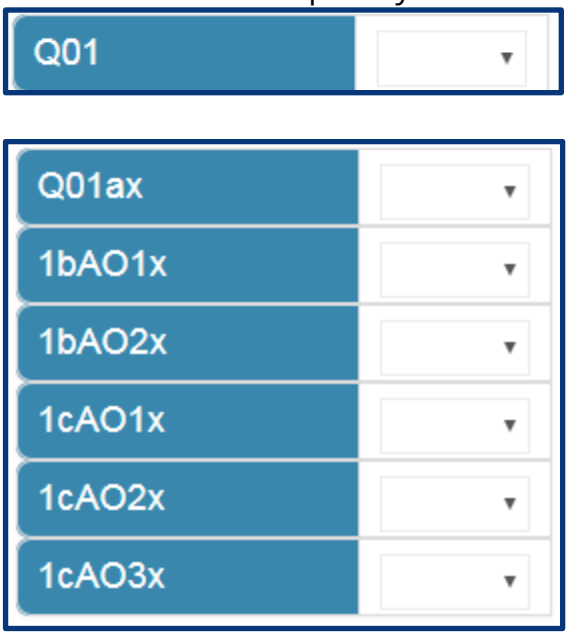


Figure 25 - Drop down list format styles Top: Single trait Bottom: Multi-trait

Reviewing marked responses

From the moment you first submit a score to the point you click on *Exit Scoring* you will have the ability to review up to the last five responses you have marked. To review these responses, click on *View Buffer.*

Figure 26 - View Buffer option

The *Buffered Responses* modal will then be displayed on screen. The responses are listed top to bottom in the order of most recently scored. Select the response(s) you want to review and click on *Review Selected*. You will then see the selected response displayed and, if necessary, you can amend the score assigned.

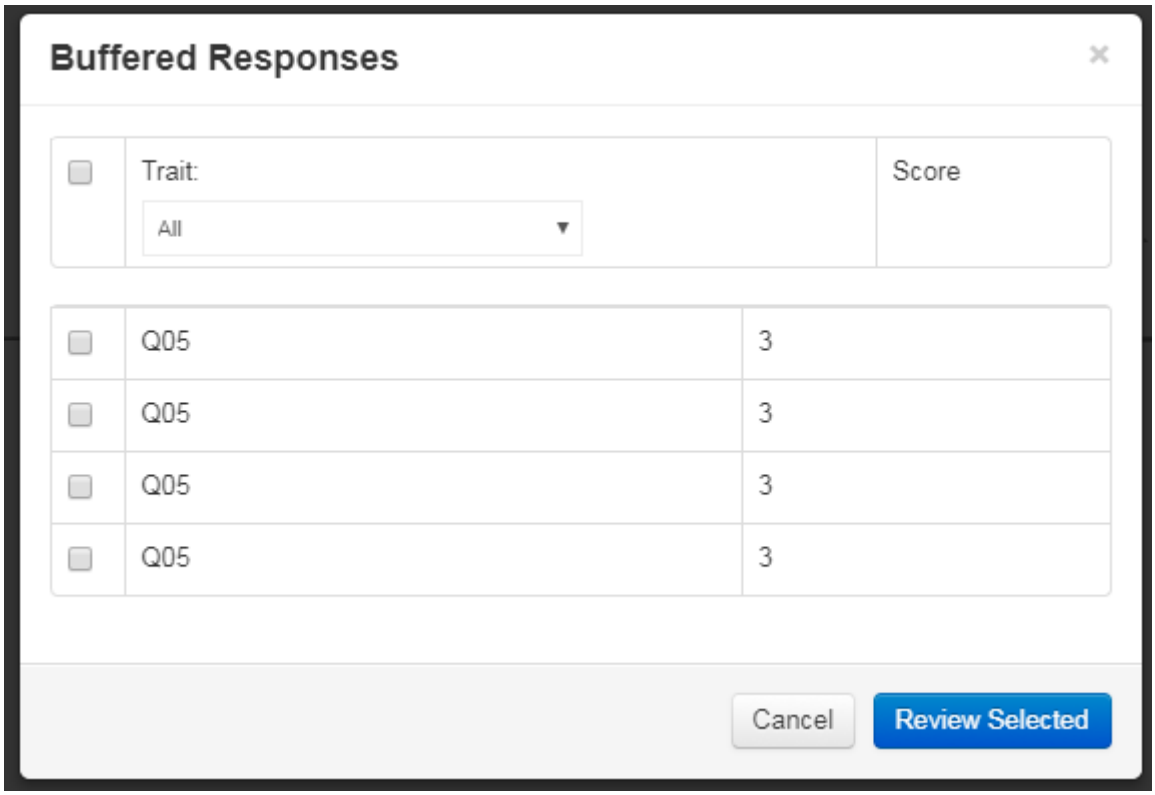


Figure 26 - Buffered Responses

Once you have exited the scoring screen you will no longer be able to change the marks on the responses you have marked.

Sending responses to Review

There are occasions when you may come across a response you feel you are unable to mark or there is content in the response that is concerning. Should this happen you have the option to send that response to Review. This will remove the response from the marking pool and it will need to be accessed and reviewed by your supervisor.

To send a response to Review, click on *Send to Review.*

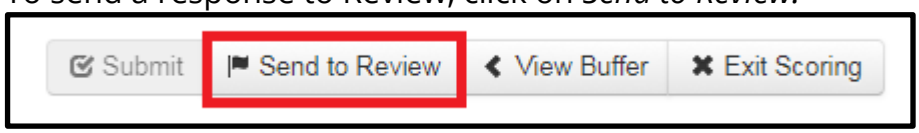


Figure 27 - Send to Review option

This will open the *Send to Review* modal.

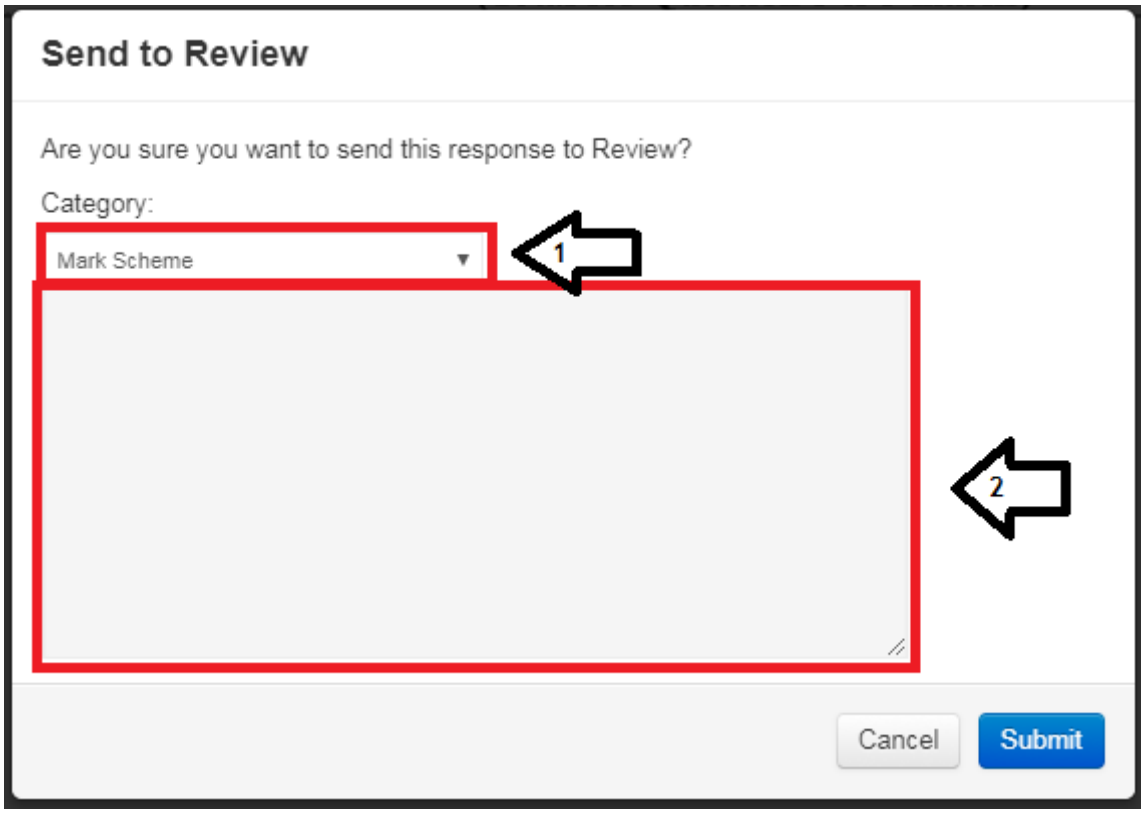


Figure 28 - Send to Review category selection

1. Select the category you wish to assign this response to. Your options are:
    - *Mark Scheme* – if you are unable to find information in the Mark Scheme to allow you to assign a correct score.
    - *Out of Clip* – if part of the candidate response is clearly not included in the response clip visible on screen.
    - *Malpractice* – if there is a malpractice concern.
    - *Sample*
    - *Other* (eg a safeguarding concern)

If you have been sent a response to Review for a safeguarding concern please make note of the 13-digit Document ID and report this to the safeguarding team at safeguarding@pearson.com. The safeguarding team will review it and take appropriate action. Unfortunately, we aren't able to provide you with updates on the cases you escalate, but please be assured that we do take action to ensure learners receive support.

