

**External
Examining
Handbook**

2016-2017

CONTENTS

Letter from Chair of Academic Standards Committee, to External Examiners	3
1 : REGULATIONS	6
The Rights and Responsibilities of External Examiners	6
The Appointment of External Examiners	7
Criteria for the Appointment of External Examiners	8
Engagement of External Examiners	9
Chief External Examiner	10
External Examiners' Reports	10
External Examiners and Monitoring and Review	11
2 : PROCEDURES	12
2.1 Nomination of an External Examiner	12
2.2 Appointment	12
2.3 External Examiners' involvement in approving scripts/ moderating marks	13
2.4 Appointment of Chief External examiners	13
2.5 Attendance/non-attendance at Boards of Examiners	15
2.6 Fees and Expenses	15
2.7 Accommodation	16
3 : APPENDICES	18
3.1 The Quality Assurance Agency for Higher Education: Extract from the UK Quality Code for HE on External Examining	18
3.2 Nomination pro forma for External Examiner, University of Chichester Award	21
3.3 Undergraduate/Postgraduate External Examiner's Annual Report Template	27
3.4 Programme Team's Response Template to External Examiner's Annual Report	35
3.5 Chief External Examiner's Annual Report Template	36
3.6 University arrangements for payment of fees to External Examiners	38
3.7 University notification to internal examiners, concerning procedures for working with external examiners.	39

3.8	Guidance on internal moderation	43
3.9	Guidance on programme-level sampling arrangements	46

Letter to External Examiners from the Chair of Academic Standards Committee

External Examinership – xxxx, September 2017 - September 2021

Thank you for agreeing to serve as an External Examiner at 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 the awards that we make.

We seek to recruit a cadre of experienced academics and professionals who will work with us to ensure that we exercise our Degree Awarding Powers in an appropriate fashion. Like most Higher Education Institutions (HEIs), we acknowledge the importance of externality in quality assurance systems. In the initial approval of our programmes we take the advice of external colleagues who both support the development team and work with the Approval Panel. In the delivery of our programmes 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 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 section 2.5 (page 19) of 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?' Behind this apparently straightforward question lies the debate over whether the External Examiner is a 'moderator of standards' or a 'third marker'. Our view is that the External Examiner is a moderator of standards. The External Examiner should not normally 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. 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. The adjustment may even signal a more far reaching judgement on the need to re-mark work to a different standard. Our view is that if the grades are deemed to be correct within an acceptable band of tolerance they should be left as they are, providing they have been subject to the normal internal moderation. However, if the External Examiner

considers that grades fall outside an acceptable band of tolerance, this is a significant matter relating to our standards and should be signalled, so that the necessary action is taken on the candidature of all students affected by the judgement.

Meeting students and the use of Viva voce examination

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. The University does not, however, use *viva voce* examinations to decide borderline awards. This is for reasons of both practicality and principle. The Academic Regulations stipulates that for Undergraduate Awards, candidates on the borderline (within 2 per cent of the higher award) are raised to the higher award if they satisfy one of two specified criteria.

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, 30 September for Postgraduate Programmes. The report pro forma will be issued electronically and payment of your fee will be triggered by receipt 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. Formally, the report will be considered at an Annual Monitoring event. This consists of a panel drawn from members of Academic Standards Committee who meet with the Department team. Annual monitoring is normally held in semester two. As part of this process, each Programme is required to report on its resolution of any issues raised by the External Examiner(s) in the previous year and to identify issues, on which it will devise an Action Plan, from the External Examiner's report of the current year. The Action Plan is returned to the External Examiner as soon as it has been approved internally. Each monitoring panel has the power to make recommendations to the Department and also to the University's Committee structure. In addition, 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.

In semester two, the Academic Quality and Standards Service will provide you with both a copy of the programme's summary of issues and intended Action Plan relating to your report received at the end of the previous academic year, and of the report of the Annual Monitoring meeting where these were discussed. Thus you will be informed of the action to be taken in response to your report. In addition, you will also have the opportunity to comment at the examination board upon any action taken in response to your recommendations from the previous year. We will not always be able to implement every suggestion for enhancement made by External Examiners, but you should always be able to see that your report has been taken seriously and that it has been given appropriate consideration as part of a robust internal quality assurance process. If this is not the case, you should certainly comment to that effect, both at the examination board and in your formal report. Your reports will also form part of the evidential base for the external processes of review and inspection by external agencies.

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 (s.gilroy@chi.ac.uk), or any of my colleagues in the Academic Quality and Standards Service.

A handwritten signature in black ink that reads "Sarah Gilroy". The signature is written in a cursive, flowing style.

Dr Sarah Gilroy
Deputy Vice-Chancellor
Chair, Academic Standards Committee

1. REGULATIONS

The Rights and Responsibilities of External Examiners

- The Academic Board will appoint all 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:
 - (i) The University is maintaining the threshold academic standards set for its awards in accordance with the frameworks for higher education qualifications and subject benchmark statements;
 - (ii) the assessment process measures students' achievement rigorously and fairly against the intended outcomes of the programme and is conducted in line with the University's policies and regulations;
 - (iii) 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 of.
- The University will expect external examiners to carry out this responsibility and that they shall:
 - (i) be able to judge each student 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 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 normally change individual grades but rather provide commentary on standards achieved by students and whether the standards applied are appropriate;
 - (viii) have the right to conduct a viva voce examination of any candidate, though this will not normally be used to decide an award classification;
 - (ix) 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);
 - (x) ensure that the assessments are conducted in accordance with the regulations for the programme of study;

- (xi) 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;
 - (xii) participate as required in reviews of decisions about individual students' awards;
 - (xiii) report to the Academic Board through the Academic Standards Committee on the effectiveness of the assessments and any lessons to be drawn from them;
 - (xiv) 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 HEFCE's *Unsatisfactory Quality scheme*.
- 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.
- The criteria for appointment specified above, will be applied by the Academic Standards Committee in scrutinising recommendations before making proposals for appointment to the Academic Board.
- 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 Board. 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 Board when the Academic Board 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 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 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 Board:

- 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 the handbook of *External Examining at the University of Chichester: Handbook and Notes for Guidance for External Examiners, Academic and Administrative Staff* as well as details of the programme or course 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, Robert Herniman.
- 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.
- 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 attending a Board of Examiners where Awards are to be made 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 received the formal External Examiner's report for that year.

