EXTERNAL EXAMINERS’ HANDBOOK (Taught Programmes)

2017/18 Edition
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1 INTRODUCTION

1.1 INTRODUCTION TO THE HANDBOOK

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 Senior Pro-Vice Chancellor (Education, Enhancement and Student Experience). Those normally receiving notification also include the Director of Quality and Standards, the Faculty Director of Quality, the Faculty Director of Learning and Teaching, the Head of School, and the Programme Director. Summaries of External Examiners’ reports are also submitted to Academic Board, the Education and the Student Experience Committee and Quality Monitoring and Review Sub-Committee, with full copies going to professional, statutory and regulatory 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:

• Updates on policies and procedures for the 2017/18 academic year
• The Appointment of External Examiners
• External Examiners’ Terms of Office
• Extension of Duties and Extension of Responsibilities
• Briefing and induction of External Examiners
• Roles and responsibilities of External Examiners
• External Examiners’ Reports
• Consideration of External Examiner Reports
• Fees and Expenses
• Contacts

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. Much of the text that follows is drawn from the above documents.
1.2 WHAT’S NEW FOR THE 2017-18 ACADEMIC YEAR

1.2.1 The University is currently embarked on the Academic Journey Project, which is a three to five year institutional modernisation project to transform the student academic experience. Whilst the project has been running for a couple of years, the 2017-18 academic year sees the implementation of a significant number of changes to both programme delivery arrangements and assessment regulations. At this stage, the changes predominantly affect undergraduate programmes only. A review of postgraduate taught programmes is currently ongoing. The following table provides a summary of the key changes that will affect your role as an External Examiner:
<table>
<thead>
<tr>
<th>AREA THAT HAS CHANGED</th>
<th>NATURE OF THE CHANGES</th>
<th>SOURCE OF DETAILED INFORMATION</th>
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| ASSESSMENT REGULATIONS           | The Academic Board approved a series of changes to the assessment and reassessment regulations for undergraduate programmes from September 2017. The changes can be summarised as follows:  
- All students to have an automatic right to two reassessment opportunities at all levels unless they have not submitted or attempted their first reassessment attempt.  
- Reassessment will always be for the failed component(s) only.  
- Students who, on the first occasion, fail more than 60 credits are required to undertake reassessment with attendance in the subsequent academic period.  
- Students who fail the first reassessment before the next academic year and who do not qualify to progress under compensation or trail and progress will be recommended to undertake reassessment with attendance in the next academic year.  
- For all other students, reassessment should be in the closest formal reassessment period.  
- After reassessment, only the mark for the failed assessment is capped not the mark for the entire module.  

Additionally the regulations for the reassessment of placements have been enhanced.  

The University Trail & Progress regulations have also been updated to align with the revised regulations. The key changes are that:  
- Trail & Progress will be available at Level 5;  
- students will need to undertake their Trail & Progress assessment by the end of the first assessment period (in the University Semester Dates that is end of Semester 1) and;  
- Programme teams will need to agree an academic support plan with students who are on Trail & Progress.  

The above regulations will be applied to all new undergraduate students entering the University from September 2017.  

Students that registered before September 2017 and have continuous progression will remain on the regulations that they started their study on and will be on the outgoing regulations. The new regulation relating to capping at the assessment level will apply to students on the outgoing regulations also. Transitional arrangements are in place which mean that if a student on the outgoing regulations requests an interruption or repeats a year from September 2018 they will do so on the basis that they will then move to the new regulations (September 2017 edition). | - Section 9 of the Regulation and Credit Framework for the Conferment of Awards – September 2017 edition on the Quality and Standards Office website  
- Section 17 of the Regulation and Credit Framework for the Conferment of Awards – Outgoing edition on the Quality and Standards Office website  
- Overview of Reassessment and Progression Decisions under the new Regulations – see Appendix 6  
- Transitional Arrangements Guide – see Appendix 7 |
A revised academic year structure has been introduced for undergraduate programmes, which is based on two semesters rather than three terms. Module delivery will take place in semesters and students will experience a balanced delivery of modules between the two semesters. An Academic Development Week has been introduced in Semester 1 to support transitions. A Personal Development Week has been introduced immediately after the assessment period at the end of Semester 1, which is designed as a time to enable students to try something new and develop skills – from enhancing employability and preparing for a career, to trying a new social or sports activity or getting involved in volunteering.

