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PREAMBLE

Inspired by the University’s Church of England Foundation and the aspirations of its students and staff, the University’s mission is to pursue excellence in higher education: transforming individuals, creating knowledge, enriching communities and building a sustainable future. Its quality assurance procedures are a means by which its awards are assured and recognised as demonstrating high standards. It is closely linked with the defining aims and outcomes of a programme, module, or course, with teaching and learning, with curriculum design and development and with the assessment process. The University’s validation and annual monitoring and periodic review processes attempt to ensure that quality issues are addressed and standards are maintained in all these areas. External Examiners are appointed for all award-bearing programmes offered by the University. The external examiner system is the principal external means, on a continuous basis, for assuring the maintenance of quality, academic standards and comparability across the HE Sector. The contribution of the External Examiners is integral to these procedures for monitoring, maintaining and developing academic standards.

In line with the UK Quality Code for Higher Education, External Examiners for taught programmes, are, in their expert judgment, required to report whether or not:

- the University is maintaining the threshold academic standards for its awards in accordance with the frameworks for higher education qualifications and applicable subject benchmark statements;
- the assessment process measures student achievement rigorously and fairly against the intended outcomes of the programme(s) and is conducted in line with the institution's policies and regulations;
- the academic standards and the achievements of students are comparable with those in other higher education institutions of which the External Examiners have experience.

External Examiners’ reports are circulated widely within the University either in hard copy or electronically. They are made available to the Vice Chancellor and the Pro-Vice Chancellor (Education and the Student Experience). Those normally receiving notification also include the Director of Quality and Standards, the Faculty Director of Quality, the Head of School, and the Programme Director. Summaries of External Examiners’ reports are also submitted to Academic Board and the Education and the Student Experience Committee, with full copies going to professional accreditation bodies and external quality assurance agencies, as appropriate.

External Examiners’ reports serve a number of purposes.

- They inform Academic Board about whether the programme is meeting its stated aims and outcomes and whether the standards are appropriate for the award.
- They inform Academic Board about whether threshold standards are being met on its awards.
- They assist the programme team in making any necessary improvements and in further developing the programme, either immediately or at the next review, as appropriate.
- They ensure good assessment practices and the application of appropriate regulations and conventions.
- They monitor standards of student performance against programme/course outcomes and external reference points.
- They identify aspects of good practice.
- They identify strengths and weaknesses in the examination procedures of the University and the administrative support given to External Examiners and to Boards of Examiners.
- They identify other areas of the examination process which might need attention.

External Examiners may, if they feel that there are exceptional circumstances, send an additional, confidential report directly to the Vice-Chancellor, if, for example, they consider that assessment is being conducted in a way that jeopardises either the fair treatment of individual students or the standard of the award.
This Handbook provides information and guidance on:

- The Nomination of External Examiners (and potential conflicts of interest)
- External Examiners’ Terms of Office
- Briefing and induction of External Examiners
- Roles and responsibilities of external examiners
- External Examiners’ Reports
- Oversight of External Examiner Reports
- Arrangements for the submission of annual reports
- External Examiners for Research Degrees
- The Report Template
- External Examiners’ Fees and Expenses

It is hoped that you will find it a useful document and we welcome constructive feedback to assist us in improving future publications.

Dr Christopher Stevens
Director of Quality and Standards

A Note on the Text

The University’s Regulation and Credit Framework for the Conferment of Awards sets out the regulatory arrangements for all awards of Canterbury Christ Church University. This is complemented by the University’s Assessment Procedures Manual.

The text that follows is drawn from chapter 22 of the University’s Assessment Procedures Manual, hence the paragraph numbering which begin at 22.1. Shaded text is drawn from the University’s Regulation Credit Framework for the Conferment of Awards, and is regulatory in nature. Non-shaded text is either procedural or advisory in nature.


**HOW ARE EXTERNAL EXAMINERS FOR TAUGHT PROGRAMMES APPOINTED, WHAT IS THEIR FUNCTION AND HOW ARE THEIR REPORTS CONSIDERED?**

### NOMINATION OF EXTERNAL EXAMINERS

**Nomination of External Examiners: Regulations and Background information**

22.1 The Regulations that apply to this area are as follows:

<table>
<thead>
<tr>
<th>Paragraph</th>
<th>Text</th>
</tr>
</thead>
<tbody>
<tr>
<td>22.4</td>
<td>One or more External Examiners must be appointed for each scheme and/or programme and/or pathway for taught programmes.</td>
</tr>
<tr>
<td>22.5</td>
<td>External Examiners for taught programmes must be appointed in a way that follows the Assessment Procedures Manual.</td>
</tr>
<tr>
<td>22.6</td>
<td>The nomination of an External Examiner for a taught award is the responsibility of the Head of School concerned.</td>
</tr>
</tbody>
</table>
All External Examiners for taught programmes must be of an appropriate standing, in line with the criteria for appointment of External Examiners, approved by the Academic Board.

The Education and Student Experience Committee on behalf of Academic Board shall appoint External Examiners for taught programmes for a period of four years. An exceptional fifth year may be granted by the Education and Student Experience Committee on behalf of Academic Board where such an appointment is necessary to ensure that the continuity of external examining is maintained.

In exceptional circumstances, the Education and Student Experience Committee may set aside aspects of the criteria for appointment of External Examiners for Taught Programmes.

In all cases, the number of External Examiners for a particular programme of study will be sufficient to cover the range of studies and/or the number of students involved.

An External Examiner shall normally be appointed for a programme of study as a whole but may be appointed with particular reference to one or more components within the programme of study.

The criteria for the appointment of External Examiners are drawn from the national person specification for External Examiners, presented in the UK Quality Code for Higher Education: Section B Assuring and Enhancing Academic Quality: Chapter B7: External Examining, and have been approved by the Academic Board.

Nomination of External Examiners: Procedures

The nomination of an External Examiner is the responsibility of the Head of School concerned, in consultation with the Programme Director. Before making a nomination, they should contact the prospective nominee informally to ensure that he or she is willing to serve, while making it clear that the appointment will require Education and Student Experience Committee approval and final confirmation will follow after some delay.

The Head of School should complete an application on the University’s nomination form, which can be found at http://www.canterbury.ac.uk/quality-and-standards-office/external-examiners/nomination-and-approval.aspx

The completed nomination form should be submitted, together with the curriculum vitae of the nominee, via the Quality and Standards Office to the External Examiner Appointments Panel.

In making recommendations for the appointment of the External Examiner, Heads of School shall ensure that the proposed External Examiner demonstrates:

(i) knowledge and understanding of UK sector agreed reference points for the maintenance of academic standards and assurance and enhancement of quality;
(ii) competence and experience in the fields covered by the programme of study, or parts thereof;
(iii) relevant academic and/or professional qualifications to at least the level of the qualification being externally examined, and/or extensive practitioner experience where appropriate;
(iv) competence and experience relating to designing and operating a variety of assessment tasks appropriate to the subject and operating assessment procedures;
(v) sufficient standing, credibility and breadth of experience within the discipline to be able to command the respect of academic peers and, where appropriate, professional peers;
(vi) familiarity with the standard to be expected of students to achieve the award that is to be assessed;
(vii) fluency in English, and where programmes are delivered and assessed in languages other than English, fluency in the relevant language(s) (unless other secure arrangements are in place to ensure that External Examiners are provided with the information to make their judgements);
(viii) that he or she meets applicable criteria set by professional, statutory or regulatory bodies;
(ix) awareness of current developments in the design and delivery of relevant curricula;
(x) competence and experience relating to the enhancement of the student learning experience.
In making nominations, Heads of School should also take into account the guidance on potential conflicts of interest, below.