2. In this field you can enter some text to explain to your supervisor the reason you are sending the response to Review. This is optional.

Once you have selected the appropriate category and added a brief explanatory note (optional), click on *Submit*. The response will be sent to Review and a new unmarked response will be displayed on screen.

Messaging

The messaging feature in ePEN2 allows you to send and receive messages between yourself, members of your team or other users assigned to the same items as yourself. When received, messages will need to be read before you can continue marking.

Reviewing Messages Received

When you have received a message from your supervisor, there are two indicators. Firstly on the Home page you will see a *(!)* next your username and role in the top right-hand corner of the screen.

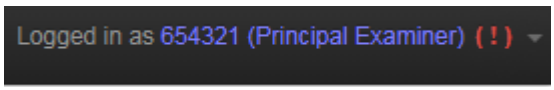


Figure 29 - Unread message indicator

When you click on the *(!)* the drop down list will show you have an unread message. Clicking on *Unread Messages* will take you to the message.

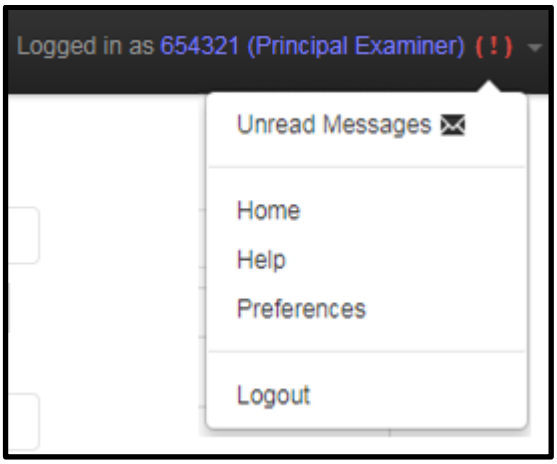


Figure 30 - Accessing unread message from Preferences tab

If you didn't notice the *(!)* and went into *Mark Student Responses* you will be presented with the following notification.

Figure 31 - incoming message

Clicking on *Read Message* will display the message along with details of the message. Once you have read the message clicking on *Continue Scoring* will restore your access to unmarked responses and allow you to continue marking.

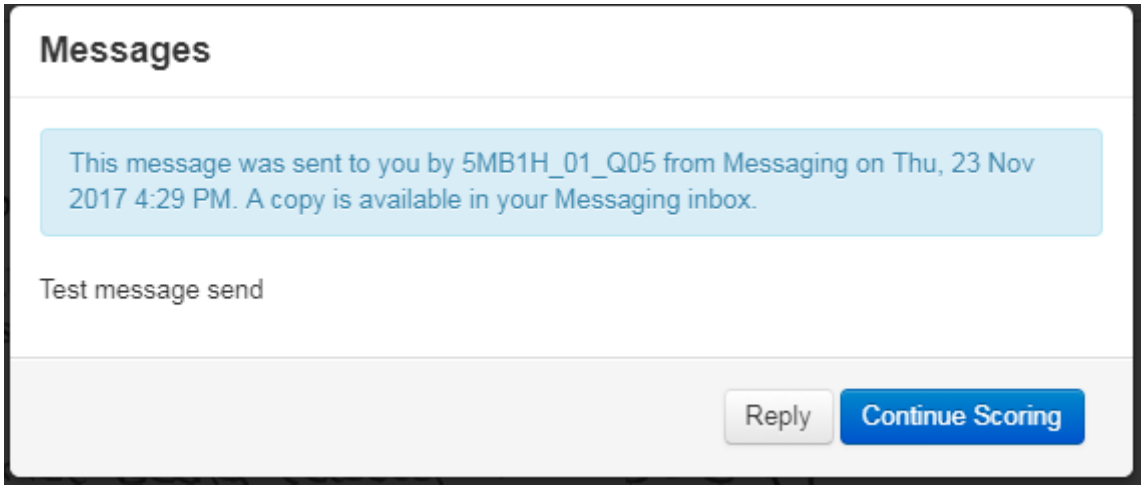


Figure 32 - Reading the message

You can also go straight into Messaging by selecting the *Messaging* task from the *Scoring* menu on the *Home Page*.

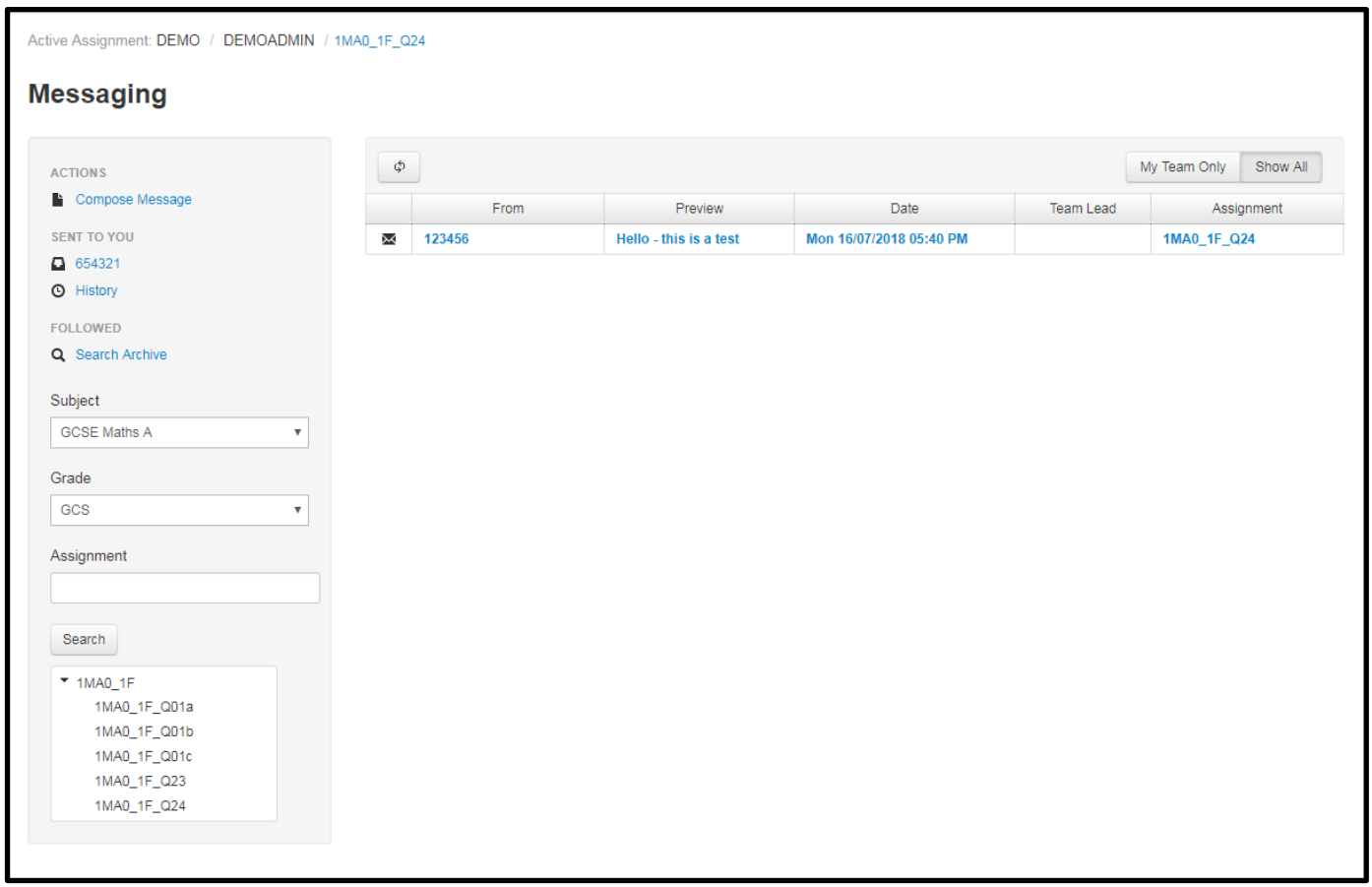


Figure 33 - Messaging screen

Unread messages will have the envelope icon and the wording in a bold font, whereas read messages will have the eye icon and the font will not be bold.

