

Handbook for External Examiners



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LETTER TO EXTERNAL EXAMINERS FROM THE CHAIR OF ACADEMIC STANDARDS COMMITTEE

External Examinership – xxxx, September 2020 - September 2024

Thank you for agreeing to serve as an External Examiner for the University of Chichester. You have been appointed to {modules/programmes and/or awards}. The work that you will undertake with us during the period of your appointment is vital to our maintenance of the standards of our awards.

We rely on the External Examiner to provide us with independent and impartial advice on our standards, on student achievement of those standards and confirmation that we have undertaken the assessment of students through sound procedures that are in accordance with our own regulations. We see the External Examiner as the 'critical friend' who is able to calibrate our academic standards and the achievement of our students against those set and achieved by other institutions and who is able to confirm that the provision in each of our subjects meets with QAA's subject benchmark statements, the Framework for Higher Education Qualifications, and the standards set by Ofsted, or the relevant professional bodies.

Period of Office

External Examiners are normally appointed for a four year period, although in exceptional circumstances this may be extended by up to one year. If you should for any reason need to resign your post before the end of your term of office, a period of six months' notice is required, so as to enable a new Examiner to be secured prior to the next assessment period. We should be grateful if you would notify the Director of Quality and Standards in writing (by email to k.akerman@chi.ac.uk).

Induction

Towards the start of this period you will be invited to complete an online induction via Moodle. This will be an introduction to the University regulatory framework for External Examining and is overseen by the Quality and Standards Manager, Robert Herniman.

We ask that when you come for your first visit, you bring with you your passport (if you are a UK citizen) or residence permit issued by the Home Office or Border and Immigration Agency (proof of your right to work). Under the requirements of the Immigration, Asylum and Nationality Act 2006 and the Immigration Act 2016, these documents need to be verified by the University so that you may be placed on the payroll under the 'Right to Work in the UK' legislation. If you have any queries about the identification documentation which is permissible to the UK Border Agency, please contact Robert Herniman, Academic Quality and Standards Service (r.herniman@chi.ac.uk).

We ask that you attend the relevant Boards of Examiners for the programmes that you examine. If, exceptionally, you are unable to attend you should ensure that you complete the procedure outlined in the External Examining Handbook.

Changing grades

The question most frequently asked by new External Examiners is 'Am I allowed to change the grade given by internal examiners for an individual piece of work?' Our view is that the External Examiner is a moderator of standards. The External Examiner should not change any individual mark on the basis that such a practice would be unfair to those candidates whose work is not part of the sample seen by the External Examiner. You will receive a 20% sample (or a minimum 7 scripts). Student work is submitted to the External Examiner as part of a representative sample indicating the standards applied in grading work in a particular module, programme, or unit of work, so the altering of any grade should be accompanied by recommendations to adjust grades for all students in that category for a particular module, programme or unit of work.

Meeting students

Examiners should meet students, as part of the process of making a judgement on the quality of the programme. You are encouraged to do so and the Programme Co-ordinator or Head of Department/Director of Institute will be happy to arrange this at a convenient time for you.

External Examiners' reports

External Examiners' reports play an indispensable role in providing the University with qualitative feedback on its teaching and learning. The information gathered, which is disseminated internally, becomes a central source of advice for the programme team and is used to enhance provision through the annual monitoring process.

You are asked to complete and return this, by 1 August for Undergraduate Programmes and 1 October for Postgraduate Programmes. The report template will be issued electronically and payment of your fee will be triggered by publication of the report.

You are asked to provide a full discursive report, detailing frankly both strengths and areas for enhancement. The full report will be discussed in Programme Boards and University committees where students will be present, so you are asked to avoid naming individual students (or, where it is necessary to do so, to use a reserved section of the report).

You are assured that when the report arrives at the University it is copied immediately to the programme coordinator, the Head of Department, the Director of Quality and Standards, the Deputy Vice-Chancellor (who is also Chair of Academic Standards Committee), and the Vice-Chancellor. Urgent and immediate issues can be addressed by these colleagues, as soon as they arise. The Director of Quality and Standards prepares an annual overview for consideration by the Academic Board, which is copied to External Examiners. The Academic Board considers these wider recommendations, following the monitoring round, and draws up its own Action Plan – which may include amendments to programmes in the light of comments by External Examiners.

Data Protection

We would be grateful if, during your tenure as an External Examiner of the University of Chichester, you will abide by data protection legislation when handling data which identifies individual students or staff of the University. Care will need to be taken, for instance, if you ask us to communicate with you via a private email address which may be accessible to others.

I hope that you will be able to establish a constructive dialogue with the department team delivering the programme(s) for which you have been appointed. If you have any concerns at any time during your period of appointment please feel free to contact me directly (c.harper@chi.ac.uk), or any of my colleagues in the Academic Quality and Standards Service.

Dr Mark Mason
Deputy Vice-Chancellor (Student Experience)
Chair, Academic Standards Committee

REGULATIONS

THE RIGHTS AND RESPONSIBILITIES OF EXTERNAL EXAMINERS

The Academic Board will appoint External Examiners where the award of credit or a qualification is made by the University of Chichester.