**POTENTIAL CONFLICTS OF INTEREST**

**Potential Conflicts of Interest: Regulations and Background Information**

22.10 The Regulations that apply to this area are as follows:

22.10 Nominated and existing External Examiners, for both Taught and Research Degree provision, shall declare any known conflicts of interest to the University.

22.11 Identified conflicts of interest shall be resolved by the University before the nomination is approved by the Education and Student Experience Committee, or in the case of an existing External Examiner, before the External Examiner is next asked to undertake any element of his or her duties.

22.12 Where a conflict of interest cannot be resolved, the University may decide not to approve a nomination, or to discontinue an existing appointment, following the early termination of External Examiners procedure set out in these Regulations.

22.11 The UK Quality Code for Higher Education indicates that due to the potential for a conflict of interest to develop, the following categories should not be appointed as External Examiner:

(i) A member of a governing body or committee of the appointing institution or one of its collaborative partners, or a current employee of the appointing institution or one of its collaborative partners;

(ii) anyone with a close professional, contractual or personal relationship with a member of staff or student involved with the programme of study;

(iii) anyone required to assess colleagues who are recruited as students to the programme of study;

(iv) anyone who is, or knows they will be, in a position to influence significantly the future of students on the programme of study;

(v) anyone significantly involved in recent or current substantive collaborative research activities with a member of staff closely involved in the delivery, management or assessment of the programme(s) or modules in question;

(vi) former staff or students of the institution unless a period of five years has elapsed and all students taught by or with the External Examiner have completed their programme(s);

(vii) a reciprocal arrangement involving cognate programmes at another institution;

(viii) the succession of an External Examiner from an institution by a colleague from the same department in the same institution;

(ix) the appointment of more than one External Examiner from the same department of the same institution.

**Potential conflicts of interest: Responsibilities of the Head of School**

22.12 Heads of School should ensure that the categories identified above are not nominated as External Examiners.

**Potential conflicts of interest: Responsibilities of the Nominee/Appointee**

22.13 During the nomination process a potential External Examiner shall declare:

(i) any relationship with any member of the University staff or student that may affect the proper exercise of the duties of an External Examiner;

(ii) any contractual undertaking with the University, both business and professional;

(iii) any current enrolment at the University on a programme of study, whether or not in the school providing the programme to be examined.
During the course of an appointment, an External Examiner should inform the External Examiner Appointments Panel, through the Quality and Standards Office, of any change that has the potential to affect the proper exercise of his/her functions.

Exceptional cases: Background Information

In exceptional circumstances, it may be necessary to nominate an External Examiner where one or more of these criteria need to be set aside. This is only in a subject where there is a clear case that there are a very limited number of potential Examiners. Such a case has to be made to the External Examiner Appointments Panel, setting out the arguments, and including an account the measures taken to recruit another suitable External Examiner.

Exceptional cases: Responsibilities of the Head of School

It is the Head of School’s responsibility to make a case for the approval of a nomination that does not meet in full the criteria for the nomination of External Examiners or which contravene the potential conflicts of interest identified above.

CONSIDERATION OF EXTERNAL EXAMINER NOMINATIONS

The Regulations that apply to this area are as follows:

22.7 All External Examiners for taught programmes must be of an appropriate standing, in line with the criteria for appointment of External Examiners, approved by the Academic Board.

22.8 The Education and Student Experience on behalf of Academic Board shall appoint External Examiners for taught programmes for a period of four years. An exceptional fifth year may be granted by the Education and Student Experience Committee on behalf of Academic Board where such an appointment is necessary to ensure that the continuity of external examining is maintained.

22.9 In exceptional circumstances, the Education and Student Experience Committee may set aside aspects of the criteria for appointment of External Examiners for Taught Programmes.

Nominations for External Examiners are considered by the External Examiner Appointments Panel, comprised of the Assistant Director Quality and Standards and one of the four Faculty Directors of Quality (outside of the originating Faculty).

Responsibilities of the External Examiner Appointments Panel

The Panel shall review all nominations for External Examiners, in the light of criteria for appointment, and make recommendations to the Education and Student Experience Committee for the appointment of External Examiners. In certain circumstances, public and statutory bodies may need to approve nominations, and recommendations to the Education and Student Experience Committee will take place only when such approval is secured. The Education and Student Experience Committee on behalf of Academic Board shall be solely responsible for the appointment of External Examiners.

As part of the appointment process, the External Examiner Appointments Panel will identify and resolve any potential conflict of interest. It is the duty of the Panel to be satisfied, before making a recommendation to the Education and Student Experience Committee, on the suitability of a candidate for appointment.

As part of the appointment process, the External Examiner Appointments Panel will identify any nomination approved notwithstanding that national criteria, and the rationale for doing so.

Responsibilities of the Quality and Standards Office

The Quality and Standards Office is responsible for:

(i) forwarding External Examiner nominations to the External Examiner Appointments Panel;
(ii) forwarding External Examiner nominations recommended for approval by the External Examiner Appointments Panel to the Chair of the Education and Student Experience Committee;

(iii) reporting successful nomination to the Education and Student Experience Committee, specifying those nominations that have been approved notwithstanding the national person specification;

(iv) communicating outcomes to relevant academic Schools.

EXTERNAL EXAMINERS’ TERMS OF OFFICE

22.23 The Regulations that apply to this area are as follows:

22.8 The Education and Student Experience Committee on behalf of Academic Board shall appoint External Examiners for taught programmes for a period of four years. An exceptional fifth year may be granted by the Education and Student Experience Committee on behalf of Academic Board where such an appointment is necessary to ensure that the continuity of external examining is maintained.

22.24 The criteria relating to External Examiners’ terms of office, approved by the Academic Board as are follows:

(i) The duration of an external examiner’s appointment will normally be for four years, with an exceptional extension of one year to ensure continuity.

(ii) An external examiner may be reappointed in exceptional circumstances but only after a period of five years or more has elapsed since their last appointment.

(iii) External examiners normally hold no more than two external examiner appointments for taught programmes/modules at any point in time.

External Examiners’ Term of Office: Procedures for the Extension of Duration of Office

22.25 In the event that a programme team wishes to apply for an extension to an External Examiner’s term of office, the Head of School, in liaison with the Programme Director, should submit to the Quality and Standards Office an application on the approved form, providing a clear rationale for the extension. The extension form can be found at: http://www.canterbury.ac.uk/quality-and-standards-office/external-examiners/nomination-and-approval.aspx

22.26 The application will be considered by the External Examiner Appointments Panel and the Education and Student Experience Committee on behalf of Academic Board using the same process as outlined above for nominations.

22.27 NOTE: Extensions are only granted in exceptional cases in order to preserve continuity, and Schools should not assume that an application for an extension will be approved.

External Examiners’ Term of Office: Procedures for the Extension of Responsibilities

22.28 In the event that a programme wishes to apply for an extension to the duties of an External Examiner, the Head of School, in liaison with the Programme Director should submit to the Quality and Standards Office an application on the approved form, providing a clear rationale for the extension. The extension form can be found at: http://www.canterbury.ac.uk/quality-and-standards-office/external-examiners/nomination-and-approval.aspx

22.29 The application will be considered by the External Examiner Appointments Panel and the Education and Student Experience Committee on behalf of Academic Board using the same process as outlined above for nominations.