Chief External Examiner

Where a Chief External Examiner is required, the Academic Standards Committee will recommend the appointment of a Chief External Examiner to the Academic Board. The Chief External Examiner will be expected to chair any meetings of the external examiners and try to resolve difficulties and achieve consistency of assessment standard and approach. In addition to their initial induction as External Examiner, those who are appointed to the position of Chief External Examiner will be inducted into the requirements of the new role.

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, including:
 - (i) the overall performance of the students in relation to their peers on comparable programmes, including pass rates and the distribution of results;
 - (ii) the appropriateness of the standards applied in making the awards, or award elements, in relation to published subject benchmark standards, professional standards, frameworks for higher education qualifications, institutional programme specifications and other relevant information;
 - (iii) the strengths and weaknesses of the students;
 - (iv) the quality of teaching and learning as indicated by student performance, and opportunities to enhance the quality of the learning opportunities provided to students;
 - (v) the quality of knowledge and skills (both general and subject specific) demonstrated by the students;
 - (vi) the structure, organisation, design and marking of the assessments;
 - (vii) the extent to which the processes for assessment, examination, and the determination of awards are sound and have been fairly conducted;
 - (viii) the lessons, good practice and innovations of the assessments for the curriculum, syllabus, teaching and learning methods, and resources for the programme(s);
 - (ix) the response to issues raised in previous external examiners' reports;
 - (x) that assessments in modules of the same level are of comparable standards;
 - (xi) that curricula remain current;
 - (xii) whether or not sufficient material has been made available as a basis for judgements to have been made.
- 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 and these Notes for Guidance relate 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 Southampton accredited 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 Southampton. External Examiners are appointed by the Research Degrees Group, a sub-committee of the University Research Committee and are approved by the External Research Degrees Committee.

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 Deputy Dean, Head of Department or Programme Co-ordinator. 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 a nomination pro forma (see Appendix 3.2.), which is submitted to the next meeting of the ASC Scrutiny Group, for approval. The Committee will either approve the nomination, invite further clarification, or reject it outright. If approved, the nomination pro forma is submitted to Academic Standards Committee and then an abbreviated version (section 2 of the nomination form) is put forward to Academic Board for ratification.

2.2 Appointment

- 2.2.1 Once the nomination is approved by Academic Board, 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 Notes for Guidance on External Examining, 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 may or may not 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 professionally-focused 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 examinations process.
- 2.3.2 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 3.7)

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 and Academic Board, 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 (see Appendix 3.5), and will be paid an additional fee for taking on this role (see Appendix 3.6)

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 Attendance/Non-attendance at Boards of Examiners

External Examiners are expected to attend the main Boards of Examiners for programmes for which they are responsible and where Awards are due to be made.

2.5.1 In Subject Areas in Arts and Humanities, External Examiners will attend a Subject Board of Examiners which will focus on student performance within and between modules in that subject area. Three Subject External Examiners will be designated to go forward to the Awards Board for Subject Areas in Arts and Humanities – not to represent the subject areas but to moderate the institutional processes which will lead to Awards.

2.5.2 Any External Examiner prevented from attending an Award Board of Examiners will be required to provide to the Academic Quality and Standards Service, 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 to the Academic Quality and Standards Service, 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.**

2.5.3 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 Boards 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) Modular Supplement. This is a variable fee for each single module (or equivalent) in the provision being examined that year.
- (ii) Appointment as Chief External Examiner
- (iii) Visits made to school placements by External Examiners covering teacher training programmes, capped at a maximum of three.

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 3.6.

The fee will be released to the Examiner upon submission of the formal External Examiner's report for that year. All new Examiners must complete a New Starter Checklist and submit it to ensure the correct tax code is applied against their payments. 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 receipt 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 who arrange and pay for their own travel will be reimbursed for travel, subsistence and other expenses incurred in the course of their duties. Claims should be made to the Academic Quality and Standards Service, through the External Examiner Expenses claim form. This can 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 24th 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 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 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. Any enquires relating to travel/bookings 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 send your accommodation and travel requests to aqsubbookings@chi.ac.uk. 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 as Chichester hotels can become booked up at certain times of year. The later your booking request, we cannot guarantee your preferred choice of accommodation. Accommodation may be arranged through your internal Examiner, 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 be given an allowance of £25 per night to cover other expenses including their evening meal which may therefore 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 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 and relevant internal Examiner. The University budget will cover the External Examiner's bed and breakfast but other expenditure should be charged direct to the individual.
- 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.

Appendix 1: The Indicators**Expectations about external examining**

The Quality Code sets out the following Expectation about external examining, which higher education institutions are required to meet.

Higher education providers make scrupulous use of external examiners.

