

Nottingham Trent University

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## **Quality Handbook**

**Part B: Assuring and  
Enhancing Quality**

**Section 9: External  
examining**

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## 1. Appointment principles and process

**The University has internal quality assurance procedures that are subject to external input and scrutiny; as part of this, the University makes scrupulous use of external examiners, who are independent of the University and appropriately qualified.**

### Requirements

- 1.1 The University appoints one or more external examiners to carry out the role defined in this Quality Handbook (QH) section for all taught provision that leads to an academic award.
- 1.2 The University also appoints one or more external examiners to carry out the role defined in this QH Section for phase one of all Professional Doctorate courses.
- 1.3 External examining in relation to PhD/MPhil awards and for phase two of Professional Doctorate courses is covered in QH Sections 16D and 16E.
- 1.4 The course team is responsible for nominating an external examiner at least six months before the intended commencement of their appointment. A replacement external examiner should be appointed in time to take up their duties before the retirement of the predecessor, in order to provide continuity of external examiner activity.
- 1.5 For new Foundation Degree and Undergraduate courses, an external examiner must be in place by the start of level 5 of the course (or level 4 where this contributes to the final award classification).
- 1.6 For new Postgraduate, Professional Doctorate, short courses and any course of up to one year in length, an external examiner must be in place for the start of the course.
- 1.7 The course team should ensure that potential external examiners are provided with sufficient information to enable them to identify whether they can carry out their responsibilities effectively before commencing the nomination process. As part of this, the proposed external examiner should be advised to consult the external examiners' area of the Centre for Academic Development and Quality (CADQ) website.
- 1.8 Each nomination for standard NTU and School-based collaborative provision should be initially scrutinised and approved by the appropriate School Academic Standards and Quality Committee (SASQC) or University Research Degrees Committee (URDC) for Professional Doctorate Courses.

- 1.9 For Validation Service collaborative provision, scrutiny of the nomination should be by the External Examiner Appointments Panel (EEAP), following approval by the Validated Centre's Academic Board (or equivalent).
- 1.10 School-approved external examiner nomination forms, signed by the Chair of SASQC or URDC, should be forwarded to CADQ. Schools and Validated Centres must use the standard University nomination forms (which can be downloaded from the external examiners' area of the CADQ website).
- 1.11 CADQ ensures that the University's EEAP considers the nomination. Nominations are approved by the Panel and ratified by the Academic Standards and Quality Committee (ASQC).
- 1.12 The name, position and institution or employer of the approved external examiner(s), along with the most recent external examiner report(s) for the course and the teaching team's response, are published on the relevant course pages of the NTU Online Workspace (NOW). For Validated Centres this information is published on their own webpages. Students are cautioned against attempting to contact the external examiner, and external examiners are requested to refer any such correspondence to the Course Leader.

## Explanatory notes

- The same external examiner may have responsibilities for a group or cluster of courses.
- For new Foundation Degree and Undergraduate courses, course teams are encouraged to consider having an external examiner in place for the start of the course. Whilst they are primarily concerned with the award-bearing stages of a course, e.g. level 5 and/or 6 for Undergraduate courses, external examiners appointed to a new course where only Level 4 is running would be expected to familiarise themselves with the course and undertake appropriate duties associated with the role.

## 2. Appointment criteria

**The University applies a UK-wide set of criteria for appointing external examiners to ensure that the individuals are competent to fulfil their responsibilities. The criteria are also designed to ensure that potential conflicts of interest are identified and resolved prior to appointment.**