22.30 An extension of responsibilities will not normally involve an extension of the External Examiner’s term of office.

EARLY TERMINATION OF THE CONTRACT FOR AN EXTERNAL EXAMINER: BACKGROUND INFORMATION

22.31 The Regulations that apply to this area are as follows:
22.15 The contract with an External Examiner for a taught award may be terminated before the end of the External Examiner’s term of office in one or more of the following circumstances:

(i) the failure to disclose a relationship, contractual or otherwise, which may impair the integrity of the examination process and the independence of the External Examiner;

(ii) a failure to fulfil the terms of the contract by failing to attend meetings, and/or presenting the required report(s), and/or return students’ work following examination;

(iii) dismissal by the main employer of the External Examiner for improper conduct in relation to the person’s employment, which may impair the integrity of examination process or the independence of the External Examiner;

(iv) disbarment from being able to practise that may impair the integrity of examination process or the independence of the External Examiner, where there is a clinical or professional element to the Programme of Study;

(v) breach of University policies, including its Equal Opportunities Policy or equivalent.

22.16 The early termination of a contract shall be effected by the Chair of the Education and Student Experience Committee on behalf of Academic Board, who shall present a report on any such termination to the Education and Student Experience Committee.

22.17 Any External Examiner whose contract is subject to early termination shall have the right of appeal to the Vice-Chancellor within 28 days of the issue of the notice of termination, who shall establish a panel of independent senior members of the University to hear and determine the matter, and make recommendations.

Premature Termination of the Contract for an External Examiner: Procedures

22.32 Potential cases for the premature termination of an External Examiner’s contract should be referred in the first instance to the Quality and Standards Office.

22.33 The early termination of a contract shall be effected by the Chair of the Academic Board, who shall present a report on any such termination to the Academic Board.

BRIEFING AND INDUCTION OF EXTERNAL EXAMINERS

22.34 The Regulations that apply to this area are as follows:

22.13 Following confirmation of appointment by the Education and Student Experience Committee, each External Examiner for taught programmes shall be provided with a letter of appointment, allocating him or her to a scheme and/or programme and/or pathway.

22.14 External Examiners for taught programmes shall be provided with appropriate briefings and induction.

22.35 On appointment, each External Examiner should be provided with the necessary information to undertake the responsibilities outlined in the contract. The School will make, in conjunction with the Quality and Standards Office, appropriate arrangements for induction and support.

22.36 New External Examiners should normally take up an appointment on or before the retirement of their predecessors. External Examiners should remain available after the last assessments with which they will be associated in order to deal with any subsequent reviews of decisions.
Responsibilities of the Quality and Standards Office

22.37 Every new External Examiner will receive a formal letter of appointment from the Quality and Standards Office setting out the period of office, the programmes or courses to be examined and the fee structure.

22.38 The Quality and Standards Office will send to each External Examiner on appointment a copy of the Handbook for External Examiners which includes:
   (i) contractual arrangements, including rates of payment, expenses, and tenure;
   (ii) information relating to induction and support;
   (iii) general information about the roles, powers, and responsibilities assigned to External Examiners and the Regulations and procedures of the University;
   (iv) guidelines on writing the Report;
   (v) details of the criteria and procedures for the premature termination of a contract.

22.39 The Quality and Standards Office will hold a briefing and induction meeting to which all External Examiners are invited. It is expected that all External Examiners’ will attend one of these events. The Quality and Standards Office is responsible for all aspects of the organisation of this event.

Responsibilities of the Programme Director

22.40 The Programme Director shall send to each External Examiner on appointment:
   (i) a written statement about the place of the relevant examinations within the context of the programme;
   (ii) a written statement about the organisation and phasing of relevant curriculum;
   (iii) information about the arrangements for examination of work and the meeting of Boards of Examiners;
   (iv) any programme specific information, including a copy of the Programme Specification and Validation Document for the programme;
   (v) a copy of the programme/course handbook for which the External Examiner is responsible;
   (vi) the reports of External Examiners for the previous three years, together with the action plan regarding such reports.

22.41 The Programme Director should brief the new External Examiner at an early stage in his/her appointment, about the nature of the programme and its examination procedures. The briefing should cover:
   (i) the intended learning outcomes of the programme and its courses or modules and how these meet the requirements of the benchmark statements, the UK Quality Code for Higher Education: Section A and other external reference points, as appropriate;
   (ii) the syllabuses and teaching methods;
   (iii) methods of assessment and marking criteria;
   (iv) the regulations for the programme including those concerned with compensation for failure and opportunities for reassessment;
   (v) dates of Boards of Examiners’ meetings;
   (vi) the External Examiner’s role in relation to the examining team as a whole;
   (vii) the extent of the External Examiners’ discretion.

22.42 The new External Examiner’s induction visit should include meeting with students and staff connected with the programmes.

External Examiner access to the Virtual Learning Environment
22.43 External examiner access to the VLE is permitted to enable an External Examiner to effectively carry out their duties as specified in the Assessment Procedures Manual and/or to facilitate access to the documentation required to enable them to effectively carry out their duties.

22.44 The following principles would apply in terms of External Examiner access:

(i) where an individual external examiner is granted access to the VLE, they will retain their access until the end of their term of office;

(ii) where there are multiple external examiners for a programme, they must be treated equitably in respect to VLE access;

(iii) where an external examiner is granted access to view samples of assessed student work and has full access (as opposed to samples being provided on a separate site), the Programme Director must provide the external examiner with guidance on samples to review;

(iv) where an external examiner is granted access to the VLE, the Programme Director is responsible for ensuring that appropriate training on the use of the VLE is provided to the external examiner.

ROLES AND RESPONSIBILITIES OF EXTERNAL EXAMINERS

22.45 The rights of the External Examiners are as follows:

(i) External Examiners should have adequate access to samples of students’ work with the right to see any item;

(ii) External Examiners are entitled to meet students for the purposes of induction, or where there is a need to oversee practical assessments, and should be given reasonable opportunity to do so;

(iii) the independence of External Examiners in making judgements about the examination process and award of qualifications is guaranteed, and no Examiner shall be dismissed for exercising such judgement;

(iv) no arrangement for marking made by Internal Examiners shall limit in any way the role of the External Examiner.

22.46 The duties of the External Examiner are as follows:

(i) reviewing and approving draft examination papers;

(ii) reviewing a sample of scripts;

(iii) reviewing the marking and classification to determine if they are of an appropriate standard;

(iv) attending the relevant Board of Examiners at which the final assessment is made of candidates in the subject(s) for which they are appointed;

(v) being satisfied that written University procedures for marking and classification are observed;

(vi) being influential in cases of disagreement over marking and classification, when the External Examiner’s views carry particular weight;

(vii) providing an annual written report in compliance with the standard requirements outlined in the report form.

Roles and Responsibilities of External Examiners for Taught Programmes: Role of Scheme Examiners

22.47 An External Examiner appointed as a Scheme Examiner should in addition to other responsibilities agree that for the Scheme:

(i) the processes for the determination of awards are sound and have been fairly conducted in accordance with the Regulations and Conventions of the University; and

(ii) the Examiner has had access to all relevant papers and meetings.
PROCEDURES FOR SCHOOL LIAISON WITH EXTERNAL EXAMINERS, PRIOR TO BOARDS OF EXAMINER MEETINGS

22.48 It is the Deputy Chair’s responsibility to:

(i) provide the External Examiner with any draft examination papers for review and approval

(ii) provide the External Examiner with dates of meetings of Boards of Examiners. Dates should be announced 6 months before the meeting is to be held.

(iii) provide the External Examiner with an agreed sample of assessed material, prior to the meeting of the Board of Examiners.

(iv) make arrangements for the External Examiner to meet with students on the programme, where necessary.

