



External Examiners (Taught Programmes) – Policy

**Scope:**

All taught programmes leading to an award of City St George's, University of London.

Senate Regulations:

[Senate Regulation 19 Assessment](#)

Summary:

This policy outlines the University's approach to the appointment of External Examiners and the role and responsibilities the University assigns to its External Examiners for undergraduate and taught postgraduate programmes.

Date approved/re-approved:

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Minor Updates December 2016

Minor Updates October 2021

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Date for review:

2027

Effective from:

2024-25

To be read in conjunction with:

External Examiner – Guide

External Examiner – Guidance for Schools/Validation

Freedom of Speech

City St George's, University of London, regards freedom of speech and academic freedom to be fundamental to delivering its mission as the University of business, practice and the professions. Its values in this respect are set out in a code of practice on freedom of speech and academic freedom, which explains how the University will uphold, secure, and promote freedom of speech within the law. See:

<https://www.citystgeorges.ac.uk/about/governance/policies/code-of-practice-on-freedom-of-speech>. Nothing in this policy should be interpreted in any way that would be inconsistent with the code of practice and – in the event of any inconsistency – the provisions of the code will prevail.

Equality and Diversity Statement

City St George's, University of London is committed to promoting equality, diversity and inclusion in all its activities, processes, and culture, under its Public Sector Equality Duties and the Equality Act 2010. This includes promoting equality and diversity for all, irrespective of any protected characteristic, working pattern, family circumstance, socio-economic background, political belief or other irrelevant distinction. In doing so, the University will pursue these aims consistently with its legal obligations to protect lawful expression and academic inquiry, ensuring that inclusion initiatives do not curtail or penalise lawful speech and that robust, respectful debate can take place.

Where relevant to the policy, decision-making panels will ensure a reasonable gender balance (with at least one man and one woman) and will actively consider representation of other protected groups.

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Policy Overview and Scope

1. City St George's, University of London's External Examiner framework forms a key part of the University's quality assurance and enhancement mechanisms. It supplements the [University's Taught Assessment Regulations](#) which govern the conduct of assessment.
2. External Examiners play a critical role in supporting the maintenance of academic standards and overseeing the assessment process. The University appoints External Examiners for all taught provision that leads to a City St George's award, including activity delivered through validation and partnership.
3. The Vice President (Education) has oversight of the External Examining process on behalf of the University's Educational Quality Committee and Senate. They may opt to delegate some of this responsibility to a nominated Academic Lead for External Examining.
4. In line with [Office for Students](#) expectations, the University will make use of External Examiners in the moderation of assessment tasks and student assessed work. The University will give full and serious consideration to the comments and recommendations contained in External Examiners' reports and provide External Examiners with a considered and timely response to their comments and recommendations.
5. This Policy is consistent with the External Examining Principles published by the [Quality Assurance Agency](#), and agreed by the UK Standing Committee for Quality Assurance to:
 - 5.1. Protect standards and ensure comparability and consistency;
 - 5.2. Act as an expert in providing independent critical review, performing the role with integrity and supporting enhancement;
 - 5.3. Ensure fairness and transparency in assessment;
 - 5.4. Maintain the currency of their knowledge;
 - 5.5. Support inclusivity and equity in teaching, learning and assessment.
6. City St George's supports staff to undertake the Advance HE, External Examining Programme.

External Examiner Role and Responsibilities

7. The External Examiner's remit most commonly includes the areas listed below, although it is not exhaustive:
 - 7.1. University's quality and academic standards;

- 7.2. Programme/module's structure and content;
 - 7.3. Programme/module's teaching and learning;
 - 7.4. Programme/module's assessment and associated processes;
 - 7.5. Programme/module's student achievement;
 - 7.6. Relevance of programme/module for industry and preparation for employment.
8. In relation to these areas of consideration, External Examiners are expected to:
- 8.1. Provide independent and impartial advice;
 - 8.2. Provide a comparative view in relation to recognised national standards and frameworks;
 - 8.3. Provide a comparative view in relation to standards achieved at other UK institutions to which they are familiar;
 - 8.4. Provide a view on the extent to which the University follows its own policies and regulations;
 - 8.5. Comment on equality, diversity and inclusion;
 - 8.6. Identify good practice, innovation and opportunities for enhancement.
9. The various duties listed below under individual headings detail how the External Examiner remit is met in practice and lists the type of tasks they may undertake in their role.