Indicator 1

Awarding institutions appoint one or more external examiner(s) to carry out the role(s) defined in this Chapter for all provision that leads to a higher education award of the institution.

Indicator 2

Awarding institutions expect their external examiners 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.

Indicator 3

Awarding institutions expect their external examiners to provide informative comment and recommendations on:

- good practice and innovation relating to learning, teaching and assessment observed by the external examiners
- opportunities to enhance the quality of the learning opportunities provided to students.

Indicator 4

Institutions have explicit policies and regulations governing the nomination and appointment of external examiners.

Institutions can terminate an external examiner's appointment at any time, subject to approved institutional procedures, for failure by the external examiner to fulfil his/her obligations or if a conflict of interest arises which cannot be satisfactorily resolved.

Indicator 5

Institutions apply the following UK-wide set of criteria for appointing external examiners and make every effort to ensure that their external examiners are competent to undertake the responsibilities defined by the institution.

Institutions use the criteria to ensure that potential conflicts of interest are identified and resolved prior to appointing external examiners or as soon as they arise.

Person specification

a. Institutions appoint external examiners who can 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.

Conflicts of interest

- b. Institutions do not appoint as external examiners anyone in the following categories or circumstances:
 - i. member of a governing body or committee of the appointing institution or one of its collaborative partners, or a current employee of the appointing institution or one of its collaborative partners
 - ii. anyone with a close professional, contractual or personal relationship with a member of staff or student involved with the programme of study
 - iii. anyone required to assess colleagues who are recruited as students to the programme of study
 - iv. anyone who is, or knows they will be, in a position to influence significantly the future of students on the programme of study
 - v. anyone significantly involved in recent or current substantive collaborative research activities with a member of staff closely involved in the delivery, management or assessment of the programme(s) or modules in question
 - vi. former staff or students of the institution unless a period of five years has elapsed and all students taught by or with the external examiner have completed their programme(s)
 - vii. a reciprocal arrangement involving cognate programmes at another institution
 - viii. the succession of an external examiner from an institution by a colleague from the same department in the same institution
 - ix. the appointment of more than one external examiner from the same department of the same institution.

Terms of office

- c. The duration of an external examiner's appointment will normally be for four years, with an exceptional extension of one year to ensure continuity.
- d. 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.
- e. External examiners normally hold no more than two external examiner appointments for taught programmes/modules at any point in time.

Indicator 6

Institutions ensure that all external examiners they appoint are informed about organisational procedures, practices, and academic regulations, and the crucial value of external examiners' feedback to the institution as part of the broader system of quality assurance and enhancement.

Indicator 7

Institutions communicate clearly in writing to all concerned the:

- modules, programmes and/or award(s) to which each external examiner is appointed
- various roles, powers and responsibilities assigned to their external examiners, including the extent of their authority in examination boards.

Indicator 8

Institutions include the name, position and institution of their external examiners in module or programme information provided to students.

Indicator 9

Prior to the confirmation of mark lists, pass lists or similar documents, institutions expect external examiners to endorse the outcomes of the assessment processes they have been appointed to scrutinise.

Indicator 10

Institutions provide external examiners with sufficient evidence to enable them to discharge their responsibilities.

Indicator 11

Institutions recognise the importance, and mutual benefit, of the work undertaken by many of their staff as external examiners for other institutions and agree with staff the time they need to fulfil these duties.

Indicator 12

External examiners submit a report annually, at a time determined by the institution, to the head of the institution or to one or more named individuals that he/she designates.

Indicator 13

External examiners' annual reports provide clear and informative feedback to the institution on those areas defined for the role in Indicators 2 and 3 (the core content).

In addition, their reports:

- confirm that sufficient evidence was received to enable the role to be fulfilled (where evidence was insufficient, they give details)
- state whether issues raised in the previous report(s) have been, or are being, addressed to their satisfaction
- address any issues as specifically required by any relevant professional body
- give an overview of their term of office (when concluded).

Indicator 14

Institutions make external examiners' annual reports available in full to students, with the sole exception of any confidential report made directly, and separately, to the head of the institution.

Indicator 15

At both institutional and subject/programme level, institutions give full and serious consideration to the comments and recommendations contained in external examiners' reports. The actions taken as a result of reports, or the reasons for not taking action, are formally recorded and circulated to those concerned. Institutions ensure that student representatives are given the opportunity to be fully involved in this process, enabling them to understand all the issues raised and the institution's response. At institutional level the general issues and themes arising from the reports are reviewed.

Indicator 16

Institutions provide external examiners with a considered and timely response to their comments and recommendations, outlining any actions they will be taking as a result of the reasons for not taking action.

Indicator 17

Institutions inform external examiners, in writing at the beginning of their term of office, that they have a right to raise any matter of serious concern with the head of the institution, if necessary by means of a separate confidential written report. Institutions provide a considered and timely response to any confidential report received, outlining any actions they will be taking as a result.

Indicator 18

Where an external examiner has a serious concern relating to systemic failings with the academic standards of a programme or programmes and has exhausted all published applicable internal procedures, including the submission of a confidential report to the head of the institution, he/she may invoke QAA's concerns scheme or inform the relevant professional, statutory or regulatory body.