EXTERNAL EXAMINERS’ REPORTS

22.49 The Regulations that apply to this area are as follows:

<table>
<thead>
<tr>
<th>Section</th>
<th>Regulation</th>
</tr>
</thead>
<tbody>
<tr>
<td>22.25</td>
<td>The Academic Board will ensure that due consideration is given to all External Examiner reports, the responses made to them, and any relevant subsequent action taken in consequence of a report by an External Examiner.</td>
</tr>
<tr>
<td>22.26</td>
<td>Each External Examiner must produce an annual report to the institution, in line with the University’s report template.</td>
</tr>
<tr>
<td>22.27</td>
<td>All External Examiner reports will be made available to the Vice-Chancellor and Principal, and to relevant executive officers of the University.</td>
</tr>
<tr>
<td>22.28</td>
<td>No External Examiner’s report for Taught Programmes shall name any student or staff member, or contain material which might be considered prejudicial to an identifiable individual.</td>
</tr>
<tr>
<td>22.29</td>
<td>The Quality and Standards Office shall be responsible for checking all External Examiners’ reports prior to publication to ensure that they do not identify a student or member of staff or include any comment that would allow the identification of an individual student or member of staff. Where reports are found to identify individuals, the External Examiner concerned will be asked to amend the report by the Quality and Standards Office or, if this is not possible, the names will be removed prior to publication.</td>
</tr>
<tr>
<td>22.30</td>
<td>An External Examiner has authority to send an additional, separate and confidential report direct to the Vice-Chancellor and Principal: if, for example, they are concerned about standards of assessment and performance. This report will remain confidential and will not be shared with students.</td>
</tr>
</tbody>
</table>

22.50 The purpose of the External Examiner’s report is to enable the programme director and internal examiners, the Faculty and the Academic Board and its committees to judge whether academic quality and standards are being maintained, and to make any necessary improvements or to further develop the programme, either immediately or at the next review as appropriate. It follows that this report is vital in the whole process of programme review.

Responsibilities of the External Examiner

22.51 External Examiners are asked to submit their reports as soon as possible following the Board of Examiners’ meeting and in any case by the 1st September for Boards held in July; otherwise within one month of the date after the Board meeting to which they apply. In cases where a Board meets more than once during the year, External Examiners are asked to provide the annual report after the final Board of Examiners for that academic year.

22.52 External Examiners are asked not to name individuals, as annual reports will be made available to students and staff of the institution.

22.53 Exceptionally, External Examiners are entitled to report any serious matter, particularly where it relates to academic quality and standards, directly to the Vice-Chancellor, in confidence.
15

22.54 Reports should be sent by email to tqi@canterbury.ac.uk.

22.55 Payment will be made on the submission of the annual report.

THE OVERSIGHT OF EXTERNAL EXAMINER REPORTS

The Oversight of External Examiner Reports: Regulations and Background Information

22.56 The Regulations that apply to this area are as follows:

22.31 Following the publication of each External Examiner report, the Head of School shall ensure that the External Examiner’s report is made available to:

(i) All members of academic staff teaching on the programme;
(ii) All students on the programme;
(iii) Other appropriate parties.

22.32 The Head of School shall ensure that appropriate action is taken in response to all issues raised by the External Examiner or that the reason why no action is taken is noted and that such actions are communicated to all stakeholders in the programme, including the External Examiner, and where appropriate external bodies.

22.33 The Head of School shall ensure that a formal, written response is made in a format determined by the University, and that this response is sent to the External Examiner and made available to all those to whom the original report was made available.

22.34 It is the responsibility of the Head of School to ensure that any significant issue (for example where the External Examiners identifies a current or likely future threat to the standards of the award) is reported to the Academic Board following the procedure identified by the Academic Board.

Responsibilities of the Quality and Standards Office

22.57 It is the responsibility of the Quality and Standards Office to

(i) receive external examiners’ annual reports;
(ii) acknowledge receipt of the report;
(iii) check all reports to ensure they do not identify individual students or members of staff;
(iv) make the report available to staff and students of the University.

22.58 The University views the External Examiner system in general and External Examiner reports in particular as key mechanisms for the management of academic standards and reflection on the quality of the student learning experience.

The Oversight of External Examiner Reports: Responsibilities of the Quality and Standards Office

22.59 All External Examiners reports are considered, on arrival in the Quality and Standards Office, by the Director of the Quality and Standards.

22.60 If any report suggests a serious problem, or one requiring urgent attention, the Director of Quality and Standards takes the matter up with the Pro Vice-Chancellor (Education and Student Experience) directly.

22.61 The Quality and Standards Office will provide the Vice-Chancellor with a copy of each External Examiner report for consideration.

22.62 The Quality and Standards Office will ensure that each External Examiner report will be made available to the head of the appropriate academic School(s).

The Oversight of External Examiner Reports: Responsibilities of Heads of School

22.63 The Head of School shall ensure that all issues raised by the External Examiner, either in his/her report or through other aspects of his/her role, are identified, including those for which action has already been taken, and given due consideration by the programme team.
22.64 The Head of School shall ensure that appropriate action is taken in response to all issues raised by the External Examiner or that the reason why no action is taken is noted and that such actions are communicated to all stakeholders in the programme, including the external examiner, and where appropriate external bodies. Such actions will be monitored and evaluated through the Annual School Programme Review.

22.65 Where an External Examiner raises a significant issue, one, for example, that if not rectified threatens the standards of the programme, it is the responsibility of the Head of School to ensure that that issue and how it is addressed is reported on the appropriate pro forma to the Faculty Quality Committee and thereafter to the Quality Monitoring & Review Sub-Committee.

22.66 The consideration of External Examiner comments and the response to the External Examiners and others is the responsibility of the whole programme team and not of a single individual or individuals; as such the External Examiner report should be discussed at such bodies as the Programme Management Committee, the Programme Board and the Student-Staff Liaison Committee.

22.67 The Head of School shall ensure that the External Examiner report is made available to:
   (i) all members of academic staff teaching on the programme;
   (ii) all students on the programme;
   (iii) other appropriate parties.

Responsibilities of Faculty Directors of Quality

22.68 The Faculty Director of Quality shall:
   (i) read all External Examiner Reports for programmes managed by the faculty;
   (ii) check that the Annual School Programme Review covers all issues of significance;
   (iii) inform the Dean of Faculty of any issue of serious concern to the faculty;
   (iv) inform the Director of Quality and Standards of any serious issue of concern to the University arising in External Examiners’ reports;
   (v) inform the appropriate Faculty Director of Quality of any issue which is related to another faculty where there is joint working;
   (vi) ensure that any issue of significance, is considered by the Faculty Quality Committee, together with the action taken or to be taken in response;
   (vii) submit an annual report on issues raised in external examiner reports to the Education and Student Experience Committee, normally in the Lent Term.