## Requirements

- 2.1 Course teams, SASQCs, URDC and the EEAP are guided by the following **criteria** when considering external examiner nominations:
- a. An external examiner's academic and/or professional qualifications, standing, expertise and experience should be appropriate to the course in terms of both level and subject. Academic or professional qualifications must equate to at least the level of the qualification being examined. Retirees may be considered if evidence of their continued involvement in the academic or professional area can be demonstrated.
  - b. An external examiner must have knowledge and understanding of UK sector agreed reference points for the maintenance of academic standards and the assurance and enhancement of student learning opportunities, e.g. the framework for higher education qualifications in England, Wales and Northern Ireland (FHEQ), Quality Assurance Agency for Higher Education (QAA) Subject Benchmark Statements etc.
  - c. An external examiner should have sufficient recent external examining or comparable related experience to indicate competence in assessing students in the subject. An external examiner may be appointed with no previous external examining experience provided they have sufficient internal examining experience or other relevant, recent experience or training. Where appropriate, the external examiner should join an experienced team or work initially alongside the current external examiner, or be subject to other special induction arrangements, for example, mentoring by an existing external examiner from a cognate course. The nomination form should include an appropriate supporting statement clarifying how inexperienced external examiners will be supported and/or mentored.
  - d. An external examiner must be fluent in English, and where appointed to courses delivered and/or assessed in languages other than English, they must also be fluent in the relevant language(s).
  - e. The appointment should secure an appropriately balanced team with complimentary expertise and experience that is able to cover the academic and/or professional subject content. The Dean of School or Head of the Validated Centre has a duty to ensure that the appropriate number of external examiners is appointed to ensure adequate expertise is available to cover the major areas of the course and cope with the volume of student work.

### Explanatory notes

- Where a course is delivered and/or assessed in a language other than English and an external examiner with fluency in the relevant language(s) cannot be appointed, secured arrangements must be put in place to ensure that the appointed external examiner is provided with all necessary

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information in order to enable them to make their judgements.

- It is advantageous to phase appointments within an external examining team. The induction of new external examiners and the effective liaison between outgoing and incoming external examiners should be regarded as complementary to the principle of phasing.

2.2 The following restrictions on appointments apply:

- An external examiner must not be over-extended by the duties they are nominated to undertake. They should not concurrently hold more than the equivalent of two substantial external examiner appointments of taught provision, which includes the one they are being nominated to undertake. If the proposed external examiner appears to exceed this norm, the course team must provide a supporting statement explaining how the effects of this are to be mitigated.
- An external examiner is expected to be impartial in judgment and should not have any direct current ties with the School, including any close professional, contractual or personal relationships with its staff or students, or have had any in the last three years. This includes substantive collaborative research activities with any member of staff within the School and external examining of PhD/MPhil awards and phase 2 of Professional Doctorate courses located within the School. This applies also to external examiners for Validation Service collaborative provision.
- A member of the Board of Governors or a committee of the University (or one of its collaborative partners) cannot be appointed as an external examiner. Additionally a current employee of the University or one of its collaborative partners cannot be appointed as an external examiner.
- A former NTU student or member of staff cannot be appointed as an external examiner unless a minimum of five years has elapsed before the intended date of appointment and all students taught with or by the nominee have completed their course(s).
- An external examiner cannot be appointed if they will be required to assess colleagues who are recruited as students to the course.
- An external examiner should not have acted as a consultant to the course team within the last three years. Prior to their appointment an external examiner may have been a member of a Development and Approval Group or Validation panel established to approve the course, however following their appointment they may not be a member of a panel established to review the course.
- No external examiner may be appointed if by doing so a reciprocal arrangement for external examining would arise involving cognate programmes of study at another institution.

- h. An external examiner should not be replaced by an individual from the same institution.
- i. Except in very large examining teams, there should be no more than one external from the same institution.
- j. Where a course team wishes to appoint an external examiner from business, industry or the professions but the nominee does not have the necessary academic qualifications and experience to fulfil the criteria of appointment, an academic external examiner should also be appointed to the course. Depending on the nature of the course and the size of the cohort this might be an existing external examiner from a cognate course.