External Examiner: Application

Title:	First Name:	Last name:
Job title Institution or Employer		
Programme/subject to be examined		
Level of award – UG or PG	PG	
Period of Service (4 years)	From:	
	To:	
University of Chichester contact		
External examiner to be replaced (University of Chichester contact to complete)		
<p>In accordance with the Data Protection Act 1998, the information you provide on this form and any accompanying documentation will be used to assess your suitability for the role and will not be released to anyone who does not require it for this purpose. Please note that some of the details recorded on this form may be stored electronically. The information you provide will be stored by the University for future reference. Please note that the University also needs to comply with the requirements of the Immigration, Asylum and Nationality Act 2006.</p>		

Section 1: Career summary/experience

Please complete the boxes below – CVs will not be accepted

1. Further/Higher Education qualifications, including where obtained:
2. Professional qualifications, including where obtained:
3. Employment history, last ten years:
4. Experience as external examiner, including detail of other external examinerships currently held:
5. Please state if you have a Personal and/or institutional association with the University of Chichester and/or the University of Southampton and/or any partners of the University of Chichester. If Yes, please provide details. YES/NO
6. For external examiners with no previous experience, the University will provide a mentor for the first year of appointment. Where an external examiner is part of a team of examiners, this will not be necessary. Please indicate appropriate category below: <ul style="list-style-type: none">• Mentor required - YES/NO• Mentor not required – team of external examiners
7. Relevant teaching/assessing experience:
8. Other examining experience:
9. Consultancy, publications and research in last ten years:

Section 2: Summary sheet: external examiner appointment

Approved by Academic Standards Committee on {DATE}

For consideration by Academic Board

Name	
Job title	
Institution or employer	

Details of proposed examinership (programme/component)	
Dates of proposed appointment	
Name/institution or employer of external examiner to be replaced	
Qualifications of applicant	
Relevant quality assurance experience (including previous external examiner roles)	
Personal and/or institutional association with the University of Chichester and/or the University of Southampton and/or any partners of the University of Chichester	
Teaching and research interests relevant to the application	
Rationale for appointment (to be completed by the University of Chichester contact)	
Confirmation from Academic Standards Committee that the nominee meets the criteria outlined in Section 2	
Authorisation to provide this abridged version to Academic Board (to be signed on behalf of Academic Standards Committee)	
Date:	

Section 2: Criteria for external examiners

1. External examiners will be expected to have the following:
 - Sufficient competence and experience in the field covered by the course/discipline.
 - Academic/professional qualifications to at least the level of the award being examined.
 - Experience of examination/assessment procedures, either externally or internally.
 - Familiarity with the standard expected of students in the course to be examined.
 - Met any criteria set out by professional and accrediting bodies.
 - Current knowledge of design and delivery of the flexible curriculum.
 - Expertise in the enhancement of the student experience.
2. Parameters for consideration/eligibility:
 - Reciprocal arrangements between institutions are not allowed.
 - Consecutive nominations from the same department within an institution are not allowed.
 - Former staff/students at the University can only be appointed after at least five years has lapsed.
 - Retirees will be considered where there is evidence of continuing involvement in the academic area to be examined.
 - No more than two external examiner posts should be held at any one time, including this post.
 - Nominees with no previous external examining experience can be appointed, provided they form part of a team or are mentored by an external examiner who meets the criteria outlined. Where an external examiner does not form part of a team, then mentor support for the first year of appointment will be required from a current, experienced external examiner.
 - Reappointment of external examiners may be permitted in exceptional circumstances, provided a five year period has elapsed since the last appointment.
 - The appointment will not result in unreasonably high travelling expenses.
3. External examiners cannot be appointed where there are conflicts of interest as follows:
 - Previous involvement as external examiner of validation/review panel for the course to be examined.
 - Involvement with staff in collaborative research activities.
 - Near relative of staff member or student involved with course to be examined.
 - Examiner on a cognate course in the institution.
 - Close association with sponsorship of students on the course.
 - Close association with placements or training.
 - Assessment of colleagues who are recruited as students to the course to be examined.
 - In a position to significantly influence future of students on the course to be examined.
 - Governor.
4. Period of Service will be four years, this can be extended by one year in exceptional circumstances, subject to approval by ASC.
5. ASC reserves the right to terminate a contract, where an external examiner fails to fulfil his/her obligation at the end of a single year of appointment.

Section 3: Personal details

To be held by the Academic Quality and Standards Unit.

Name	
Job title	
Institution or employer	
Work address	
Work email address	
Work telephone number	
Home address	
Home email address	
Home telephone number	
Mobile telephone number	
Preferred contact, please indicate	HOME/WORK
Date of Birth	
National Insurance Number	
Entitlement to work in UK:	
I CONFIRM MY ELIGIBILITY TO WORK IN THE UK – PLEASE TICK BOX	
<p>By ticking this box you are confirming that you are eligible to work in the UK. You are also agreeing to make arrangements to provide the University with your original eligibility documents on your first visit to the University. A list of acceptable eligibility documents can be found at Section 4.</p>	

Lists of acceptable documents for right to work checks

List A	
Acceptable documents to establish a continuous statutory excuse	
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.
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
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.
4.	A Permanent Residence Card issued by the Home Office to the family member of a national a European Economic Area country or Switzerland.
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.
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.
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 previous employer.
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.
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.
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.

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

6.	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.
7.	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.
8.	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.



UNDERGRADUATE EXTERNAL EXAMINER REPORT TEMPLATE

Please add your comments in the space provided in each section. After completion, please email the report to the Director of Quality and Standards, Katie Akerman, k.akerman@chi.ac.uk to arrive by 1 August 2017.

Wherever possible, this report template will be provided electronically and it would be appreciated if it could be returned electronically. Internally within the University, the form will only be reproduced in pdf or hard copy.

IMPORTANT:

Individual students should not be named or reference made to students' work/presentations which may identify them. For example, detailed description of a particular piece of art may allow for the student to be identified.