- The main responsibility of the External Examiner(s) is to ensure the maintenance of standards (rather than the third-marking of individual grades). External Examiners will ensure that:
 - The academic standards of programmes meet the requirements of the relevant national qualifications framework.
 - The value of qualifications awarded to students at the point of qualification and over time is in line with sector-recognised standards.
 - Programmes are well-designed, provide a high-quality academic experience for all students and enable a student's achievement to be reliably assessed.
 - That degree apprenticeship provision also maps to the requirements of the specific Standard.
- The University will expect External Examiners to carry out this responsibility and that they shall:
 - I. be able to judge impartially on the basis of the work submitted for assessment, without being influenced by previous association with the programme, the University, the staff, or any of the students;
 - II. be able to compare the performance of students with that of their peers on comparable courses of higher education elsewhere;
 - III. be able to comment on the appropriateness of all assessments that count towards the award, in order to ensure that all students will be assessed fairly in relation to the programme syllabus and regulations and in such a way that the External Examiner(s) will be able to judge whether they have fulfilled the objectives of the programme and reached the required standard;
 - IV. be consulted about minor changes to programmes for which they have responsibility.
 - V. attend Examiners' meetings as required and have access to assessed work;
 - VI. see samples of the work of students proposed for each category of the award, in order to ensure that each student is fairly placed in relation to the rest of the cohort. To this should be added all remaining work in the fail category;
 - VII. not change individual grades but rather provide commentary on standards achieved by students and whether the standards applied are appropriate;
 - VIII. have the opportunity to meet students on the programmes they are examining (and to visit partners where the programme is not delivered directly by the University);
 - IX. ensure that the assessments are conducted in accordance with the regulations for the programme of study;
 - X. attend the meeting of the Board of Examiners at which decisions on recommendations for awards are made and ensure that those recommendations are reached by means according with the University's requirements and normal practice in higher education;
 - XI. participate as required in reviews of decisions about individual students' awards;
 - XII. report to the Academic Board through the Academic Standards Committee on the effectiveness of the assessments and any lessons to be drawn from them;

- XIII. report to the Vice-Chancellor (Chair of the Academic Board) on any matters of serious concern arising from the assessment(s), which put at risk the standard of the University's award(s). Furthermore, where External Examiners have a serious concern relating to systemic failings with the academic standards of a programme or programmes and they have exhausted all internal procedures, including the submission of a confidential report to the Vice-Chancellor, they may invoke the OfS's *Unsatisfactory Quality scheme*.
- XIV. appointment of External Examiners for Nursing provision is contingent on having current active professional registration. The Programme Lead and Academic Quality and Standards Service is responsible for checking this on appointment and on an annual basis throughout the tenure period. The External Examiner is responsible for informing the Programme Lead promptly if their registration status changes. External Examiners on NMC programmes are required to review Recognition of Prior Learning claims, external examine level 4 – 6 module assessments and conduct practice visits.
- External Examiner(s) will normally be present at all Boards of Examiners where final awards are made. In the case of Level 4 progression their presence will not be deemed essential.

The Appointment of External Examiners

- No External Examiner shall be appointed by any means other than those approved by the Academic Board. The Academic Board shall be responsible for ensuring that the quality and number of External Examiners appointed to each programme is sufficient to enable the task assigned to the Examiners to be carried out efficiently.
- Newly appointed External Examiners will take up their appointments on or before the retirement of their respective predecessors. External Examiners will be required to remain available until after the last assessments with which they are to be involved in order to deal with any subsequent review(s) of decisions.
- Each External Examiner's normal term of office will be one which allows the examiner to assess four successive cohorts of students; (normally four calendar years), but the term of office may be varied for reasons determined appropriate by the Academic Standards Committee. An External Examiner may be re-appointed in exceptional circumstances for a period of up to one additional year. An External Examiner may also be reappointed after a period of five years has elapsed since their last appointment.
- The termination of the appointment of an External Examiner before the due date of the end of appointment will only be carried out by the Academic Standards Committee when the Academic Standards Committee considers that the responsibilities of an External Examiner have not been fulfilled to the standard required by the University or where the behaviour of the External Examiner is seen to constitute a threat to the standard of the award or where a conflict of interest cannot be satisfactorily resolved.
- An External Examiner will not normally hold more than the equivalent of two undergraduate or taught postgraduate appointments at different institutions at the same time.

CRITERIA FOR APPOINTMENT OF EXTERNAL EXAMINERS

- The University will require the External Examiner(s) to show appropriate evidence of the following:
 - 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. meeting 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 relation to conflicts of interest, the University will not appoint as an External Examiner anyone in the following categories or circumstances:
 - I. a member of a governing body or committee of the appointing institution or one of its academic partners, or a current employee of the appointing institution or one of its academic 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 by a colleague from the Examiner's home department and institution
 - IX. the appointment of more than one External Examiner from the same department of the same institution.
 - If during the term of office, an External Examiner becomes involved in any of the relationships defined above, the External Examiner will be required to declare the interest, at their earliest opportunity to AQSS. It is likely that such a conflict of interest may cause the appointment to be terminated.

ENGAGEMENT OF EXTERNAL EXAMINERS

Once an External Examiner's office has been confirmed by approval of Academic Standards Committee:

- The Examiner will receive a letter of office, from the Academic Quality and Standards Service. This letter will define the terms and duration of the appointment and will enclose formal details of the remit of the appointment.
- All External Examiners will be provided with appropriate documentation to facilitate their task. This will include this handbook as well as details of the programme or modules to be examined.
- New External Examiners will be invited to complete an online induction via Moodle. This will be an introduction to the University regulatory framework for external examining and is overseen by Quality and Standards Manager.
- A newly-appointed External Examiner who has either limited or no previous experience of acting as an External Examiner will normally be appointed a mentor to support them during their first semester or year of appointment, unless they are working within a team of experienced Examiners. The mentor is likely to be an experienced current University of Chichester External Examiner from a similar programme/subject area of expertise.
- External Examiners will receive advance notification of all meetings of the Board of Examiners and will receive full Agenda papers and Minutes. A newly-appointed External Examiner will be provided with a copy of the Minutes of the meeting of the Board of the previous year, together with a copy of their predecessor's final Report.
- No University of Chichester Award will be recommended or conferred without the assent of the External Examiner, unless otherwise agreed by the Vice-Chancellor as Chair of the Academic Board.
- External Examiners are normally expected to be present at all Boards of Examiners where Awards are due to be made, and will be required to sign all results documentation.
- Any External Examiner who is not able to attend a Board of Examiners to which they are invited will be required:
 - I. to provide, in advance, written confirmation of full involvement in the examining process;
 - II. to sign results sheets after the Board, in assent to the decisions made in their absence. No results will be published to students until the signatures of all relevant External Examiners have been obtained.
- All External Examiners will receive an annual fee (together with reimbursement of all expenses). This fee will not be released to the Examiner until the University has published the formal External Examiner's report for that year.

