

Civica Mark Manager

Enterprise-level marking platform for high stakes testing

Civica Mark Manager is a powerful, enterprise-level marking platform that enables customers to deliver efficient, high-quality marking on a large-scale. It is used by thousands of markers across 128 countries for marking of both digital and paper-based examinations.

Why choose Civica Mark Manager?

Large-scale, high-stakes testing frequently requires the marking of millions of candidate responses (both online and paper-based) by thousands of markers within a limited marking window. Civica Mark Manager ensures that not only can your marking hierarchy complete their marking efficiently, but that it is of the highest possible accuracy.

Significant costs can be saved by maximising marker productivity through our segmentation functionality; this ensures that items are automatically allocated to the most appropriate markers and presented in configurable groups to maximise their efficiency. Administration time and risk are reduced through use of quotas, automated conflict-of-interest tracking and a collective marking pool, ensuring there is never a need to manually move batches of scripts between markers.

Civica Mark Manager is a complete marking solution, providing a single system for all candidate papers, including scanning exceptions and those that have been significantly modified for candidate accessibility (for example, Braille, large print, alternate colours).

In addition, Civica Mark Manager's comprehensive marking activity data allows near real-time reporting of every aspect of your marking operation, facilitating both swift operational intervention and reliable summative reporting.

Features

- **Customisable segmentation** – Items can be grouped together into segments, to provide an efficient marking experience and maximise quality.
- **Powerful suite of QA tools** – Ensure marking integrity using randomised seeding, daily calibrations, supervisory check marking, script rollback, double-marking and/or automated marking, as well automated stop thresholds to minimise the impact of quality failures.
- **Comprehensive reporting** – Real time supervisory and administrative dashboards, as well as near real-time continuous export of all marking activity for analysis in external BI tools.
- **Configurable hierarchy** – Tailor the user experience and tools available for each role, as well as custom marker profiles for subgroups of users.
- **Three-strand marking solution** – Standard OSM solution is supplemented by an on-screen manual marking solution for digital marking of scanning exceptions and a data entry interface for on-paper manual marking.

Benefits

- A robust and scalable platform for marking digital assessments and both scannable and non-scannable paper scripts.
- A global platform for marking examinations 24x7 across the world, with true 24x7 support.
- Owned, developed and managed by an innovative company with huge ambition and passion.
- Mark Manager is hosted in an environment with Cyber Essentials Plus accreditation, maximising cyber security.

Welcome to Civica

Civica is proud to be the UK's largest software company focused on the public sector, which we have served as a trusted partner for over 30 years.

Our products and services are used by 2.5 million professionals across national, regional and local government, health and care, housing, education and democracy. They deliver improved outcomes for 90 million citizens.

Our deep sector and technology expertise helps our customers to meet unprecedented challenges as they sustain and enhance public services. Through greater digitisation and automation, a growing use of cloud solutions and smart use of data, we help address rising citizen expectations for innovative and efficient public services around the world.

We have a strong commitment to delivering social value and sustainability, which includes supporting our customers' Net Zero ambitions, creating software with sustainability built in and reducing our own impact on the planet.



Certification Number 663
 ISO 9001
 ISO 14001
 ISO 27001
 ISO 22301
 ISO 45001
 ISO 27701