SECTION 1: GENERAL INFORMATION AND STATISTICAL INFORMATION																			
Name of External Examiner																			
Home institution/ professional affiliation																			
Programme/s and/or modules examined																			
Institution where programme delivered	University of Chichester																		
Academic year	2016-2017																		
<p>1. Please would you list the modules you have moderated...</p> <table border="1"> <tbody> <tr><td></td><td></td></tr> <tr><td></td><td></td></tr> <tr><td></td><td></td></tr> <tr><td></td><td></td></tr> <tr><td></td><td></td></tr> <tr><td></td><td></td></tr> <tr><td></td><td></td></tr> <tr><td></td><td></td></tr> <tr><td></td><td></td></tr> </tbody> </table> <p>Please continue on additional sheets if necessary. *PLEASE NOTE: This Report will be made available to students. If there are any matters which you would not wish to bring to the attention of students (for instance, relating to individual students) please include them on a separate sheet of paper headed "Reserved Section".</p>																			
SECTION 2: STUDENT ACHIEVEMENT/PERFORMANCE																			
<p>Comments should normally include consideration of:</p> <ul style="list-style-type: none"> • Overall performance of students in relation to peers on comparable programmes elsewhere • Quality of knowledge/skills demonstrated by students • Comparison with student performance in previous years 																			

<p><i>Your comments here</i></p>
<p>The standards of student performance are comparable with similar programmes or subjects in other UK institutions with which I am familiar. Yes/No <i>(please delete as appropriate)</i></p>
<p>SECTION 3: MARKING & ASSESSMENT</p> <p>Comments should normally include:</p> <ul style="list-style-type: none"> • Whether grading/assessment criteria are consistently applied • Design/structure of assessment, including their appropriateness to intended learning outcomes • Quality of feedback to students on their work <p><i>Your comments here</i></p>
<p>The processes for assessment, examination and the determination of awards are sound and fairly conducted Yes/No <i>(please delete as appropriate)</i></p>
<p>SECTION 4: TEACHING, LEARNING & EMPLOYABILITY</p> <p>Comments should normally include:</p> <ul style="list-style-type: none"> • The relationship of the curriculum to the relevant subject benchmark statement/s and FHEQ • To what extent is the programme embedding employability and industry engagement within the curriculum • The quality of the learning experience as revealed through meetings with students <p><i>Your comments here</i></p>
<p>In terms of learning, teaching and the curriculum, does the provision meet the requirements of the relevant external framework (e.g. subject benchmark statements; frameworks for higher education qualifications, Standards in 'Qualifying to Teach'; standards from the HCPC or the clinical competences required by the Society of Sports Therapists) Yes/No <i>(Please delete as appropriate)</i></p>
<p>SECTION 6: STRENGTHS & AREAS FOR DEVELOPMENT. <i>(Please note this area can include recommendations to the programme)</i></p> <p>Are there any particular strengths, distinctive/innovative features or areas of good practice in relation to standards and assessment? What are the main priorities for improvement?</p> <p><i>Your comments here</i></p>
<p>SECTION 7: SPECIFIC COMMENTS WHERE PROGRAMMES ARE DELIVERED AT PARTNER COLLEGES OR PRIVATE PROVIDERS AT DIFFERING LOCATIONS</p> <p>Please comment on any areas of good practice or issues for attention/development which relate to a specific college or provider</p> <p><i>Your comments here</i></p>

Where the provision is delivered on different sites/with different partners, please confirm the comparability of the students' learning opportunities and standards of awards.

Yes/No

(please delete as appropriate)

SECTION 8: OTHER ISSUES

Comments might include:

- Any observations on issues raised in meetings with students
- Extent to which the programme's support (eg communication/ information provided) enabled you to carry out your duties successfully
- Adequacy of the University's general arrangements and organisation, and the conduct of Board meetings

Your comments here

The standards set for the awards for which I am responsible at the University are appropriate for qualifications at this level and in this subject

Yes/No

(please delete as appropriate)

SECTION 9:

Please comment on whether the programme team has taken appropriate action in regard to any strengths or areas for development identified in your last report (or the previous examiner's report)?

Your comments here

FOR EXTERNAL EXAMINERS IN THEIR FIRST YEAR OF APPOINTMENT:

Please confirm and comment on appropriate actions taken in response to your predecessor's last report.

Your comments here

SECTION 10:

FOR EXTERNAL EXAMINERS IN THEIR LAST YEAR OF APPOINTMENT:

Please make any further comments relating to your experience as an external examiner at the University of Chichester.

CHECKLIST – please indicate by placing X in the appropriate box

	YES	NO	N/A
Programme materials – did you receive:			
➤ Student handbook			
➤ Regulations			
➤ Module descriptions (within student handbook)			
➤ Assessment briefs/marketing criteria			
Draft examination papers:			
➤ Did you receive all the draft papers?			
➤ If not, was this at your request?			
➤ Were the nature and level of the questions appropriate			
➤ If not, were suitable arrangements made to consider your comments?			
Moderation of examination scripts:			
➤ Did you receive a sufficient number/selection of scripts?			
➤ Were the general standard and consistency of marking appropriate			
➤ Were the scripts marked in such a way as to enable you to see the reasons for the award of given marks			
Dissertations/project reports:			
➤ Was the choice of subject for dissertations appropriate			
➤ Were the method and standard of assessment appropriate			
Coursework/continuously assessed work:			
➤ Was sufficient coursework made available to you for assessment			
➤ Were the method and general standard of marking and consistency satisfactory			

External Examiner’s Signature

Date.....