General

- 9.1. Raise any [areas of concern](#) immediately with programme teams.
- 9.2. If unsatisfied with a programme team's response, submit written comments on any areas of concern to the Vice President (Education) via Academic Services.
- 9.3. Although External Examiners can typically fulfil their duties remotely and through online meetings, they are welcome to visit the University by appointment, once per academic session, in order to meet staff and students and to view teaching, assessments and resources.
- 9.4. Perform such other special duties that might be requested by the University, and agreed with the External Examiner. This may include, for example, by arrangement, attendance at any oral and practical assessment or interview, or the [informal buddying](#) of a less experienced or practitioner External Examiner.

Programme/Module Overview

- 9.5. Familiarise themselves with the structure of the programme/module, including its level and credits, and how these compare in the sector or to any relevant national frameworks.
- 9.6. Familiarise themselves with the curriculum of a programme/module, including its learning outcomes and how they compare in the sector and to any relevant subject benchmark statements.
- 9.7. Familiarise themselves with the learning and teaching methods of the programme/module and how these compare in the sector or to any relevant internal frameworks.
- 9.8. Familiarise themselves with any Professional, Statutory and Regulatory Body (PSRB) requirements.

Assessment Scrutiny

- 9.9. Review, approve or otherwise, and comment on the assessments compiled by the Internal Examiners before they are made available to students. These include all assessment tasks that contribute to the final Award. External Examiners could comment on the appropriateness of the assessment criteria or how the assessment tests the programme/module learning outcomes. External Examiners have a right to see all assessment material if they wish.
- 9.10. Arbitrate in exceptional circumstances where a mark cannot be agreed by the School/Validation.
- 9.11. Review appropriately sized samples of assessed work, which should be proportionate for the programme/module under review. Any sample should comprise of marked and moderated work across the range of marks, including the fail grades to the highest marks. As a guide, External Examiners may be looking at a sample of 10% to 20% from the range of work. The scope of the External Examiner's minimum assessment requirements should be agreed at an early stage in each academic session and/or assessment period. External Examiners may comment on the consistency of marking across modules and quality of feedback provided to students.
- 9.12. If problems are identified with marking, the External Examiner will usually ask for these problems to be addressed before the next scheduling of the assessment.
- 9.13. From time to time, an External Examiner may decide that there is a more substantial problem, for example notably harsh or lenient marking, where more immediate action is needed. In such circumstances the External Examiner may:

- 9.13.1. Ask to see a larger sample to consider the extent of the problem;
- 9.13.2. In consultation with the Programme Director and/or Module Leader, ask for student work to be remarked or re-moderated (with or without prior adjustment of the assessment criteria);
- 9.13.3. Recommend the scaling up or down of marks for a cohort. In this instance, the External Examiner and the Programme Director and/or Module Leader will then make a recommendation to the Assessment Board for discussion and approval.

Assessment Board

- 9.14. Attend meetings of Assessment Board(s) for the programme/module as a voting member where Award or progression is being considered and participate in decision-making. Offer advice on decisions as necessary.
- 9.15. If an External Examiner cannot attend the Assessment Board, their views must be sought in advance and, if received, will be reported to the Board.
- 9.16. Be consulted on and endorse or otherwise decisions for an Aegrotat award.
- 9.17. Provide verbal initial comments at the Assessment Board in advance of their Annual Report.
- 9.18. Be consulted on and endorse Chair's Action decisions such as resits or changes to results made after the Assessment Board.