Some programmes have been granted an exemption from the new Academic Year Structure. Exemptions have predominantly been granted for reasons relating to Professional, Statutory and Regulatory Body (PSRB) requirements and where the programme is a professional programme. Collaborative programmes approved under a validation arrangement are also exempt. Your Programme Director will be able to advise on whether this change has been implemented for the programme you externally examine.
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<td>BOARDS OF EXAMINERS</td>
<td>Academic Board has approved the introduction of a two-tier Board of Examiners structure with staged implementation over 2017-18 and 2018-19. The changes for 2017-18 can be summarised as follows:</td>
<td>- Section 3.3 of this Handbook (for External Examiner VLE access)</td>
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<td>- Interim Boards of Examiners will be held at the end of Semester 1 for programmes in the new semester structure with the purpose of confirming the marks for modules taken in Semester 1 (scheduled for 22 Feb – 2 Mar 2018). An End-of-Stage Board will take place at the end of Semester 2 to confirm the marks for modules taken in Semester 2 and to make recommendations regarding progression and award (scheduled for w/c 11 Jun 2018).</td>
<td>- Section 3.4 of this Handbook (for attendance at Board of Examiner meetings)</td>
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<td>- Reassessment Board of Examiners moves to July to reflect the changes in the academic calendar (scheduled for w/c 23 Jul 2018). An Exceptional Reassessment period will take place in August to consider exceptional cases only.</td>
<td>- 'Procedures for the Operation of Boards of Examiners’ of the Assessment Procedures on the Quality and Standards Office website</td>
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<td>- Programme Boards that previously considered level 5 and level 6 modules will also now consider modules at level 4 (and level 0 where applicable). Note: there will not be a requirement for External Examiners to sample assessments for modules at levels 4 and 0 where they do not already do so.</td>
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<td>- The General Modular Scheme Board will become a Combined Honours Board and will make recommendations regarding progression and award for combined honours students only.</td>
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<td>- All External Examiners will be given access to the Virtual Learning Environment to enable work to be accessed virtually.</td>
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<td>- External Examiners will be permitted to attend Boards of Examiners by electronic means where for logistical reasons they are unable to attend in person.</td>
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| ASSESSMENT PROCEDURES MANUAL    | The current Assessment Procedures Manual has been separated into a series of individual documents. The changes are predominantly ones of presentation not policy and are intended to facilitate access to the required information. The separate documents are as follows:  
  - Academic and Fitness to Practice Appeals  
  - Academic Misconduct  
  - Operational Procedures for Anonymous Marking  
  - External Examiners for Research Degrees  
  - External Examiners for Taught Programmes  
  - Extenuating Circumstances Procedures  
  - Online Assessment  
  - Plagiarism Procedures  
  - Procedures for Formal Examinations  
  - Procedures for the Operation of Boards of Examiners  
  - Marking Procedure | - Assessment Procedures on the Quality and Standards Office website                                                                                                                                                    |
| EXTENUATING CIRCUMSTANCES       | Whilst External Examiners are not expected to be involved in extenuating circumstances matters, it should be noted that the Extenuating Circumstances procedures and policy have been updated to ensure the systems will operate effectively in the revised undergraduate academic year. There will be clearer delineation between the types of requests and the Extenuating Circumstances Request Form (ECRF) is being updated as separate documents to make it clearer for students. There are some revisions to procedures to enable decisions to be taken more quickly. | - ‘Extenuating Circumstances Procedures’ of the Assessment Procedures on the Quality and Standards Office website |
| PERSONAL ACADEMIC TUTORING POLICY | Whilst External Examiners do not have a role to play in this aspect, it should be noted that the policy has been updated to reflect the new academic year structure. It now makes explicit a requirement of a minimum of 3 tutorial sessions per academic year. | Revised policy can be found on the Learning Teaching and Enhancement webpages                        |
1.3 KEY UNIVERSITY DOCUMENTS

1.3.1 The University’s key regulations document is the Regulation and Credit Framework for the Conferment of Awards. This can be accessed on the University’s Quality and Standards Office website along with a number of other key documents that will assist you in your External Examiner role as follows:

(i) Assessment Procedures
(iii) Framework for Teaching and Assessment in a Language of Study Other than English – for the small number of collaborative programmes delivered and assessed in a language other than English

1.3.2 General information about the University can be found at: http://www.canterbury.ac.uk/

1.3.3 General information for students can be found at: http://www.canterbury.ac.uk/students/students.aspx

1.4 EXTERNAL SOURCES OF INFORMATION

1.4.1 Sector-wide reference documents to assist you in the External Examiner role can be found as follows:

(i) QAA Framework for Higher Education Qualifications, Subject Benchmark Statements and Characteristics Statements can be found at: http://www.qaa.ac.uk/assuring-standards-and-quality/the-quality-code/quality-code-part-a
(ii) QAA UK Quality Code: Chapter B7 on External Examining can be found at: http://www.qaa.ac.uk/assuring-standards-and-quality/the-quality-code/quality-code-part-b
(iii) Higher Education Academy, A Handbook for External Examining (May 2012) – Guidance, advice and general information on external examining

2 APPOINTMENT OF EXTERNAL EXAMINERS

2.1 APPOINTMENT OF NEW EXTERNAL EXAMINERS

2.1.1 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.