### Explanatory notes

- CADQ maintains a register of external examiner appointments held by NTU staff which Schools are required to formally update once per academic year. It is the responsibility of the nominating School to ensure that a reciprocal arrangement is not created by the nomination of an external examiner to one of their courses.
- In the exceptional case of examiners to be reappointed, five years must have elapsed since the end of their previous tenure.
- The detailed statement of criteria for the appointment of external examiners can be found on the external examiner nomination forms available on the external examiners' area of the CADQ website.
- Exceptions to the criteria are only approved where there are compelling reasons set out in the nomination form.

## 3. Period of appointment

**The University places a limit on the duration of an external examiner appointment in order to ensure that objectivity is not compromised and that fresh external insights and expertise is brought to bear upon the course of study.**

### Requirements

3.1 An external examiner's period of appointment is four annual reporting cycles.

- 3.2 For courses operating to the standard academic year, appointments run from the September of the first year to December of the fourth year, e.g. from September 2015 to December 2019. For other courses, appointments should run from the standard intake date and cover any referral period.
- 3.3 An application for an extension of the period of appointment or to add or reallocate duties is considered according to the standard procedures using the separate nomination forms (copies available from external examiners' area of the CADQ website).
- 3.4 Extensions to the standard period of appointment are considered exceptional and any such requests must provide a strong rationale for doing so, for example to cover the period of teach out of a course.

### Explanatory note

- Only in exceptional circumstances may the total period of appointment for an external exceed four annual reporting cycles.

## 4. Induction and briefing

**The University ensures that all external examiners are informed about relevant institutional procedures, practices and academic regulations, about their role, and about the courses and modules to which they are appointed.**

### Requirements

- 4.1 For all NTU standard and School-based collaborative provision courses, CADQ sends a set of general briefing materials to each newly appointed external examiner via email as follows:
  - a. a letter of appointment;
  - b. a link to the external examining section of the Quality Handbook;
  - c. a link to the relevant Common Assessment Regulations;
  - d. a link to the assessment section of the Quality Handbook;
  - e. a username and password to allow access to the online reporting system.
- 4.2 In order to comply with the Immigration, Asylum and Nationality Act 2006 each newly appointed external examiner is issued with a Casual Worker contract which they are required to sign and return to the University with a photocopy of appropriate documentation proving their eligibility to work in the UK. Additionally on their first day of attendance at the University (normally the centrally organised induction event) an external examiner is required to present the University with the original documentation which demonstrates their eligibility to work in the UK.

- 4.3 Induction events organised jointly by CADQ and Schools are held for newly appointed external examiners of standard NTU and School-based collaborative provision courses.
- 4.4 The School is expected to brief and induct external examiners fully on all relevant aspects of the operation of the course as part of the induction event. If an external examiner is unable to attend a University induction event, the School should make alternative arrangements to brief the external examiner as soon as possible. The briefing should cover:
- a. the external examiner's responsibilities in relation to the course and, if relevant, the overall external examining team;
  - b. details of any mentoring arrangements put in place;
  - c. the conduct of the Board of Examiners meetings;
  - d. the confirmed or anticipated dates for on-site visits to undertake the review of assessment samples;
  - e. the confirmed or anticipated dates of the Board of Examiners meetings;
  - f. School policies in relation to notification of exceptional circumstances, academic misconduct and decision making at the borderline;
  - g. the requirements of any professional, statutory and regulatory bodies (PSRBs) or approved deviations from the Common Assessment Regulations which impact on the decision-making process;
  - h. moderation procedures;
  - i. course aims and learning outcomes, and those of the modules;
  - j. assessment and teaching and learning strategies;
  - k. assessment methods and marking scheme;
  - l. assessment regulations including those for compensation;
  - m. opportunities for reassessment;
  - n. the extent of external examiners' discretion;
  - o. standards and quality reporting arrangements;
  - p. the University's requirements and conditions for awards as set out in the Quality Handbook.
- 4.5 Additionally, the following should be made clear:
- a. University policy on equal opportunities;
  - b. the contractual arrangements - including fees and expenses, term of appointment etc.
- 4.6 As a minimum the external examiner should be provided with the following documentation:
- a. the course and module specifications;
  - b. the course handbook;

- c. external examiner reports for the past three years;
  - d. a copy (or relevant parts) of the most recent Course Standards and Quality Report (CSQR) or Interim Course Report and Development Plan.
- 4.7 CADQ periodically contacts existing external examiners to inform or consult with them about developments, as appropriate, in the University's academic standards and quality arrangements. The CADQ website also acts as a source of guidance to external examiners.
- 4.8 The course team keeps the external examiner informed about appropriate developments to the course and module specifications.