Entitlements of External Examiners

- 9.19. In all cases, the External Examiner will be asked to approve the decisions of the Assessment Board.
- 9.20. External Examiners are entitled to disagree with the decisions of an Assessment Board. This may be due to the following circumstances
 - 9.20.1. They are in a dispute with those decisions which cannot be resolved at Assessment-Board level.
 - 9.20.2. They are not satisfied that the examination procedures have been properly carried out.
 - 9.20.3. They perceive serious deficiencies in the examination procedures.
- 9.21. In these circumstances, the Assessment Board Chair and External Examiner may agree to discuss and seek agreement outside of the Board with the approval of the Assessment Board to do so, and marks to be approved by Chair's Action.

- 9.22. In exceptional circumstances, where agreement is unlikely to be reached, the Assessment Board (including the External Examiner) may proceed to a vote.
- 9.23. If the External Examiner is unwilling to approve any one or more of the decisions of the Assessment Board:
- 9.23.1. The Assessment Board Chair should contact Academic Services who will liaise with the External Examiner to provide independent representation to the Vice President (Education);
 - 9.23.2. The Assessment Board should clearly note the reasons for the disagreement;
 - 9.23.3. In the event of any delays to results, Academic Services will liaise with the relevant party to notify affected students;
 - 9.23.4. External Examiners should remain available to deal with any subsequent decisions of the Assessment Board.

Annual Report

- 9.24. The University regards External Examiners and their reports as an important and integral part of institutional quality assurance.
- 9.25. External Examiners are expected to complete an Annual Report after the Assessment Board(s) meeting within each academic session of their appointment. An online form is available for this purpose and External Examiners are asked to submit this within two weeks of the relevant Assessment Board.
- 9.26. All External Examiners' reports are read by a member of Academic Services to identify items for response as well as areas of good practice or strengths within the programmes/modules. They are then passed to the School/Validation for response.
- 9.27. The School/Validation respond to the External Examiner's report using a designated template which they send to the External Examiner following Associate Dean (Education) approval.
- 9.28. The School/Validation should action any areas of the External Examiner's report deemed to be necessary, and progress should be monitored by the Associate Dean (Education).
- 9.29. The School/Validation is responsible for identifying issues that have institutional-level implications and for raising these matters in appropriate forums at an institutional level.

- 9.30. The School/Validation/Academic Services as relevant are responsible for ensuring that issues raised that are judged to be particularly serious or important, are notified to the Educational Quality Committee.
- 9.31. An annual overview report based on the External Examiners' Annual Reports and responses is compiled by Academic Services and presented to Senate. The report aims to identify common themes to help shape the institution's strategic approach to quality assurance and quality enhancement, and to enhance the student experience.
- 9.32. External Examiners' reports are used to inform the Annual Programme Evaluation process.
- 9.33. The External Examiner's report may be made available to relevant PSRBs.
- 9.34. The External Examiner's report may be made available to students.
- 9.35. The previous year's External Examiner Annual Report will be made available to an incoming External Examiner.
- 9.36. External Examiners' reports will be used for specified internal purposes, and any other use or publication of the report will be managed by the University. By accepting the appointment, the External Examiner consents to these uses of the report.

External Examiners Do Not

- 9.37. External Examiners are not expected to contribute to delivery through teaching or in any other direct capacity.
- 9.38. External Examiners are not expected to change individual marks of a sample, but they can advise programme teams and raise concerns about the quality of assessment, moderation or second marking.
- 9.39. External Examiners are not required to attend Interim Assessment Panels, Module Panels or Preliminary Assessment Panels, although they may do so if they wish, but would not have voting rights at those Boards.
- 9.40. External Examiners are not expected to conduct Vivas although they may observe them as part of their role to review assessments.
- 9.41. External Examiners are not expected to attend periodic reviews.

Student Contact with External Examiners

- 9.42. External Examiners are welcome to visit the University by appointment. Meetings with students, in small groups or individually, provide opportunities for External Examiners to find out more about the programme, the learning experience and assessment practices. Meetings

with students also raise awareness of the External Examiner system amongst students.

- 9.43. The name, position and institution of External Examiners is available to students for information purposes only. Where an External Examiner is appointed to fulfil a role on behalf of a professional body, this will also be noted.
- 9.44. Students must not make direct contact with External Examiners regarding their individual performance in assessments. Appropriate mechanisms are available to raise concerns through the institution's procedures. External Examiners should inform exexadmin@citystgeorges.ac.uk should a student contact them.