2.1.2 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.

2.1.3 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.

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

2.1.5 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: Part B Assuring and Enhancing Academic Quality: Chapter B7: External Examining, and have been approved by the Academic Board and is as follows:

(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 they meet 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.

2.1.6 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 an 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 School in the same institution;
(ix) the appointment of more than one External Examiner from the same Department of the same institution.

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

2.1.8 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.

2.1.9 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 their functions.

2.1.10 Nominations for new 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).

2.1.11 The Panel shall review all nominations for External Examiners, in light of the criteria for appointment, and make recommendations to the Education and Student Experience Committee for the appointment of External Examiners. The Education and Student Experience Committee on behalf of Academic Board shall be solely responsible for the appointment of External Examiners.

2.1.12 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.

2.2 EXTERNAL EXAMINERS’ TERM OF OFFICE

2.2.1 The criteria relating to External Examiners’ terms of office, approved by the Academic Board are as 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.
External examiners normally hold no more than two external examiner appointments for taught programmes/modules at any point in time.

2.3 EXTENSION OF AN EXTERNAL EXAMINER’S TERM OF OFFICE

2.3.1 In line with the QAA Code of Practice, extensions are only granted in exceptional cases in order to preserve continuity.

2.3.2 The process for the approval of an extension to an External Examiner’s term of office is the same as the nomination process outlined above. An application will need to be made by the Head of School and the External Examiner Appointments Panel and the Education and Student Experience Committee on behalf of Academic Board will consider this.

2.4 EXTENSION OF AN EXTERNAL EXAMINER’S DUTIES

2.4.1 A programme may ask an External Examiner to take on additional duties. Where the External Examiner is happy to do so an application will need to be made to the Education and Student Experience Committee.

2.4.2 The process for the approval of an extension to an External Examiner’s duties is the same as the nomination process outlined above. An application will need to be made by the Head of School and the External Examiner Appointments Panel and the Education and Student Experience Committee on behalf of Academic Board will consider this.

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

2.5 BRIEFING AND INDUCTION ARRANGEMENT

2.5.1 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.

2.5.2 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.

2.5.3 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. External Examiners are asked to return the acceptance slip confirming their appointment.

2.5.4 The Quality and Standards Office will send to each External Examiner on appointment a copy of the Handbook for External Examiners. Once an External Examiner accepts an appointment, the Quality and Standards Office will provide the External Examiner with the External Examiner reports and responses for the previous three years.
2.5.5 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.

2.5.6 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 Board of Examiners;
(iv) any programme specific information, including a copy of the Programme Specification for the programme;
(v) a copy of the programme/course handbook for which the External Examiner is responsible.

2.5.7 The Programme Director should brief the new External Examiner at an early stage in their 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 Board 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.

2.5.8 The new External Examiner's induction visit should include meeting with students and staff connected with the programme(s). The visit normally takes place as part of the institutional induction event.

2.6 RIGHT TO WORK CHECKS

2.6.1 The Home Office requires that all organisations obtain proof of the Right to Work in the UK for all individuals who carry out work for them. You will be asked to provide this documentation as part of your contractual agreement with the University. We will need to see you in person, along with your Right to Work documentation, before you can take up your role as an External Examiner. Where possible, this check will conducted at one of the External Examiner Induction events noted above. If this is not possible, the University will make appropriate arrangements to ensure that this is checked and will contact you in due course. Further details of the documentation requirements are set out in Appendix 8.
2.7 RESIGNATION AND INTERRUPTION OF EXTERNAL EXAMINER APPOINTMENT

2.7.1 Where an External Examiner is unable to continue with the role until the end of their appointment, or where an External Examiner is likely to be unavailable for an extended period of time during their appointment, the External Examiner should notify the University as soon as possible. Notification should be in sufficient time to enable appropriate alternative arrangements to be made so as not to impact on the assessment process and the student experience.

2.7.2 Resignations by External Examiners will be reported to the Education and Student Experience Committee.

2.8 EARLY TERMINATION OF EXTERNAL EXAMINER CONTRACT

2.8.1 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.

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

2.8.3 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.

3 THE ROLE AND RESPONSIBILITIES OF EXTERNAL EXAMINERS

3.1 ROLE OF EXTERNAL EXAMINERS

3.1.1 External Examiners for taught programmes, are, in their expert judgement, required to report whether or not:

(i) the University is maintaining threshold academic standards for its awards in accordance with the Framework for Higher Education Qualification and applicable Subject Benchmark Statements;
(ii) 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;
(iii) the academic standards and the achievement of students are comparable with those in other Higher Education Institutions of which the External Examiners have experience.