### Explanatory note

- For Validation Service collaborative arrangements, letters of appointment are sent by the Collaborative Partnerships Office (CPO) but induction is the prime responsibility of the Validated Centre. The Validated Centre should ensure that the external examiner receives a comparable induction to that offered by the University. The University Verifier may assist in the induction of new external examiners.

## 5. Role and responsibilities of an external examiner

**The principal role of an external examiner is to monitor the academic standards of the University course(s) to which they are appointed, as well as the internal moderation and assessment processes.**

### Requirements

- 5.1 The **role** of the external examiner is to consider:
- a. whether the standards set for the course are appropriate for its awards, award elements or subjects, by reference to published subject benchmark statements, the national qualifications frameworks, institutional course specifications and other relevant information;
  - b. the comparability of the standards with those of similar courses or parts of courses in other UK higher education institutions;
  - c. the standards of student performance in the assessments for those courses or parts of courses to which they have been appointed to examine;
  - d. the extent to which the processes for assessment and the determination of awards are sound, have been fairly conducted and have supported the intended learning outcomes;

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- e. whether the action points in previous external examiner reports have been acted upon, and standards and quality thereby enhanced;
  - f. strengths and distinctive innovative features in relation to academic standards, the operation of the assessment process and the quality of learning opportunities.
- 5.2 In order to perform these roles, the external examiner is party to the internal moderation process, normally sampling work that contributes to the final award, through:
- a. consideration, as requested, of the form and content of the assessment tasks that are used to assess students;
  - b. reviewing data related to student achievement at module and course level;
  - c. discussions with staff;
  - d. reviewing a sample of assessed work (the size of the sample should be agreed at the start of the course or module). The review of hard copy materials is undertaken on site;
  - e. participation at the Board of Examiners meeting(s).

## Explanatory notes

- Exceptionally, alternative arrangements to on-site inspection requires notification by the Academic Team Leader to the SASQC or URDC for approval. The circumstances that may justify alternative arrangements will vary case-by-case. Schools may wish to draw a distinction between the unexpected 'one-off' event relating to the unforeseen personal circumstances of an external examiner and other situations relating to the particular nature of the provision.
  - Assessment samples remain the property of the University and if taken off site should be returned in a timely manner.
  - The University's moderation policy provides indicative sample sizes (see Section 15 of the Quality Handbook).
- f. occasionally, and at the request of the Course Leader or the Chair of Board of Examiners, advising internal assessors on cases where they cannot agree marks (but not to arbitrate on differences).

## Explanatory note

- External examiners do not act as second markers and should not be used to reconcile differences between internal markers.

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## 5.3 Additionally, the external examiner is required to:

- a. attend the NTU induction event for newly appointed external examiners. This excludes external examiners for Validation Service collaborative provision, where the Validated Centre conducts an appropriate induction, and non-UK based external examiners where Schools conduct an appropriate induction.
- b. provide feedback to SASQC, where requested, on the mapping exercise undertaken for proposed articulation agreements, including Advanced Standing Agreements, to confirm the match between the course at the partner institution and the University at the point of entry.
- c. assume the role of a mentor, if required, for new external examiners who join the external examining team (or that of a cognate course) and who have no or limited previous external examining experience. This may involve allowing the new external examiner to contact them should they require any guidance or advice concerning their role.
- d. be present at a Board of Examiners meeting that agrees final awards (an external examiner need not attend progression boards). If exceptional circumstances result in the external examiner being absent from such a meeting, the external examiner should subsequently indicate by written notification – via the Course Leader – that s/he has been involved in the assessment process and agrees with the decisions made at the Board. In the case of Referral Boards, at least one external examiner should be involved in the process but not necessarily through attendance.
- e. sign the conferment statement to confirm that they have been involved in the assessment of students and agree with the final recommendations reached.
- f. submit an annual report in the format prescribed by the University on the standards and quality of the course(s) and awards for which they are responsible. This report is used in the production of the Interim Course Report and Development Plan and for course monitoring and enhancement generally.