External Examiner Nominations

10. Before a nomination is submitted, the nominee should be asked if, in principle, they are prepared to take up the appointment by the member of staff responsible for the programme. At this time, the nominee should receive sufficient information about the role to determine whether they will be able to carry it out.
11. Sufficient evidence i.e. a CV must be provided to demonstrate that the nominee meets the [appointment criteria](#) and how they would be able to fulfil the range of [duties for the role](#).
12. Additional supporting information must be supplied where the nomination form and CV do not clearly evidence the published eligibility and selection criteria.
13. Nominations will take account of any potential conflicts of interest that could reasonably affect, or be reasonably perceived to affect, the independence and impartiality of External Examiners' judgements.
14. External Examiners are appointed from institutions, industry and the professions for their subject-matter expertise and professional experience relevant to the programme/module, to enable appropriate scrutiny.
15. The School/Validation can make nominations for:
 - 15.1. Appointment – a new External Examiner nomination;
 - 15.2. Reappointment – an [exceptional extension](#) of an existing External Examiner appointment for one year;
 - 15.3. Reallocation – a change or addition to the programmes/modules an existing External Examiner oversees.

Types of External Examiner

16. External Examiners for taught programmes can be appointed at programme level or at module level.
17. Each programme will have at least one External Examiner who takes an overview of the programme as a whole or a stage of a programme.
18. More than one External Examiner may be needed for a programme where there is a large number of students or where the input of a practitioner or industry based External Examiner is deemed necessary.
19. An External Examiner may be appointed to cover a number of related programmes.
20. Additional External Examiners may be appointed to cover certain areas of subject expertise or specific modules.

Appointment Criteria

21. Appointments are made according to the criteria detailed below to ensure External Examiners are appropriate for the role and able to carry out the full range of duties. These criteria and conditions are considered as part of the approval process for the appointment of an External Examiner.
 - 21.1. Competence and breadth of relevant experience within the subject areas covered by the programme of study, or parts thereof.
 - 21.2. Relevant academic and/or professional qualifications to at least the level of the qualification being externally examined and/or extensive relevant practitioner experience and sector esteem where appropriate.
 - 21.3. Knowledge and understanding of UK sector agreed reference points for the maintenance of academic standards and assurance and enhancement of quality.
 - 21.4. Experience in teaching and assessing at a similar level, whether in academia or in a professional context.
 - 21.5. Awareness of current developments in the design and delivery of relevant curricula.
 - 21.6. Competence and experience in relation to the appropriate design and operation of a range of relevant assessment methods in the subject.
 - 21.7. Familiarity with the standard to be expected of students to achieve the award that is to be assessed.
 - 21.8. Relevant Professional, Statutory and Regulatory Body (PSRB) requirements. In cases where External Examiners are appointed by a PSRB, the University reserves the right to appoint additional External Examiners where it deems necessary and appropriate.

- 21.9. Ideally, the nominee should be actively engaged in research or professional practice to ensure they are up-to-date with the latest developments in the field.
- 21.10. The External Examiner should be impartial and free from conflicts of interest to ensure an objective and fair evaluation of the assessments.
- 21.11. Individuals are normally expected to hold no more than two programme External Examinerships concurrently to help ensure they have sufficient time for the role. The University expects that the External Examiner has agreed with their own institution/employer the time commitment required for the role.
22. Appointment of candidates from outside higher education, for example from industry or the professions is permitted. In proposing such candidates, Boards of Studies/Course Boards submitting the nomination will need to confirm the ability of the proposed External Examiner to comment on the appropriateness of assessment components and academic standards achieved by students.
23. Where the appointment criteria are not fully met, the Board of Studies/Course Board may present a case for special consideration by the Vice President (Education). Some examples are given below:
- 23.1. Where the School/Validation wish to put forward a nominee who is not an academic for a particular programme, the School/Validation will need to ensure that it has a mechanism to assure that academic standards are maintained; for example, by having another External Examiner who is an academic on the programme.
- 23.2. Where the nominee has no previous experience as an External Examiner, the University will endeavour to appoint a more experienced External Examiner to act as a buddy.
- 23.3. In exceptional circumstances, the University may approve the appointment of an External Examiner where a [conflict of interest](#) has been identified, for example, when a limited pool of experts is available in a niche discipline or subject area.
24. In all cases the Vice President (Education)'s decision is final.