3.1.2 The University appoints a small number of Scheme Examiners. An External Examiner appointed as a Scheme Examiner should in addition to the responsibilities outlined above be satisfied that for the Scheme:
(i) the processes for the determination of awards are sound and have been fairly conducted in accordance with the Regulations of the University; and
(ii) the Examiner has had access to all relevant papers and meetings.

3.2 DUTIES AND RIGHTS OF EXTERNAL EXAMINERS

3.2.1 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.

3.2.2 To support External Examiners in undertaking the role, the rights of 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 Programme Directors shall limit in any way the role of the External Examiner.

3.2.3 To support External Examiner’s in undertaking the role, it is the Programme Director’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 Board 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.

3.3 EXTERNAL EXAMINER ACCESS TO THE VIRTUAL LEARNING ENVIRONMENT

3.3.1 External Examiner access to the Virtual Learning Environment (VLE) is given to enable an External Examiner to effectively carry out their duties and/or to facilitate access to the documentation required to enable them to carry out their duties effectively.

3.3.2 All External Examiners will be set up with a University computing account upon appointment. The Quality and Standards Office will advise the Programme Director of the External Examiner's username and the Programme Director will be responsible for ensuring that an External Examiner has access to the relevant VLE sites to enable them to undertake their external examining duties.

3.3.3 External Examiners will be provided with access to samples of work either through a site created specifically for this purpose or through access to the full module sites. Where an External Examiner is granted access to the full module sites, the Programme Director must provide the External Examiner with guidance on samples to review.

3.3.4 A demonstration will be provided at the External Examiner induction on how to access samples of work in Turnitin. Written guidance can also be found in Appendix 9.

3.4 ATTENDANCE AT BOARD OF EXAMINER MEETINGS

3.4.1 All External Examiners are full members of the Board of Examiners and their presence is crucial to the assessment process. The University expects External Examiners to physically attend meetings of Boards of Examiners.

3.4.2 Where an External Examiner is unable to physically attend a Board of Examiners for logistical reasons, they may attend by electronic means. Attendance by electronic means requires full engagement with the business of the Board of Examiners for the full duration of the meeting. An External Examiner who is available for consultation by the Board of Examiners by telephone, email or other means will not be considered to be in attendance at the Board of Examiners.

3.4.3 Skype is the system supported by the University's IT Services to enable External Examiners to attend by electronic means. Other systems may be used but they will not be supported by the University's IT Services.

3.4.4 External Examiners attending by electronic means should have access to the full set of documentation provided to Board of Examiner members. In order to ensure the integrity of the process, all documentation should be provided to the External Examiner by secure means, such as via a restricted-access Blackboard site or in hard copy sent by Special Delivery.

3.4.5 An External Examiner participating by electronic means must do so from a location where they will not be disturbed by others and where the confidentiality of the Board of Examiner meeting will be maintained for the duration of the meeting. At the start of the Board of Examiner meeting, the Chair will ask the External Examiner to confirm that this is the case.
3.4.6 External Examiners attending a Board of Examiners by electronic means will be required to provide a brief written report in advance of the Board of Examiner meeting. The External Examiner Board of Examiner Report template should be used for this purpose – see Appendix 5 or [http://www.canterbury.ac.uk/quality-and-standards-office/external-examiners/submission-of-reports.aspx](http://www.canterbury.ac.uk/quality-and-standards-office/external-examiners/submission-of-reports.aspx). This will be called upon in the event of IT failure on the day of the Board of Examiner meeting. In the event of IT failure, the External Examiner will be required to confirm in writing their approval of the decisions of the Board of Examiners following the meeting and before the results are released to students.

3.4.7 External Examiners have the right to attend any meeting of a Board of Examiners where significant decisions are taken on the parts of the programme with which they are concerned. No University credit or associated award shall be made without the participation of at least one fully-appointed External Examiner.

3.4.8 It is the Programme Director’s responsibility to ensure that all External Examiners are invited to attend the Board of Examiners for the scheme and/or programme and/or pathway allocated to them. This includes the Reassessment Board of Examiners.

3.4.9 The Programme Director must ensure that appropriate consultation about the date of the Board of Examiners takes place to ensure that External Examiners are able to attend.

3.4.10 No meeting of a Board of Examiners shall take place in the absence of an External Examiner if that External Examiner indicates a wish to be present at the meeting, unless the Senior Pro-Vice Chancellor (Education, Enhancement and Student Experience) authorises the meeting to proceed as scheduled, in which case a report outlining the decision where this was taken will be submitted to the Academic Board.

3.4.11 There are circumstances in which the Chair of the Board of Examiners may view it as impractical for the External Examiner to attend the Board of Examiners. The following is not an exhaustive list, but suggest the circumstances in which the meeting may go ahead as scheduled:

(i) there are few candidates, usually five or less, and the External Examiner has seen all the relevant work in advance;

(ii) only reassessment candidates, or first sit candidates sitting along with reassessment candidates are considered, and the External Examiner was involved at an earlier stage. All decisions regarding awards and progression at these meetings are minuted and forwarded to the External Examiner(s);

(iii) there is another External Examiner and the absent External Examiner was involved earlier for the same candidates.