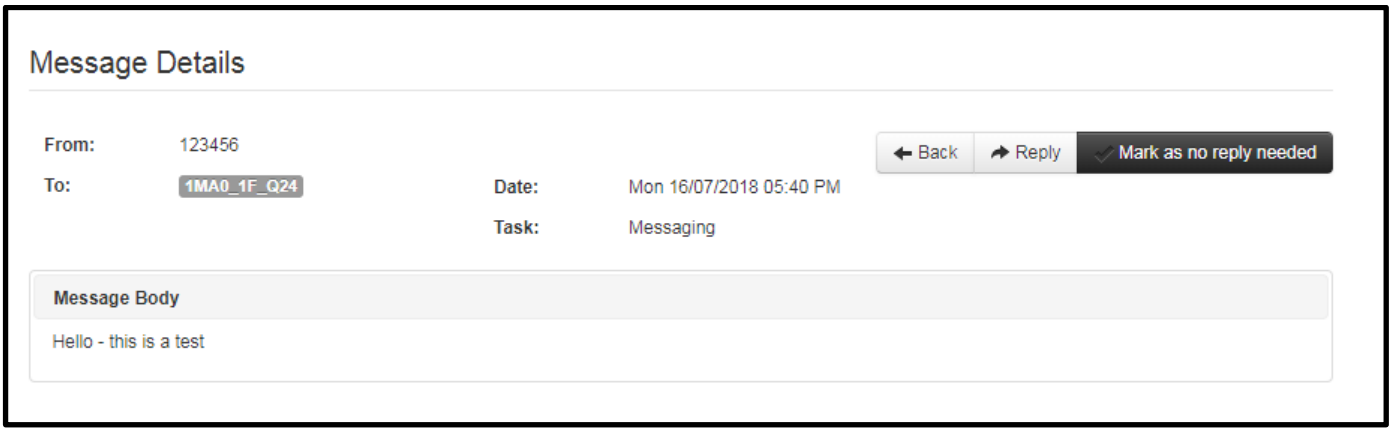


Figure 34 - Reading a message from the Messaging task

If necessary you can also reply to any messages sent to you.

Composing a message

If you wanted to send your supervisor a message through ePEN2 you can do so from the *Messaging* screen. To start you will need to click on *Compose Message*.

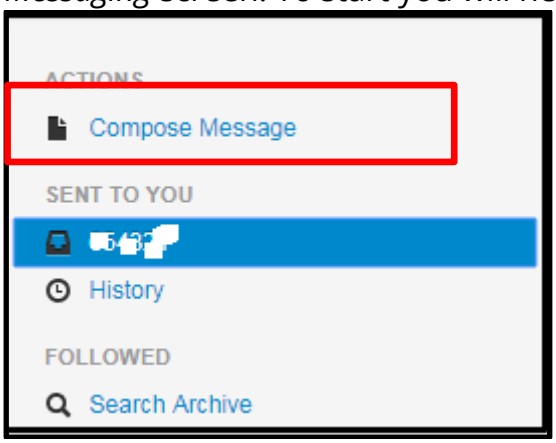


Figure 35 - Compose message option

You will need select the intended recipients for your message

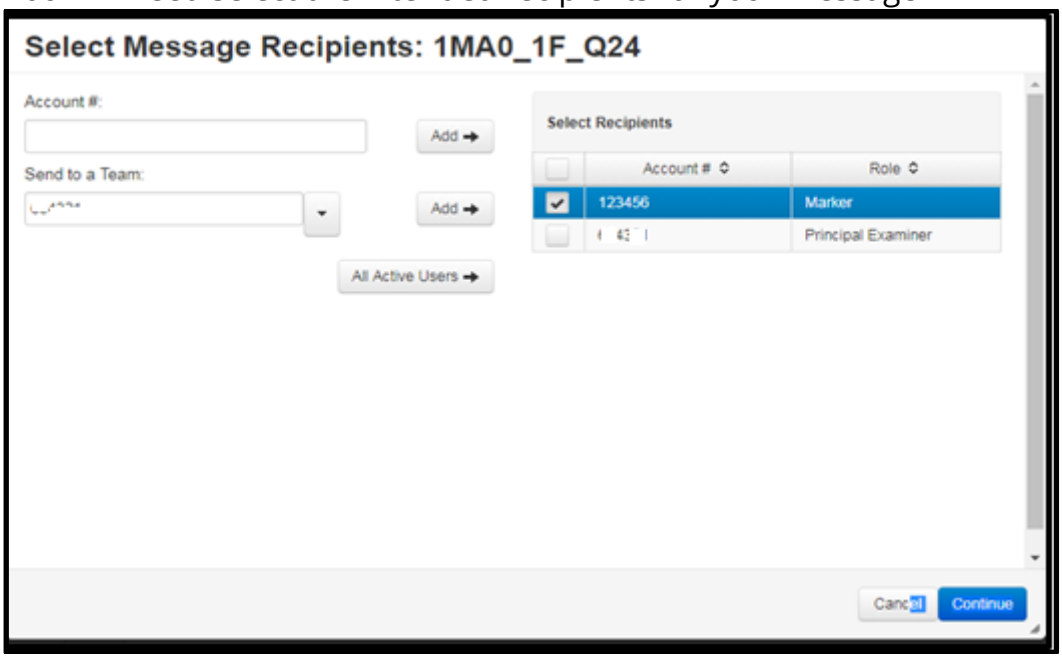


Figure 36 - Select Message Recipients

Enter the Username of recipients in the *Account #* field and you can add them one by one. Enter your Username in the *Send to Team* field and all users currently active on the item and on your team will be added to the *Select Recipients* list.
From *Select Recipient*s you can tick or untick a user to include or exclude from the list of recipients.

You would then type your message in the field provided (up to 5000 characters). Once you have finished composing your message you then click on *Send*.