Conflict of Interest

25. A conflict of interest is defined as a relationship where the interests of one party could affect the motivations and impartiality of another. A conflict of interest could build up over time because of excessive engagement with the same institution. Conflicts of interest should be avoided to maintain the independence of the External Examiner's input. The following conflicts of interest may preclude an External Examiner appointment:

- 25.1. A “member of the University”, which is a current student or current member of staff. It also includes individuals holding a formal visiting or honorary appointment, and members of the University’s governing body.
 - 25.2. Former members of staff or students, including visiting academics and practitioners, members of the governing body, and holders of honorary positions, unless a period of five years has elapsed since their departure from City St George’s.
 - 25.3. Anyone with a close professional, contractual or personal relationship with a member of staff at the University or one of its validation partners.
 - 25.4. Anyone with a current or previous personal, family or legal relationship with a student being assessed cannot be appointed.
 - 25.5. Anyone who is, or who knows they will be, in a position to significantly influence the future of students on any programme of study cannot be appointed.
 - 25.6. Anyone from the same institution as the predecessor External Examiner. Exceptions may be considered where there is a very small pool of potential examiners from which to draw.
 - 25.7. A reciprocal arrangement involving cognate programmes at City St George’s and the External Examiner’s home institution. Staff who perform External Examiner duties in other Universities should keep their School/Validation/Academic Services informed to ensure that reciprocal arrangements involving equivalent programmes do not occur.
 - 25.8. Anyone who is at the same department as another External Examiner already appointed at City St George’s.
 - 25.9. Anyone who is significantly involved in recent or current substantive collaborative research or scholarly activities with a member of staff responsible for the management of the programmes/modules in question may not be appointed. Where this is difficult to avoid due to the specialist nature of the discipline, a rationale may be put forward which includes measures that would be taken to mitigate any conflict of interest.
26. The list above is not exhaustive and any potential conflicts of interest, should be declared on the nomination form.
27. Any new conflicts of interest that arise during engagement should be declared (see 66.6 below).

Appointment Term

28. External Examiners are normally appointed for a period of up to four years, with an exceptional extension (reappointment) of one year to ensure continuity. Examples of exceptional reasons may include:

- 28.1. The teaching out of a programme/module.
 - 28.2. Specialist or niche subject areas where few experts may exist.
 - 28.3. To align with departmental strategy.
 - 28.4. To reflect positive contributions a particular External Examiner could make during the particular period of extension.
29. The Term of appointment for External Examiners appointed by external organisations, for example PSRBs, may differ from that outlined in this Policy.
 30. An agreed period of interruption lasting for an academic session does not contribute to the appointment duration.
 31. Further reappointment may occur in exceptional circumstances but only after a period of five years or more has elapsed since their last appointment.
 32. Each year of the appointment term commences at the start of the academic session for the programme and concludes with the final Assessment Board (or Resit Board) for that year's delivery of the programme, with the Annual Report being due within two weeks of the final Assessment Board.

Approval Process

33. Academic Services should work with the School/Validation ahead of the next academic session to identify the External Examiner positions necessary for the upcoming academic session.
34. External Examiners overseeing a programme(s) or programme stage(s), should be appointed before the start of the academic session. External Examiners overseeing a module(s) should be appointed before the start of the module.
35. The Board of Studies/Course Board considers External Examiner nominations. Consideration should be undertaken by Board members rather than by Chair's action and may be by circulation in advance of a Board, if appropriate, to avoid delay to the appointment process.
36. Appointments are made by Senate following nomination by Boards of Studies/Course Boards. Senate has delegated this function to Educational Quality Committee and sign-off is undertaken by the Vice President (Education).
37. The Vice President (Education) considers recommendations for the approval or [withdrawal](#) of External Examiner Appointments and conducts sign-off as appropriate, on behalf of the University's Educational Quality Committee and Senate.