EXTERNAL EXAMINERS' REPORTS

- External Examiners are required to report annually to the Academic Board on the conduct of the assessments just concluded and on issues relating to assessment.
- The purpose of an External Examiner's report is to enable the University to judge whether the programme is meeting its stated objectives and to make any necessary improvements, either immediately or at the next review of the programme, as appropriate.
- An External Examiner has the authority and the responsibility to report directly to the Vice-Chancellor of the University when there is concern about standards and performance, particularly

if it is considered that assessments are being conducted in a way that jeopardises either the fair treatment of individual students or the standards of the University's awards.

- Annual reports will be gathered by the Academic Quality and Standards Service and submitted to the Vice-Chancellor and other appropriate staff.

EXTERNAL EXAMINERS AND MONITORING AND REVIEW

The Academic Board will determine what changes are necessary to programmes, following monitoring and review procedures. While the reports of External Examiners will provide an important source of information about standards, the processes of monitoring and review are separate and distinct from the processes of assessment. External Examiners will be supplied with a copy of the Programme Team's Action Plan from the annual monitoring meeting at which their report was formally considered. This will indicate the action to be taken in response to the External Examiner's report and suggestions and also the circumstances under which no action is to be taken.

2. PROCEDURES

This Handbook relates primarily to the appointment of External Examiners for undergraduate and postgraduate taught courses at the University of Chichester.

For students who are registered for the University of Chichester award, arrangements for the appointment of External Examiners for the University's postgraduate research programme are covered by the Code of Practice for Research Candidature and Supervision and the Regulations for the Degrees of Master of Philosophy and Doctor of Philosophy of the University of Chichester. External Examiners are appointed by the Research Degrees Group, a sub-committee of the University Research Committee and are approved by the Academic Standards Committee.

2.1 NOMINATION OF AN EXTERNAL EXAMINER

- 2.1.1 When a new External Examiner is needed for a new programme, or where an existing External Examiner has eighteen months of a term to serve, the Academic Quality and Standards Service will commission a nomination from the appropriate Department. The timescale and dates for the new appointment are given.
- 2.1.2 Bearing the criteria for selection in mind, the relevant internal colleague proposes a nomination to the Academic Quality and Standards Service – the nominee completes an application form via the University website, which is submitted to the Academic Standards Committee, for approval. The Committee will either approve the nomination, invite further clarification, or reject it outright.

2.2 APPOINTMENT

- 2.2.1 Once the nomination is approved by the Academic Standards Committee, the Academic Quality and Standards Service will write formally to appoint the new External Examiner, confirming the timescale and length of appointment. Information is given on all known forthcoming dates of Boards of Examiners; names of internal contacts are confirmed. All newly appointed External Examiners receive the University's Handbook, and are reminded of the University's intent to resonate with all relevant external frameworks, such as those of Public Statutory Bodies (e.g. OFSTED, H.C.P.C) and of the Quality Assurance Agency.
- 2.2.2 The Programme Co-ordinator/Head of Department is responsible for submitting to the new External Examiner copies of all approved programme documentation, together with Programme Board Reports, Annual Monitoring Reports and External Examiner reports from the previous year.
- 2.2.3 On the Examiner's first visit to the University to meet the Programme Team, the briefing should include :-

- 2.2.3.1 The dates of all meetings, including Boards of Examiners, where the External Examiner is expected to attend the University, including any relating to the need to visit students on professional placement.
- 2.2.3.2 The aims, objectives and learning outcomes of the programme; details on the curriculum and teaching methods.
- 2.2.3.3 The methods of assessment and details of the assessment scheme overall.
- 2.2.3.4 The Academic Regulations for the University (and for the programme – including those relating to the retrieval of failure, if specific). The Examiner should be made aware that the University utilises *Turnitin*.
- 2.2.3.5 Agreement should be reached with the External Examiner concerning the way in which the programme will relate to them in terms of sampling work. The parameters for the External Examiner's role in the moderation of standards should be defined and agreed (see 2.3 below). This does not usually include the moderation of work at Undergraduate Level 4 - except for confirmation of the Award of Cert HE, the moderation of performance in a newly-approved subject and any professional requirement concerning performance in some programmes, the University does not require External Examiners to see student work at this level.
- 2.2.3.6 The new External Examiner should meet with colleagues teaching on the programme and with a representative group of students. It should be made clear to the Examiner that the University is required to provide students with information relating to the Examiner for their programme but that students are advised not to contact the Examiner directly and any such approaches should be referred back to the programme leader. This information should usually be available in the programme handbook.

2.3 EXTERNAL EXAMINERS' INVOLVEMENT IN APPROVING SCRIPTS/MODERATING MARKS

- 2.3.1 Draft examination scripts, together with sample coursework questions and topics will be submitted to External Examiners for approval – these should be returned to the Assessment Office under cover of a short pro forma which will record the Examiner's role in the process.
- 2.3.2 We suggest a rolling schedule of module material be made available to the External Examiner, across the period of appointment. This should include all core modules. Of the materials sent, the minimum threshold for the submission of materials to External Examiners for moderation, after internal marking, is 20%. This will cover a cross section of student performance but should include all work in the fail category and a selection from pieces of work where the mark falls on the borderline between classification bands. Through liaison with the programme, however, the External Examiner has scope to expand upon this minimum threshold. These procedures, and details of the covering materials which must be submitted to External Examiners (whenever work is sent for moderation), are detailed in section 5.2 of the internal memorandum in this Handbook, at Appendix 3)

2.4 APPOINTMENT OF CHIEF EXTERNAL EXAMINERS

- 2.4.1 When the need arises to appoint a Chief External Examiner, the Academic Quality and Standards Service will seek a nomination, issue the relevant documentation and see the nomination through the Academic Standards Committee, as detailed in 2.1-2.2 above.
- 2.4.2 Those who are appointed to act as Chief External Examiners will be given the dates of any additional meetings which they may need to attend on behalf of the team of External Examiners they represent. Those who are appointed to the position of Chief External Examiner will be inducted into the requirements of the new role.

