

Appointment and role of External Examiners and External Members

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Source: Chapter 2 of the [Education Manual](#)

1. Purpose

The purpose of this procedure is:

- to ensure that Queen Mary's degrees are comparable in standard to those awarded by other UK universities;
- to ensure fairness and consistency in assessment procedures and student classification;
- to scrutinise the effectiveness and appropriateness of the assessment system;
- to assure the wider community of the standard of Queen Mary's degrees, and of the fairness of its assessment procedures.

This procedure takes in to account the precepts and guidance of the [QAA Quality Code](#)

1.1 Scope

This guidance covers the appointment and role of external examiners and external members for all undergraduate and postgraduate taught programmes of study. It does not cover external examiners appointed for research degrees or non-award-bearing continuing education.

1.2 Associated documents

Associated documents including the following can be found on the External Examiners for staff web page; <http://www.arcs.qmul.ac.uk/quality-assurance/external-examiners/external-examiners-info-for-staff/>

- External Examiner nomination form
- External Member nomination form
- External Examiner extension of appointment form (for exceptional 5th year extensions)
- Fee payment forms and fee payment guidance

Associated documents including the following can be found on the External Examiners' Resources web page: <http://www.arcs.qmul.ac.uk/quality-assurance/external-examiners/external-examiners-resources/>

- Assessment Handbook
- Academic Regulations
- External Examiner guidance
- External Member duties.
- External Examiners report templates (undergraduate, undergraduate medicine and dentistry, postgraduate)

2. Accountability of External Examiners and External Members

The formal responsibility of External Examiners and External Members is to the Principal and their annual reports are addressed to the Principal (although sent to the Assistant Academic Registrar Assessment Governance). Externals have the right to make a confidential report to the Principal at any time.

External examiners and external members have a crucial role in quality assurance:

- External member/examiners' primary duty is to ensure that the standard of the programme(s) are consistent with those awarded across the UK university system.
- External examiners and external members have a key responsibility to ensure that all candidates are treated fairly, and that decisions in relation to individual students are taken after due deliberation;

- External examiners and external members are asked to review the examination process, and to comment on its operation. The reports of External Examiners are also a key source of information in the monitoring of modules and programmes of study;
- because of their experience of assessment procedures at other institutions, external examiners and external members are in a position to offer valuable advice and counsel to examination boards and programme / module organisers.

3. Procedure for the appointment of External Examiners

External examiners are appointed by the Deans for Education (Humanities and Social Sciences, and Science and Engineering), or the SMD Head of Quality Assurance (Medicine and Dentistry). This authority is delegated from the Senate.

Nominations for the appointment of new External Examiners must be submitted on the External Examiner nomination form and forwarded to the Academic Secretariat by the Chair/Secretary of the relevant Subject Examination Boards along with a short copy of the nominees CV. Although submitted by the SEB Chair/Secretary, nominations should be considered after consultation with the programme / module organiser and the Head of School.

The nomination is reviewed for approval against the appointment criteria below by the Assistant Academic Registrar (Assessment Governance) and approved against the same criteria by the relevant Faculty Dean for Education. Where the nominee does not strictly meet the appointment criteria (and a sound case justifying the appointment has been made on the form) the nomination will also require approval of the Vice-Principal (Education).

An External examiner is appointed for a period of four years, from September 1st to December 31st four years later. This is to ensure ample opportunity for briefing by the school/institute before draft examination question papers have to be considered in Semester A for the January examination period.

3.1 Appointment criteria: External Examiner

External examiners do not operate in isolation, but (except in cases where there is only one External examiner) as a panel, with collective responsibility for ensuring the standard of the qualification. Therefore, any new appointment should be considered in the context of the whole panel of External examiners for the programme / award.

3.1.1 Appointment criteria (from Chapter B7 of the UK Quality Code for Higher Education)

Person Specification

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

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

An external examiner's appointment will normally be for four years, with the possibility of an exceptional one-year extension to ensure continuity.

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

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

3.2 Procedure for the appointment of External Members

External members are appointed to Degree Examination Boards only. Normally one external member is appointed jointly to the UG Humanities and Social Sciences and UG Science and Engineering Degree Examination Boards. The External member is not appointed to the Undergraduate Dentistry or Medicine, Degree Examination Boards as external examiners are present at these meetings.