External Examiner Onboarding

38. Once a nomination is approved, Academic Services will send the appointment/reappointment/reallocation letter to the External Examiner outlining the duration of their contract, the programmes/modules to be overseen, the fee, relevant contacts and information on their role and payment. The letter also details the necessary onboarding actions.
39. External Examiners must complete the necessary onboarding actions, which includes a Right to Work in the UK check, and are added to payroll to fulfil the University's legal employment obligations.
40. Nominees must not be asked to undertake any duties until the necessary onboarding actions are completed.
41. Academic Services will determine when the onboarding actions are completed (i.e. the nomination has been formally approved and all the onboarding processes have been confirmed) and notify the School/Validation.
42. External Examiners who do not complete the necessary onboarding paperwork within two months of the date of their appointment letter may have the offer withdrawn by Academic Services.

Induction

43. All newly appointed External Examiners will be invited to a University-level Induction organised by Academic Services, normally in liaison with Learning Enhancement and Development (LEaD) and the Vice President (Education).
44. The School/Validation have primary responsibility for ensuring that External Examiners receive appropriate induction and support and the opportunity to familiarise themselves with the University and its procedures. This is provided via a School/Validation-level induction to brief newly appointed External Examiners to enable them to fulfil their duties. An External Examiner – Induction Checklist for Schools/Validation is provided to assist in this responsibility. Due attention, guidance and training will be given to support first-time External Examiners.

Buddying

45. Whilst nominees with External Examiner experience are preferred, from time to time, an External Examiner may be appointed with little experience. In these circumstances, wherever possible, the University will facilitate buddying for these External Examiners during their first year of appointment.
46. An experienced External Examiner will be sought from among those currently in post and paired with the new External Examiner to act as their buddy.

47. Academic Services will introduce the new External Examiner and the buddy to each other. The buddy is expected to be prepared to offer general advice. The type of issues that they might be asked to offer guidance on could include: dealing with draft examination papers; moderating and commenting on assessment; offering advice to the Assessment Board; completion of the Annual Report; as well as general discussions about external examining experiences and common scenarios that may arise.

External Examiner Expenses and Fees

48. External Examiners are added to payroll as part of the [onboarding](#) process.

49. The External Examiner's annual fees are communicated in the appointment/reappointment/reallocation letter and paid annually upon completion of the Annual Report.

50. The annual fee is for the agreed range of activities during the year, including attendance at Assessment Board(s) and submission of the Annual Report(s).

51. The University is required by the Inland Revenue to deduct the basic rate of income tax from all fee payments to External Examiners. Fee payments to External Examiners are excluded from National Insurance deductions.

52. A payslip will be issued to External Examiners, notifying the fee payment and deductions made.

53. The External Examiner will be issued with a P60 at the end of the tax year.

54. Expenses incurred are paid in addition to the annual fee. Expenses are paid in line with the principles outlined in the City St George's Staff [Hospitality, Travel and Expenses Policy](#) and are not subject to income tax deduction. More details are provided in the External Examiner – Guide.

External Examiner Complaints and Concerns

Related to Academic Standards or Quality

55. In the event that an External Examiner wishes to raise a concern about academic standards and quality, they should first raise the matter with the Programme Director to explain the concern and discuss how the issue may be resolved. This could include liaison with Learning Enhancement and Development or other internal or external sources of advice and guidance.

56. If concerns remain, the External Examiner may provide details of the further developments required in their Annual Report for response by the Programme Director. Further details are provided in the External Examiner – Guidance document.

57. In the event that an External Examiner feels it appropriate to raise a matter of significant concern or sensitivity, they may send a separate confidential report directly to the Vice President (Education) via Academic Services.

Related to the External Examiner Role

58. If an External Examiner is dissatisfied with an aspect of their appointment, duties or the withdrawal of their appointment and within 28 calendar days of the issue concerned.