2.4.3 Chief External Examiners will be asked to complete a separate pro forma, and will be paid an additional fee for taking on this role (see Appendix 2)

2.4.4 Chief External Examiners will be expected to:

- attend the meetings of the Boards of Examiners to which he or she is appointed at which decisions on recommendations for awards are made and ensure that those recommendations have been reached by means consistent with the University's requirements and with sector practice in higher education;
- satisfy themselves regarding the probity of the Board of Examiners' processes in respect of the application of the regulations, (i.e. that there is fair and equal consideration of all students) and the robustness of the assessment systems and processes;
- ensure that the responsibilities of the Board of Examiners relating to a student's eligibility for an award are fully and properly discharged in accordance with the academic regulations;
- participate as required in any reviews of decisions about individual students' awards taken during the Examiner's period of office
- have access to relevant assessed work where necessary for the discharge of these responsibilities;
- meet with the team of External Examiners for individual awards to discuss issues common across the programmes, especially if such issues are inherent in the design and operation of the programmes as a whole, have access to their reports for the purpose of writing their own report;
- if there is disagreement among the External Examiners then the Chief External Examiner shall seek to resolve the conflict by agreement. Where this cannot be achieved, the opinion of the Chief External Examiner overrides that of other External Examiners;
- on rare occasions, an External Examiner may not be prepared to endorse the outcome of the examination process or the decision of a board of examiners. If such occasions do occur, then every attempt should be made to resolve the conflict through discussion and negotiation. If such attempts are not successful then the Chair of the Board should contact the Director of Quality and Standards, who will review the circumstances and attempt to broker an agreement between the Chair and the Chief External Examiner, who shall have powers to sign on behalf of all internal members of the Board and all External Examiners, respectively. Failing agreement, the Vice-Chancellor shall have powers to determine the matter and sign the results off;
- act as mentor to inexperienced External Examiners, so that the External Examiner has access to guidance that is wholly independent of the University. Where a Chief External Examiner team exists for the programme in question, then they would usually be asked to undertake the role. Otherwise an experienced External Examiner within the subject area or similar discipline, who can provide guidance and support regarding the process, must be asked to take the role.
- The role of the mentor External Examiner is to be a part of the induction process either physically or virtually; and be available to answer questions from the inexperienced External Examiner and clarify aspects of the role.

2.5 BOARDS OF EXAMINERS

For undergraduate programmes the University operates two-tiered Boards of Examiners where each tier has a defined purpose. The lower tier (Tier 1) is responsible for the ratification of module marks on taught programmes and they are concerned purely with the assessment of students within the modules they have taken. The upper tier, the Awards, Progression, Referrals and Deferrals, and

Interim Boards of Examiners (Tier 2), are responsible for making decisions on progression and the award of qualifications, and are concerned with student profiles, mitigating circumstances, and academic malpractice.

External Examiners are invited to attend the Tier 1 Boards of Examiners for programmes for which they are responsible. A Chief External Examiner is appointed to attend Tier 2 Boards of Examiners where Awards are due to be made. Each Department will be responsible for the preparation and reporting of Tier 1 Boards, including liaison with External Examiners regarding attendance. Currently, Boards of Examiners for Education programmes (within the Institute of Education, Health and Social Sciences) and postgraduate programmes do not operate within the two-tiered structure. External Examiners for these programmes are invited to attend the Main Boards of Examiners which will be organised by the Academic Quality and Standards Service.

See Appendix 5 for the Terms of Reference for the two-tiered undergraduate Boards of Examiners system

2.5.1 Attendance/Non-attendance at Boards of Examiners

Any External Examiner prevented from attending a Board of Examiners will be required to provide, in advance, written confirmation of full involvement in the examining process. They will be required, also, to provide details (for instance, a fax number or email address) of the location to which, as soon as feasible after the Board, results sheets may be sent to them. After the Board, the results sheets will be sent to the External Examiner, who will be asked to sign and return them, in assent to the decisions made in their absence. **No results will be published to students until the signatures of all relevant External Examiners have been secured.**

2.5.2 The final responsibility for the standard of University Awards rests with the Academic Board. Therefore any dispute between External Examiners (or between External Examiners and internal Examiners) which cannot be resolved through less formal mediation before or during a Board of Examiners, will be referred to Academic Board for adjudication. Such a referral will always be made in any case where an External Examiner asserts their opinion that the standard of an Award may be compromised and indicates their inability to sign a recommendation for an Award.

2.6 FEES AND EXPENSES

All External Examiners will receive an annual fee which covers all duties which have been carried out on behalf of the University. The minimum expectations from the External Examiner in order to receive the annual fee are the following:

- Attendance at the relevant Board of Examiners
- A visit to campus each year to meet with students and the programme team.
- Completion of the External Examiner's Report
- Sign off of examination papers and coursework for the programmes they are appointed to
- Responses to Minor Changes.

An additional fee will be paid for:

- (i) Large and complex provision, involving, for example, an academic partnership.
- (ii) Appointment as Chief External Examiner
- (iii) Visits made to school placements by External Examiners covering teacher training programmes.

Partner Institutions: External Examiners appointed to a partner institution will be expected to visit the Institution to meet with students at least once during their four-year tenure.

Current arrangements for calculating fees are appended at Appendix 2.