The Oversight of External Examiner Reports: Responsibilities of the Director of Quality and Standards

22.69 The Director of Quality and Standards shall:
   (i) read all external examiner reports;
   (ii) draw to the attention of the relevant Faculty Director of Quality any issues of significance that relate to that faculty;
   (iii) ensure that each external examiner report is made available to the Vice-Chancellor for consideration;
   (iv) inform the Pro Vice-Chancellor (Education and Student Experience) of any issue of serious concern to the University, to enable the Vice-Chancellor to be made aware. This will enable the Vice-Chancellor to take any immediate action needed in the light of a serious issue raised in a report by an External Examiner;
   (v) ensure that any issue of significance is considered by the Quality Monitoring & Review Sub-Committee, together with the action taken or to be taken in response;
   (vi) submit an annual report on issues raised in External Examiner reports to the Education and Student Experience Committee, for consideration by the Academic Board normally in the Lent Term.
## APPOINTMENT AND FUNCTION OF EXAMINERS FOR POSTGRADUATE RESEARCH PROGRAMMES

### EXTERNAL EXAMINERS FOR RESEARCH DEGREES

23.4 The Regulations that apply to this area are as follows:

| 23.8 | One or more External Examiners must be appointed for each Research Degree submission. |
| 23.9 | Responsibility for the nomination of External Examiners for Research Degree by Thesis and for the thesis stage of Research Degrees by Thesis and Coursework is delegated by the Academic Board to the Research Degrees External Examiner Appointments Panel. |
| 23.10 | All External Examiners for Research Degrees must be of an appropriate standing in line with the criteria for appointment of Research Degree examiners, set out in Assessment Procedures Manual, as approved by the Academic Board. |
| 23.11 | External Examiners for Research Degrees must be appointed in a way that follows the Assessment Procedures Manual. |
| 23.12 | The nomination of an External Examiner for a Research Degree by Thesis is the responsibility of the first supervisor of the research student concerned, in consultation with the student and the rest of supervisory panel. |
| 23.13 | The Appointments Panel shall appoint External Examiners for a Research Degree by Thesis for a period of two years, renewable for one further year in exceptional circumstances. |
| 23.14 | The nomination of an External Examiner for Research Degree by Thesis and Coursework, this responsibility may be carried out by the Programme Management Committee or Board of Examiners. |
| 23.15 | The Programme Management Committee or Board of Examiners shall appoint External Examiners for a Research Degree by Thesis and Coursework, for up to four years. |
| 23.16 | In exceptional circumstances, the Research Degrees External Examiner Appointments Panel may set aside aspects of the criteria for appointment of External Examiners for Research Degrees. |

23.5 The Research Degrees Sub-Committee shall review all nominations for External Examiners, in the light of criteria for appointment, and make recommendations to the Research Degrees External Examiner Appointments Panel for the appointment of External Examiners. It is a requirement of appointment that an External Examiner is competent to undertake the role in terms of academic or professional expertise, knowledge, and experience, and is able to command the respect of colleagues in the University and other higher education institutions and the wider research community.

23.6 The membership of the Research Degrees External Examiner Appointments Panel will comprise the Chair of the Education and Student Experience Committee, the Chair of the Research Degrees Sub Committee and the Head of the Graduate School.

23.7 The Research Degrees External Examiner Appointments Panel is responsible for reporting successful nominations to the Education and Student Experience Committee and the Academic Board, specifying those nominations that have been approved.

23.8 For Research Degree by Thesis, the first supervisor will complete an application on the Graduate School standard form and submit it together with the curriculum vitae of the nominee to the Head of the Graduate School, who will present it to the Chair of the Research Degrees Sub Committee, who is empowered to take Chair’s action.

23.9 In making recommendations for the appointment of the External Examiner, the following must be complied with:
(i) They should have a significant academic career in an appropriate field of study, a significant research record of national standing, and experience of external examining. The requirement for experience in external examining may be waived if the internal examiner has such experience.

(ii) They should have five years’ experience in the relevant academic area and a research degree.

(iii) No person should be nominated as External Examiner from a School where a member of the inviting School is serving as an examiner.

(iv) No person shall be eligible who has an association with the nominating School which could compromise his/her role as External Examiner.

(v) Former members of the University staff may not be nominated to become External Examiners before a lapse of at least five years or sufficient time for students taught by that member of staff to have passed through the system, whichever is the longer.

(vi) Former students should not be nominated to become External Examiners before a lapse of at least five years.

(vii) The nomination of External Examiners is to be made only from UK higher education institutions or non-UK higher education institutions with similar research degree requirements.

(viii) A retiring External Examiner for Research Degrees by Thesis is not eligible for nomination for examination of any student with the same first supervisor until a period of one year has elapsed.

(ix) A person who has been involved in the research of the candidate, or who has collaborated in the research of the first or second supervisor within the past five years, may not be appointed.

(x) People who have retired within three years from such posts may be considered for appointment, provided that there is evidence that they are familiar with current expectations in higher education and there is evidence that they have continued to research and publish during their retirement, and have experience of external examining within the last three years.

23.10 In exceptional circumstances, it may be necessary to nominate an External Examiner where one or more of these conditions needs to be set aside. This is only in a subject where there is a clear case that there are a very limited number of potential Examiners. Such a case has to be made to the Research Degrees Sub Committee, setting out the arguments, and including an account the measures taken to recruit another suitable External Examiner.

23.17 Nominated and existing External Examiners for Research Degrees shall declare any known conflicts of interest to the University.

23.18 Identified conflicts of interest shall be resolved by the University before the nomination is approved by the Research Degrees External Examiner Appointments Panel, or in the case of an existing External Examiner, before the External Examiner is next asked to undertake any element of his or her duties.

23.19 Where a conflict of interest cannot be resolved, the University may decide not to approve a nomination, or to discontinue an existing appointment, following the procedure set out in these Regulations.

23.11 As part of the appointment process, the Research Degrees Sub-Committee will identify and resolve any potential conflict of interest. It is the duty of the Research Degrees Sub-Committee to be satisfied, before making a recommendation to the Research Degree External Examiner Appointments Panel, on the suitability of a candidate for appointment.

23.12 Before appointment, a potential External Examiner shall declare:

(i) any relationship with any member of the University staff or student that may affect the proper exercise of the duties of an External Examiner;
(ii) any contractual undertaking with the University, both business and professional;
(iii) any current enrolment at the University on a programme of study, whether or not in the School providing the programme to be examined.

23.13 During the course of an appointment, an External Examiner should inform the Head of the Graduate School, or the appropriate programme management committee, of any change that has the potential to affect the proper exercise of his/her functions.

**Briefing and induction of External Examiners**

23.14 The Regulations that apply to this area are as follows:

23.20 Following confirmation of appointment by the Research Degrees External Examiner Appointments Panel, External Examiners for Research Degrees shall be provided with a letter of appointment, allocating them to a scheme and/or programme and/or pathway.

23.21 External Examiners for Research Degrees shall be provided with appropriate briefings and induction.

23.22 Liaison with External Examiner(s) for Research Degrees shall be through the person so appointed by the Research Degrees External Examiner Appointments Panel. The School within which the student is being supervised should not liaise with the External Examiner on any matter concerning the examination, once the appointment has been made.

23.15 Every new External Examiner will receive a formal letter of appointment from the Graduate School, or the appropriate programme management committee, setting out the period of office, the programme courses to be examined and the fee structure.

23.16 On appointment, each External Examiner will be provided with the necessary information to undertake the responsibilities outlined in the contract.

23.17 The Graduate School, or the appropriate programme management committee, shall send to each External Examiner on appointment:

(i) a written statement about the place of the relevant examinations within the context of the programme;
(ii) a written statement about the organisation and phasing of reporting;
(iii) information about the arrangements for examination of work and the viva where appropriate.

23.18 The Graduate School, or appropriate programme management committee, shall send to each External Examiner on appointment a copy of the Handbook for External Examiners which includes:

(i) contractual arrangements, including rates of payment, expenses, and tenure;
(ii) general information about the roles, powers, and responsibilities assigned to External Examiners and the policies and procedures of the University;
(iii) guidelines on writing the Report;
(iv) details of the criteria and procedures for the premature termination of a contract.