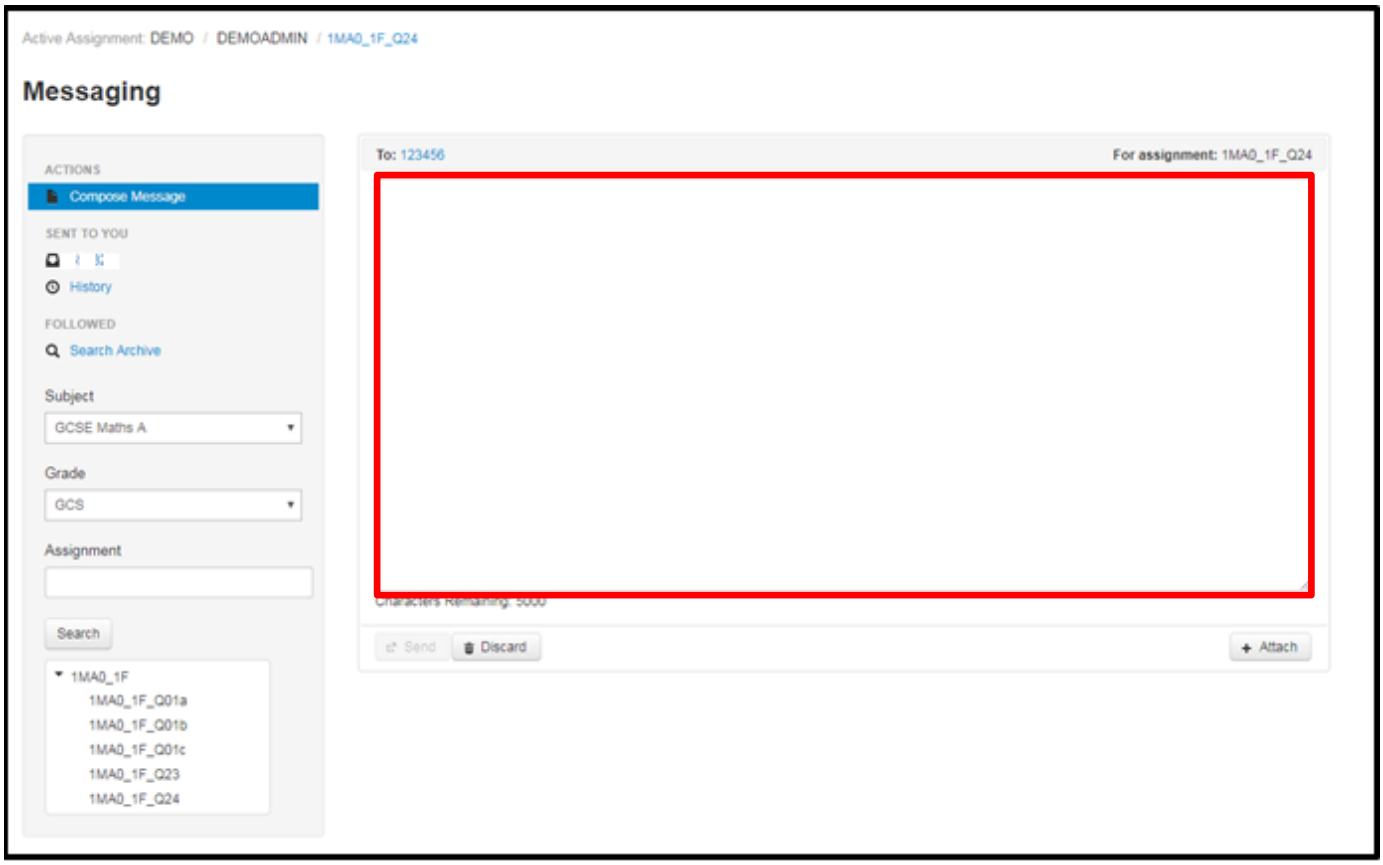


Figure 37 - Typing the message content

Messages sent to recipients are linked to the Active Assignment of the sender, so when the recipient next attempts to go into *Mark Student Responses* for the item they will be required to read the message before being able to resume marking. If the recipient is currently marking the item, a notification will appear on screen when the next response is displayed. The user will again be required to read the message before being able to resume marking.

Monitoring your performance and progress

Within your contract you will find details on the number of responses you need to mark along with milestone dates and volume targets. Separately, you will also receive information on the marking quality targets you will be required to meet. Via the two reportlets on the Home page (*Performance Peek* and *My Marking Progress*) you will be able to monitor your own performance against these targets on an ad hoc basis.

Performance Peek Reportlet

This reportlet displays data relating to the item currently selected as your *Active Assignment*.

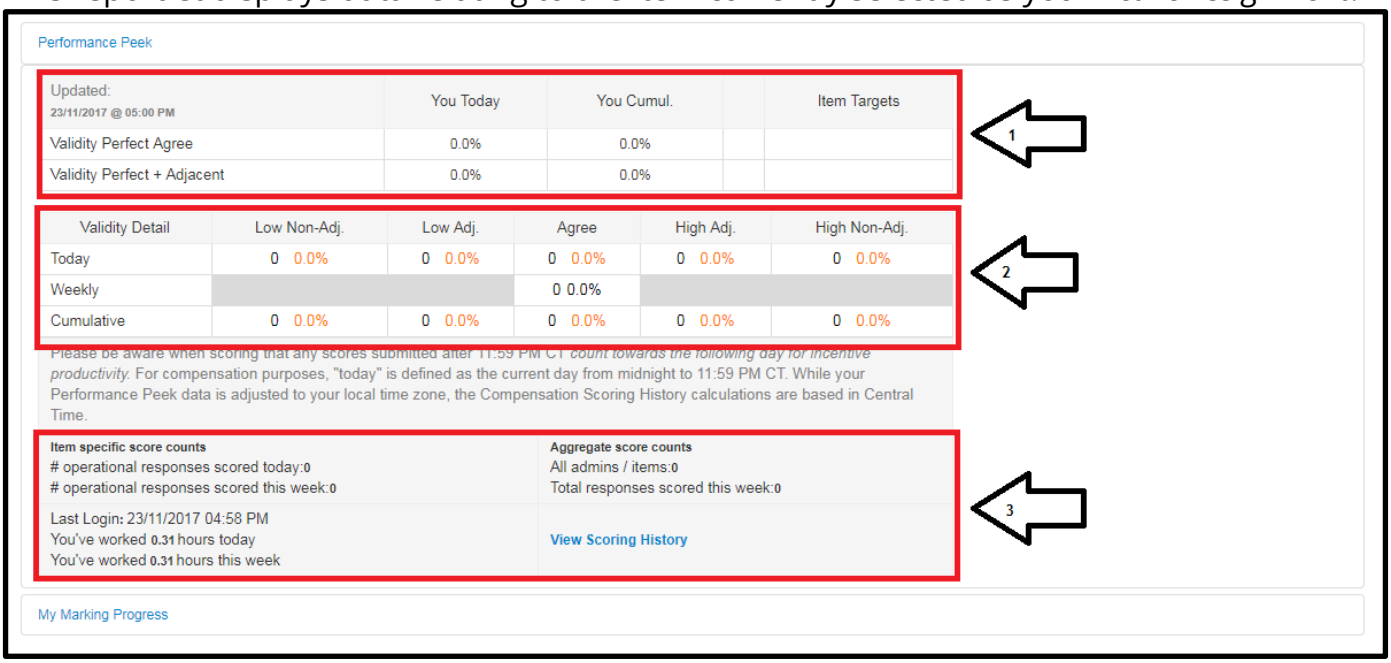


Figure 38 - Performance Peek

1. This section displays just the percentage of validity responses you have scored perfectly or within adjacency. This data is available cumulatively and just for the current day. This section not only gives you your percentage of validity responses scored perfectly or within adjacency, but also where your validity scoring has been outside of adjacency. Data is also available for the week (just for perfectly scored validity). Also along with the percentage you will see the actual number of validity responses contributing to the data.
2. This section gives you a tally of responses (for the selected Active Assignment)
    i. Scored today (excluding validity)
    ii. Scored this week (excluding validity)
    iii. Across all assigned item
3. This section shows you the amount of time you have been marking on that day and that week.

My Marking Progress reportlet

On the *My Marking Progress* reportlet, you can track your progress against your marking milestones, your contractual responses and against individual assigned items.