The fee will be released to the Examiner upon publication of the formal External Examiner's report for that year. All new Examiners must complete a Bank Detail Request Form and New Starter Checklist (available from Moodle) and submit them to ensure both prompt payment and that the correct tax code is applied. Please note that AQSS will fund (accommodation and travel expenses etc) no more than *one* visit in addition to the annual Board of Examiners visit. **HMRC requires these expenses to be wholly, necessarily and exclusively incurred while on University of Chichester business.** Fee payments are calculated automatically on publication of a fully completed report and paid through the University's payroll. If an Examiner's bank details have changed then a change of bank details form must be completed.

- 2.6.1 External Examiners accommodation and travel will be arranged, on account, by the Academic Quality and Standards Service who have a dedicated booking contact for Examiners to use, this is aqsubbookings@chi.ac.uk. Claims for subsistence and other expenses incurred in the course of their duties should be made to the Academic Quality and Standards Service, through the External Examiner Expenses claim form. This form is provided with booking confirmations but can also be obtained by emailing aqsubbookings@chi.ac.uk. The claim form should be returned to the Academic Quality and Standards Service as soon as possible, but within three months of expenditure being incurred and must be accompanied by all receipts and vouchers. Claims for expenses incurred in June and July must be made by 4th August to ensure expenditure is accounted for within the financial year. Reimbursement will be arranged through Payroll on last day of the following month. **Please note that for HMRC and Audit purposes if you submit a claim that is more than 3 months old or without receipts you will not be reimbursed for the expenses incurred.**
- 2.6.2 Reimbursement of mileage for Examiners using private vehicles to places within a 45 miles radius (90 miles round trip) of the University will be reimbursed at the rate of 45p per mile. If a journey is over 45 miles (90 miles round trip), car mileage reimbursement can only be claimed up to the equivalent standard published rail return fare for the day in question, unless there are multiple occupants in the car or the public transport route is so tortuous as to be unfeasible. If you would like us to give consideration to a claim for exceeding the 90 miles round trip please contact the Academic Quality and Standards Service via the bookings email address **prior** to undertaking the trip. External Examiners wishing to hire vehicles for their visits to the University will be reimbursed for the mileage at the above rate, but we will not pay for the hire of the vehicle.

Examiners intending to travel by train or air are asked to contact the Academic Quality and Standards Service booking email well in advance with their requirements. Appropriate arrangements will then be made to buy tickets on their behalf in the most cost-effective way possible. Examiners are liable where cancellations cause the University to incur costs. Any enquires relating to travel/bookings/expenses can be made to aqsubbookings@chi.ac.uk

2.7 Accommodation

- 2.7.1 Accommodation will be arranged for those External Examiners who require to stay overnight in the course of their duties – either for Boards of Examiners or, for instance, for making a series of visits to students in practice placements.
- 2.7.2 Please email your accommodation and travel requests direct to aqsubbookings@chi.ac.uk as this is the quickest and most efficient way in which to organise your visit. Please try and make your booking requests as early as possible. Accommodation may be arranged at any time of the year if you are visiting to moderate work etc. (see University notification on procedures for working with External Examiners, Appendix 3.7)
- 2.7.3 Local accommodation will be arranged on a bed and breakfast basis. The External Examiner will have an allowance of to a maximum £10.00 per night stayed to cover breakfast, if the accommodation does not provide this. There is an allowance of to a maximum £25 per night to cover their evening meal which may be taken at a location of their choice. Reimbursement against receipts should be claimed from the Academic Quality and Standards Service as per 2.6.1 above. The University will not reimburse for gratuities or the consumption of alcohol.

- 2.7.4 The Academic Quality and Standards Service will make all reservations and other arrangements and will confirm these with the External Examiner.
- 2.7.5 Invoices relating to accommodation booked by the Academic Quality and Standards Service will be submitted to and paid by the Service, with no further reference to the External Examiner.

3 APPENDICES

- Providers use one or more external experts as advisers to provide impartial and independent scrutiny on the approval and review of all provision that leads to the award of credit or a qualification.
- Degree-awarding bodies engage independent external examiners to comment impartially and informatively on academic standards, student achievement and assessment processes for all provision that leads to the award of credit or a qualification.
- Degree-awarding bodies have processes for the nomination, approval and engagement of external examiners and other independent external experts.
- Providers ensure that the roles of those providing external expertise are clear to students, staff and other stakeholders.
- Providers ensure that external experts are given sufficient and timely evidence and training to enable them to carry out their responsibilities.
- Providers have effective mechanisms in place to provide a response to input from external examiners and external advisers.

APPENDIX 2: UNIVERSITY ARRANGEMENTS FOR PAYMENT OF FEES TO EXTERNAL EXAMINERS

**UNIVERSITY of CHICHESTER
ACADEMIC QUALITY AND STANDARDS SERVICE**

	DUTIES	TOTAL ANNUAL FEE
1.1	Chief External Examiner	£300
1.2	External Examiners – standard payment for attendance at BoE and reporting	£300
1.3	External examiners – additional duties i.e. school visit/academic partnership/mentoring	£450
1.4	External examiners – complex. multiple duties i.e. school visits/multiple academic partnerships	£600
1.5	Fees relating to individual research candidates: MPhil PhD * Please see supplementary explanatory notes below	£125 £155

**APPENDIX 3: UNIVERSITY NOTIFICATION TO INTERNAL EXAMINERS, CONCERNING PROCEDURES
FOR WORKING WITH EXTERNAL EXAMINERS**

MEMORANDUM

To: Directors of Institutes/Heads of Academic Department/ Programme Co-ordinators, and
Departmental Administrators

From: Director of Quality and Standards

Procedures for working with External Examiners

This is a reminder to colleagues on the procedures for the way in which University of Chichester supports the activities of its External Examiners in terms of payment of fees and expenses, arranging accommodation, hospitality and sending materials to them.

In addition to the Handbook, we hope that this memorandum will provide you with all the information you need in order to follow the agreed procedures for the way in which we work with our External Examiners. If you have any queries at all, please do not hesitate to let me know.