**Responsibilities of External Examiners**

23.19 External Examiners, in line with the QAA Code of Practice on external examining, are, in their expert judgment, required to report on:

(i) whether the academic standard of the thesis they are appointed to examine is appropriate for the award offered by the University, by reference to such sources as published national benchmarks, the national qualifications frameworks, University programme specifications and other relevant information;
(ii) the standards of student performance in those programmes or parts of programmes which they have been appointed to examine, and on the comparability of the standards with those of similar programmes or parts of programmes in other UK higher education institutions;
(iii) the extent to which the processes for assessment, examination, and the determination of awards are sound and have been conducted according to the University’s requirements.
Term limits

23.20 The Research Degrees External Examiner Appointments Panel shall appoint External Examiners for a period of two years, renewable for one further year in exceptional circumstances. In cases where there is more than one External Examiner, the Graduate School, or the appropriate programme management committee, shall determine which one should act as Internal Examiner, in which case only the requirements for Internal Examiner shall apply.

23.21 An application to extend an appointment shall be submitted, with reasons for the extension, to the Research Degrees Sub-Committee via the Graduate School, or the appropriate programme management committee.

Early Termination of a contract of an external examiner

23.22 The Regulations that apply to this area are as follows:

23.23 The contract with an External Examiner for a Research Degree may be terminated before the end of the External Examiner’s term of office in one or more of the following circumstances:

(i) the failure to disclose a relationship, contractual or otherwise, which may impair the integrity of the examination process and the independence of the External Examiner;

(ii) a failure to fulfil the terms of the contract by failing to attend meetings, and/or presenting the required report(s), and/or return students’ work following examination;

(iii) a persistent failure to make arrangements for receiving thesis and attend, where appropriate, the viva, and/or present the required reports;

(iv) dismissal by the main employer of the External Examiner for improper conduct in relation to the person’s employment, which may impair the integrity of examination process or the independence of the External Examiner;

(v) disbarment from being able to practise that may impair the integrity of examination process or the independence of the External Examiner, where there is a clinical or professional element to the research degree;

(vi) breach of University policies, including its Equal Opportunities Policy or equivalent.

23.24 The early termination of a contract shall be effected by the Chair of the Research Degrees Sub Committee, who shall present a report on any such termination to the Education and Student Experience Committee.

23.25 Any External Examiner whose contract is subject to early termination shall have the right of appeal to the Vice-Chancellor and Principal within 28 days of the issue of the notice of termination, who shall establish a panel of independent senior members of the University to hear and determine the matter, and make recommendations.
Appendix 1: External Examiners’ Annual Report

Quality and Standards Office

EXTERNAL EXAMINER'S REPORT
Feedback from External Examiners plays a very important part in the University's monitoring and enhancement of the quality of programmes and courses, in their assessment, in determining the efficiency of the assessment process and the extent to which the standards set are comparable with similar programmes elsewhere in the UK and with national standards.

Role of Your Report in Quality Monitoring and Enhancement

Reports from External Examiners are considered in detail at School and Faculty level and also by the Senior Management of the University. They play a central part in the annual reporting process and in wider monitoring of courses, the formulation of action plans and proposals for modification to validated programmes and may influence revisions to the University's portfolio of programmes and courses.

Submission of Your Report

You are asked to submit your report, as soon as possible following the Board of Examiners’ meeting and in any case by the 1st September for Exam Boards held in July; otherwise within one month of the date after the Exam Board meeting to which they apply. In cases where a Board meets more than once during the year, External Examiners will be asked to provide the annual report after the final Exam Board for that academic year.

The report should be completed using the template provided by the Quality and Standards Office. It should be addressed to the Vice Chancellor and attached to an email sent to tqi@canterbury.ac.uk. You will receive an email acknowledging receipt of your report.

Exceptionally, External Examiners are entitled to report any serious matters directly to the Vice Chancellor, in confidence.

The University reserves the right to request amendment to your report, where a report identifies a student or member of staff. Where reports are found to identify individuals, the External Examiner concerned will be asked to amend the report or, if this is not possible, the names will be removed, prior to publication.

This report pro-forma is available electronically from the Quality and Standards website.

It is expected that each programme team will provide a written report in response to the annual report of the external examiner for the programme (Response to the External Examiners Report). This should be a single document, which will highlight any good practice identified, discuss issues raised and draw attention to any actions that will be taken.
EXTERNAL EXAMINER ANNUAL REPORT TEMPLATE

Important notes

- External Examiners are asked to submit their reports as soon as possible following the Board of Examiners' meeting and in any case by the 1st September for Boards held in July; otherwise within one month of the date after the Board meeting to which they apply. In cases where a Board meets more than once during the year, External Examiners are asked to provide the annual report after the final Board of Examiners for that academic year.
- External Examiners are asked not to name individuals, as annual reports will be made available to students and staff of the institution.
- Exceptionally, External Examiners are entitled to report any serious matter, particularly where it relates to academic quality and standards, directly to the Vice-Chancellor, in confidence.
- Payment will be made on the submission of the annual report.

External Examiners for collaborative programmes that are delivered at more than one collaborative partner or at the University and at one or more collaborative partners are requested to report specifically on the award at the University and/or each collaborative partner where they have reviewed assessed work.

External Examiners for programmes that are delivered simultaneously at more than one University campus are invited to comment specifically on the delivery of the programme at each campus if they feel that such information will be of benefit to the University and/or programme team.

TO THE VICE-CHANCELLOR

Programme/Course:
Academic year to which the report applies:
Any partner to which this report applies:
External Examiner:

Section 1: Administrative arrangements
Q.1. Were the administrative arrangements prior to the Board of Examiners satisfactory?
Items for consideration include whether:
- you have received relevant information (for example student handbooks, programme specifications, marking criteria)
- there was an opportunity to comment on draft examination papers
- communications with the relevant school were satisfactory
- you have received sufficient notice of the meeting of the Board of Examiners
- there was sufficient time available for you to fulfil your duties.

Section 2: Academic standards
Q.1 Please comment on whether the process of determining the awards is transparent and fair
Items for consideration include whether:
- sufficient evidence was received to enable proper scrutiny by the you and by the Board of Examiners
the Board of Examiners operated in fair and transparent manner
methods of decision-making/calculation were properly applied
cases where the findings of concessions panels/plagiarism investigations applied were dealt with satisfactorily.
Please specify any element that you do not consider to have been satisfactory.

Q.2 Please comment on the appropriateness of the assessment methods and consistency of marking
Items for consideration include whether:
- the overall assessment strategy (including the amount of assessment) and the individual assessment methods used in the programme are appropriate to enabling students to demonstrate achievement of the intended learning outcomes
- assessment was conducted in line with the University’s policies and regulations
- marking criteria were appropriate to the level of study and to the programme
- marking was conducted fairly and consistently, and in line with relevant marking criteria.

Q.3. Please comment on the quantity and quality of feedback given to students
Items for consideration include whether:
- the quality and quantity of feedback provided to students was consistent and was likely to be helpful to them
- narrative feedback provided supported the mark given.

Q.4. Please comment on whether threshold standards on the programme are being maintained
- threshold standards are the minimum acceptable level of achievement that a student has to demonstrate to be eligible for an academic award.

Q.5 Please comment on whether the level of achievement demonstrated by students on the programme is comparable to similar programmes with which you are familiar

Q.6 Please comment on the level of knowledge, understanding and academic skills demonstrated by the students
Items for consideration include whether:
- taking into account the level of study, student work displays a sound knowledge and understanding of the material that they have studied
- student work displays evidence of appropriate academic skills
- student work demonstrates any obvious gaps in these areas.

