



**LONDON SCHOOL OF BUSINESS AND MANAGEMENT STUDIES**

**Internal moderation and standardisation Policy**

Revised: September 2025

# London School of Business and Management Studies (LSBS)

## Standardisation and Internal Moderation Policy

---

### 1. Introduction

1.1. London School of Business and Management Studies (LSBS) is committed to ensuring that assessment decisions are **fair, valid, reliable, and consistent** across all programmes, modules, cohorts, and delivery modes.

1.2. This Standardisation and Moderation Policy sets out the principles, processes, and responsibilities that govern how assessment marking standards are applied and monitored at LSBS.

1.3. The policy supports academic integrity, comparability of outcomes, and public confidence in LSBS awards.

---

### 2. Purpose of the Policy

The purpose of this policy is to:

- Ensure consistent interpretation and application of marking criteria
  - Minimise variation between markers, modules, and cohorts
  - Safeguard academic standards across all programmes
  - Support continuous improvement in assessment practice
  - Meet internal quality assurance and external regulatory expectations
-

### 3. Scope

3.1. This policy applies to:

- All LSBS academic programmes and levels
- All summative and formative assessments
- All staff involved in assessment design, marking, internal moderation, and quality assurance

3.2. It covers:

- Pre-assessment standardisation
  - Post-marking moderation
  - Internal verification and review
  - External examiner engagement
- 

### 4. Definitions

#### 4.1 Standardisation

Standardisation is the process undertaken **before marking** to ensure that all assessors share a common understanding of:

- Learning outcomes
- Assessment requirements
- Marking criteria and grade descriptors

#### 4.2 Moderation

Moderation is the process undertaken **after marking** to ensure:

- Marks are applied consistently
- Assessment decisions are fair and justified

- Academic standards are maintained
- 

## **5. Principles of Standardisation and Internal Moderation**

LSBS standardisation and moderation processes are underpinned by the following principles:

- 5.1. **Consistency** – Assessment criteria are applied uniformly
  - 5.2. **Transparency** – Processes are clear and documented
  - 5.3. **Independence** – Moderation is conducted by staff not involved in original marking where possible
  - 5.4. **Proportionality** – Sampling is risk-based and appropriate
  - 5.5. **Integrity** – Standards are maintained without grade inflation
- 

## **6. Standardisation Process**

### **6.1 Timing**

Standardisation must take place **before marking begins** for each assessment.

### **6.2 Activities**

Standardisation activities may include:

- Review of assessment briefs and marking criteria
- Discussion of learning outcomes and grade descriptors
- Review of exemplar or benchmark scripts
- Agreement on marking approaches and common issues

### **6.3 Participants**

- Module leaders

- Assessors/markers
- Programme leaders (where required)

## **6.4 Outcomes**

- Agreed interpretation of criteria
  - Clarification of borderline decisions
  - Documented standardisation record
- 

## **7. Moderation Process**

### **7.1 Purpose**

Moderation ensures that:

- Marks awarded are accurate and consistent
- Assessment decisions are supported by evidence
- No student is advantaged or disadvantaged

### **7.2 Sampling Strategy**

7.2.1 Moderation will normally sample:

- A minimum of **10–25%** of assessed work, depending on cohort size
- All grade boundaries (fail, pass, merit, distinction)
- All markers involved

7.2.2 Higher-risk assessments may require increased sampling.

---

### 7.3 Types of Moderation

- **Internal moderation:** Conducted by LSBS academic staff
  - **Cross-marking:** Second marker reviews the same work independently
  - **Blind moderation:** Moderator reviews work without seeing original marks
- 

### 7.4 Moderation Outcomes

Moderation may result in:

- Confirmation of marks
- Adjustment of individual marks
- Adjustment of a cohort's marks
- Recommendations for marker development

Any changes must be documented and approved by the relevant authority.

---

## 8. Roles and Responsibilities

### 8.1 Assessors

- Apply marking criteria consistently
- Participate in standardisation activities
- Maintain accurate marking records

### 8.2 Internal Moderators

- Review sampled work objectively
- Identify inconsistencies or risks
- Provide constructive feedback

### **8.3 Module Leaders**

- Coordinate standardisation and moderation
- Ensure processes are completed and documented
- Escalate concerns where necessary

### **8.4 Programme Leaders**

- Monitor assessment quality across modules
- Address trends or recurring issues

### **8.5 Assessment Board**

- Review moderation outcomes
  - Ratify final marks and awards
  - Ensure compliance with LSBS regulations
- 

## **9. External Examiner Oversight**

### 9.1. External examiners:

- Review assessment design and marking standards
- Sample student work across grade boundaries
- Confirm that standards are comparable to similar institutions

### 9.2. LSBS will:

- Respond formally to external examiner reports
  - Implement agreed actions
  - Monitor improvements
-

## **10. Documentation and Record Keeping**

10.1. The following records must be maintained:

- Standardisation meeting records
- Moderation sampling logs
- Mark adjustment justifications
- External examiner reports

10.2. All records will be stored securely in accordance with data protection requirements.

---

## **11. Managing Disagreement**

11.1. Where assessors and moderators disagree:

- A discussion will take place to reach consensus
  - If unresolved, the matter will be escalated to the Programme Leader
  - Final determination rests with the Assessment Board
- 

## **12. Continuous Improvement**

12.1. Moderation outcomes will be analysed to:

- Identify training needs
- Improve assessment design
- Enhance marking consistency

12.2. LSBS will provide regular staff development on assessment standards.

---

### **13. Review of Policy**

13.1. This policy will be reviewed every **three years** or earlier if required by regulatory or institutional change.

13.2. Updates will be approved through LSBS academic governance structures.

---

### **14. Related Policies**

- Fair Assessment, Reasonable Adjustment & Special Consideration Policy
- Assessment Regulations
- Academic Integrity & Misconduct Policy
- Equality, Diversity & Inclusion Policy