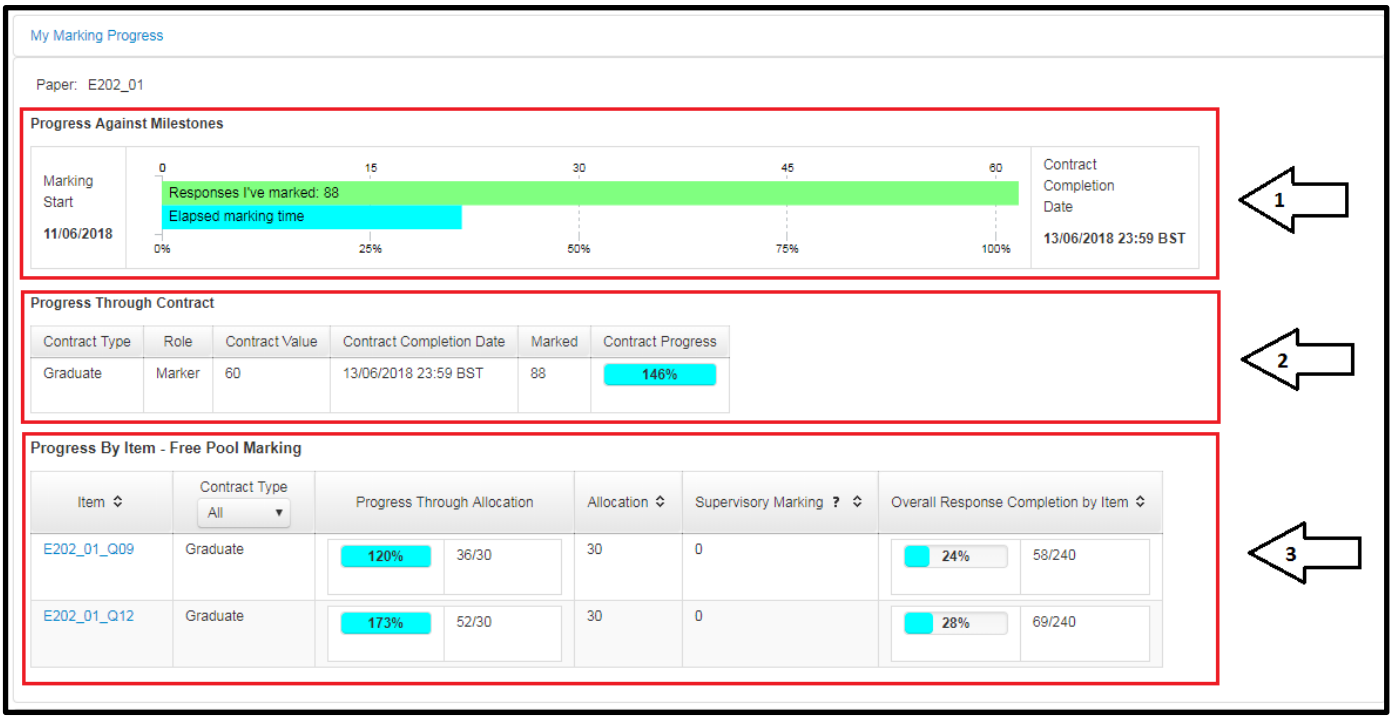


Figure 39 - My Marking Progress

1. ***Progress through Milestones*** – the top bar will display how many responses you have marked (correct at the time of opening the reportlet). This bar will show as green if you are on target or even ahead. If it is displaying as red this means you are at risk of not meeting a milestone.
   The bottom bar is to show you the amount of time that has elapsed since the Standardisation (STM) date. So at glance you can see whether you are marking at a pace which will allow you complete your contract by the stated deadline.
2. ***Progress through Contract*** – The table presents, in figures, the overall amount you have been contracted to mark, the amount you have marked (and the percentage) and the number of responses left to mark. If you are marking both Expert and Graduate items for a paper, then your data will be presented against each contract type.
3. ***Progress By Item*** – this table shows you your marking progress against each individually assigned item. The reportlet will display your individual item allocations and the number of responses you have marked for each item. The last column on this reportlet will show you the number of responses which have been marked for each item by all the markers on the paper, and the number of responses available on ePEN2. The *Supervisory Marking* column will provide a count of the number of scores you have applied from supervisory marking tasks (which are listed if you hover on the '?' in the column header).

In the Progress By Item section, you will also have an indicator of what period of the marking window you are in. This will be displayed as:

- **Familiarisation Phase** – this is the marking period before Standardisation Reset. During this time marking progress is reset every 24 hours. So be sure to take screen shots of your marking progress before 11:59pm every day, just in case your Supervisor requests evidence that you have completed your familiarisation marking. You will not have any stated item allocations during this time.
- **Operational Marking** – this is the marking period immediately following the Standardisation Reset. It will continue up until 11:59pm on the Contract Completion Date (CCD). At this point you will have your item allocations set (if there are sufficient responses available to calculate the allocation distribution). If you complete your allocation during this time and there is a pool present you will receive automatic access to the pool, but your item allocation values will not change.
- **Free Pool Marking** – this is the marking period immediately after the CCD has passed. During this time all unmarked responses become part of the pool and all eligible Examiners will have access to mark them. Please note that your item allocation values will not change. If you have completed your contract allocation before CCD, then any further marking completed is paid at an incentivised rate.

Marking responses in Review and Pulled Paper Scoring

Review

Should members of your team be unable to apply a score to a response, they have the option to send that response to Review. Review responses are only accessible by Senior AAs and internal Pearson staff. To access responses in Review, select the *Review* task option from the *Scoring* drop down menu.

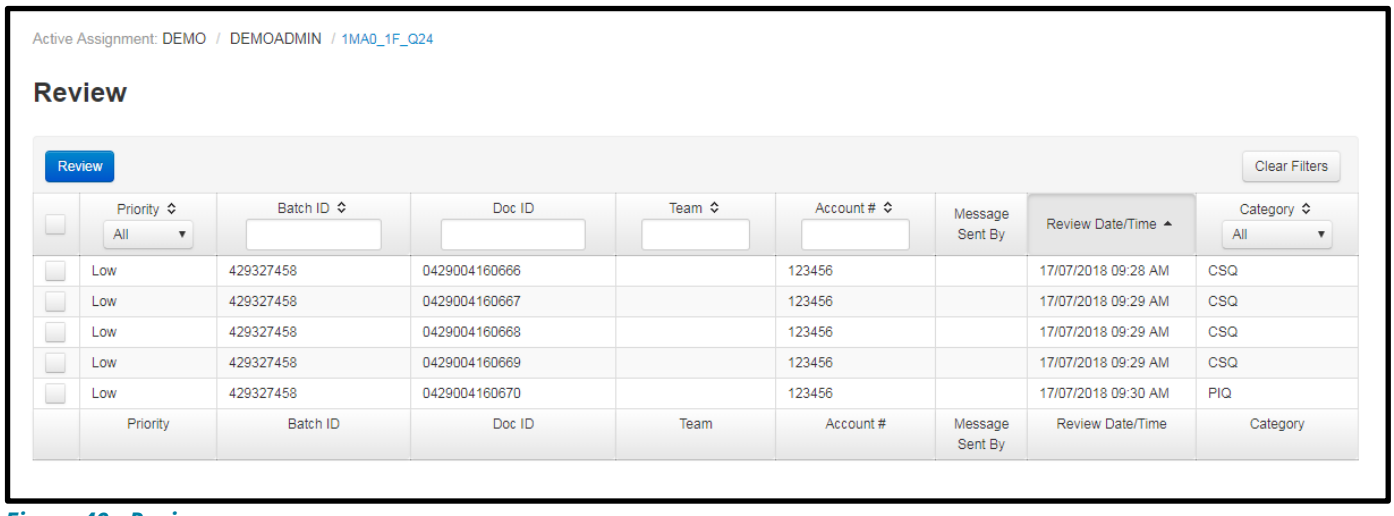


Figure 40 - Review responses

Responses for the current Active Assignment will automatically be displayed. Responses can be selected individually or as a whole using the tick boxes in the first column of the table. Once you have selected the responses you wish to look at click *Review*.

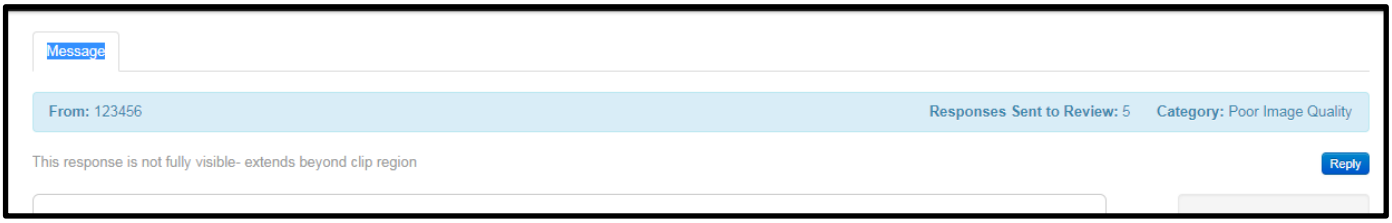


Figure 41 - Viewing the message associated with response

Above the response clip you can see who has sent the response to Review, the total number of responses (for that item) the user has sent to Review and the category selected for escalation. If the AA has also included a message this will be visible also. Click *Reply* to respond to the message (if required). The Marker will receive a message and be required to read it before being able to continue scoring.

If you're able to apply the score, then you can do so in the same way as it's done in Mark Student Responses or any other marking screen. Select the appropriate score from the marking grid and click on *Submit*.

If, however, the response is illegible then you have the option to send the response to Pulled Paper Scoring. To do so, click on *Other Actions* and select *Send to Pulled Paper* from the drop down list.

Figure 42 - Send to Pulled Paper Scoring

Pulled Paper Scoring

To access responses sent to *Pulled Paper Scoring* select the task option from the *Scoring* drop down list. Responses available to view will automatically be listed for the item currently set as the Active Assignment.

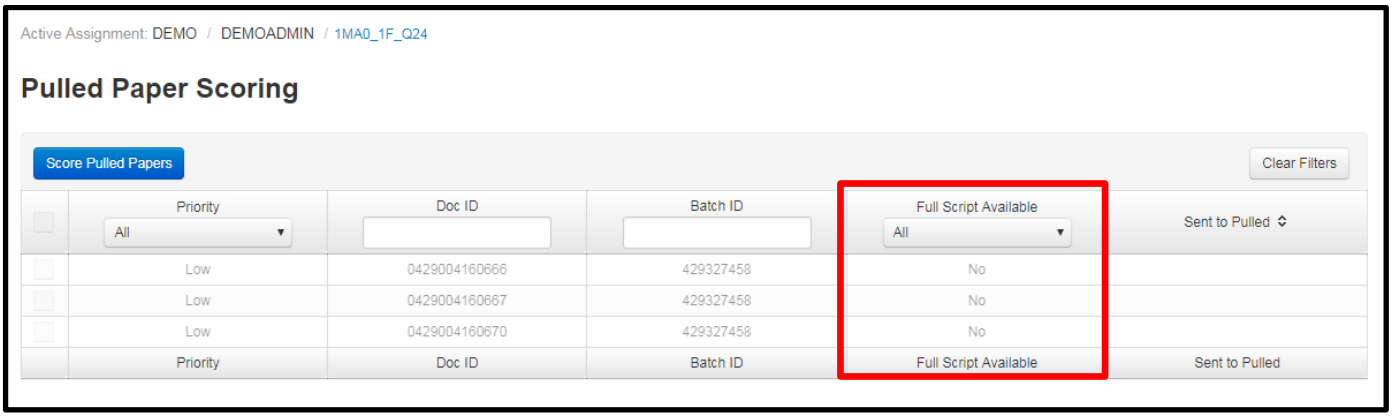


Figure 43 - Pulled Paper Scoring response list

While the full script is not available you will not be able to select any of the documents; the checkbox(es) in the left-hand column will be disabled. Once the full script is available you can select the document using the checkbox in the first column of the table and then click *Score Pulled Papers*.