### Explanatory note

- At the conclusion of a Board of Examiners meeting, an external examiner should raise verbally any concerns or good practice that are likely to lead to action points in their annual report.

- 5.4 In order to carry out the preceding responsibilities an external examiner may, by prior arrangement with the appropriate School or Validated Centre, meet groups of students to assist him/her to judge the overall quality and standards of the course(s). This does not give them the right to carry out viva voce examination of individual students.

## 6. Rights and entitlements of an external examiner

**In order to carry out their role effectively the University recognises a set of rights and entitlements for external examiners.**

### Requirements

6.1 The external examiner has a right to:

- a. be informed of major changes to course(s) and should be consulted in advance about proposed changes, particularly where they affect the course award(s), title(s), outcomes or the assessment scheme, major changes to modules or course closure. This allows the external examiner to comment on the changes from the perspective of his or her responsibilities.
- b. contribute to discussions on the moderation of marks and on decisions concerning marks and awards to individual students. However the responsibility for moderation and for agreeing marks and awards rests with the Board of Examiners.

### Explanatory note

- For some courses there are subject and award external examiners. Subject external examiners exercise the above rights and responsibilities in relation to a number of modules in a subject area, and are expected to attend Subject Boards to consider the results for all students taking the modules for which they have responsibility. Award external examiners exercise these responsibilities in relation to a named course or award. They are expected to attend the Award Board.

6.2 Under specific circumstances, an external examiner also has the following entitlements:

- a. The external examiner may report directly to the Vice-Chancellor on matters of major concern that pose a serious risk to the quality and standards of a University award, if serious issues are not satisfactorily addressed by the Dean of School or Head of the Validated Centre (or nominee).
- b. If an external examiner continues to have serious concerns relating to the quality and standards of a University award and they have utilised all internal procedures, including reporting those concerns directly to the Vice-Chancellor, they have the right to invoke the QAA's concerns scheme and/or inform the relevant Professional, Statutory and Regulatory Body (PSRB).

- c. In the event of an external examiner disagreeing with a recommendation for conferment, the matter should be decided by a vote of the Board of Examiners. If, following a vote, an external examiner does not support the majority decision the matter should be referred to Academic Board before the results are ratified. In such cases, the external examiner may withhold their signature from the conferment statement.
- d. If the external examiner has major concerns about the internal moderation of marks from the samples they receive, they have right of access to all student work that is assessed in their area of responsibility for the purposes of further monitoring and checking.
- e. The external examiner does not have the authority to alter individual marks. However, it may be appropriate for the external examiner to recommend a review of marks in a particular grade band.

## 7. External Examiner Reports

**External examiners (including those for Validated Centres) submit an annual report, using the University's online reporting system.**

### Requirements

- 7.1 The external examiner report covers academic standards, the operation of the assessment processes, the quality of learning, reflection on action taken on points raised in previous reports, and the operation of the external examining process, and within it the examiner is:
  - a. required to reflect on the level and appropriateness of the assessment procedures and standards of student attainment in the light of his/her experience of the subject provision nationally;
  - b. invited to comment on strengths and distinctive or innovative features;
  - c. invited to include comments and observations, which the team may wish to respond to outside the rubric of the Interim Course Report and Development Plan and within a reasonable timeframe.
- 7.2 The report must be submitted via the University's online reporting system within four weeks of the Board of Examiners meeting. The report is automatically received by CADQ, the relevant School or CPO (who forward Validation Service reports to the Validated Centre contacts) and the Vice-Chancellor.