In such instances, the External Examiner must be invited to the meeting and enabled to attend should he or she wish to do so.

3.4.12 Where no External Examiner is able to attend, the Chair of the Board of Examiners shall determine, in conjunction with the Programme Director and the Director of Planning & Academic Administration, whether the Board of Examiners can proceed, and what categories of business must be deferred to a later meeting.

3.4.13 In the event that it is impossible for any External Examiner to attend the Board of Examiners, the following procedures must be adhered to:
the Programme Director must ask the External Examiner who is unable to attend to provide a written report on the candidates and the examination process for consideration by the Board of Examiners;

where decisions about a candidate have to be deferred, this must be clearly recorded in the minutes of the Board of Examiners.

3.4.14 Following the Board of Examiners:

(i) the Programme Director shall convey to the External Examiner a report on the proceedings as soon as practicable after the meeting;

(ii) the Programme Director shall, if there is a single External Examiner for a programme, obtain the written agreement of the External Examiner as to the decisions taken;

(iii) the absent External Examiner should provide written agreement for any decisions taken where it was agreed that any External Examiner present would not confirm the decisions of the Board of Examiners on behalf of the absentee.

3.4.15 For the avoidance of doubt, any External Examiner who does not attend a Board of Examiners in person is required to complete and submit in advance of the scheduled Board of Examiners, the External Examiner Board of Examiner Report template – see Appendix 5 or http://www.canterbury.ac.uk/quality-and-standards-office/external-examiners/submission-of-reports.aspx).

4  EXTERNAL EXAMINER’S ANNUAL REPORTS

4.1  ANNUAL REPORT REQUIREMENTS

4.1.1 The purpose of the External Examiner’s annual 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, immediately or at the next review as appropriate. It follows that this report is vital in the whole process of programme review.

4.1.2 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 Board held in June / July; otherwise within one month of the date after the Board of Examiners meeting to which they apply. In cases where a Board of Examiners 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.

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

4.1.4 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.

4.1.5 Reports should be completed on the template provided (see Appendix 1 or download from the following website: http://www.canterbury.ac.uk/quality-and-
standards-office/external-examiners/submission-of-reports.aspx and send by email to external-examiners@canterbury.ac.uk

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

4.2 CONSIDERATION OF EXTERNAL EXAMINER REPORTS AND FEEDBACK TO EXTERNAL EXAMINERS

4.2.1 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.

4.2.2 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.

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

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

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

4.2.6 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 Programme Director, the relevant Faculty Director of Quality and the relevant Faculty Director of Learning and Teaching.

4.2.7 The Head of School shall ensure that all issues raised by the External Examiner, either in their report or through other aspects of their role are identified, including those for which action has already been taken, and given due consideration by the programme team.

4.2.8 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 Programme Monitoring process.

4.2.9 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 and Review Sub-Committee.
4.2.10 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.

4.2.11 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.

4.2.12 The Faculty Director of Quality shall:
(i) read all External Examiner Reports for programmes managed by the faculty;
(ii) check that the Annual Programme Monitoring 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 Semester 2.

4.2.13 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 Senior Pro Vice-Chancellor (Education, Enhancement 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 and 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.

5 FEES AND EXPENSES

5.1 PAYMENT OF EXTERNAL EXAMINER FEES

5.1.1 External Examiner fees will be paid on receipt of the External Examiner Annual Report. The fee paid will be in line with the fee set out in the Appointments Letter and/or any subsequent Extension of Duties letters. Fees are calculated to take in to
account the number of students the University expects you to examine and the number of visits the University expects you to make to the University as set out in the University Policy on the Payment of External Examiners Fees (see Appendix 2). Essential additional visits will attract an additional fee of £50 per half day.

5.1.2 As long as an External Examiner has submitted the completed New Starter forms and a Right to Work check has been satisfactorily undertaken the Quality and Standards Office will automatically process the fee payment upon receipt of the report and no further action is required by the External Examiner.

5.1.3 External Examiner fee payments are processed via the University’s Payroll system on the PAYE system. There is one payment run per month with forms needing to be submitted by around the 7th of the month for payment on the last working day of the month. Please note that if you submit your report after the cut-off date you will not be paid until the following month.

5.1.4 External Examiner’s will receive a pay slip from the University’s Payroll department and pay will go directly into the nominated bank account. It is important that you keep us updated with any change to contact and bank account details.