Nominations for the appointment of new external members should be presented on the external member nomination form and should be forwarded to the Academic Secretariat by the Academic Registrar & Council Secretary along with a copy of the nominees short CV.

The nomination is reviewed for approval against the appointment criteria listed below by the Chairs of the relevant Degree Examination Boards, and by the Vice-Principal (Education).

3.2.1 Appointment criteria: External Member

External members should satisfy the following criteria:

They should be people of seniority and experience who are able to command authority. They should normally be employed either at the level of Senior Lecturer or Deputy Academic Registrar or above;

- They should not normally hold more than two simultaneous external examinerships at first degree level;
- They should not normally be appointed to a Degree Examination Board from which a member of the Board is an examiner at the External's institution;
- Former members of staff should not be appointed as an External Member for at least five years after they have left Queen Mary;
- External Members should normally be serving senior academics or administrators to ensure that they are fully conversant with standard policies and practices across the sector. An External Member who retires from his/her permanent post will continue as an External member until the expiry of the period of office, but a retired person should not normally be appointed as an External Member. A person who is not currently the holder of a senior administrative appointment or a senior lecturer post or above will not be eligible for nomination as an External Member;
- An External Member should not normally be drawn from the same institution as his/her predecessor;
- An External Member who has completed a term of office may not be re-appointed until five years has elapsed;
- An External Member should not be employed in any other capacity by the College.

In the event that the nominee does not meet one of the criteria indicated above, a letter of justification must be included with the nomination. The term 'normally' should be removed from the appointment criteria to determine whether a letter of justification is required.

4. Period of appointment

The period of appointment will normally be from 1 September to 31 December four years later, with the possibility of extension by mutual agreement for a fifth year only in exceptional circumstances. This will enable the External examiner/member to be involved in assessments from the start of the academic year, and to continue in office to deal with reviews, further assessment, resits etc.

Requests to extend the appointment of an external must be made by the end of June in their fourth year on the extension request form. The extension will be considered using the same procedures as those used for the appointment of a new external examiner/member. Extensions should only be made in exceptional circumstances, such as where a programme is coming to an end. The extension of appointment of an external examiner/member who has regularly failed to attend examination boards and submit annual reports will not be approved.

An external examiner/member who wishes to resign before the expiry of their normal period of office is required to write formally to the Principal (sent to the Assistant Academic Registrar Assessment Governance), giving sufficient notice for the appointment of a replacement, this is usually 3 months.

In the event that a programme ceases to be offered by Queen Mary or does not recruit students in a particular year and the services of an external examiner/member are no longer required, prior to the completion of the external examiner's/external member's period of appointment, it is the responsibility of the Chair of the Subject Examination Board to inform the external examiner/member of this matter. The Academic Secretariat must also be informed to enable accurate central record keeping.

The termination of an external examiner or external member's appointment by Queen Mary, before the expiry of their normal period of office, should be made by a formal recommendation to the Vice-Principal

(Education) from the Chair of the Examination Board or the Academic Registrar & Council Secretary. This recommendation must be supported by the Dean for Education/ Head of Quality; the Vice-Principal (Education) will then make the final decision. Reasons for termination of an external's appointment by Queen Mary include failure to perform their duties (including regular non-attendance at examination boards and non-submission of annual reports) and/or a breakdown in the relationship with Queen Mary.

5. Briefing

5.1 Briefing by ARCS

Upon appointment, the Academic Secretariat will send an external examiner / member a letter of appointment together with the following documentation:

- two copies of the External Examiner's/Member's Agreement;
- a Personal Details Form (required for payment purposes);
- the last report of the previous external examiner/member and the SEB/Institution response written by the College where applicable.

The letter will include the url of the web page where External Examiners/Members can download (<http://www.arcs.qmul.ac.uk/quality-assurance/external-examiners/external-examiners-resources/>) the following:

- Queen Mary's External Examiner/Member Guidelines;
- a report template for the External Examiner's/Member's first report;
- the Academic Regulations;
- the Assessment Handbook;
- an expenses claim form.

External examiners and members are encouraged to use the web page to access guidelines, regulations and templates as this will ensure that they always use the most up-to-date version of each. It is the responsibility of ARCS to ensure that the external examiners and external members' dedicated web page always provides the most recent version of every document available for downloading and/or viewing.