#### Explanatory note

- The reporting system can be accessed using the login and password details sent to each external examiner by CADQ (or CPO for Validated Centres) at the time of appointment.

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- 7.3 External examiners' reports are published on the relevant course pages of NOW alongside the course team's response to the report(s). Validated Centres publish the reports and the course team's response on their own webpages.
- 7.4 For courses that have multiple intakes and Board of Examiners meetings, the external examiner is only required to submit one annual report, unless agreed otherwise by the Course Leader and the external examiner. Where an external examiner is responsible for more than one course, the course team(s) should inform them of the number of reports they are required to submit at the commencement of their appointment.
- 7.5 External examiners are free to comment on any issues affecting student performance on which they see fit, however the report must not refer to individual students or staff members by name, nor should it contain any quantitative or qualitative data which could be used to identify individuals or groups of students within the cohort.
- 7.6 A copy of the final Interim Course Report and Development Plan (or relevant sections of it) is sent to the external examiner and this contains responses to the action points and recommendations raised in external examiner reports. Comments relating to institutional issues and areas of good practice arising from external examiners' reports are considered in the annual Academic Quality Management Overview Report which is submitted to ASQC and where appropriate, CADQ responds to the external examiner on behalf of ASQC. Comments related to Professional Doctorate courses are considered in the URDC Annual Report which is submitted to the University Research Committee (URC).
- 7.7 CADQ prepares an annual report on the operation of the external examining processes at the University. This report includes a summary of any negative responses to identified key quality indicator questions and the actions which have been taken by the course team or institution in response to those comments. This report is considered by the EEAP and forms part of the annual Academic Quality Management Overview Report which is submitted to ASQC.

## Explanatory notes

- In some cases, the Course Committee may wish to have more time to fully consider the action points, in which case those outcomes are reported in the next Interim Course Report and Development Plan. However, the current Interim Course Report and Development Plan always contains an initial response to any pressing action points.
- Schools are responsible for informing relevant external professional bodies of action taken in response to external examiner reports.

## 8. Chief external examiners

**A chief external examiner may be appointed from within the external examining team. The approval of the appointment of a chief external examiner is subject to the normal criteria set out above and the nominee is expected to have subject responsibilities within the team.**

### Requirements

- 8.1 The additional responsibilities of a chief external examiner are decided in conjunction with the Course Leader but are expected to include the following:
- to confirm - by negotiation with other external examiners in the team - that a consistent and acceptable standard is being maintained across the course(s);
  - to coordinate the work of the team of external examiners and to liaise as appropriate with the course team(s);
  - to act as mentor for new and/or inexperienced external examiners;
  - to produce a summary report on behalf of the external examining team for the course.

## 9. External examining of collaborative courses

**The external examining arrangements for all courses offered in collaboration with a partner institution(s) (see Sections 10B and 10C of the Quality Handbook) are equivalent to those that apply to courses offered internally. This includes the criteria for selection and appointment, the roles, responsibilities and powers of external examiners, and annual reporting.**

### Requirements

- 9.1 The University recognises that other countries have equivalent means by which to assure the standards and quality of their higher education courses and awards and as part of the academic approval process the collaborating School should identify the quality assurance mechanisms in place and, in line with established NTU practice, determine the appropriate level and type of scrutiny of that provision.
- 9.2 For joint degrees external examining arrangements which satisfy UK requirements need to be agreed during the approval process. The University's standard external examining arrangements apply to the joint award. A joint external examiner may be appointed.