POSTGRADUATE EXTERNAL EXAMINER REPORT TEMPLATE

Please add your comments in the space provided in each section. After completion, please email the report to the Director of Quality and Standards, Katie Akerman, k.akerman@chi.ac.uk to arrive by 30 August 2017.

Wherever possible, this report template will be provided electronically and it would be appreciated if it could be returned electronically. Internally within the University, the form will only be reproduced in pdf or hard copy.

IMPORTANT:

Individual students should not be named or reference made to students' work/presentations which may identify them. For example, detailed description of a particular piece of art may allow for the student to be identified.

SECTION 1: GENERAL INFORMATION AND STATISTICAL INFORMATION																			
Name of External Examiner																			
Home institution/ professional affiliation																			
Programme/s and/or modules examined																			
Institution where programme delivered	University of Chichester																		
Academic year	2016-2017																		
<p>2. Please would you list the modules you have moderated...</p> <table border="1"> <tbody> <tr><td></td><td></td></tr> <tr><td></td><td></td></tr> <tr><td></td><td></td></tr> <tr><td></td><td></td></tr> <tr><td></td><td></td></tr> <tr><td></td><td></td></tr> <tr><td></td><td></td></tr> <tr><td></td><td></td></tr> <tr><td></td><td></td></tr> </tbody> </table> <p>Please continue on additional sheets if necessary. *PLEASE NOTE: This Report will be made available to students. If there are any matters which you would not wish to bring to the attention of students (for instance, relating to individual students) please include them on a separate sheet of paper headed "Reserved Section".</p>																			
SECTION 2: STUDENT ACHIEVEMENT/PERFORMANCE																			
<p>Comments should normally include consideration of:</p> <ul style="list-style-type: none"> • Overall performance of students in relation to peers on comparable programmes elsewhere • Quality of knowledge/skills demonstrated by students 																			

<ul style="list-style-type: none"> • Comparison with student performance in previous years <p><i>Your comments here</i></p>
<p>The standards of student performance are comparable with similar programmes or subjects in other UK institutions with which I am familiar.</p> <p>Yes/No <i>(please delete as appropriate)</i></p>
<p>SECTION 3: MARKING & ASSESSMENT</p> <p>Comments should normally include:</p> <ul style="list-style-type: none"> • Whether grading/assessment criteria are consistently applied • Design/structure of assessment, including their appropriateness to intended learning outcomes • Quality of feedback to students on their work <p><i>Your comments here</i></p>
<p>The processes for assessment, examination and the determination of awards are sound and fairly conducted</p> <p>Yes/No <i>(please delete as appropriate)</i></p>
<p>SECTION 4: TEACHING, LEARNING & EMPLOYABILITY</p> <p>Comments should normally include:</p> <ul style="list-style-type: none"> • The relationship of the curriculum to the relevant subject benchmark statement/s and FHEQ • To what extent is the programme embedding employability and industry engagement within the curriculum • The quality of the learning experience as revealed through meetings with students <p><i>Your comments here</i></p>
<p>In terms of learning, teaching and the curriculum, does the provision meet the requirements of the relevant external framework (e.g. subject benchmark statements; frameworks for higher education qualifications, Standards in 'Qualifying to Teach'; standards from the HCPC or the clinical competences required by the Society of Sports Therapists)</p> <p>Yes/No <i>(Please delete as appropriate)</i></p>
<p>SECTION 6: STRENGTHS & AREAS FOR DEVELOPMENT. <i>(Please note this area can include recommendations to the programme)</i></p> <p>Are there any particular strengths, distinctive/innovative features or areas of good practice in relation to standards and assessment? What are the main priorities for improvement?</p> <p><i>Your comments here</i></p>
<p>SECTION 7: SPECIFIC COMMENTS WHERE PROGRAMMES ARE DELIVERED AT PARTNER COLLEGES OR PRIVATE PROVIDERS AT DIFFERING LOCATIONS</p> <p>Please comment on any areas of good practice or issues for attention/development which relate to a specific college or provider</p>

Your comments here

Where the provision is delivered on different sites/with different partners, please confirm the comparability of the students' learning opportunities and standards of awards.

Yes/No

(please delete as appropriate)

SECTION 8: OTHER ISSUES

Comments might include:

- Any observations on issues raised in meetings with students
- Extent to which the programme's support (eg communication/ information provided) enabled you to carry out your duties successfully
- Adequacy of the University's general arrangements and organisation, and the conduct of Board meetings

Your comments here

The standards set for the awards for which I am responsible at the University are appropriate for qualifications at this level and in this subject

Yes/No

(please delete as appropriate)

SECTION 9:

Please comment on whether the programme team has taken appropriate action in regard to any strengths or areas for development identified in your last report (or the previous examiner's report)?

Your comments here

FOR EXTERNAL EXAMINERS IN THEIR FIRST YEAR OF APPOINTMENT:

Please confirm and comment on appropriate actions taken in response to your predecessor's last report.

Your comments here

SECTION 10:

FOR EXTERNAL EXAMINERS IN THEIR LAST YEAR OF APPOINTMENT:

Please make any further comments relating to your experience as an external examiner at the University of Chichester.