59. External Examiners should contact their School/Validation with any concerns in the first instance.

59.1. For concerns relating to the External Examining role and duties, the External Examiner should provide details of the issue to the Programme Director or regular programme contact for resolution.

59.2. For concerns relating to appointments or withdrawal of appointments, the School/Validation will provide details of these to Academic Services for investigation.

60. In all cases, the matter will be handled under the appropriate University procedure by a relevant decision-maker, and a proportionate investigation will be undertaken.

61. If it is not possible to resolve the concerns at this stage, the matter may be escalated by the School/Academic Services to Human Resources for investigation or review. In this case the External Examiner must provide the grounds for such a request and include supporting documentary evidence.

External Examiner Interruption or Withdrawal of Appointment

62. Where an External Examiner wishes to interrupt their appointment for a defined period of time, the interruption should be noted by the Board of Studies/Course Board and Academic Services notified.

63. Appointments may be ended early by either the External Examiner or the University. Before doing so, reasonable informal steps will normally be taken to try to resolve any difficulties. Any decision to end an appointment will be taken for legitimate reasons in line with University procedures and legal obligations, and will not be based on the lawful expression of views, academic judgement, or participation in debate.

64. If the External Examiner wishes to withdraw their appointment, it should normally be arranged to take effect at the end of an academic session, but in any case, is subject to three months' written notice. The withdrawal should be noted by the Board of Studies/Course Board.

65. Where an External Examiner withdrawal is instigated by the University, a recommendation for the withdrawal of the External Examiner's appointment will be proposed by the Board of Studies/Course Board, and approved by the Vice President (Education) on behalf of Educational Quality Committee, where the former will send a summary report to the latter via Academic Services to inform them of the reasons for the withdrawal and any other relevant information.
66. The University can withdraw an External Examiner appointment on any of the following grounds:
- 66.1. Discontinuation of the provision for which the External Examiner was appointed;
 - 66.2. Irretrievable breakdown in the relationship between the External Examiner and the School/Validation;
 - 66.3. Persistent unavailability/inability of External Examiner to perform duties (e.g. non-submission of reports within a reasonable timescale and/or failure to attend an Assessment Board without good reason);
 - 66.4. Exceeding the authority of an External Examiner;
 - 66.5. Refusal to work within the general regulations of City St George's;
 - 66.6. New conflict of interest. If, during the term of appointment, either the External Examiner or City St George's becomes aware of a potential or actual conflict of interest, they must notify the other party without delay. The University will assess the conflict and, where appropriate, implement proportionate measures (for example, recusal from specified duties) to manage it. Withdrawal of the External Examiner's appointment will only be considered where the conflict cannot reasonably be managed.
 - 66.7. Other grounds, as applicable, put forward by the Board of Studies/Course Board;
 - 66.8. For withdrawal of appointment offer please see [onboarding](#).
67. Following the relevant interruption/withdrawal process detailed above, Academic Services will write an interruption/withdrawal letter to the External Examiner which will include an explanation of the decision.
68. The reason for any withdrawal and the steps taken to address the issues raised must be recorded in the official record by the appropriate designated officer, in line with the University's approved procedure.
69. Following an External Examiner interruption/withdrawal, a new External Examiner should be sought immediately through the usual nomination procedure to maintain continuity of oversight.

Staff Duties and Responsibilities

Academic Services

70. The responsibilities of Academic Services are detailed in the External Examiner – Guidance for Schools/Validation document, and an overview is included here:

- 70.1. Administrative support for nomination/interruption/withdrawal process;
- 70.2. Maintain a log of all External Examiners on a central database;
- 70.3. Assist with University-level External Examiner induction;
- 70.4. Monitor the receipt of External Examiner reports and responses and identify areas of strength and issues for response;
- 70.5. Produce an annual overview report of External Examiners for Senate;
- 70.6. Process External Examiner payments.
- 70.7. Keep a log of City St George's staff members that hold External Examining positions elsewhere.