Queen Mary's letter of appointment gives a general outline of the responsibilities of external examiners/members but the detailed role of each external will vary according to the discipline, the custom and practices of the relevant Examination Board, and the distribution of responsibilities among the panel of external examiners. It is therefore essential that a new external examiner is carefully briefed by the Chair of the Subject Examination Board as soon as possible after their appointment has been confirmed. The responsibility for briefing a new external member rests with ARCS.

5.2 Briefing by Queen Mary Academy

The Queen Mary Academy will provide introductory training via QMPLUS to all new external examiners at the start of each new academic year. This will provide the external with an overview of the external examiner role and the policies/procedures of Queen Mary. The training will remain accessible for review throughout the year and for externals whose appointments are delayed.

5.3 Briefing by the Chair of the SEB

It is important for the Chair of the Examination Board to brief external examiner and this briefing should cover the following:

- general information on the School/subject area, including information provided to students, such as the Student Handbook and the regulations for the programme(s) of study to be examined;

- the names of other external examiners on the Subject Examination Board, and the modules/programmes of study for which they will be responsible, together with the options for which each external will be solely responsible;
- the relevant programme specification(s), together with module syllabuses and the means by which they will be assessed;
- the relevant marking criteria, used by the Subject Examination Board in assessing individual pieces of work (whether scripts, projects, coursework, etc) – for example, process for marking and moderation and where seen exams/or module answers are provided.;
- a ‘calendar’ of events over the coming year, including when/what work will be submitted to the external examiner for review and the deadline for its return, the Subject Exam Board meeting dates, and dates on which external examiners are required to attend additional meetings (for example, to examine projects, to oversee presentations or OSCEs).

5.4 Briefing for External Member

ARCS are responsible for the briefing of the external member, and this should cover the following:

- general information on practices and procedures at Queen Mary;
- the conventions used by the Degree Examination Boards;
- the ‘calendar’ of events, including the dates on which external members are required at Queen Mary for Degree Examination Boards.

On an annual basis, the Academic Secretariat will post on the external examiners’ dedicated web page details of any major changes to Queen Mary’s regulations and procedures.

6. Duties of External Examiners

External examiners have the following ‘core’ duties:

General

- i. to comment on the assessments for each module for which they are responsible:
 - a. the extent to which the assessments cover the syllabus;
 - b. whether they enable candidates to demonstrate their achievement of the learning outcomes;
 - c. in consultation between the external and SEB Chair, to approve at least 50% of assessment question papers/tasks;
- ii. comment on marking schemes, assessment criteria and model answers;
- iii. to confirm whether or not the standard of marking is satisfactory by scrutinising a sample of assessed work for each module;
- iv. to comment on the standards of achievement of candidates and the comparability of this achievement to standards elsewhere;
- v. to comment on the standards of proposed awards and their comparability to similar awards elsewhere;
- vi. to make known any causes for concern in relation to academic standards achieved by candidates, the standards of modules and the standards of awards to be made, should such cause arise;
- vii. to advise the Subject Examination Board on appropriate actions where the marks for a module are significantly outside the normal pattern, and to confirm recommendations by markers for

- action where the marks for a module are significantly outside the normal pattern;
- viii. to attend oral examinations, where applicable;
 - ix. to attend meetings of the Subject Examination Board, and participate fully in decision making;
 - x. to endorse results and progression decisions, and recommendations for award;
 - xi. to attend meetings of the Degree Examination Board, where they choose;
 - xii. to submit a full report, including an optional confidential report to the Principal;
 - xiii. to perform any other duties requested by the Senate or the Degree Examination Board, following appropriate consultation over the nature of those duties.

By agreement with the Subject Examination Board and in consultation with the relevant school(s), external examiners may also carry out other duties including:

- the approval of project topics and essay titles,
- interviewing students about their programme of study and experiences,
- comment on proposed changes to the curriculum,
- comment on proposed changes in assessment methods.

External examiners also have a less tangible role in encouraging good practice, and advising the Examination Board on dealing with difficult problems.

6.1 Review and approval of set assessment

Assessments are proposed and approved as part of the module approval process, and these details (including reassessment information) are communicated to students at the start of the academic year. SEB must seek external examiners approval on questions/solutions and model answers used as part of this assessment.

The external examiner must review 50% of assessment task prior to their release to students, and the Chair of the SEB Chair will confirm which module assessments will require external examiner approval and outline a timetable for communication as part of the SEB's external examiner briefing. Where the examination is 50% or more of the assessment, this must be approved by the external examiner.

In reviewing assessment question papers/tasks, the external examiner must satisfy themselves that the assessment:

- is appropriate to the level of the module;
- is an appropriate means of testing the stated learning outcomes of the module;
- covers the full range of the syllabus, or that stated in the module outline;
- is fair – i.e. that some candidates will not be at an advantage other than by virtue of their academic ability and commitment.

6.1.1 Approval of Examination Papers

The Subject Examination Board is responsible for overseeing the production and agreement of all examination papers; this is often delegated to sub-committee of the SEB and must include examination papers for all sittings. Examination papers (including marking schemes, marking criteria and/or model answers) are prepared by internal examiners in accordance with the approved minimum standards and template and reviewed by this sub-committee.

To ensure external examiners can carry out their duties, the examination paper (including marking schemes, marking criteria and/or model answers) are made available for the appropriate external examiner to review and approve.

Any comments or amendments suggested by the external examiner must be responded to or acted upon. The external examiner must be informed of action taken in response to their comments.

In the event that an external examiner refuses to agree an examination paper, for whatever reason, this is reported to the Chair of the Degree Examination Board and ARCS. The Chair of the Degree Examination Board makes a decision on whether or not the paper should be approved or if amendments are needed. This decision is based on consideration of the objections detailed by the external examiner and the viewpoint brought forward by the school setting the paper.

6.1.2 Approval of in course assessment

The same principals as above, will apply where other forms of assessment are to be made available for external review. Externals must be supplied with the associated marking schemes, marking criteria and/or model answers.

Any comments or amendments suggested by the external examiner must be responded to or acted upon. The external examiner must be informed of action taken in response to their comments.

In the event that an external examiner refuses to agree an assessment, for whatever reason, this is reported to the Chair of the Degree Examination Board and ARCS. The Chair of the Degree Examination Board makes a decision on whether or not the assessment should be approved or if amendments are needed. This decision is based on consideration of the objections detailed by the external examiner and the viewpoint brought forward by the school setting the assessment.

6.1.3 Review of assessment

External examiners must be provided with sufficient evidence to determine whether the internal marking and, therefore, the classification for honours is consistent, and of an appropriate standard. External examiners are permitted to view and comment upon all student submissions for all forms of assessment.

The external examiner is not a marker, their role is to confirm the standard of marking, adherence to marking policies, ensure all students are treated equitably and comment on student achievement. Although the selection of assessment made available to the external examiner is a matter for determination between the external examiner and the Chair of the Subject Examination Board. The external examiner must be provided with sufficient evidence to determine whether the internal marking is consistent, and of an appropriate standard. Therefore, as a minimum the following sampling arrangements should apply:

- work from the top, middle and bottom of the range, including failures;
- module marking and moderation report, outlining the method of moderation and comments of both the internal marker(s) and moderator.
- module results report, detailing both the spread of marks for the module and individual elements of assessment (available from MySiS)
- module outline/handbook

Examination boards must ensure that there is a clear marking trail of comments and notes that can be followed by external examiners. The first and second marker/moderator must use either ink or paper of differing colours to ensure that this is the case. Where assessments are marked using an electronic application, differing font colours or an alternative means of making the markers' input clearly identifiable

must be employed. In some cases, particularly where electronic marking is used, comments from markers may be aggregated, and it should be made clear where this is the case.

External examiners do not have the power to change individual marks when reviewing a sample, as this would be unfair to the students not included in the sample. Where review by the external examiner indicates that significant alterations to one or more mark may be necessary, the external examiners should review the marks for the entire cohort; to confirm the marking or reject it as unsound. The SEB then has discretion on whether to remark all submissions, or (if appropriate) to scale marks according to an agreed benchmark. Re-scaling should be reported to, and endorsed by, the Subject Examination Board

External examiners moderate the marking of internal examiners; they should not be involved in double marking. External examiners are not markers.

6.1.4 Oral Examinations

Oral examinations shall only be used as approved elements of module assessment for taught programmes, with detailed marking schemes. Where an oral assessment is used in this way, it must be conducted by no fewer than two internal examiners. Where an oral assessment is recorded, the second examiner may mark the recording rather than (or in addition to) attending the examination. Oral examinations are not used to determine classifications in borderline cases and external examiners are not required to be present.