CHECKLIST – please indicate by placing X in the appropriate box

	YES	NO	N/A
Programme materials – did you receive:			
➤ Student handbook			
➤ Regulations			
➤ Module descriptions (within student handbook)			
➤ Assessment briefs/marketing criteria			
Draft examination papers:			
➤ Did you receive all the draft papers?			
➤ If not, was this at your request?			
➤ Were the nature and level of the questions appropriate			
➤ If not, were suitable arrangements made to consider your comments?			
Moderation of examination scripts:			
➤ Did you receive a sufficient number/selection of scripts?			
➤ Were the general standard and consistency of marking appropriate			
➤ Were the scripts marked in such a way as to enable you to see the reasons for the award of given marks			
Dissertations/project reports:			
➤ Was the choice of subject for dissertations appropriate			
➤ Were the method and standard of assessment appropriate			
Coursework/continuously assessed work:			
➤ Was sufficient coursework made available to you for assessment			
➤ Were the method and general standard of marking and consistency satisfactory			

External Examiner’s Signature

Date.....



RESPONSE FROM PROGRAMME TEAM TO EXTERNAL EXAMINER'S REPORT FORM FOR 2016-2017

SECTION 1: GENERAL INFORMATION	
Name of External Examiner	
Home institution/ professional affiliation	
Programme examined	
Institution where programme delivered	University of Chichester
Academic year	2016/17

Areas for Development /Strengths	Action	Staff Responsible	Date for completion

This proforma is to be completed by the programme team and signed off by the Programme Co-Ordinator and Head of Academic Department, *where the HoAD is the Programme Coordinator, please ensure the form is signed by the PVC* and then forward to the Academic Quality and Standards Service. AQSS will send it to the External Examiner.

Signed: Programme Co-Ordinator/ Head of Academic Department/Director of Institute	
Date:	
<i>HoAD/PVC signature</i>	
Received by Academic Quality and Standards Service and sent to the External Examiner:	



CHIEF EXTERNAL EXAMINER REPORT TEMPLATE

Please add your comments in the space provided in each section. After completion, please email the report to Katie Akerman at k.akerman@chi.ac.uk to arrive by 30 August 2017.

Wherever possible, this will report template be provided electronically and it would be appreciated if it could be returned electronically. Internally within the University, the form will only be reproduced in pdf or hard copy.

IMPORTANT:

Individual students should not be named or reference made to students' work/presentations which may identify them. For example, detailed description of a particular piece of art may allow for the student to be identified.

SECTION 1: GENERAL INFORMATION AND STATISTICAL INFORMATION	
Name of External Examiner	
Home institution/ professional affiliation	
Institution where programme delivered	University of Chichester
Academic year	2016-2017
<p>The University is grateful to receive a report each year, from those External Examiners who are appointed to act as Chief for :-</p> <ul style="list-style-type: none"> a) <i>The Academic Regulations</i> b) <i>Those Boards of Examiners for programmes where there is more than one External Examiner for instance BA Primary Education and Teaching; Primary and Secondary PGCE.</i> 	
SECTION 2: AWARDS The standards and pattern of the awards made by the Board of Examiners for which you are Chief External Examiner, vis-à-vis those in other institutions with which you are familiar; <i>Your comments here</i>	
SECTION 3: ASSESSMENT The quality of the processes for assessment and the conduct and management of the Board of Examiners for which you are Chief External Examiner; <i>Your comments here</i>	

<p>SECTION 4: REGULATIONS</p> <p>Any particular strengths or weaknesses you perceive;</p> <p><i>Your comments here</i></p>
<p>SECTION 5: EXTERNALITY</p> <p>The University's adherence to external frameworks (either academic or professional) in the area for which you hold responsibility as Chief External Examiner;</p> <p><i>Your comments here</i></p>
<p>SECTION 6: STRENGTHS & AREAS FOR DEVELOPMENT. (Please note this area can include recommendations to the programme)</p> <p>Are there any particular strengths, distinctive/innovative features or areas of good practice in relation to standards and assessment? What are the main priorities for improvement?</p> <p><i>Your comments here</i></p>
<p>SECTION 7: SPECIFIC COMMENTS WHERE PROGRAMMES ARE DELIVERED AT PARTNER COLLEGES OR PRIVATE PROVIDERS AT DIFFERING LOCATIONS</p> <p>Please comment on any areas of good practice or issues for attention/development which relate to a specific college or provider</p> <p><i>Your comments here</i></p>
<p>SECTION 8: OTHER ISSUES</p> <p>The quality of the support given to you by the University to enable you to properly fulfil your responsibilities as Chief External Examiner, including the extent to which you are kept informed of the University's response to any recommendations you make;</p> <p><i>Your comments here</i></p>
<p>SECTION 9:</p> <p>Please comment on whether the programme team has taken appropriate action in regard to any strengths or areas for development identified in your last report?</p> <p><i>Your comments here</i></p> <p>FOR EXTERNAL EXAMINERS IN THEIR LAST YEAR OF APPOINTMENT:</p> <p>Please make any further comments relating to your experience as an external examiner at the University of Chichester.</p> <p>Signed:..... Date:.....</p>

UNIVERSITY of CHICHESTER
ACADEMIC QUALITY AND STANDARDS SERVICE
BASIS UPON WHICH FEES ARE CALCULATED FOR EXTERNAL EXAMINERS
2016-2017

1.1	Chief External Examiner	£275	
1.2	External Examiners	£200	
1.3	Supplement : A variable fee for each single module (or equivalent) in the provision being examined that year (using 15 credits as the standard weighting). Therefore, a 15 credit module with 10 students would receive a fee of £10.00 whilst a 45 credit module with over 75 students would receive a fee of £120.00). Please also note that the volume of work to be moderated and subsequent payment is on the basis of a 20% work sample (or 7 pieces of work, whichever is greater). This does not usually include any Level 4 modules.	Student numbers	Fee per single module equiv.
		1-25	£10
		25-74	£25
		Over 75	£40
1.4	Supplement : For External Examiners for teacher training programmes - Chief/Programme External Examiner can claim for a maximum of x 3 individual school visits	£125 for each visit of students on placement, capped at x 3 visits maximum	
1.5	Fees relating to individual research candidates : MPhil PhD * Please see supplementary explanatory notes below	£125 £155	

Please note the total amount payable for the annual External Examiner fee is likely to vary each year as the module supplement component is based upon variable factors - the total number of modules moderated per year, the number of students on each module and the number of credits each module is worth.