Q.7 Where applicable, please comment on the effectiveness of the assessment of practice and/or work based learning
Items for consideration include whether:
- assessment methods enable students to demonstrate their achievement of the intended learning outcomes
- assessment methods allow the identification of those who are unfit to practice.

Q.8 Where applicable, please comment on any issues relating to the requirements of relevant professional, statutory or regulatory bodies.

Section 3: The curriculum

Q.1 Please comment on the curriculum, the programme's aims, outcomes and potential areas for the enhancement of learning opportunities.
Items for consideration include whether:
- programme aims, intended learning outcomes and content are up-to-date, appropriate and set in alignment with The Framework for Higher Education Qualifications for England, Wales and Northern Ireland, any relevant subject benchmark statements or other subject expectations.
the programme is comparable with others of similar subject matter and academic level, with which you are familiar
the programme enables students to meet the intended learning outcomes
there are any opportunities for the enhancement of the learning opportunities provided to students.

Section 4: Innovation and good practice

Q.1 Please identify any aspects of the programme which you consider to represent good practice and/or innovation in relation to learning, teaching and assessment.

Section 5: Overview of the term of office

Q.1 If this is your final year as an External Examiner, please provide an overview of your term of office which will serve to inform the incoming External Examiner and assist the University in improving its practice.

Section 6: Previous annual reports

Q.1. Did you receive a satisfactory response to your previous report (if applicable)?

Section 7: Other matters

Q.1 Please use this section to include any other comments you wish to make.
Appendix 2: Canterbury Christ Church University Policy on the Payment of External Examiners’ Fees

Please note: This is a revised policy that will apply to External Examiners appointed from September 2012. External Examiners who have already been provided with a contract letter under the previous policy will be paid according to the terms of that letter.

Introduction

1. The employment of External Examiners and the consideration of their reports are key elements of Canterbury Christ Church University’s quality assurance framework, providing essential external confirmation that the standards of the University’s awards are secure. At the same time, the University wishes to use External Examiners in a targeted and effective way to ensure clarity and cost-effectiveness.

2. It is important to the University that:
   - there is sufficient coverage of credit-bearing awards by appropriately qualified External Examiners
   - External Examiners’ terms of office are clear and unambiguous;
   - the University complies with legal requirements related to External Examiners’ right to work in the United Kingdom;
   - External Examiners are not expected to take on an unreasonable workload;
   - the fees paid to External Examiners provide fair recompense for the work undertaken, and are regular and predictable
   - the fees paid to External Examiners are fair to the University, and not unduly difficult or expensive to administer.

3. The policy is to apply to all appointments of External Examiners for the University’s taught provision approved from September 2012, whether or not the provision is delivered through collaborative arrangements.

Number of External Examiners

4. The University’s normal position is that each programme or pathway of study has one External Examiner. Where student numbers exceed 150 student FTEs (50 FTEs on a programme leading to a Master’s degree) a second External Examiner will need to be appointed. This is to ensure that the External Examiners can give appropriate time to the role. The existing process will be used to approve nominations.

5. The University will consider appointing more than one External Examiner for a programme or pathway of fewer than 150 student FTEs (50 student FTEs for a Master’s programme) where there is a compelling case related to:
   - the subject mix of the programme, or of any constituent pathways, as confirmed by Academic Board through the appointments process, on the advice of the Pro Vice-Chancellor (Education and the Student Experience);
   - the requirements of external regulatory bodies, as confirmed by Academic Board, through the appointments process, on the advice of the Pro Vice-Chancellor or Dean of Faculty
   - the academic needs of a Master’s programme, where there is likely to be a heavy burden on the External Examiner, in which case the minimum number of students to be examined may be set at between 12 and 50 FTEs as appropriate, with the explicit agreement of the Dean of Faculty.
The role of the External Examiner is to make informed comment on the standards of the award. The University considers that an exact match between an External Examiner’s subject specialism and the programme in question is not required to be able to do this. The University encourages academic schools to nominate, where they and the relevant Pro Vice-Chancellor or Dean of Faculty consider it appropriate, existing External Examiners to take on additional responsibility for other programmes, or for short courses, provided that this does not result in a workload beyond the maximum of 150 student FTEs (or 50 FTEs for Master’s programmes) per External Examiner. In considering the nomination of existing External Examiners, the External Examiner Appointments Panel will take into account whether the nominee is likely to have appropriate knowledge to perform the role.

External Examiners’ terms of office

The dates of an External Examiner’s term of office are determined by the Education and the Student Experience on behalf of Academic Board.

In line with the UK Quality Code for Higher Education, Part B: Assuring and Enhancing Academic Quality, Chapter B7: External Examining, External Examiners will be appointed for a term of four years, with the possibility of a one-year extension to support continuity in exceptional circumstances. Where a current External Examiner agrees to take on additional responsibilities, no automatic extension of his or her term of office will be agreed, and no extension will be permitted if, in consequence, the term of office will be extended beyond five years.

Fees for External Examiners

Basic Fees

The largest programme for which an External Examiner is responsible at the beginning of the term, shall be designated his or her main programme and used to calculate the basic fee.

External Examiners for taught provision will be entitled to a £300 basic payment per annum where their main programme contains up to 50 student FTEs and £400 per annum where the number is larger.

- For new programmes, the fees will be calculated on the basis of the predicted numbers of student FTEs as defined in the approved Planning Form.
- For existing programmes, the fee will be calculated by the number of student FTE registrations in the previous complete year of operation, as defined by the Planning Office/Registry.

Where the programme has more than 150 FTEs (or 50 student FTEs in the case of a Master’s degree) and in consequence there is more than one External Examiner, the arrangement will be pro rata. Where there is more than one External Examiner for academic reasons, the distribution of student FTEs will be determined in the contract of both or all.

If an External Examiner takes responsibility for an additional programme or short course, either at the outset of his or her term of office, or subsequently, he or she will be paid at the rate of £100 per additional programme or pathway, or £50 per additional short course, regardless of the numbers of student FTEs involved.

The External Examiner’s fee will be fixed at the beginning of the contract, and will be included in the welcome letter sent by the Quality and Standards Office.

Additional fees for visits made on University business

The University will make additional payments for approved visits on University business, over and above attendance at TWO meetings of the Programme Board of Examiners. These additional payments will be made at a rate of £50 per half day.
15. The number of visits for which an External Examiner will be paid will be fixed at the beginning of the contract, and will be included in the welcome letter sent to the External Examiner. Such visits may include attendance at additional meetings of Boards of Examiners, or attendance at placement venues.

16. The Director of Quality and Standards will have the authority to authorise further half day payments, in addition to those set out in the welcome letter, where there is a need, for example, to attend a University briefing event. Where this briefing coincides with a school induction, a further additional payment for the school induction may also be authorised.

17. Payment will not usually be approved, however, for attendance at school meetings at other times, or for attendance at staff development events. Academic school may choose to fund such activities themselves.

Exceptions to the above fee arrangements

18. There may be cases where exceptional considerations apply due to the particular nature of a programme of study. Variations to the above fee calculations may be made in specific instances, where these have been approved by External Examiner Appointments Panel. In approving such variations, the Panel may take into consideration:

- the needs and special circumstances of the programme;
- practice in other institutions on similar programmes;
- the need to treat all External Examiners fairly;
- the need for efficiency.

Arrangement for the payment of External Examiners’ fees

19. Payment will be authorised on the submission of the External Examiner’s annual report. Advance payments will not be made without the express permission of the Director of Quality and Standards.