1. Travelling and Subsistence

- 1.1 AQSS will fund one visit in addition to the annual Board of Examiners visit, for Examiners to have the opportunity to meet with students. AQSS will make External Examiners' travel arrangements for them for these visits, as we can benefit from early booking through our travel agents. It would be appreciated if External Examiners would contact us before travelling. For External Examiners travelling and subsistence expenses claims are submitted on the standard External Examiner Expenses Claim Form, available from aqsubbookings@chi.ac.uk.
- 1.2 In respect of visits associated with Boards of Examiners, the Academic Quality and Standards Service issues External Examiners information confirming the date of the meeting.
- 1.3 Please note that when Examiners visit at other times of the year, colleagues are asked to download forms themselves from the Finance section on the Intranet, for use by their External Examiner.

Once the form is completed (irrespective of the time of year) it should be returned to the Academic Quality and Standards Service within 3 months of expenditure. ***Please note that HMRC requires expenses to be wholly, necessarily and exclusively incurred while on University of Chichester Business.*** Since payment is made through the Academic Quality and Standards Service budget, it is essential that these forms are sent to us (i.e. not direct to Finance) for clearance.

2. Overnight Accommodation

2.1 Accommodation

External Examiners will be booked local accommodation by the Academic Quality and Standards Service. If you wish your External Examiner to be accommodated, please email aqsubbookings@chi.ac.uk with the request. When Examiners attend Boards of Examiners,

they will be given the previously mentioned AQSS Bookings email address as the first point of contact for requesting accommodation.

Please note that requests for accommodation must be submitted to us **with as much notice as possible**.

3. Hospitality

3.1 General

The University will pay for all meals for External Examiners. However, please observe the following:-

- a) Accommodation will be arranged on either a bed and breakfast basis or where breakfast is not provided by the facility with a breakfast allowance to a maximum of £10.00; the External Examiner will be given an additional allowance of to a maximum of £25.00 per night to cover their evening meal which may therefore be taken at a location of their choice. Please note that the University will not reimburse for gratuities or the consumption of alcohol.
- b) The in-house hospitality needs of all External Examiners must be determined at least two weeks in advance.
- c) Hospitality may be provided either within the University or colleagues may take their External Examiners out for a meal. **In either case** the Academic Quality and Standards Service commitment will be to cover the cost of External Examiners' meals only to a maximum of £25.00 per head (charged to the Academic Quality and Standards Unit budget). The Academic Quality and Standards Service will not meet the cost of catering for any internal colleague who accompanies an External Examiner (or group of Examiners) for any meal, whether on or off campus.

3.2 Boards of Examiners

These will be conducted online.

4. Internal Examiners' Expenses

The Academic Quality and Standards Service budget will not cover Internal Examiners' expenses incurred in dealing with their External Examiners such as, for example, travelling to meet them off campus. **HMRC requires expenses to be wholly, necessarily and exclusively incurred while on University of Chichester Business.**

5. Preparation of Examination Papers and Moderation of Assessment

There are guidelines covering the preparation of examination papers and moderation of assessment which will be incorporated into the general guidelines for External Examiners and should be followed by module co-ordinators and tutors.

5.1 Preparation of Examination Papers

All examination papers (both seen and unseen) for both first-sits and re-sits should be sent to the Assessment Office by the module co-ordinator. The papers will be prepared by the Assessment Office to ensure consistency in rubric and house-style; they will be sent to the module co-ordinator for proofing and when 'final' versions are ready the Assessment Office will forward them to the appropriate External Examiner for comment (unless the module or External Examiner is new, the Office will not send Year 1 papers). External Examiners will also be asked to complete a short pro forma to enable a formal record to be kept of External Examiner involvement in the approval of every examination paper. Should the External Examiner require any changes to be made, the Assessment Office will return the paper(s) to the module co-ordinator. In order for this process to take place, two draft examination papers

(for both first-sits and resits) need to be with the Assessment Office eight weeks before the scheduled date for the examination.

5.2 **Materials From Each Module to be sent to External Examiners by the Programme / Department (Following Internal Marking)**

We suggest a rolling schedule of module material be made available to the External Examiner, across the period of appointment. This should include all core modules.

The following materials from each module should be sent to External Examiners: -

- a) A representative cross-section of the assessed work (generally a sample of 20%), to include a selection of pieces of work where the mark falls on the borderline between classification bandings. To this should be added all remaining work in the fail categories. Samples do not need to be sent from every module unless this is a regulatory or statutory requirement and would usually be sent electronically;
- b) A complete marks sheet for the whole cohort, indicating which work has been selected for moderation by the External Examiner;
- c) A brief note, if appropriate, on the rationale for the sample chosen (as there is no requirement to send work from every single module available to students), if it varies from the usual range (such a note may highlight relevant problems and issues, i.e. high or low level of marks for the module);
- d) A copy of the module outline, details of the assessment(s), plus any instructions / guidelines given to the students including the student handbook for the programme, and the academic regulations;
- e) The relevant marking criteria for the specific assessment concerned;
- f) Any written guidance given to staff on the marking process and associated procedures;
- g) Details of second marking and / or moderating relating to the assessment.

APPENDIX 4: GUIDANCE ON THE INTERNAL MODERATION OF ALL FORMS OF ASSESSMENT

Introduction

The following guidance covers all assessed work on programmes leading to a University of Chichester award, and therefore includes all undergraduate and postgraduate programmes, including all academic partnerships.

Moderation of students' work

Moderation is the means by which the standards of assessment and marks awarded are verified and agreed. There is both internal moderation (done by University staff) and external moderation (done on a sampling basis by University External Examiners of work at Level 5 and above).

Responsibility for marking and grading work and agreeing standards rests with Internal Examiners (module tutors).

All work should be able to be moderated both by an Internal Moderator and External Examiner, although the process may be different depending on the nature of the assessment, e.g. the Internal Moderator may be present for a student presentation or to view an exhibition/performance/installation (which forms part of the assessment), whilst the External Examiner may moderate based on digital or other images of the assessment work and any accompanying written submission.