Figure 44 - Pulled Paper Scoring - document available for viewing

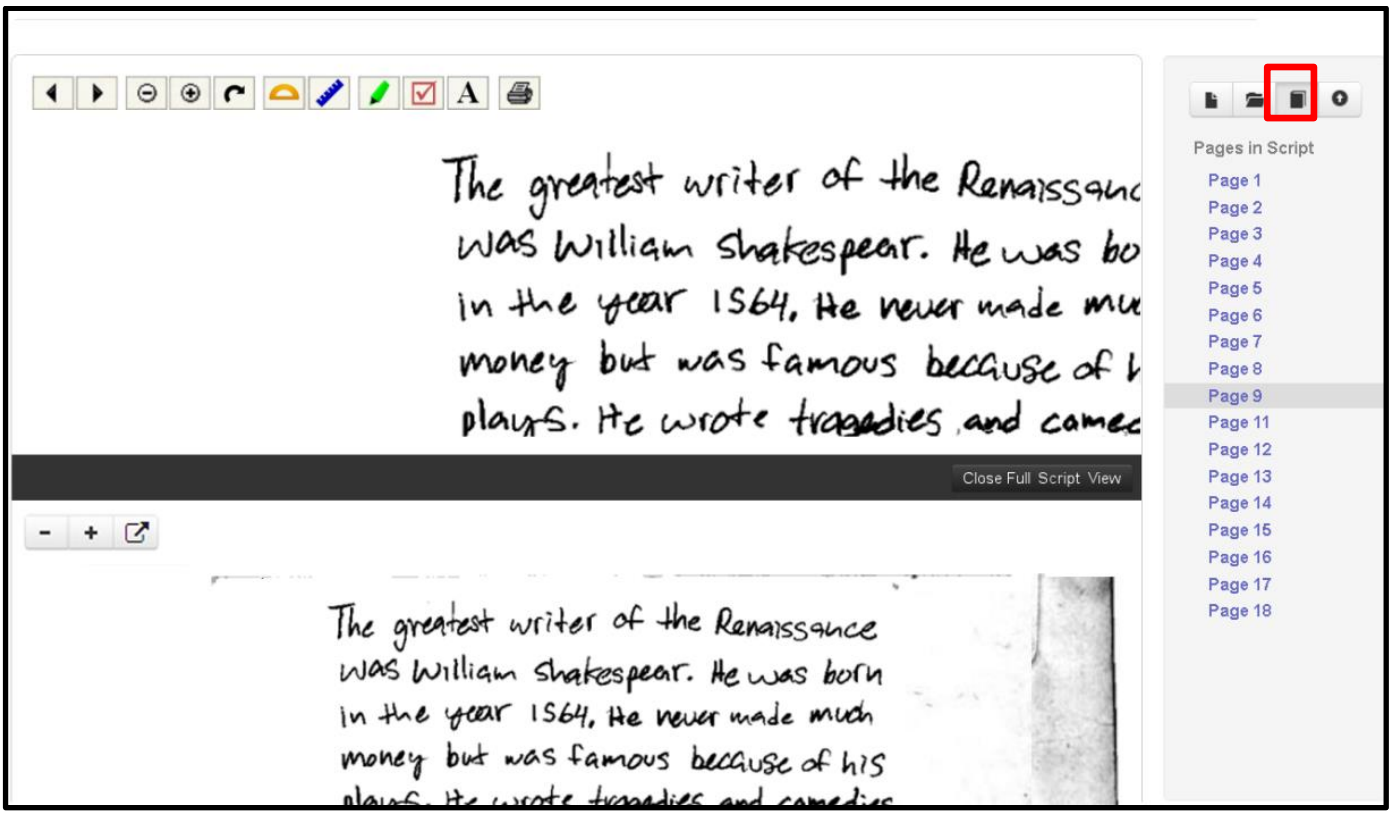


Figure 45 - Pulled Paper Scoring marking screen

The book icon displays the pages of the candidate's script. Please note that you will never be able to see the front page of the script containing a candidate's personal data.

The top clip viewing window displays the clip region of the response as viewed in other ePEN2 marking screens. The bottom clip region is displaying the selected page of the full script. The bottom clip region can be closed at any time by clicking on *Close Full Script View* in the black separator bar.

If viewing the other pages of the script enables you to apply a score to the candidate's response, you can do so by selecting the mark from the marking grid and clicking *Submit*. If, however, you are unable to apply a score and would need to view the hardcopy of the script in order to mark it, make note of the 13-digit Document ID and send an email to online.unmarkables@pearson.com. Be sure to include the Subject and Paper code for the document in your email and that you would like the script sent to you for traditional marking.

Backreading

Backreading is how supervisors can review the responses marked by members of their team. When reviewing the responses you will need to confirm or amend the score applied by the Marker.
To access *Backreading* select the task option from the *Scoring* drop down list. This will bring you to the search for Backreading. It is important to note that the responses being searched for are for the item currently selected as the *Active Assignment*.

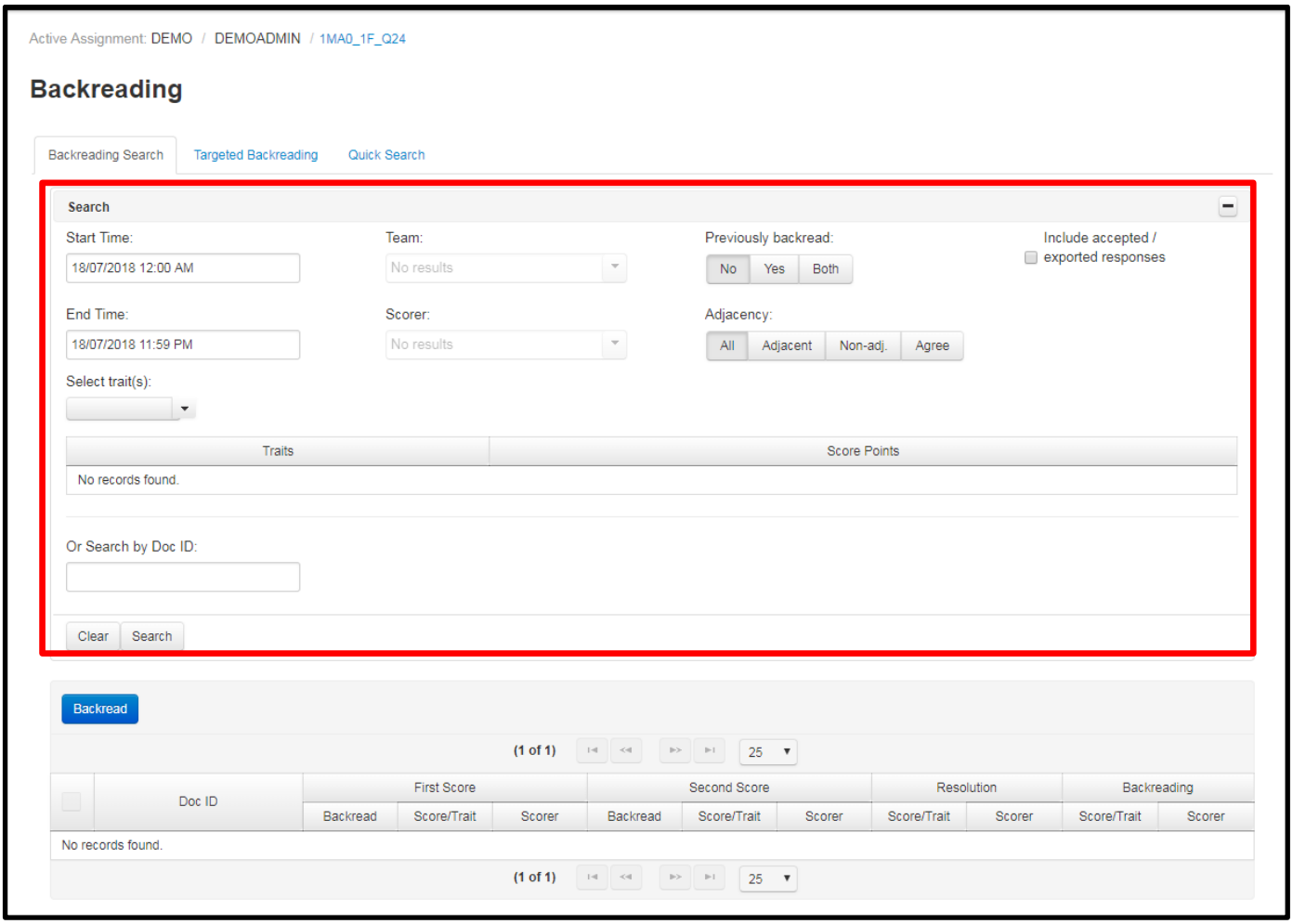


Figure 46 - Backreading search parameters

When setting the search parameters there are a few key features:

- **Start and End Time** – this is the time period within which you want ePEN2 to search for marked responses. Clicking in either field will open an onscreen mini calendar. You must set this date range *first* because doing so will automatically filter which markers are available in the Team and Scorer fields to the right. If a marker did not provide any scores within the selected date range, they will not appear in the score picklist.
- **Team** – the ePEN2 Account # for the Team Leader is entered/selected here.
- **Scorer** – the ePEN2 Account # of the Marker you want to backread is entered/selected here.
- **Previously Backread** – indicate whether you want to see responses that have already been backread or not, or a combination of both.
- **Adjacency** – it is recommended that this left on *All*.

Once the parameters have been entered, click *Search* and if responses are located they will be displayed in the table below the search parameters.

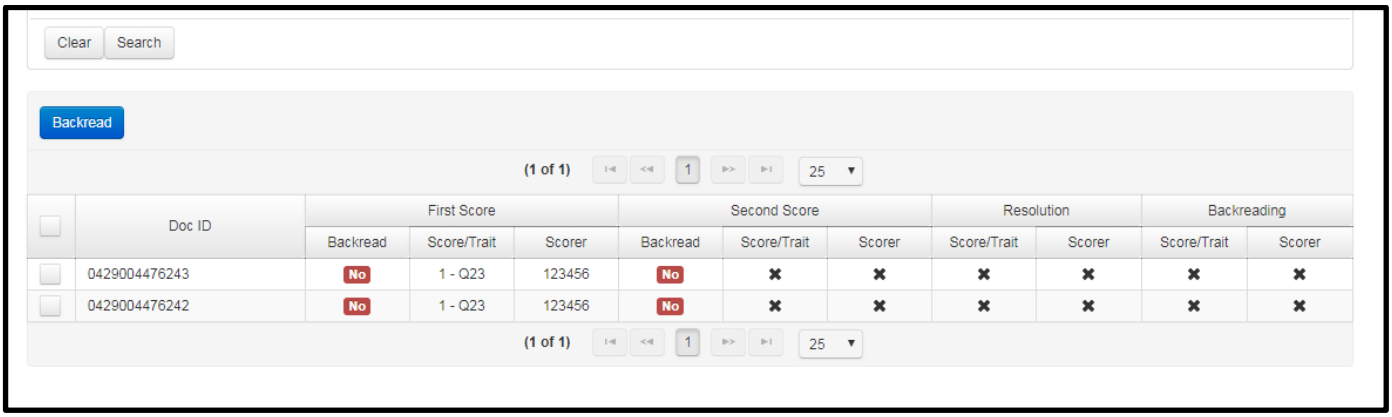


Figure 47 - Backreading search results

Select the responses you wish to view then click *Backread*.

The Backread scoring screen has much the same layout as other scoring screens. The difference can be seen where the marking grid is located.

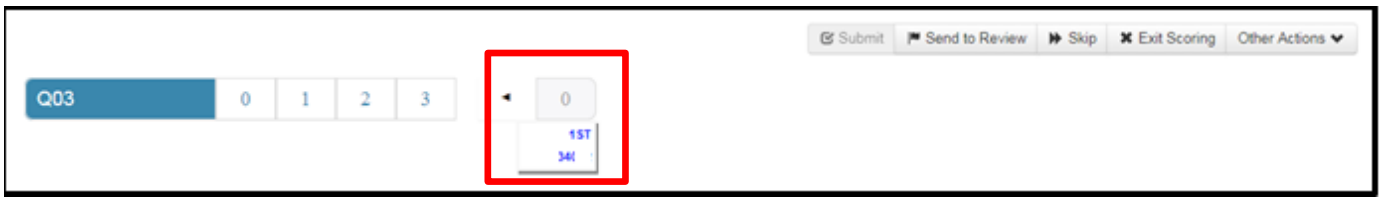


Figure 48 - Backreading: Accept or amend original score

The score assigned by the Marker you are backreading will be displayed in line with the Marking Grid. (Their Account # is displayed below the score they provided.) If you agree with the mark you can click on the arrow to auto populate the score into the marking grid. Or if you disagree with the score, you can select the correct score in the marking grid. Once satisfied with the score click *Submit* to confirm and move on to the next selected response.

By clicking on the Marker tab, you will also be able to see any tool mark ups (highlights, ticks, text etc.) that had been applied to the response image by the stated Marker. Clicking on the Marker tab again will remove these mark ups from the image.

If more than one marker has provided a score for a response, you will see each of the marker's scores listed here and labelled with their Account #.

Sending a message with response attached from Backreading

There is also an option to send a message with the current response included as an attachment. To access this option click *Other Actions* and select *Send Message* from the drop down list.

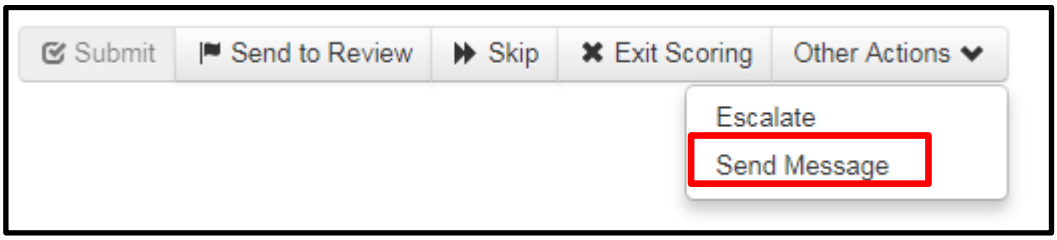


Figure 49 - Backreading: Send Message option

The *Send Message* box will open and you can select Marker(s) to send the message (with response attached). Once you have typed your desired message, click *Send*. The recipient will be required to read the message before being able to resume marking on the item the response is associated with.