Associate Dean (Education) or Equivalent

- 71. Approve responses to External Examiners' Annual Reports.
- 72. Monitor the progress of actions that have arisen from the External Examiner's Annual Report.

Programme Director

- 73. The responsibilities of the Programme Director are detailed in the External Examiner – Guidance for Schools/Validation document, and an overview is included here.
 - 73.1. Source new External Examiner nominees and present to Board of Studies/Course Board for approval.
 - 73.2. Undertake School/Validation-level induction for the External Examiner.
 - 73.3. Oversee relationship with the External Examiner to ensure the provision of materials and resources for them to fulfil their role.
 - 73.4. Produce a timely response to the External Examiner's Annual Report; response to be sent to the External Examiner within six weeks following receipt from Academic Services. Timeframe to include sign off by the Associate Dean (Education). To be shared with Board of Studies to note.
 - 73.5. Investigate in cases where an External Examiner may be withdrawn.

Boards of Studies/Course Board

74. The responsibilities of The Board of Studies/Course Board in relation to External Examiners are detailed below.

- 74.1. Identify the number and roles of External Examiners required for effective scrutiny of each award annually.
- 74.2. Receive and approve nominees for External Examiner positions.
- 74.3. Receive External Examiner's Annual Reports, note responses to them, identify any themes that may arise and monitor the progress of subsequent actions.
- 74.4. Receive and approve cases where it may be necessary to withdraw an External Examiner.
- 74.5. The Secretary of the Board of Studies/Course Board will ensure that the External Examiner receives a copy of the responses to their Annual Reports. They will also share the response with Academic Services.

Educational Quality Committee

75. The responsibilities of Educational Quality Committee in relation to External Examiners are detailed below.

- 75.1. Undertake scrutiny and advice for Senate of outcomes from and the effectiveness of academic quality processes, which includes External Examining.
- 75.2. Receive updates on the progress of recruitment of External Examiners for the upcoming academic session.
- 75.3. Receive updates on the numbers of Annual Reports and responses received each academic session.
- 75.4. Receive an annual overview report based on the External Examiner Annual Reports. Identify any themes that have arisen and set subsequent actions to ensure strategy is progressed.

External Examiner Data

Data Protection

76. External Examiners have access to confidential information and must ensure that personal data are always held securely and not disclosed to any unauthorised third party either accidentally, negligently, or intentionally.

77. Where an External Examiner identifies an individual, the individual has the right under data protection law to make a subject access request. In this context, written comments made by an External Examiner, for example on an examination script, may be disclosed to the student. Similarly, oral comments relating to individual candidates that are recorded in Assessment Board minutes may be disclosed to the student. External Examiners should therefore ensure that their published contributions are accurate statements and reasonably held opinions.
78. Schools are responsible for making External Examiners' reports available to students and must take care to redact from the report any information about identifiable students.

Retention of Data

79. In order to administer the processes of appointing, managing, and paying fees to External Examiners, the University holds personal data regarding External Examiners in line with the University's Data Protection Policy. External Examiner data will be processed according to the schedule below.

Data	Retention period
Records documenting the selection and appointment of External Examiners.	Completion or withdrawal of appointment + 6 years
Records documenting liaison with External Examiners on administrative matters.	Current academic session + 6 years
Records documenting right to work and immigration information.	Completion or withdrawal of appointment + 1 year

Policy Title	
External Examiners (Taught Programmes) - Policy	
Policy Enabling Owner and Department	Responsible for Implementation and Department
Academic Services	QUAD
Approving Body	Date of Approval
Senate	
Last Reviewed & Version	Review Due Date
2024	2027
Publication of Policy (<i>tick as appropriate</i>)	
For public access online (internet)? <input checked="" type="checkbox"/>	For staff access only (intranet)? <input type="checkbox"/>
Website Link: https://www.citystgeorges.ac.uk/about/governance/policies/external-examinations	Intranet Link:
Storage of Policy (<i>Previous versions of the policy must be stored in the drive by the author</i>)	
Drive Address: reg-dev\QUAD\Quality Manual	
Queries about this policy should be referred to	
QUAD@citystgeorges.ac.uk	