Wherever possible all student assessment should be marked anonymously. Where this is not possible (for professional, artistic or other reasons) students should be made aware that this is the case.

Feedback should be given on all assessment, including examinations. It should be developmental and encouraging in tone and explain clearly the extent to which the assessment criteria have been met. Where criteria have not been met, the comments should be supportive and enable the student to meet the criteria. Comments should focus on what is presented and avoid assumptions e.g. 'a lot of effort has been taken' or 'little effort seems to have been taken'. It is good practice to ensure that guidance is given that 'feeds forwards', so helping students to understand what they need to do to improve the next piece of work (of a similar nature) that they undertake. Internal Examiners (module tutors) use the online Module Assessment Feedback (MAF) for their comments. Additional comments may be made on students' work to assist the identification of specific points, e.g. regarding literacy.

A sample of the scripts covering the full range of student performance should be moderated firstly by Internal Moderators and subsequently by External Examiners. The standard sample size is 20%, including all fails (or a minimum of 7 scripts; if this is not possible, due to student numbers, then - normally - all scripts should be included). Module Co-ordinators may increase or decrease the sample size with the agreement of their Head/Director of academic area or Programme Co-ordinator. The reason for the variance from the standard sample must be communicated to the External Examiner (with all such communication copied to/shared with colleagues in AQSS, via R.Herniman@chi.ac.uk) when the sample is sent. The sample should have been internally moderated.

External Examiners expect to see an evidence trail of the University's internal moderation process. University staff should clearly indicate to the External Examiner that the sample of work has been part of the internal moderation process. Grades provided to students via the MAF online system remain provisional, until confirmed by the Board of Examiners.

For Level 6 Dissertations / Independent Projects (or their equivalent) all work should be second-marked, or double-marked, rather than simply moderated.

As moderation is based on sampling, suggested changes to grades within the sample should be seen within the broader context of what this means for the rest of the assessment work not in the sample. Internal Examiners and Internal Moderators should review how they are applying the assessment criteria and calibrate their marking in order to be consistent and equitable across the whole module.

The sample sent to the External Examiner should be accompanied by information which describes the Internal Moderation process. The sample sent to the External Examiner should be made up of

work which has been internally moderated. See Appendix 3.8 for further guidance on programme-level sampling arrangements.

Level 4 work does not need to be sent to the External Examiner, except where there is a professional requirement to do this or, where a subject is new, it may be sent in the first year of operation. (A new External Examiner may request to see some Level 4 work in order to orient him/herself with the work of the students on the programme, but this is not moderation, nor a requirement.)

The University has agreed that programmes should aim to have marks and feedback available three weeks after the assessment point. Programmes should include in their published assessment schedule the date that students can expect to see their provisional mark (i.e. one which has not been to the final Board of Examiners) and their online feedback and the date when they can collect their work.

All students' results / grades for each semester remain provisional until after they have been ratified by a Board of Examiners.

Definitions

Moderation: The moderator does this whilst being able to see the comments and any grades given by the marker. Moderation is utilised to ensure that grading criteria and assessment criteria have been fairly and consistently applied. Whilst a moderator may make recommendations in regard to a cohort or band, it is not appropriate for a moderator to amend individual marks, which should be referred for second marking and for first and second markers to come to an agreement, as below.

Second-marking: the process by which a second person grades work which has already been commented on and graded by the first marker. The second marker should detail their own comments regarding the work and add their grade. Where there is a discrepancy between the grades the first and second markers need to come to an agreed mark which is also entered onto the MAF.

Anonymous marking: all examinations and assessment, wherever it is possible, are marked without the marker being aware of the identity of the student.

Double-marking: two markers independently mark the work and provide feedback without having seen either the marks or comments. Independent studies will always be double marked, but this may also be appropriate for other work.

Re-marking: when the marker, module coordinator or Head of Academic Department agrees that work which has already been part of a moderation process should be marked again by another member of staff.

Guidance on programme-level sampling arrangements

The checklist below provides guidance on programme-level sampling arrangements that should be sent out by programme teams. It may be appropriate to make some of this information available electronically. If particular items are not applicable/not available, it is best practice to explain this to the external concerned.

Departments should reach agreement with their Examiners on the volume and range of student work (usually a 20% sample of work for an individual module) to be externally moderated which should include representative samples of each grade/classification as well as borderline cases, and

all cases of failure. However, all coursework and examination scripts must be available to the examiner on request.

Item	Date sent	Sent by
List of modules for which student work samples have been sent		
Access to Moodle		
Copies of MAF for student work sample sent		
Evidence of moderation		
Assessment brief, model answer/s, marking scheme/s		
Data on the overall distribution of marks for each module that work is being sent for		
Module handbooks for those modules for which work is being sent		
Any requirements, particularly in practice – and studio-based subject areas, to attend demonstrations of practice (eg exhibitions, performances, presentations) or, where appropriate, to review this work through virtual or electronic media;		
Information on standard sampling arrangements (with an invitation to the external to discuss alternative arrangements, if appropriate)		
An invitation to make a visit to the University/partner to meet staff and students		
Guidance on which years of a programme will be scrutinised (usually Levels 5 and 6 for undergraduate provision)		
Guidance on reviewing examination papers and coursework tasks		

Guidance on evidence of moderation

Section A – to be completed by the module coordinator for the internal moderator
Module Code:
Module title:
Type of assessment (e.g essay, presentation):
Weighting of item within the module's assessment:
Submission date:
Total number of submissions:
Total number of failed pieces of work:
Date:
Module coordinator's signature:

Section B – to be completed by the internal moderator before work is returned to students
Name of moderator/s:
Confirmation that the moderation process has sampled a range of grades/markers and is consistent:
Confirmation that the moderation process has sampled a range of grades/markers and is in accordance with the assessment criteria:
Were any marks amended?
Any comments on the quality and consistency of feedback to students:

Moderator's signature:

Date:

APPENDIX 5: TERMS OF REFERENCE FOR TWO-TIERED UNDERGRADUATE BOARDS OF EXAMINERS SYSTEM

The two-tiered undergraduate Boards of Examiner system

The University operates two-tiered Boards of Examiners where each tier has a defined purpose. The lower tier (Tier 1) is responsible for the ratification of module marks on taught programmes and they are concerned purely with the assessment of students within the modules they have taken. The upper tier, the Awards, Progression, Referrals and Deferrals, and Interim Boards of Examiners (Tier 2), are responsible for making decisions on progression and the award of qualifications, and are concerned with student profiles, mitigating circumstances, and academic malpractice.