- 9.3 For dual degrees the University's standard external examining arrangements apply to its own award. The NTU external examiner must review the assessment undertaken by students from both institutions that contributes to the NTU award.
- 9.4 Schools have responsibility for ensuring that the University's procedures and policy on external examining are clearly communicated to their collaborative partners. CPO have the responsibility for ensuring that the University's procedures and policy on external examining are clearly communicated to Validated Centres.
- 9.5 In some forms of collaboration the precise external examining arrangement may be varied to meet the needs of the partnership, e.g. the requirement for on-site review of assessment samples can be more flexible, the partner institution may scrutinise external examiner nominations and reports before submission to the University or the partner institution might provide payments or induction. Any such variations need to be clearly specified in the course documentation for approval and subsequently monitored and reviewed by the course team and School through annual reporting and by CADQ through periodic collaborative review.
- 9.6 Where courses are delivered with an overseas partner, the course team must ensure that the external examiner has the necessary language skills where instruction and/or assessment is not in English or must ensure that translation arrangements are sufficiently robust. In addition, it is expected that the external examiner team includes at least one external examiner with experience of UK higher education, including the knowledge and understanding of UK sector agreed reference points for the maintenance of academic standards and the assurance and enhancement of student learning opportunities.
- 9.7 For all collaborative arrangements the University's EEAP is responsible for the approval of external examiner nominations. The nominated external examiner must be independent of both the partner and the School and appropriate checks must be carried out by both partners to ensure against reciprocal arrangements being put in place.
- 9.8 In order to ensure the consistent application of standards, where a course is delivered at more than one delivery site the same external examiner should be appointed to cover all locations.
- 9.9 An external examiner based outside of the UK must have appropriate knowledge and understanding of the requirements and standards of the UK higher education system. Where an external examiner does not have this experience then they must be appointed as part of a team which includes an external examiner who fulfils this criteria.

## 10. Premature termination of an external examiner appointment and resignations

**ASQC may terminate the appointment of an external examiner not considered to be fulfilling their responsibilities, on the basis of a recommendation from the Dean of School to which the external was appointed.**

## Requirements

- 10.1 Grounds for the termination of appointment include:
- failure to carry out properly the duties and responsibilities of an external examiner;
  - failure to produce an adequate annual report;
  - conduct contrary to that required and expected of an external examiner of the University.
- 10.2 The EEAP will consider the recommendation and the evidence provided by the School on these grounds. Termination of the tenure will not be considered where the recommendation is based on a difference of opinion about how the course should be run, on any perception that an external examiner is unreasonable in his or her professional opinions, or where the examiner has been thought to be overly critical of the course or the course team.
- 10.3 Where the EEAP approves the recommendation, the external examiner will be provided with an opportunity to address the School's concerns within 10 working days. The EEAP will consider the external examiner's response, but if this response fails to satisfy the panel, it will recommend to ASQC that the external examiner's tenure be terminated.
- 10.4 An unresolvable conflict of interest may arise during the external examiner's period of tenure. In this case normal practice would be for the external examiner to resign but as a last resort the University can terminate the appointment in line with the processes outlined above.
- 10.5 Other than in exceptional circumstances (e.g. serious illness) an external examiner is normally required to give six months' notice of resignation in order to protect students on the course and the quality assurance arrangements associated with it.

### Explanatory note

- A resignation should normally take effect at the end of an academic year.

## 11. Fees and expenses

**The School or Validated Centre determines the amount of the fee payable to an external examiner.**

## Requirements

- 11.1 Payment of the fee is contingent on receipt of a satisfactorily completed external examiner report. Payment of the fee is processed by the relevant School or Validated Centre.

11.2 Claims for expenses should be submitted to the School or Validated Centre.

## 12. NTU staff undertaking external examining roles

**The University recognises the contribution of, and mutual benefits gained from, the work of its staff undertaking external examiner appointments at other institutions.**

### Requirements

- 12.1 The University recognises and supports the external examining activity undertaken by its own staff.
- 12.2 Schools are required to maintain a record of the external examiner appointments of their staff and any changes to this record are formally communicated to CADQ on an annual basis.