5.2 CLAIMING EXPENSES

5.2.1 Normally External Examiners are expected to make their own travel arrangements and claim this back through expenses. The University can assist you with accommodation arrangements providing sufficient notice is given. Such arrangements will be made by the Programme Administrator, normally through Key Travel.

5.2.2 Where you do need to make arrangements yourself and for all other expenses incurred, these will be reimbursed by the School in which the programme sits to which you are the appointed External Examiner. All expenses claims must be submitted on the University Expenses Claim form (see Appendix 4 or http://www.canterbury.ac.uk/quality-and-standards-office/external-examiners/fees-and-expenses.aspx).

5.2.3 Claims must be made in line with the University Guidance on Expenses for External Examiners (see Appendix 3).
## 6 CONTACTS

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<td>Relevant Programme Director (if you do not have access to the relevant Blackboard sites)</td>
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<td>General Queries (non programme-specific)</td>
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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 Boards of Examiners held in June/July; otherwise within one month of the date after the Board of Examiner 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 external-examiners@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 June / 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 to 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

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.
6. 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

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

8. 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

9. 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.

10. 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.

11. 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.

12. 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.

13. 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
14. 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 45p 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.
Please print details clearly on this form.

<table>
<thead>
<tr>
<th>NAME OF EXTERNAL EXAMINER:</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADDRESS:</td>
</tr>
<tr>
<td>EXAMINER FOR:</td>
</tr>
<tr>
<td>NAME of the EVENT for which you are claiming</td>
</tr>
<tr>
<td>e.g. Exam Board, school visits</td>
</tr>
<tr>
<td>(Please complete a separate form for each visit)</td>
</tr>
<tr>
<td>DATE of visit</td>
</tr>
<tr>
<td>TIME VISIT STARTED:</td>
</tr>
<tr>
<td>TIME VISIT ENDED:</td>
</tr>
<tr>
<td>Bank Sort Code:</td>
</tr>
<tr>
<td>Bank Account number:</td>
</tr>
<tr>
<td>Bank name and address:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TRAVELLING EXPENSES</th>
<th>Amount</th>
<th>£</th>
<th>p</th>
</tr>
</thead>
<tbody>
<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 200miles 25p thereafter</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| SUBSISTENCE |   |   |
| Meals (please specify) |   |   |
| Accommodation |   |   |
| Postage |   |   |

For Department use:

| Department: |   |   |
| Account code: |   |   |
| Cost Centre: |   |   |
| Project Code: |   |   |

I certify that this claim is correct

Signature of claimant

Date

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

Signed

Date
EXTERNAL EXAMINER BOARD OF EXAMINER REPORT

To be completed by an External Examiner following reviews of samples of assessment and before the scheduled Board of Examiners ONLY where they are not able to attend the Board of Examiners in person

The table section should be completed by CCCU prior to sending to the External Examiner for completion

<table>
<thead>
<tr>
<th>Name of External Examiner</th>
</tr>
</thead>
<tbody>
<tr>
<td>Modules / Programme Reviewed:</td>
</tr>
<tr>
<td>CCCU School:</td>
</tr>
<tr>
<td>Date of Board of Examiners:</td>
</tr>
</tbody>
</table>

I hereby confirm that I have reviewed the samples of assessment for the above modules / programme and I can confirm that the marking is of an appropriate standard and the University procedures for marking have been adhered to.

Signed:

Date:

Additional Comments
Should you wish to provide any specific comments to be reported to the Board of Examiners in your absence, please provide them below:
APPENDIX 6: REASSESSMENT AND PROGRESSION DECISIONS UNDER THE NEW REGULATIONS (SEPTEMBER 2017 EDITION)

Initial Academic Year
- Pass at least 60 credits
  - Pass 120 Credits
  - Undertake 1st reassessment during the summer
    - Do not pass all reassessments
      - Do not pass all reassessments but meet criteria for Trail and Progress
        - Undertake 2nd reassessment as 'Reassessment with attendance'
    - Do not pass at least 60 credits

Next Academic Year
- Progress
- Trail and Progress
- Do not pass up to 120 credits
  - Undertake 2nd reassessment during the summer
APPENDIX 7: TRANSITIONAL ARRANGEMENTS FOR STUDENTS ON THE OUTGOING REGULATIONS

Student on ‘Outgoing Regulations’

Level 4 student who after reassessment does not meet progression criteria
- Repeat Year AND transfer to the ‘New regulations’ (during repeat year, reassessment regardless of threshold must be undertaken in summer period)

Level 5 student who after reassessment does not meet progression criteria
- Repeat Year AND transfer to the ‘New regulations’. (during repeat year, reassessment regardless of threshold must be undertaken in summer period)

Needs to Interrupt after September 2017
- Returns to study under ‘New Regulations’

Meets progression criteria
- Remains on ‘Outgoing Regulations’

Where they would otherwise qualify for Trail and Progress, will be given option to transfer to ‘New Regulations’.

Level 5 student who after reassessment does not meet progression criteria
- Repeat Year AND transfer to the ‘New regulations’. (during repeat year, reassessment regardless of threshold must be undertaken in summer period)
# APPENDIX 8: RIGHT TO WORK CHECK DOCUMENTS

## Lists of acceptable documents for right to work checks

### List A

<table>
<thead>
<tr>
<th>Acceptable documents to establish a continuous statutory excuse</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. A passport showing the holder, or a person named in the passport as the child of the holder, is a British citizen or a citizen of the UK and Colonies having the right of abode in the UK.</td>
</tr>
<tr>
<td>2. A passport or national identity card showing the holder, or a person named in the passport as the child of the holder, is a national of a European Economic Area country or Switzerland.</td>
</tr>
<tr>
<td>3. A Registration Certificate or Document Certifying Permanent Residence issued by the Home Office to a national of a European Economic Area country or Switzerland.</td>
</tr>
<tr>
<td>4. A Permanent Residence Card issued by the Home Office to the family member of a national a European Economic Area country or Switzerland.</td>
</tr>
<tr>
<td>5. A current Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder indicating that the person named is allowed to stay indefinitely in the UK, or has no time limit on their stay in the UK.</td>
</tr>
<tr>
<td>6. A current passport endorsed to show that the holder is exempt from immigration control, is allowed to stay indefinitely in the UK, has the right of abode in the UK, or has no time limit on their stay in the UK.</td>
</tr>
<tr>
<td>7. A current Immigration Status Document issued by the Home Office to the holder with an endorsement indicating that the named person is allowed to stay indefinitely in the UK or has no time limit on their stay in the UK, together with an official document giving the person’s permanent National Insurance number and their name issued by a Government agency or a previous employer.</td>
</tr>
<tr>
<td>8. A full birth or adoption certificate issued in the UK which includes the name(s) of at least one of the holder’s parents or adoptive parents, together with an official document giving the person’s permanent National Insurance number and their name issued by a Government agency or a previous employer.</td>
</tr>
<tr>
<td>9. A birth or adoption certificate issued in the Channel Islands, the Isle of Man or Ireland, together with an official document giving the person’s permanent National Insurance number and their name issued by a Government agency or a previous employer.</td>
</tr>
<tr>
<td>10. A certificate of registration or naturalisation as a British citizen, together with an official document giving the person’s permanent National Insurance number and their name issued by a Government agency or a previous employer.</td>
</tr>
</tbody>
</table>

### List B

**Group 1 – Documents where a time-limited statutory excuse lasts until the expiry date of leave**

| 1. A current passport endorsed to show that the holder is allowed to stay in the UK and is currently allowed to do the type of work in question. |
| 2. A current Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder which indicates that the named person can currently stay in the UK and is allowed to do the work in question. |
| 3. A current Residence Card (including an Accession Residence Card or a Derivative Residence Card) issued by the Home Office to a non-European Economic Area national who is a family member of a national of a European Economic Area country or Switzerland or who has a derivative right of residence. |
| 4. A current Immigration Status Document containing a photograph issued by the Home Office to the holder with a valid endorsement indicating that the named person may stay in the UK, and is allowed to do the type of work in question, together with an official |
document giving the person’s permanent National Insurance number and their name issued by a Government agency or a previous employer.

### Group 2 – Documents where a time-limited statutory excuse lasts for 6 months

1. A Certificate of Application issued by the Home Office under regulation 17(3) or 18A (2) of the Immigration (European Economic Area) Regulations 2006, to a family member of a national of a European Economic Area country or Switzerland stating that the holder is permitted to take employment which is **less than 6 months old** together with a **Positive Verification Notice** from the Home Office Employer Checking Service.

2. An Application Registration Card issued by the Home Office stating that the holder is permitted to take the employment in question, **together with a Positive Verification Notice** from the Home Office Employer Checking Service.

3. A **Positive Verification Notice** issued by the Home Office Employer Checking Service to the employer or prospective employer, which indicates that the named person may stay in the UK and is permitted to do the work in question.
APPENDIX 9: GUIDE TO ACCESSING WORK IN TURNITIN

External Examiners’ guide to accessing work online in Turnitin
2017/18

Introduction
As part of growing provision of electronic feedback at Canterbury Christ Church University, External Examiners may be required to access Turnitin for the purposes of moderation. Students submit coursework to Turnitin via our Blackboard Virtual Learning Environment and, depending on the module, school or programme; receive electronic feedback on their work. This is a guide for External Examiners on accessing Turnitin via Blackboard at Canterbury Christ Church University to access students’ work and feedback. 

Note: Moderation arrangements for Turnitin vary between modules, programmes and schools. Please refer to your programme contact for advice about specific arrangements before accessing Turnitin.