Tier 1 Boards of Examiners

The Tier 1 Boards are responsible for ensuring that marks awarded are accurately recorded and ratified. Such Boards only consider marks for modules (the consideration of marks for students is the responsibility of the upper tier board).

The Tier 1 Boards shall ensure that due consideration is given to the profile of overall module marks; pass rates; percentage of marks falling in each grade band.

If concerns are raised with regard to any aspect of module assessment, the Tier 1 Board is empowered to make formulaic, across-the-board changes to sets of marks, if advised to do so by the External Examiner. These Boards do not consider the overall performance of students.

Its terms of reference are:

- (a) taking an overview of the assessment processes that operate for the programmes and modules (including noting compensation, and noting non-submission of work by students), with a particular view to ensuring fairness and impartiality
- (b) to identify any missing information and agree the results of module marks.

Each Department will be responsible for the preparation and reporting of Tier 1 Boards.

Membership

- Chair (Head of Academic Department)
- Internal examiners for the programmes (i.e. all those programme staff involved with marking/moderation)
- External Examiners for the programmes
- Departmental Administrator

The External Examiner

The role of the External Examiner is to provide informative comment and recommendations upon whether or not:

- an institution is maintaining the threshold academic standards set 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 UK higher education institutions of which the external examiners have experience.

Award/Progression/Referrals and Deferrals/ Interim (Tier 2) Boards of Examiners

These Boards are responsible for decisions regarding progression and the award of qualifications on a named programme or suite of programmes.

Undergraduate Programmes Award Boards of Examiners

These Boards (currently divided into four Boards across subject areas) will meet annually (normally in June), after all the Tier 1 Boards, to receive recommendations for awards endorsed by the External Examiners. Any areas of unresolved difficulty in the work of the Tier 1 Board of Examiners may be passed to this Board for resolution. The Undergraduate Programmes Awards Boards will make awards on behalf of the Academic Board, within the provisions of the *Academic Regulations*. It will also review standards and levels of achievement across the programmes and monitor the application of the assessment regulations for undergraduate programmes.

The membership of the Undergraduate Programmes Award Board will be:

- Chair – Pro Vice-Chancellor (Student Experience);
- Heads of Academic Department or their nominee representing all undergraduate programmes;
- Chief External Examiner for Undergraduate Programmes;
- Officer from Academic Quality and Standards Service;
- Officer from Academic Registry;
- Academic Registry Assessment Manager or nominee
- Director of Quality and Standards or nominee

Undergraduate Programmes Progression and Awards (Referrals and Deferrals) Board of Examiners

A Progression and Awards Board of Examiners will be convened in early September to agree the progression and awards of students between FHEQ Levels 4, 5 and 6 where they have been referred or deferred by the Undergraduate Programmes Award Boards. The membership of this Board will be:

- Chair – Deputy Vice-Chancellor (Student Experience);
- Heads of Academic Department or their nominee representing all undergraduate programmes;
- Chief External Examiner for Undergraduate Programmes;
- Officer from Academic Quality and Standards Service;
- Officer from Academic Registry;
- Academic Registry Assessment Manager or nominee
- Director of Quality and Standards or nominee

Undergraduate Programmes Interim Board of Examiners

The Interim Board will meet at the start of the second semester (normally in February) to deal with referred and deferred candidates. It will award credit to students wishing to transfer out of the institution and make Awards where appropriate. This Board will also consider those cases where failure in modules requires re-assessment or termination of registration. Where this applies the Interim Board will have the discretion to allow re-assessment of a candidate in failed modules and to determine the nature and timing of any re-assessment. The membership of this Board will be:

- Chair – Pro Vice-Chancellor (Student Experience);
- Heads of Academic Department or their nominee representing all undergraduate programmes;
- Chief External Examiner for Undergraduate Programmes;
- Officer from Academic Quality and Standards Service;
- Officer from Academic Registry;
- Academic Registry Assessment Manager or nominee
- Director of Quality and Standards or nominee

These Boards of Examiners' terms of reference as set out below are to ensure:

- a) current institutional regulations on progression and award are operated correctly;
- b) the guiding principle of fairness for the whole group of students, not just particular individuals, is operated;
- c) marks and awards confirmed in the name of the University are appropriate for qualifications at the level and in the subject under consideration;
- d) compensation, if any, is correctly awarded;
- e) to approve claims of mitigating circumstances and, where valid, to approve any proposed actions to be taken;
- f) to approve the progression of students to alternative programmes, if applicable;

- g) to agree the exclusion of students due to failure;
- h) to agree award and classification;
- i) to agree actions in the event of failure of a module by a student, including resit provisions;
- j) to determine the results of any allegation of academic malpractice.

The Academic Quality and Standards Service will service all Tier 2 Boards of Examiners. Documentation will be generated and provided by the Academic Registry, who will also act as officers to these Boards, to advise on the *Academic Regulations*. Reporting is by exception.

Role of the Chief External Examiner for Undergraduate Programmes

Chief External Examiners are members of the Awards Boards of Examiners operated by the University (which have responsibility for the final recommendations made to the Academic Board) and they utilise their knowledge and experience of academic standards and student performance elsewhere to give advice on particular issues emerging from their participation.

Chief External Examiners are required to submit an annual report to the University. This report makes an important contribution to the monitoring and evaluation of taught provision and to the University's quality management processes.