External Examiners are able to review any recorded oral assessments and have access to marking trails for oral assessments. They must not be asked to undertake any of the following:

- first or second marking;
- revise any marks awarded for an individual student

7. Examination Boards

Queen Mary has a two tier system of Examination Boards: Subject Examination Boards (SEBs) consider marks, progression and any circumstances that may have impacted on these, and make recommendations for award. Degree Examination Boards (DEBs) are award boards and approve awards and classifications as well as ratify other results achieved and progression decisions.

All external examiners are required to attend the Subject Examination Board for the programme to which they have been appointed and may attend the Degree Examination Board should they wish to do so. Exceptionally where an external examiner is unable to attend a Subject Examination Board, the meeting may proceed in their absence provided that absent externals are consulted before the Board, that their views are communicated to the Board and the outcomes are reported back to, and endorsed by, the absent external(s) after the Board. At least one external examiner must be present at a Subject Examination Board meeting, either in person or remotely.

It should not be necessary for external examiners to undertake more than three visits to Queen Mary each year.

Subject Examination Boards expect to receive marks that have already been reviewed and approved by external examiners, except in the rare occasion where the performance of a candidate, or of candidates, raises an issue of policy on which the whole board must decide. The Chair of the Subject Examination Board therefore has the responsibility of ensuring that the marks and other information put before the Board incorporates the comments of externals. Some Boards ask external examiners to send their comments in writing a week before the board meeting; others organise a 'pre-meeting' at which all outstanding issues are resolved.

7.1 Classification for Honours

Degrees are classified based on a classification mark which is calculated by using the appropriate method as outlined in the Academic Regulations. A Subject Examination Board does have discretion to take into account other factors when determining the class of degree i.e through application of the Queen Mary's Borderline Policy (Regulation 2.112 – 2.114)

7.2 Views of External Examiners

Chairs of Examination Boards must ensure that externals are invited to express their views, particularly on difficult and contentious cases, and these views will always carry a particular weight. In routine cases where there are disagreements within the Board, the final decision will be reached by the majority vote; Chairs having a second and casting vote in the event of a tie. However, where, an external examiner expresses grave concern that a particular decision would be improper or inequitable, the Chair must seek the views of all external examiners on that issue. If the majority of external examiners are in agreement, the Examination Board must defer to their views, and the substance of the discussion must be recorded in the minutes or report of the meeting.

External examiners may occasionally recommend courses of action that contravene Queen Mary's regulations or guidance documents. The Academic Registrar or Assistant Academic Registrar (Assessment Governance) should be consulted without delay in such cases; discussion of the issue shall be closed until guidance is received.

8. Duties of External Members

External Members have the following 'core' duties:

General

- to comment on the standards of achievement, as represented by Queen Mary's mean marks and degree classifications, and the comparability of this achievement to standards elsewhere;
- to make known any cases for concern in relation to academic standards;
- to provide an external perspective on the interpretation of regulations and on recommendations for the suspension of regulations;
- to provide advice on the use of discretion, within the permitted scope of any Queen Mary policy, in order to agree results, progression and award;
- to attend the meetings of the Degree Examination Board, and participate fully in decision making;
- to endorse the awards, degree classifications and progression decisions made by the Degree Examination Board and to sign the relevant documentation;
- to submit a full report, including an optional confidential report to the Principal;
- to perform any other duties requested by Academic Board or the Degree Examination Board, following appropriate consultation over the nature of those duties.

External Members also have a less tangible role in encouraging good practice, and advising the examination board on dealing with difficult problems.

8.1 Examination Boards

External Members are required to attend all of the Degree Examination Boards for which they have been appointed. Exceptionally where an External Member is unable to attend the Degree Examination Board, the meeting may go ahead in their absence.

It should not be necessary for an External Member to undertake more than three visits each year to the College.

8.2 Views of External Members

Chairs of Degree Examination Boards must ensure that External Members are invited to express their views, particularly on difficult and contentious cases, and these views will always carry a particular weight.