Accessing Blackboard
Access Canterbury Christ Church University's Blackboard VLE at: http://learn.canterbury.ac.uk
Login using your Canterbury Christ Church University username and password.

Why do we recommend Chrome?
Chrome supports more of Blackboard's key features and offers a more streamlined experience when opening documents, adding content, and uploading assignments.

If you don’t have a login, your programme contact can arrange for a Canterbury Christ Church University computing account for you. If you have a password problem, contact the IT Service Desk at it-service@canterbury.ac.uk or 01227 782626.
Finding the Relevant Blackboard Site
In the My Courses section of the Blackboard homepage you will see the Blackboard site(s) that you have been given access to by the programme. This is where the work you will need to moderate is located. You programme contact can advise further.

Click to enter the relevant Blackboard site.

Access Turnitin in the Blackboard Site
Work submitted by students to Turnitin through the Blackboard site can be accessed via the Control Panel.
Open the Course Tools menu on the Control Panel and select Turnitin Assignments.
You’ll see a list of all the Turnitin Assignments (submission points) in the Blackboard site.
Click the Turnitin Assignment you want to view.

Finding the Relevant Turnitin Assignment
Check with your programme contact the exact name of the Turnitin assignment to look for. Some Blackboard sites contain many Turnitin submission points. If you have a long list of Turnitin assignments, you can find the one you need quickly by using the Find option in your browser by holding down the Ctrl key and pressing F on your computer keyboard.
A search box will appear that you can use to find the assignment that you are looking for.

Press the Enter key to search for the word you have put in the search box (e.g. ‘collaborative’); the browser will highlight the words that match the search. Click on the arrows next to the search box to find the next occurrence of the word on the web page.

When you have located the assignment that you are moderating, click it for a list of students who have submitted their work to this assignment. This list can be ordered alphabetically by clicking on the grey bar for Author (student).

**Viewing Students’ Work and Feedback**

To access a student’s submission and feedback click on the Grade.

The student’s paper will open in a new window called the Document Viewer. You can use the magnifier at the bottom of the screen to make the text larger.

**IMPORTANT**

1. Your programme contact will provide a list of names for the moderation sample.
2. Please do not alter any marks or comments online as this is the student’s assessed piece of work and will affect the integrity of the paper.

**Different Types of Feedback in Turnitin**

In addition to a Grade, there are various options for presenting feedback comments in Turnitin.

See below for examples of each. Please note, these refer to the new ‘Feedback Studio’ version of Turnitin from August 2017. If you are used to working with the previous ‘Classic’ version of Turnitin, please see the Annex for a summary of changes.

Check with your programme contact which of these types of feedback have been provided.
Written feedback can be on- or off-script. On-script comments may be **Inline Comments** written directly onto the script, **Bubble Comments** on highlighted passages which expand when clicked or pre-set, re-usable **QuickMark Comments** which also expand when clicked.

Off-script feedback may include summary paragraphs of **Text Comments:**

Off-script comments may also include assessment criteria-related comments as a **Rubric** using pre-set level descriptors for each assessment criterion (right) or a **Grading Form** with personalised comments within each assessment criterion (below).
Spoken feedback can also be recorded as off-script digital audio **Voice Comments**. Please see separate note below: *Special Arrangements for Using Audio Feedback.*

![Voice Comment](image)

**Identifying Second Marker Comments**

The form for recording of second marking comments is available on the University web site at: [http://www.canterbury.ac.uk/quality-and-standards-office/docs/Record-of-Second-Marking-Template.doc](http://www.canterbury.ac.uk/quality-and-standards-office/docs/Record-of-Second-Marking-Template.doc)

Second marking comments may or may not be added directly in Turnitin depending on the module, programme or School arrangements. As an External Examiner, you will need to be aware of the type of method used. Check with your programme contact if in doubt. Where Turnitin is used to record second marker comments, they will either:

- in the **Text Comments** summary feedback section or
- as a specific on-script comment
Annex: TURNITIN CLASSIC – VS – FEEDBACK STUDIO LAYOUT

Classic Document Viewer: Originality Checking Mode:

Classic Document Viewer: Feedback Mode:
Feedback Studio: Combined Originality Checking and Feedback:

% Similarity
Feedback
Originality

NEW* Layers Navigation
Show or Hide Originality Checking or Feedback

Coherence...

Clarity...

69-60 Good
Language generally fluent. Grammar and spelling mainly accurate.

59-50 Sound
Meaning clear, but language not always fluent. Grammar and/or spelling contain

NEW* Rubric slider

NEW* Text formatting

NEW* Toggle Page

NEW* Rubric / Grading

NEW* Filter and Settings

NEW* Excluded Sources

NEW* All Sources

NEW* Download

NEW* Submission Info

You can now do basic text formatting in feedback comments, including add a link to a website.