20. No payments of any sort shall be made to an External Examiner until evidence of his or her right to work in the United Kingdom has been provided.
Appendix 3: Canterbury Christ Church University Guidance on Expenses for External Examiners

Introduction
1. External Examiners are entitled to the reimbursement of reasonable expenses incurred while on University business under the criteria outlined below.
2. External Examiner expenses are charged to School budgets, and should therefore be authorised by the head of the relevant academic school.
3. Academic schools may wish to consider the likely travel and subsistence costs involved when considering nominations of external examiners drawn from areas a long way from the University.
4. While heads of academic schools may exercise some judgement in the approval of External Examiner expenses, it is important that these guidelines are not exceeded in a way that may create a potential conflict of interest for the External Examiner.

Travel Expenses
5. In travelling on University business, External Examiners are requested to choose public transport and the most cost-effective fare tariff:
   - For rail travel, an off peak rail ticket, wherever possible; first class travel should not be approved under any circumstances;
   - London Tube, in preference to taxis, wherever possible;
   - Taxi fares: not normally more than 10 miles;
   - Internal air fares: Internal air fares are not normally reimbursed and should only be used when there is no alternative method of travel, or where the cost of the air ticket and connections would be less expensive than other methods of travel and/or extra hotel expenses. The cheapest air fare available must be obtained and prior authorisation must be sought from the Head of School before purchase;
   - Car: This form of transport should only be used in exceptional circumstances. If the External Examiner has to use his or her car for travel to and from the University a case for this must be made to the Head of School in advance of the visit. Petrol will be reimbursed at a rate of 40p per mile up to 200 miles and 25p per additional mile.
6. External Examiners may vary their method of travel to suit their individual needs where the total cost thus incurred does not add appreciably to the total amount claimed. In doing so, External Examiners should make only reasonable adjustments. For example, the use of taxis and internal flights to enable a visit to be undertaken in a single day is acceptable if it does not add appreciably to the cost of a train fare and an overnight stay. However, this must be off-set against an off-peak train fare rather than a full-fare, except where travel at peak time would normally be unavoidable.
Accommodation

7. Hotels should be selected from the University approved list only. This is available on the University website (http://www.canterbury.ac.uk/quality-and-standards-office/external-examiners/external-examiners.aspx).

8. Single room rates only, excluding telephone calls, bar bills, newspapers, etc, should be reimbursed.

9. The relevant academic school will normally be responsible for making a booking for accommodation on behalf of the External Examiner, quoting ‘Canterbury Christ Church University Corporate Rate’ as arrangements have been made for the hotels to invoice the University direct.

10. If, for any reason, an External Examiner chooses to reserve his / her own accommodation in a hotel which is not on the University’s approved list, the head of the relevant academic school’s permission must be sought prior to confirmation of booking. The school will then reimburse the single room rate, at the agreed corporate rate of £75 and reasonable cost of meals taken at the hotel.

Meals

11. Reasonable cost of meals incurred on the journey to and from the University and an evening meal when an overnight stay is required (which does not exceed £25) will be reimbursed. The University will not reimburse the cost of alcoholic drinks.

12. University staff should not pay for an External Examiner’s meals, even if they subsequently make an expenses claim.

13. Academic schools may choose to reimburse staff members for accompanying external examiners to an evening meal. Funding in advance of an expenses claim, however, should not be provided.

Submission of claims

14. Expenses are cleared and paid following receipt of the expenses claim form. Claim forms for travelling expenses and subsistence should be submitted to the relevant academic school immediately following the visit to which they refer.

15. Expenses claims should normally be accompanied by receipts. Expenses claims unsupported by receipts should not normally be approved.

16. Claims for expenses may only be submitted for the External Examiner and not for spouses or partners accompanying them.

17. Fees and expenses are normally paid directly into the External Examiners’ bank accounts. In order to facilitate payment, new external examiners should complete and return to the Quality and Standards Office the standard Bank Details form which is included in the External Examiners’ welcome pack. To avoid delay in payment of fees and expenses, External Examiners are asked to ensure that their claim forms are completed in full, and that the University is informed of any changes of address, or alteration of information relating to bank accounts.
Appendix 4: External Examiner’s Expense Claim form

CANTERBURY CHRIST CHURCH UNIVERSITY

External Examiners Claim for Expenses

Please print details clearly on this form

<table>
<thead>
<tr>
<th>NAME OF EXTERNAL EXAMINER:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>ADDRESS:</td>
<td></td>
</tr>
<tr>
<td>EXAMINER FOR:</td>
<td></td>
</tr>
</tbody>
</table>

**NAME of the EVENT** for which you are claiming

| e.g. Exam Board, school visits |  |
| (Please complete a separate form for each visit) |  |

<table>
<thead>
<tr>
<th>DATE of visit</th>
<th></th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>TIME VISIT STARTED:</th>
<th>TIME VISIT ENDED:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Bank Sort Code:</th>
<th>Bank Account number:</th>
<th></th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Bank name and address:</th>
<th></th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>STAGE</th>
<th>Amount</th>
<th>£</th>
<th>p</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>TRAVELLING EXPENSES</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>From:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>To:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bus / Tube / Rail (standard)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other travel expenses (please specify)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mileage, if by car 45p per mile for first 200 miles 25p thereafter</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**SUBSISTENCE**

<table>
<thead>
<tr>
<th>Meals (please specify)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Accommodation</td>
<td></td>
</tr>
<tr>
<td>Postage</td>
<td></td>
</tr>
</tbody>
</table>

For Department use:

<table>
<thead>
<tr>
<th>Department:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Account code:</td>
<td>Cost Centre:</td>
</tr>
<tr>
<td>--------------</td>
<td>-------------</td>
</tr>
</tbody>
</table>

I certify that this claim is correct

<table>
<thead>
<tr>
<th>Signature of claimant</th>
<th>Date</th>
</tr>
</thead>
</table>

Please attach all receipts for expenses incurred and return the completed form to the relevant School - ‘School Name’, Canterbury Christ Church University, North Holmes Road, Canterbury, Kent, CT1 1QU:-

Approved By
Head of School

<table>
<thead>
<tr>
<th>Signed</th>
<th>Date</th>
</tr>
</thead>
</table>

30
# Appendix 5: External Examiner’s Bank Details Form

## AUTHORISATION OF EXTERNAL EXAMINERS/ASSESSORS AND OUTSIDE SPEAKERS

### 1. Personal Details

<table>
<thead>
<tr>
<th>Surname</th>
<th>Forename</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Title (Mr, Miss, Mrs, Ms, Dr, Prof, Other)</th>
<th>Preferred Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date of Birth</th>
<th>National Insurance Number</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Home Address</th>
<th>Postcode</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Nationality</th>
<th>Do you have the right to work in the UK?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Name of Bank Account Holder:**

<table>
<thead>
<tr>
<th>Sort Code (6 Digits)</th>
<th>Account Number (8 digits) or Building Society Roll Number</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Please tick (if applicable)**

<table>
<thead>
<tr>
<th>Age exemption (CF384) (60 yrs female/65 yrs male)</th>
<th>Reduced Rate NI (CF383) (female only)</th>
<th>Yes/No</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 2. Job Details (to be completed by Course Director)

<table>
<thead>
<tr>
<th>Job Title</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Current Employment Location (campus)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Start Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>End Date (All posts require an end date, this should be, at the latest, 31 August of the current academic year)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Level 2 Finance Code</th>
<th>Level 3 Finance Code</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 3. Fee

<table>
<thead>
<tr>
<th>Total Fee to be paid</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

### 4. Authorisation

<table>
<thead>
<tr>
<th>Head of School Signature</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>
Please send to Human Resources when complete

This form should only include the fee due and not expenses. Expenses should be claimed on an 'Expenses Claim Form' through Finance.