9 Reports

9.1 Oral Reports

After the Examination Board has completed its deliberation on candidates, the External Examiners/Members will each be invited to give a brief oral report. External External

examiners oral reports should cover:

- their opinion of the assessment process, including its fairness, accuracy and efficiency;
- their opinion of the academic quality of the cohort(s) that they have just examined;
- their opinion of the quality of the teaching, as judged by their examination of the students;
- any recommendations to the Examination Board for improvements in the teaching or examination process;
- their opinion as to whether recommendations made in previous years have been properly followed up.

External members oral reports should cover:

- their comments on the examination board proceedings;
- any recommendations for improvements in regulatory and procedural arrangements;
- their opinion as to whether recommendations made in previous years have been properly followed up.

Examination Boards should respond to external examiners'/ members' comments. If, however, Board fails to respond to critical comments in a positive manner, the external should contact the Assistant Academic Registrar, Assessment Governance as a matter of urgency.

External examiners will be informed that they can make representations to the Chairs of the Degree Examination Board if they are dissatisfied with a decision.

The SEB Minutes and report to the Degree Examination Board must detail any case where the majority of external examiners disagreed with a decision concerning the classification of a particular candidate.

9.2 Annual Reports

External examiners / members are required to complete a formal report for each academic year of service. A standard template is available via the external examiner website. This is an essential part of Queen Mary's quality assurance framework and external examiners reports form a major source of information in the various programmes reviews. Report templates are reviewed yearly by the Academic Secretariat.

External examiner reports are also made available to students via Student-Staff Liaison Committees as part of our QAA obligations. Reports may be summarised for SSLCs, but full reports can be requested by individual students. It is therefore, important that references to individual students in reports be avoided. A confidential report may be attached as an appendix to an external examiner's report in the event that an

external examiner wishes to report a matter relating to an individual student.

Reports are submitted to ARCS, who will read all external examiner/member reports and highlight comments that require a formal response. Chairs of Examination Boards are required to respond to the points made by external examiners, both directly (within a month after the submission of the report) and through the documentation produced for the reviews mentioned above. The Chair will also share reports with colleagues through the School/Institutes Education Committee and summarise comments for Student Staff Liaison Committees.

Where a formal SEB response is required, the Chair of the Examination Board will provide a written response to the external examiner, with a copy being sent to ARCS. Where the external examiner raises an issue of principle which has not already been addressed by the School/Institute, it should first be discussed at a staff meeting, or the examiners' next meeting, or at a meeting of the responsible curriculum/teaching committee, as appropriate to the circumstances.

The Assistant Academic Registrar, Assessment Governance is responsible for responding to the reports of External Members. The report is also received by the Education Quality and Standards Board.

Externals' comments and the responses from Chairs of Examination Boards are considered by the Assistant Academic Registrar Assessment Governance. An annual summary and statistical report is then written for consideration by the Education Quality and Standards Board.

In cases where an external examiner's report contains particularly sensitive comments, the Vice Principal (Education) will contact the appropriate Chair of Examiners or Head of School/Institute immediately when the report is received. The Vice-Principal (Education) will normally require a written response to serious criticism.

Queen Mary aims to establish and maintain constructive and effective relationships with its external examiners and external members. However any problems experienced either by an external examiner, an external member or an Examination Board should be reported immediately to the Assistant Academic Registrar, Assessment Governance or to the Vice-Principal (Education).

10. Payment

External Examiner payments are processed by the Academic Secretariat upon submission of a fee payment form by the Chair/Secretary of the Subject Examination Board. Fee payment forms are requested by ARCS when passing on examiner reports. External members are paid their fees directly by the Academic Secretariat.

The fee payable is at the discretion of the School, but should take into account the fee payment formula, which is reviewed periodically by the ARCS. ARCS will only process fees on receipt of an annual report; Queen Mary reserves the right to refuse to pay for reports that are received more than six months after the Examination Board.

Expenses are reimbursed by the relevant School/Institute immediately on receipt of a signed expenses claim form with all receipts attached, provided that the expenses claim form is submitted within three months of incurring the expenses. All expenses claims should be sent direct to the Exam Board Secretary, and the form is available from the External Examiners resources webpage.

10.1 Right to work checks.

External examiners are appointed by Queen Mary and are, therefore, subject to the usual right to work checks. These are carried out by the Examination Board – usually when the external visits Queen Mary – as

we are required to view original documents. Copies are taken, verified and passed on to the Academic Secretariat with the initial fee payment form.

Full guidance can be found on the HR webpages: <http://hr.qmul.ac.uk/workqm/righttowork/>