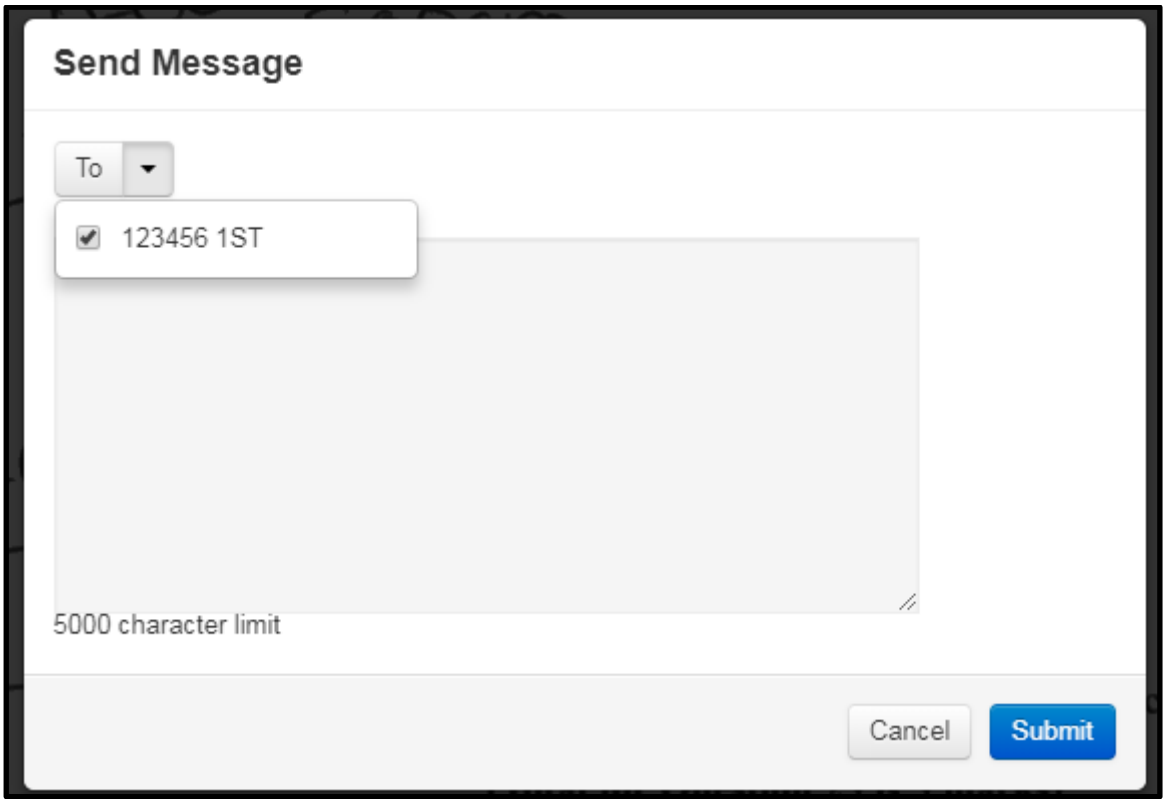


Figure 50 - Send Message text entry screen

Stopping a Marker on an item

If you identify a concern with a Marker's marking quality, you may need to temporarily stop that Marker from marking any further responses on the item while you carry out additional Backreading.

Item lockouts can be applied and removed using the *Scorer Synopsis* reportlet on your Home Page.

Applying an Item Lockout

Select the *Scorer Synopsis* reportlet from your Home Page and enter the details for the Marker you need to lock.

Figure 51 – Scorer Synopsis – Item lock out

1. Ensure that the *Account #* tab is selected.
2. Enter the full ePEN User ID of the Marker you need to lock.
3. Enter the full Paper code, e.g. *1MA1_1H*
4. Select the item on which you wish to apply the item lock from the drop down list.
5. Select any reportlet from this drop down list.
6. Click on View

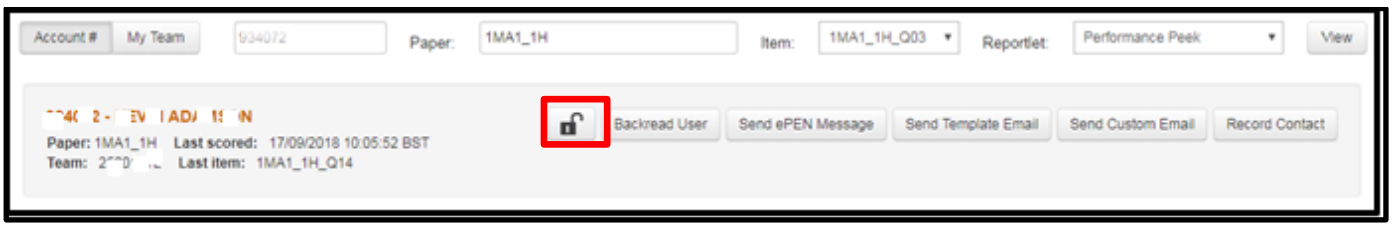


Figure 51 – Scorer Synopsis – Applying an Item lock out

To apply the lockout on the item selected, click on the black open lock icon. When the lock image changes to a red closed lock the lockout has been applied.

After applying the lock you can select the *Backread User* option to begin the backread of the user.

Once you have finished backreading the AA on the item you have locked them out of you will need to decide whether to:

a) Remove the lockout on the locked item.
b) Maintain the lockout in place and stop the Marker from continuing to mark on the locked out item.

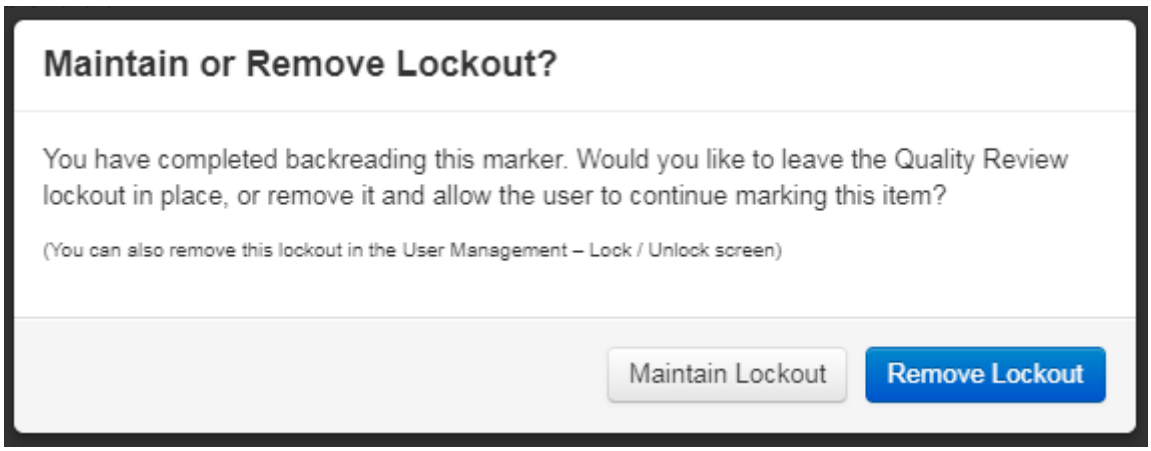


Figure 52 – Maintain or Remove Lockout?

Removing an Item Lockout

It is also possible to remove an item lockout from the *Scorer Synopsis* reportlet. Do this by inputting the relevant details again into the required fields to bring up any reportlet for the Marker on the item they have been locked out on.

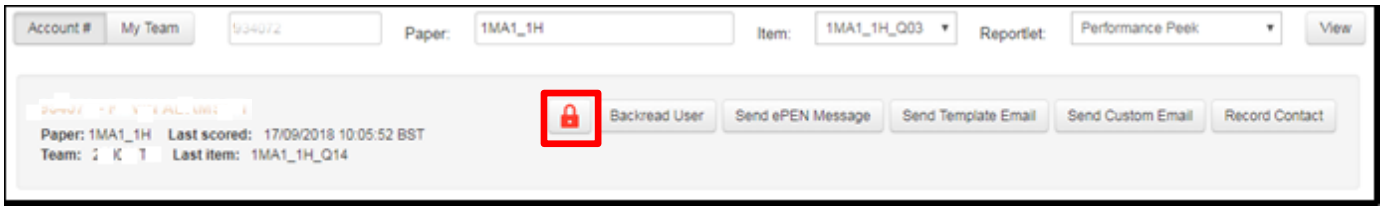


Figure 52 – Scorer Synopsis – Removing an Item lock out

The presence of an item lockout for the Marker on the selected item will be indicated by the presence of a red, closed lock icon. To remove the lock click on this icon. Once the lock icon is displayed as a black open lock, the lockout has been removed and the Marker will now be able to continue marking on the selected item.

Stopping a Marker from continuing to mark a locked out item

Should the outcome of your additional backreading highlight serious marking quality issues, you should not remove the lock out on the respective item(s).

Instead you should highlight your concerns with your respective Assessment Subject Team. The likely outcome of such an escalation will be to remove the Marker's remaining allocation and to retain the item lockout so that the Marker will be unable to continue marking on that item.

Additional Support and Guidance

While this document is intended to inform you of how ePEN2 works in terms of interacting with the User Interface (UI) of the screens available to you as a Marker, it does not detail how you will use it in practice. To support you in the practical use of ePEN2 there are a number of resources available to you via Edexcel Gateway. From there you will be able to access:

- Interactive training modules: each module runs for 5-10 minutes.
- Quick Reference Guides: Step-by-step instructions on how to carry out various tasks on ePEN2.
- Details on how to contact the AA Helpdesk along with details of their hours of operation.

- The minimum specification requirements for any computer or laptop being used to access ePEN2 and mark.

Frequently Asked Questions (FAQs)

Below are some common questions along with answers/resolutions

Question	Answer/Resolution
I have forgotten my ePEN2 password	Click on the *Reset my password* link and provide answers to two of your selected Security Questions. You will then be asked to enter and confirm a new Password.
I have forgotten the answers to my security questions	Please contact the AA Helpdesk who will be able to reset your security questions, giving you the ability to set them up again. Please note that for data protection reasons you may be asked to confirm some details we hold on you.
I am unable to see script images/clips	Please ensure you are accessing ePEN2 via a compatible Browser. The ePEN2 Minimum Requirements document list all compatible Browsers.