MEMORANDUM

To: Pro Vice-Chancellor, Heads of Academic Department/ Programme Co-ordinators, Faculty 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.

All External Examiners should have received an electronic copy of the University's *External Examining Handbook*. This Handbook can also be accessed on the University's website at: <http://www.chi.ac.uk/about-us/who-we-are/professional-services/aqsu>.

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 no more than *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 those External Examiners who make and pay for their own arrangements, we refund for travelling and subsistence expenses. Claims are submitted on the standard External Examiner Expenses Claim Form, available from aqsubbookings@chi.ac.uk or the Finance Office.
- 1.2 In respect of visits associated with Boards of Examiners, the Academic Quality and Standards Service issues External Examiners with the appropriate claim form for fees only, attached to a letter 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 Hotel Accommodation

External Examiners will be offered accommodation in a local hotel. The hotel will bill the University directly for bed and breakfast accommodation – for which a cost limit will be established in advance. If you wish your External Examiner to be accommodated in a hotel, please email aqsubookings@chi.ac.uk with the request. When Examiners attend Boards of Examiners, they will be given the AQSS Bookings email address as the first point of contact for requesting accommodation.

Please note that requests for accommodation must be returned to us **with as much notice as possible due to Chichester hotels becoming booked up at certain times of year, in particular during the Goodwood events season.** We cannot guarantee that approval can be confirmed in respect of requests which are received at short notice or retrospectively (particularly in the case of claims for the private accommodation of External Examiners).

3. Hospitality

3.1 General

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

- a) Hotel accommodation will be arranged on a bed and breakfast basis; the External Examiner will be given an allowance of £25 per night to cover other expenses including their evening meal which may therefore be taken at a location of their choice. Please note that the University will not reimburse for 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 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

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

- a) Where the meal is taken either outside or within the University, you yourself should pay the bill – retaining all receipts and vouchers. You should then claim a refund on

the standard expenses claim form and submit it to us (together with all receipts and vouchers) for authorisation and payment. We reiterate the University's provision of up to £25 per External Examiner, but will no longer meet the cost of catering for internal colleagues accompanying them, on or off campus, at the time of Boards of Examiners meetings.

- b) Please note the Academic Quality and Standards Service will organise and pay for all refreshments to be taken during the course of Boards of Examiners meetings.

However,

- i) If the board is likely to take less than two hours in working hours, only cold water will be provided to be available before the Board begins.
- ii) If the Board is likely to take longer than two hours, cold water and insulated jugs of hot water, together with tea bags, coffee sachets, sugar and milk, will be provided before the Board begins. Members may help themselves at the start of the meeting, and/or during any 'natural break'.
- iii) In the unlikely eventuality that a Board of Examiners should extend over lunch, then it will break formally and either the Chair, Programme Co-ordinator or Head of Department will escort any External Examiners to a catering venue on campus, where the External's choice of meal will be paid for by the accompanying internal colleague, reimbursed later through the AQSS budget. Academic Registry and/or Academic Quality and Standards Service Officers will remain in the room to guarantee the security of the documentation left behind during the break.

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)

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;
- 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, 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.

Notes:

- i) For work which cannot be sent, arrangements should be made for the External Examiner to moderate the work at the University of Chichester.*
- ii) Where External Examiners request a departure from the above guidelines, this should be approved by AQSS*

6. Mailing of Materials

Faculty or Departmental Administrative Officers are responsible for sending materials to External Examiners. Would you please ensure that all packages are **sent** as early as possible. Packages need to be secure and sent in the most cost-effective manner; we would encourage this to be done electronically.

I would be grateful if you would please ensure that your plans for dealing with your External Examiners this year fit in with the arrangements outlined in this paper.

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 collaborative programmes. Any divergence from this standard guidance should be agreed by the Head of Department and External Examiner, and communicated in writing to the Academic Standards Committee Scrutiny Group.

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 the internal examiners (module tutors). Where internal examiners and internal moderators fail to reach agreement, another internal examiner should be called upon. External Examiners are not called upon to be third markers or to resolve a lack of agreement between internal markers; their role is one of the moderation and calibration of standards.

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), although 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 on-line 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 work 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.

Usually, approximately 20% of the module assessment is moderated. Module coordinators may increase or decrease the sample size with the agreement of their Head of Academic Department or programme coordinator. The reason for the variance from the standard sample must be communicated to the External Examiner 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 and it is also helpful for students to see when their work has been directly part of the process. The internal moderator should therefore add their own comments onto the work and/ or onto the MAF, but as a minimum the internal moderator should clearly indicate that the work has been part of the internal

moderation process and that the indicated grade detailed on the MAF is the agreed grade. Importantly, this also makes it clear to students that their work has been part of the moderation process. Where there is a discrepancy between the grades the marker and internal moderator need to come to an agreed grade which should be the grade that is entered onto the MAF. This agreed grade is the one which should be entered at the top of the MAF and exported to SITS. However, the grades provided to students via the MAF on-line 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, 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 3.9 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.)

Student work should be made available for return or collection as soon as possible after the internal moderation process has been completed. The Academic Management Team 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 on line 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: