



Quality and Standards Office

**EXTERNAL EXAMINER
HANDBOOK
(Taught Programmes)**

2018/19 Edition

CONTENTS

| | | |
|----------|--|-----------|
| 1 | Introduction | 5 |
| 1.1 | Introduction to the Handbook..... | 5 |
| 1.2 | Key University documents..... | 7 |
| 1.3 | External sources of information..... | 7 |
| 2 | External Examiner appointments | 8 |
| 2.1 | Introduction..... | 8 |
| 2.2 | Module External Examiners..... | 8 |
| 2.3 | Progression and Award External Examiners..... | 9 |
| 2.4 | External Examiners' term of office..... | 9 |
| 2.5 | Extension of an External Examiner's term of office..... | 9 |
| 2.6 | Extension of an External Examiner's duties..... | 10 |
| 2.7 | Briefing and induction arrangement..... | 10 |
| 2.8 | Rights of External Examiners..... | 12 |
| 2.9 | Resignation and interruption of External Examiner appointment..... | 12 |
| 2.10 | Early termination of External Examiner contract..... | 12 |
| 3 | Board of Examiner meetings | 13 |
| 3.1 | Attendance at Board of Examiner meetings..... | 13 |
| 3.2 | Attendance at Board of Examiner meetings by electronic means..... | 13 |
| 3.3 | Absence of External Examiner from Board of Examiner meetings..... | 14 |
| 4 | External Examiner annual reports | 15 |
| 4.1 | Annual report requirements..... | 15 |
| 4.2 | Consideration of module External Examiner reports and feedback to module External Examiners..... | 16 |
| 4.3 | Consideration of Progression and Award Board External Examiner reports and feedback to Progress and Award Bboard External Examiners..... | 17 |
| 5 | Human Resources guidance | 18 |
| 5.1 | Right to Work checks..... | 18 |
| 5.2 | External Examiner access to University computer systems..... | 19 |
| 6 | Fees and Expenses | 19 |
| 6.1 | Payment of External Examiner fees..... | 19 |
| 6.2 | Claiming expenses..... | 20 |
| 7 | Contacts | 20 |
| | Appendix 1a: Module Board External Examiner Annual Report template..... | 22 |
| | Appendix 1b: Progression and Award Board External Examiner Annual Report template.. | 26 |
| | Appendix 2: Policy on the payment of External Examiners' fees..... | 28 |
| | Appendix 3: Guidance on expenses for External Examiners..... | 33 |
| | Appendix 4: External Examiners' expenses claim form..... | 35 |
| | Appendix 5: External Examiner Board of Examiners report template..... | 36 |
| | Appendix 6: Reassessment and progression decisions under the new regulations..... | 37 |
| | Appendix 7: Transitional arrangements for students on the outgoing regulations..... | 38 |
| | Appendix 8: Right to Work check documents..... | 39 |
| | Appendix 9: Guide to accessing work in Turnitin..... | 41 |

1 INTRODUCTION

1.1 INTRODUCTION TO THE HANDBOOK

Inspired by the University's Church of England Foundation and the aspirations of its students and staff, the University's mission is to pursue excellence in higher education: transforming individuals, creating knowledge, enriching communities and building a sustainable future. Its quality assurance procedures are a means by which its awards are assured and recognised as demonstrating high standards. It is closely linked with the defining aims and outcomes of a programme, module, or course, with teaching and learning, with curriculum design and development and with the assessment process. The University's validation and annual monitoring and periodic review processes attempt to ensure that quality issues are addressed and standards are maintained in all these areas. External Examiners are appointed for all award-bearing programmes offered by the University. The external examiner system is the principal external means, on a continuous basis, for assuring the maintenance of quality, academic standards and comparability across the HE Sector. The contribution of the External Examiners is integral to these procedures for monitoring, maintaining and developing academic standards.

In line with the UK Quality Code for Higher Education, External Examiners for taught programmes are, in their expert judgment, required to report whether or not:

- the University is maintaining the threshold academic standards for its awards in accordance with the frameworks for higher education qualifications and applicable subject benchmark statements;
- the assessment process measures student achievement rigorously and fairly against the intended outcomes of the programme(s) and is conducted in line with the institution's policies and regulations;
- the academic standards and the achievements of students are comparable with those in other higher education institutions of which the External Examiners have experience.

External Examiners' reports are circulated electronically widely within the University. They are made available to the Senior Pro-Vice Chancellor (Education, Enhancement and Student Experience). Those normally receiving notification also include the Director of Quality and Standards, the Faculty Director of Quality, the Faculty Director of Learning and Teaching, the Head of School, and the appropriate Programme Directors. Summaries of External Examiners' reports are also submitted to Academic Board, the Education and the Student Experience Committee and Quality Monitoring and Review Sub-Committee, with full copies going to professional, statutory and regulatory bodies and external quality assurance agencies, as appropriate.

External Examiners' reports serve a number of purposes.

- They inform Academic Board about whether the University's modules and programmes are meeting their stated aims and outcomes, and maintaining their threshold academic standards for their awards in accordance with the Framework for Higher Education Qualification and applicable Subject Benchmark Statements.
- They assist the programme team in making any necessary improvements and in further developing their programme and modules, either immediately or at the next review, as appropriate.
- They ensure good assessment practices and the application of appropriate regulations and conventions.

- They monitor whether the assessment process measures student achievement rigorously and fairly against the intended outcomes of the University's programmes and modules, and is conducted in line with both the University's policies and regulations and external reference points.
- They identify aspects of good and bad practice.
- They identify strengths and weaknesses in the examination procedures of the University and the administrative support given to External Examiners and to Boards of Examiners.
- The academic standards and the achievement of students are comparable with those in other Higher Education Institutions of which the External Examiners have experience.

External Examiners may, if they feel that there are exceptional circumstances, send an additional, confidential report directly to the Vice-Chancellor, if, for example, they consider that assessment is being conducted in a way that jeopardises either the fair treatment of individual students or the standard of the award.

This Handbook provides information and guidance on:

- External Examiners' Term of Office
- Extension of Duties and Extension of Responsibilities
- Briefing and induction of External Examiners
- Roles and responsibilities of External Examiners
- External Examiners' Reports
- Consideration of External Examiner Reports
- Fees and Expenses
- Contacts

It is hoped that you will find it a useful document and we welcome constructive feedback to assist us in improving future publications.

Dr Christopher Stevens
Director of Quality and Standards

1.2 KEY UNIVERSITY DOCUMENTS

1.2.1 The University's key regulations document is the Regulations for Taught Awards.

1.2.2 This can be accessed on the University's Quality and Standards Office website along with a number of other key documents that will assist you in your External Examiner role as follows:

- (i) Regulations for Taught Awards: September 2018 edition <https://www.canterbury.ac.uk/quality-and-standards-office/regulations-policies-and-procedures/regulation-and-credit-framework.aspx>
- (ii) Assessment Procedures <https://www.canterbury.ac.uk/quality-and-standards-office/regulations-policies-and-procedures/regulation-and-credit-framework.aspx>
- (iii) Framework for Teaching and Assessment in a Language of Study Other than English – for the small number of collaborative programmes delivered and assessed in a language other than English <https://www.canterbury.ac.uk/quality-and-standards-office/collaborative-provision/management-of-collaborative-partnerships.aspx>
- (iv) External Examiner forms <https://www.canterbury.ac.uk/quality-and-standards-office/external-examiners/submission-of-reports.aspx> – Module External Examiner Annual Report template, Progression and Award Board External Examiner Annual Report template, External Examiner Board of Examiners Report template.
- (v) Expenses claim form <https://www.canterbury.ac.uk/quality-and-standards-office/external-examiners/fees-and-expenses.aspx>

1.2.3 General information about the University can be found at: <http://www.canterbury.ac.uk/>

1.2.4 General information for students can be found at: <http://www.canterbury.ac.uk/students/students.aspx>

1.3 EXTERNAL SOURCES OF INFORMATION

1.3.1 Sector-wide reference documents to assist you in the External Examiner role can be found as follows:

- (i) QAA Framework for Higher Education Qualifications <https://www.qaa.ac.uk/search-results?indexCatalogue=global&searchQuery=QAA%20Framework%20for%20Higher%20Education%20Qualifications&wordsMode=AllWords#>
- (ii) QAA Subject Benchmark Statements <https://www.qaa.ac.uk/quality-code/subject-benchmark-statements>
- (iii) QAA Characteristics Statements <https://www.qaa.ac.uk/quality-code/the-existing-uk-quality-code/part-a-setting-and-maintaining-academic-standards>
- (iv) QAA UK Quality Code <https://www.qaa.ac.uk/quality-code/the-revised-uk-quality-code>
- (v) Higher Education Academy, *A Handbook for External Examining (May 2012)* – Guidance, advice and general information on external examining <https://www.heacademy.ac.uk/download/handbook-external-examining>

2 EXTERNAL EXAMINER APPOINTMENTS

2.1 From the start of the 2018/19 academic year, the University is using a two-tier Board of Examiner system. To support the revised arrangements, two separate External Examiner roles have been introduced: the Module External Examiner and the Progression and Award External Examiner. The majority of the content in this handbook applies equally to both Progression and Award Board External Examiners and Module Board External Examiners so only the title External Examiners will be used for the most part.

2.2 MODULE EXTERNAL EXAMINERS

2.2.1 Subject specialist External Examiners are appointed to modules rather than to programmes. This allows modules that are shared across more than one programme to have a consistent external perspective from a single External Examiner. It also allows the University to make the best use of the specialist knowledge of our External Examiners.

2.2.2 A Module External Examiner will not normally be appointed to more than 400 credits of modules. However, while all modules will have an appointed External Examiner to enable consultation where a modification is proposed, not all modules will have samples of assessed work to be reviewed, such as those at level 0 and level 4. This means that an External Examiner's overall credits may be higher than 400 but this will not involve more work.

2.2.3 Module External Examiners will attend meetings of Module Boards of Examiners, and provide an annual report. The annual report will address the allocated modules and comment on the subject / programme of which the modules form a part.

2.2.4 The Module Board of Examiners considers student achievement and performance on individual modules.

2.2.5 The role and responsibilities of the Module External Examiner are:

- To review and approve draft examination papers;
- To review a sample of scripts for all components of assessment for all examinable modules to which they are appointed;
- To review the marking to determine if it is of an appropriate standard;
- To attend the relevant Module Boards of Examiners at which the final assessment is made for the modules to which they are appointed;
- To judge the overall standards of student performance on the modules to which they are appointed;
- To ensure that written University procedures for marking are observed for the modules to which they are appointed;
- To comment on proposed minor modification to both the examinable and non-examinable modules to which they are appointed and new modules in related subject areas;
- To bring to the attention of the Module Board of Examiners any issues relating to the delivery of the modules in the context of the programme(s);
- To provide an annual written report.

2.3 PROGRESSION AND AWARD EXTERNAL EXAMINERS

2.3.1 The role and responsibilities of the Progression and Award External Examiner are to contribute to the decision of the Progression and Award Board (PAB) in respect of its role to:

- consider the overall profile of marks for each student and recommend students for awards or make recommendations for a course of action in the case of failure;
- make recommendations about students, not in their final year, with regard to progression or make recommendations for a course of action in the case of a student not being eligible to progress to the next level;
- confirm arrangements regarding the timing of reassessment where required;
- award credit to students on modules passed by compensation;
- ensure that the assessment process at a programme level is operated in a fair and reliable manner making use of agreed degree classification criteria and in line with the University's Regulations and assessment procedures;
- assure the appropriate standards for the awards;
- consider any issues relating to the delivery of modules in the context of the programme(s) as reported from Module Boards;
- where appropriate, to recommend student awards and prizes for programmes.

2.3.2 Each PAB will normally have a single PAB External Examiner. PAB External Examiners are appointed at the Faculty level, rather than to a specific PAB, allowing for some flexibility in setting up the PAB. PAB External Examiners do not need to be subject specialists as the PAB does not focus on individual assessments.

2.3.3 It is expected, but not mandatory, that PAB External Examiners will also be Module External Examiners.

2.4 EXTERNAL EXAMINERS' TERM OF OFFICE

2.4.1 The criteria relating to External Examiners' terms of office, approved by the Academic Board are as follows:

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

2.5 EXTENSION OF AN EXTERNAL EXAMINER'S TERM OF OFFICE

2.5.1 In line with the QAA Code of Practice, extensions are only granted in exceptional cases in order to preserve continuity. A clear case outlining the reasons why an extension is being requested must be provided.

2.5.2 The process for the approval of an extension to an External Examiner's term of office is the same as the nomination process outlined above. An application will need to be made by the Head of School and the External Examiner Appointments Panel and

the Education and Student Experience Committee on behalf of Academic Board will consider this.

2.6 EXTENSION OF AN EXTERNAL EXAMINER'S DUTIES

- 2.6.1 A programme team may ask an External Examiner to take on additional duties. Where the External Examiner is happy to do so an application will need to be made to the Education and Student Experience Committee.
- 2.6.2 The process for the approval of an extension to an External Examiner's duties is the same as the nomination process outlined above. An application will need to be made by the Head of School and the External Examiner Appointments Panel and the Education and Student Experience Committee on behalf of Academic Board will consider this.
- 2.6.3 An extension of duties will not normally involve an extension of the External Examiner's term of office.
- 2.6.4 A PAB External Examiner cannot have their duties extended, as they cannot be appointed to more than one of the four Faculties.

2.7 BRIEFING AND INDUCTION ARRANGEMENT

- 2.7.1 New External Examiners should normally take up an appointment on or before the retirement of their predecessors. External Examiners should remain available after the last assessments with which they will be associated in order to deal with any subsequent reviews of decisions.
- 2.7.2 Every new External Examiner will receive a formal letter of appointment from the Quality and Standards Office setting out the period of office, the modules to be examined and the fee structure. External Examiners are asked to return the acceptance slip confirming their appointment.
- 2.7.3 The Quality and Standards Office will send to each External Examiner on appointment a copy of the Handbook for External Examiners.
- 2.7.4 The Quality and Standards Office will hold a briefing and induction meeting to which all MOD and PAB External Examiners are invited. The briefing will be held three times a year. It is expected that all External Examiners' will attend one of these events. The Quality and Standards Office is responsible for all aspects of the organisation of this event. This Induction will involve an introduction to the University, and overview of the role and responsibilities of External Examiners, a briefing on the Organisation of Examination Boards and a demonstration on the use of the VLE Blackboard. For more information on the Induction event, please see the *External Examiner Induction Booking Form - 2018-19* <https://www.canterbury.ac.uk/quality-and-standards-office/external-examiners/briefing-events-for-external-examiners.aspx> .
- 2.7.5 External Examiners will have a primary point of contact. The primary contact for Module External Examiners will be a Programme Director, Module Leader or Academic Link Tutor from the group of programmes the External Examiner's modules reside in. The primary contact for PAB External Examiners will be the relevant Faculty Director of Quality and Faculty Quality office.
- 2.7.6 A new MOD External Examiner's Induction visit should include a private meeting with their primary contact, other staff and students. The visit normally takes place in the afternoon after the institutional Induction Event. However, a meeting like this is not limited to the days institutional Inductions are taking place. See point 2.7.8 for more detail on what a Module External Examiner's briefing should include.

- 2.7.7 Upon their appointment, a new Module External Examiner should receive from their primary contact:
- (i) a written statement about the place of the relevant examinations within the context of the relevant programme(s);
 - (ii) a written statement about the organisation and phasing of relevant curriculum;
 - (iii) information about the arrangements for examination of work and the meeting of the Module Board of Examiners;
 - (iv) any programme specific information, including a copy of the Programme Specification(s) and Programme Handbook(s) for the relevant programme(s);
 - (v) module handbooks for the modules for which the External Examiner is responsible.
- 2.7.8 At an early stage in their appointment, a new Module External Examiner should be briefed by their primary contact. The briefing should cover:
- (i) the intended learning outcomes of the relevant programme(s), its modules and how these meet the requirements of the benchmark statements, the UK Quality Code for Higher Education: Section A and other external reference points, as appropriate;
 - (ii) the syllabuses and teaching methods for the modules the External Examiner is responsible for;
 - (iii) methods of assessment and marking criteria;
 - (iv) the regulations for the relevant programme(s) including those concerned with compensation for failure and opportunities for reassessment;
 - (v) the External Examiner's role in relation to the examining team as a whole;
- 2.7.9 Throughout a Module External Examiner's term, it is the primary contact's responsibility to:
- (i) provide the External Examiner with any draft examination papers for review and approval;
 - (ii) provide the External Examiner with dates of meetings of Module Board of Examiners according to the institutional Academic Calendar(s) the relevant programme(s) are on.
 - (iii) provide the External Examiner with an agreed sample of assessed material, prior to the meeting of the Module Board of Examiners;
 - (iv) make arrangements for the External Examiner to meet with students on the relevant programme(s), where necessary.
- 2.7.10 A new External Examiner's Induction visit should include a private meeting with their primary contact and other staff. The visit normally takes place in the afternoon after the institutional Induction Event. However, a meeting like this is not limited to the days institutional Inductions are taking place. See point 2.7.12 for more detail on what a PAB External Examiner's briefing should include.
- 2.7.11 Upon their appointment, a new PAB External Examiner should receive from their primary contact:
- (THIS SECTION IS IN DRAFT)

2.7.12 At an early stage in their appointment, a new PAB External Examiner should be briefed by their primary contact. The briefing should cover:

(THIS SECTION IS IN DRAFT)

2.7.13 Throughout a PAB External Examiner's term, it is the primary contact's responsibility to:

(THIS SECTION IS IN DRAFT)

2.8 RIGHTS OF EXTERNAL EXAMINERS

2.8.1 To support External Examiners in undertaking the role, the rights of External Examiners are as follows:

- (i) External Examiners should have adequate access to samples of students' work with the right to see any item;
- (ii) External Examiners are entitled to meet students for the purposes of induction, or where there is a need to oversee practical assessments, and should be given reasonable opportunity to do so;
- (iii) the independence of External Examiners in making judgements about the examination process and award of qualifications is guaranteed, and no Examiner shall be dismissed for exercising such judgement;
- (iv) no arrangement for marking made by Programme Directors shall limit in any way the role of the External Examiner.

2.9 RESIGNATION AND INTERRUPTION OF EXTERNAL EXAMINER APPOINTMENT

2.9.1 Where an External Examiner is unable to continue with the role until the end of their appointment, or where an External Examiner is likely to be unavailable for an extended period of time during their appointment, the External Examiner should notify the University as soon as possible. Notification should be in sufficient time to enable appropriate alternative arrangements to be made so as not to impact on the assessment process and the student experience.

2.9.2 Resignations by External Examiners will be reported to the Education and Student Experience Committee.

2.10 EARLY TERMINATION OF EXTERNAL EXAMINER CONTRACT

2.10.1 The contract with an External Examiner for a taught award may be terminated before the end of the External Examiner's term of office in one or more of the following circumstances:

- (i) the failure to disclose a relationship, contractual or otherwise, which may impair the integrity of the examination process and the independence of the External Examiner;
- (ii) a failure to fulfil the terms of the contract by failing to attend meetings, and/or presenting the required report(s), and/or return students' work following examination;
- (iii) dismissal by the main employer of the External Examiner for improper conduct in relation to the person's employment, which may impair the integrity of examination process or the independence of the External Examiner;
- (iv) disbarment from being able to practise that may impair the integrity of examination process or the independence of the External Examiner, where there is a clinical or professional element to the Programme of Study;

(v) breach of University policies, including its Equal Opportunities Policy or equivalent.

2.10.2 The early termination of a contract shall be effected by the Chair of the Education and Student Experience Committee on behalf of the Academic Board, who shall present a report on any such termination to the Education and Student Experience Committee.

2.10.3 Any External Examiner whose contract is subject to early termination shall have the right of appeal to the Vice-Chancellor within 28 days of the issue of the notice of termination, who shall establish a panel of independent senior members of the University to hear and determine the matter, and make recommendations.

3 BOARD OF EXAMINER MEETINGS

3.1 ATTENDANCE AT BOARD OF EXAMINER MEETINGS

3.1.1 All External Examiner are full members of the relevant Board of Examiners and their presence is crucial to the assessment process. The University expects External Examiners to physically attend meetings of Boards of Examiners.

3.1.2 It is the primary contact's responsibility to ensure that all Module External Examiners are invited to attend the Board of Examiners for the modules allocated to them. This includes the Reassessment Board of Examiners.

3.1.3 The primary contact must ensure that appropriate consultation about the date of the Board of Examiners takes place to ensure that External Examiners are able to attend but as long as they are in line with the relevant institutional calendar.

3.1.4 External Examiners have the right to attend any meeting of a Board of Examiners of which they are a member.

3.1.5 No University credit or associated award shall be made without the participation of at least one fully-appointed External Examiner.

3.2 ATTENDANCE OF BOARD OF EXAMINER MEETINGS BY ELECTRONIC MEANS

3.2.1 In establishing the two-tiered system of Boards of Examiners, including the requirement for Module Boards of Examiners to be held at the end of Semesters and Trimesters, the University has recognised the potential for External Examiners to experience difficulties in physically attending all relevant Boards of Examiners. Where an External Examiner is unable to physically attend a Board of Examiners for logistical reasons, they may attend by electronic means.

3.2.2 An External Examiner must explicitly confirm that they are willing to attend by electronic means. If they wish to attend in person the Board of Examiners must be rescheduled unless the Senior Pro-Vice Chancellor (Education and Student Experience) authorises the meeting to proceed as scheduled.

3.2.3 An External Examiner attending by electronic means must be fully engaged with the business of the Board of Examiners. An External Examiner who is available to be contacted by telephone, email or other means during the meeting should there be a need to consult with them, rather than being fully engaged throughout the meeting, will not be deemed to be present.

3.2.4 The University's preferred means of attendance by electronic means is Skype. This is the only option that will be supported by the University's IT Department. If necessary

other electronic systems, including telephone conferencing, may be used as an alternative.

- 3.2.5 External Examiners attending by electronic means should have access to the full set of documentation provided to Board of Examiner members. In order to ensure the integrity of the process, all documentation should be provided to the External Examiner by secure means, such as via a restricted-access Blackboard site or in hard copy sent by Special Delivery.
- 3.2.6 An External Examiner participating by electronic means must do so from a location where they will not be disturbed by others and where the confidentiality of the Board of Examiner meeting will be maintained for the duration of the meeting. At the start of the Board of Examiner meeting, the Chair will ask the External Examiner to confirm that this is the case.
- 3.2.7 External Examiners attending a Board of Examiners by electronic means will be required to provide a brief written report in advance of the Board of Examiner meeting. The External Examiner Board of Examiner Report template should be used for this purpose – see Appendix 5 or <http://www.canterbury.ac.uk/quality-and-standards-office/external-examiners/submission-of-reports.aspx>). This will be called upon in the event of IT failure on the day of the Board of Examiner meeting. In the event of IT failure, the External Examiner will be required to confirm in writing their approval of the decisions of the Board of Examiners following the meeting and before the results are released to students.

3.3 ABSENCE OF EXTERNAL EXAMINER FROM BOARD OF EXAMINER MEETINGS

- 3.3.1 No meeting of a Board of Examiners shall take place in the absence of an External Examiner if that External Examiner indicates a wish to be present at the meeting. That is unless the Senior Pro-Vice Chancellor (Education, Enhancement and Student Experience) authorises the meeting to proceed as scheduled without the External Examiner, in which case a report outlining the decision where this was taken will be submitted to the Academic Board.
- 3.3.2 There are circumstances in which the Chair of the Board of Examiners may view it as impractical for the External Examiner to attend the Board of Examiners. The following is not an exhaustive list, but suggest the circumstances in which the meeting may go ahead as scheduled without the External Examiner:
- (i) there are few candidates, usually five or less, and the External Examiner has seen all the relevant work in advance;
 - (ii) only reassessment candidates, or first sit candidates sitting along with reassessment candidates are considered, and the External Examiner was involved at an earlier stage. All decisions regarding awards and progression at these meetings are minuted and forwarded to the External Examiner(s);
 - (iii) there is another External Examiner and the absent External Examiner was involved earlier for the same candidates.

In such instances, the External Examiner must still be invited to the meeting and enabled to attend should he or she wish to do so.

- 3.3.3 Where no External Examiner is able to attend, the Chair of the Board of Examiners shall determine, in conjunction with the Programme Director and the Director of Planning & Academic Administration, whether the Board of Examiners can proceed, and what categories of business must be deferred to a later meeting.

- 3.3.4 In the event that it is impossible for any External Examiner to attend the Board of Examiners, the following procedures must be adhered to:
- (i) the primary contact must ask the External Examiner who is unable to attend to provide a written report on the candidates and the examination process for consideration by the Board of Examiners;
 - (ii) where decisions about a candidate have to be deferred, this must be clearly recorded in the minutes of the Board of Examiners.
- 3.3.5 For the avoidance of doubt, any External Examiner who does not attend a Board of Examiners in person is required to complete and submit in advance of the scheduled Board of Examiners, the External Examiner Board of Examiner Report template – see Appendix 5 or <http://www.canterbury.ac.uk/quality-and-standards-office/external-examiners/submission-of-reports.aspx> .
- 3.3.6 Following the Board of Examiners:
- (i) the primary contact shall convey to the External Examiner a report on the proceedings as soon as practicable after the meeting;
 - (ii) the primary contact shall obtain the written agreement of the External Examiner as to the decisions taken;
 - (iii) the absent External Examiner should provide written agreement for any decisions taken where it was agreed that any External Examiner present would not confirm the decisions of the Board of Examiners on behalf of the absentee.

4 EXTERNAL EXAMINER ANNUAL REPORTS

4.1 ANNUAL REPORT REQUIREMENTS

- 4.1.1 The purpose of a Module External Examiner annual report is: to enable the relevant Programme Director(s), internal examiners, the Faculty, and the Academic Board and its committees to judge whether academic quality and standards are being maintained; and to make any necessary improvements; and to further develop the relevant programme(s), immediately or at the next review as appropriate. It follows that this report is vital in the whole process of programme review.
- 4.1.2 The purpose of a PAB External Examiner annual report is: to provide assurance to Faculty Deans and Faculty Quality Committees that: the written University procedures for progression, award and classification are being observed; that threshold standards are being maintained; and that the standards set for the award are appropriate for the level of the qualification.
- 4.1.3 External Examiners are asked to submit their reports as soon as possible following the Board of Examiners meeting and in any case within one month of the date after the Board of Examiners meeting to which they apply. In cases where a Board of Examiners meets more than once during the year, External Examiners are asked to provide the annual report after the final Module Board or Progression and Award Board of Examiners for that academic year.
- 4.1.4 External Examiners are asked to submit their reports directly to the Quality and Standards Office using the email address external-examiners@canterbury.ac.uk . Reports must not be sent to programme teams first nor at the same time as sending them to the Quality and Standards Office.

- 4.1.5 External Examiners are asked not to name individuals, as annual reports will be made available to students and staff of the institution. The University reserves the right to request amendment to your report, where a report identifies a student or member of staff. Where reports are found to identify individuals, the External Examiner concerned will be asked to amend the report or, if this is not possible, the names will be removed, prior to publication.
- 4.1.6 Exceptionally, External Examiners are entitled to report any serious matter, particularly where it relates to academic quality and standards, directly to the Vice-Chancellor, in confidence.
- 4.1.7 Module External Examiner and PAB External Examiner Reports should be completed on the appropriate templates provided (see Appendix 1 or download from the following website: <http://www.canterbury.ac.uk/quality-and-standards-office/external-examiners/submission-of-reports.aspx> and send by email to external-examiners@canterbury.ac.uk .

4.2 CONSIDERATION OF MODULE EXTERNAL EXAMINER REPORTS AND FEEDBACK TO MODULE EXTERNAL EXAMINERS

- 4.2.1 The Quality and Standards Office shall:
- (i) receive a Module External Examiner annual report directly from the Module External Examiner and acknowledge receipt;
 - (ii) check the report to ensure that it does not identify individual students or members of staff;
 - (iii) circulate the report to the primary contact, the relevant Programme Director(s), relevant the Head of the appropriate academic School(s), the relevant Faculty Director of Quality and the relevant Faculty Director of Learning and Teaching;
 - (iv) make the report available to all staff and students of the University.
- 4.2.2 It is expected that all relevant programme teams will contribute towards a written response to a report covering their modules (*Response to the External Examiner Report*). This should be a single document, which will highlight any good practice identified, discuss issues raised and draw attention to any actions that will be taken.
- 4.2.3 The consideration of a Module External Examiner comments and the response is the responsibility of the whole relevant programme team and not of a single individual or select group of individuals; as such a report should be discussed at such bodies as Programme Management Committees, Programme Boards and Student-Staff Liaison Committees.
- 4.2.4 The Head of School shall:
- (i) consider for approval the response written to a Module External Examiner report;
 - (ii) ensure that a report is made available to all members of academic staff teaching on the relevant programme(s) including collaborative partners (where applicable) and all students on the relevant programme(s);
 - (iii) ensure that all issues raised by a Module External Examiner, either in their report or through other aspects of their role, are identified, including those for which action has already been taken, and given due consideration by the relevant programme team(s);
 - (iv) ensure that appropriate action is taken in response to all issues raised by a Module External Examiner, or ensure that the reasons why no action is taken are

noted. Such actions will be communicated to all stakeholders in the relevant modules, including the Module External Examiner and, where appropriate, external bodies. Such actions will be monitored and evaluated through the Annual Programme Monitoring process;

- (v) ensure that when a Module External Examiners raises a significant issue, one that if not rectified threatens the standards of a module or programme, the issue is reported on the appropriate pro forma to the Faculty Quality Committee, and thereafter to the Quality Monitoring and Review Sub-Committee. The reporting of the issue should also include how the issue will be addressed.

4.2.5 The Faculty Director of Quality shall:

- (i) read all Module External Examiner Reports for all programmes managed by their faculty;
- (ii) check that the Annual Programme Monitoring covers all issues of significance;
- (iii) inform the Dean of Faculty of any issue of serious concern to their faculty;
- (iv) inform the Director of Quality and Standards of any serious issue of concern to the University arising in Module External Examiners' reports;
- (v) inform the appropriate Faculty Director of Quality of any issue which is related to another faculty where there is joint working;
- (vi) ensure that any issue of significance, is considered by the Faculty Quality Committee, together with the action taken or to be taken in response;
- (vii) submit an annual report on issues raised in Module External Examiner reports to the Education and Student Experience Committee, normally in Semester 2.

4.2.6 The Director of Quality and Standards shall:

- (i) read a sample Module External Examiner reports;
- (ii) draw to the attention of the relevant Faculty Director of Quality any issues of significance that relate to that faculty;
- (iii) inform the Senior Pro Vice-Chancellor (Education, Enhancement and Student Experience) of any issue of serious concern to the University, to enable the Vice-Chancellor to be made aware. This will enable the Vice-Chancellor to take any immediate action needed in the light of a serious issue raised in a report by a Module External Examiner;
- (iv) ensure that any issue of significance is considered by the Quality Monitoring and Review Sub-Committee, together with the action taken or to be taken in response;
- (v) submit an annual report on issues raised in Module External Examiner reports to the Education and Student Experience Committee, for consideration by the Academic Board normally in the Lent Term.

4.3 CONSIDERATION OF PROGRESS AND AWARD BOARD EXTERNAL EXAMINER REPORTS AND FEEDBACK TO PROGRESS AND AWARD BOARD EXTERNAL EXAMINERS

4.3.1 The Quality and Standards Office shall:

- (i) receive a PAB External Examiner annual report directly from the PAB External Examiner and acknowledge receipt;

- (ii) check the report to ensure that it does not identify individual students or members of staff;
 - (iii) circulate the report to the Chair of the relevant PAB (the Dean, or the Dean's nominee), the relevant Faculty Director of Quality, and the relevant Faculty Director of Learning and Teaching.
 - (iv) make the report available to staff and students of the University.
- 4.3.2 On receipt of a PAB External Examiner report, the Faculty Director of Quality will ensure the following:
- (i) that all issues raised by the PAB External Examiner, either in their report or through other aspects of their role, are identified, including those for which action has already been taken, and given due consideration.
 - (ii) that appropriate action is taken in response to all issues raised by the PAB External Examiner, or that the reason why no action is taken is noted. Such actions will be communicated to the Faculty Quality Committee.
 - (iii) That the Chair of the PAB will produce the response to the PAB External Examiner. Where the Chair is the Faculty Dean, the response will clearly not require approval. If the Chair was the Dean's nominee, the response will need to be approved by the Dean.
 - (iv) If any report suggests a serious problem, or one requiring urgent attention, the Faculty Director of Quality will contact the Director of Quality and Standards who will take the matter forward to the Senior Pro Vice-Chancellor (Education, Enhancement and Student Experience) directly.

5 HUMAN RESOURCES GUIDANCE

5.1 RIGHT TO WORK CHECKS

- 5.1.1 The University has a responsibility to check that External Examiners have the right to work in the UK. Right to Work checks are a necessary step in getting External Examiners set up on HR's staff record (enabling the payment of fees and expenses, and access to the VLE).
- 5.1.2 A Right to Work check will involve seeing the External Examiner with their passport (or other approved documentation) and any relevant visa, and making a signed copy. Wherever possible this check will be conducted by the Quality and Standards Office at the external examiners' induction event. The comparison of person and photograph element of the Right to Work check can also be done virtually by Skype, but there must still a physical check of the original document.
- 5.1.3 Where the Quality and Standards Office is unable to make this check, academic schools/centres will be responsible for so doing. This should be done at the first available opportunity, and before the external examiner begins to look at student work. Right to work checks should be conducted only by staff members who have been briefed by Human Resources.
- 5.1.4 Further details of the documentation requirements are set out in Appendix 8.

5.2 EXTERNAL EXAMINER ACCESS TO UNIVERSITY COMPUTER SYSTEMS

- 5.2.1 External Examiner access to the Virtual Learning Environment (VLE) is given to enable an External Examiner to effectively carry out their duties and/or to facilitate access to the documentation required to enable them to carry out their duties effectively.
- 5.2.2 All External Examiners are entitled to a University computing account upon appointment. Staff Accounts are set up automatically once the External Examiner has set up on HR's staff record. This can only happen if a Right to Work check has been completed. Because of the potential difficulties in getting Right to Work checks completed for External Examiners, and the necessity for External Examiners to have VLE access, QSO can arrange for setting up Associate Accounts. Primary contacts should contact QSO to request an associate account. Associate Accounts are temporary, lasting twelve months.
- 5.2.3 Once a Staff or Associate account has been set up, the Quality and Standards Office will advise the External Examiner of their username and how to log on to the VLE. The Quality and Standards Office will also advise the primary contact of the External Examiner's username. The primary contact will be responsible for ensuring that an External Examiner has access to the relevant VLE sites to enable them to undertake their external examining duties.
- 5.2.4 External Examiners will be provided with access to samples of work either through a site created specifically for this purpose or through access to the full module sites. Where an External Examiner is granted access to the full module sites, the primary contact must provide the External Examiner with guidance on samples to review.
- 5.2.5 A demonstration will be provided at the External Examiner Induction on how to access samples of work in Turnitin. Written guidance can also be found in Appendix 9.
- 5.2.6 Once an External Examiner has a University computing account, they will have access to previous External Examiner reports and responses through the Staff intranet.

6 FEES AND EXPENSES

6.1 PAYMENT OF EXTERNAL EXAMINER FEES

- 6.1.1 External examiner's fees are paid through the Quality and Standards Office to the amount the fee set at the beginning of the term of office in the Confirmation of Appointment Letter and/or any subsequent Confirmation of Extension letters.
- 6.1.2 The University has adopted a new policy for the payment of fees for External Examiners from the Academic year 2018/19. The fee for a Module External Examiner is based on the total credits for modules in their appointment in which samples of assessments are reviewed. As discussed above in point 2.2.2, not all modules will have samples of assessments to be reviewed, such as those at level 0 and level 4, and therefore will not count towards a Module External Examiner's fee. This is set out in the University Policy on the Payment of External Examiners Fees (see Appendix 2).
- For credits up to 240 a fee of £300 will be paid;
 - for credits between 245 and 320 the fee will be £400;
 - for credits more than 320 credits the fee will be £500.

PAB External Examiners receive a fixed fee of £100.

- 6.1.3 Essential additional visits will attract an additional fee of £50 per half day. Payment for additional days visits, if not set out in the Confirmation of Appointment Letter and/or any subsequent Confirmation of Extension letters, requires a claim to be submitted to the Quality and Standards Office on an annual basis.
- 6.1.4 Payment is made on the submission of the External Examiner's Annual Report. External Examiners for the Doctorate in Clinical Psychology are an exception to this rule; fees are paid at the end of the academic year when the programme team can assess the division of labour. Fees then can therefore change year on year for those External Examiners.
- 6.1.5 As long as an External Examiner has submitted the completed HMRC Starter Checklist (replacement for the P46) and Payroll forms, and a Right to Work check has been satisfactorily undertaken the University, QSO will automatically process the fee payment upon receipt of the report and no further action is required by the External Examiner.
- 6.1.6 External Examiner fee payments are processed via the University's Payroll system on the PAYE system. There is one payment run per month with forms needing to be submitted by around the 7th of the month for payment on the last working day of the month. Please note that if you submit your report after the cut-off date you will not be paid until the following month.
- 6.1.7 External Examiner's will receive a pay slip from the University's Payroll department and pay will go directly in to the nominated bank account. It is important that you keep us updated with any change to contact and bank account details.

6.2 CLAIMING EXPENSES

- 6.2.1 Normally External Examiners are expected to make their own travel arrangements and claim this back through expenses. The University can assist you with accommodation arrangements providing sufficient notice is given.
- 6.2.2 Where you do need to make arrangements yourself and for all other expenses incurred, these will be reimbursed by the School in which the modules sit to which you are the appointed External Examiner. All expenses claims must be submitted on the University Expenses Claim form (see Appendix 4 or <http://www.canterbury.ac.uk/quality-and-standards-office/external-examiners/fees-and-expenses.aspx>).
- 6.2.3 Claims must be made in line with the University Guidance on Expenses for External Examiners (see Appendix 3).

7 CONTACTS

| Enquiries About: | Service |
|--|---|
| Board of Examiner dates Examination Paper Approval Samples of Assessment General Queries (programme-specific) | Relevant Programme Director In the Faculty of Education and the Faculty of Health and Wellbeing, samples of Assessment queries will be handled by the Registry |
| Access to the Virtual Learning Environment | external-examiners@canterbury.ac.uk (if not been provided with a computing account log-in) Relevant Programme Director (if you do not have access to the relevant Blackboard sites) |

| | |
|--|--|
| Hotel Arrangements Expenses Claims | Relevant Programme Administrator |
| Welcome Letter Acceptance Slip New Starter Forms Fees Annual External Examiners Report General Queries (non programme-specific) | external-examiners@canterbury.ac.uk |

APPENDIX 1A: MODULE BOARD EXTERNAL EXAMINER ANNUAL REPORT TEMPLATES

This report template pro-forma is available electronically from the Quality and Standards website.

<http://www.canterbury.ac.uk/quality-and-standards-office/external-examiners/submission-of-reports.aspx>



MODULE EXTERNAL EXAMINER ANNUAL REPORT TEMPLATE

Important notes

- External Examiners are asked to submit their reports **as soon as possible following the Module Board of Examiners' meeting and in any case by the 1st September for Module Boards held in June/July; otherwise within one month of the date after the Module Board meeting to which they apply.** Where the Module Board meets more than once during the year, External Examiners are asked to provide the annual report after the final Module Board of Examiners for that academic year.
- If you are appointed as both a Module External Examiner and a Progression and Award External Examiner you will need to produce two separate reports. There is a separate report template for the Progression and Award Board role.
- External Examiners are asked not to name individuals, as annual reports will be made available to students and staff of the institution.
- Exceptionally, External Examiners are entitled to report any serious matter, particularly where it relates to academic quality and standards, directly to the Vice-Chancellor, in confidence.
- Payment will be made on the submission of the annual report.

External Examiners for modules that are delivered at more than one collaborative partner or at the University and at one or more collaborative partners are requested to report specifically on the modules at the University and/or each collaborative partner where they have reviewed assessed work.

External Examiners for modules that are delivered simultaneously at more than one University campus are invited to comment specifically on the delivery of the module at each campus if they feel that such information will be of benefit to the University and/or programme team.

| | |
|--|--|
| Academic year to which the report applies: | |
|--|--|

| | | | |
|---|--|------------------------|--|
| Name of External Examiner: | | | |
| Home Institution or Employer where not a HEI: | | | |
| Modules Examined (this information will be pre-populated by the University): | | | |
| Any partner to which this report applies: | | | |
| Dates of Module Boards | | | |
| Date: | | Attended (Y/N): | |
| Date: | | Attended (Y/N): | |
| Date: | | Attended (Y/N): | |
| Date: | | Attended (Y/N): | |

Section 1: Administrative arrangements

Q.1. Were the administrative arrangements prior to the Module Board of Examiners satisfactory?

Items for consideration include whether:

- you have received relevant information (for example student handbooks, programme specifications, marking criteria)
- there was an opportunity to comment on draft examination papers
- communications with the relevant school were satisfactory
- you have received sufficient notice of the meeting of the Module Board of Examiners
- there was sufficient time available for you to fulfil your duties.

Section 2: Academic standards

Q.1 Please comment on whether the process of determining the module marks is transparent and fair

Items for consideration include whether:

- sufficient evidence was received to enable proper scrutiny by you and by the Module Board of Examiners
- the Module Board of Examiners operated in fair and transparent manner
- methods of decision-making/calculation were properly applied
- cases where the findings of extenuating circumstances panels/plagiarism investigations applied were dealt with satisfactorily.

Please specify any element that you do not consider to have been satisfactory.

Q.2 Please comment on the appropriateness of the assessment methods and consistency of marking

Items for consideration include whether:

- the overall assessment strategy (including the amount of assessment) and the individual assessment methods used in the modules and across the modules are appropriate to enabling students to demonstrate achievement of the intended learning outcomes
- assessment was conducted in line with the University's policies and regulations
- marking criteria were appropriate to the level of study and to the module
- marking was conducted fairly and consistently, and in line with relevant marking criteria.

Q.3. Please comment on the quantity and quality of feedback given to students

Items for consideration include whether:

- the quality and quantity of feedback provided to students was consistent and was likely to be helpful to them
- narrative feedback provided supported the mark given.

Q.4. Please comment on whether threshold standards (as evidenced through the modules reviewed) are being maintained

- *threshold standards are the minimum acceptable level of achievement that a student has to demonstrate to be eligible for the achievement of credit.*

Q.5 Please comment on whether the level of achievement demonstrated by students on the modules reviewed is comparable to similar modules with which you are familiar

Q.6 Please comment on the level of knowledge, understanding and academic skills demonstrated by the students

Items for consideration include whether:

- *taking into account the level of study, student work displays a sound knowledge and understanding of the material that they have studied*
- *student work displays evidence of appropriate academic skills*
- *student work demonstrates any obvious gaps in these areas.*

Q.7 Please comment on how modules reviewed contribute to the overall success of the programme(s) and student experience.

Q.8 Where applicable, please comment on the effectiveness of the assessment of practice and/or work based learning

Items for consideration include whether:

- *assessment methods enable students to demonstrate their achievement of the intended learning outcomes*
- *assessment methods allow the identification of those who are unfit to practice.*

Q.9 Where applicable, please comment on any issues relating to the requirements of relevant professional, statutory or regulatory bodies.

Section 3: The curriculum

Q.1 Please comment on the curriculum, the module's aims, outcomes and potential areas for the enhancement of learning opportunities.

Items for consideration include whether:

- *module aims, learning outcomes and content are up-to-date, appropriate and set in alignment with The Framework for Higher Education Qualifications for England, Wales and Northern Ireland, any relevant subject benchmark statements or other subject expectations*
- *the modules are comparable with others of similar subject matter and academic level, with which you are familiar*
- *where you examine a significant number of modules from an individual programme or programme(s), the modules enable students to meet the programme learning outcomes*
- *there are any opportunities for the enhancement of the learning opportunities provided to students.*

Section 4: Innovation and good practice

Q.1 Please identify any aspects of the modules which you consider to represent good practice and/or innovation in relation to learning, teaching and assessment.

Section 5: Overview of the term of office

Q.1 If this is your final year as a Module External Examiner, please provide an overview of your term of office which will serve to inform the incoming Module External Examiner and assist the University in improving its practice.

Section 6: Previous annual reports

Q.1. Did you receive a satisfactory response to your previous report (if applicable)?

Section 7: Other matters

Q.1 Please use this section to include any other comments you wish to make.

APPENDIX 1B: PROGRESSION AND AWARD BOARD EXTERNAL EXAMINER ANNUAL REPORT TEMPLATES

This report template pro-forma is available electronically from the Quality and Standards website.

<http://www.canterbury.ac.uk/quality-and-standards-office/external-examiners/submission-of-reports.aspx>



PROGRESSION AND AWARD EXTERNAL EXAMINER ANNUAL REPORT TEMPLATE

Important notes

- External Examiners are asked to submit their reports as soon as possible following the Progression and Award Board of Examiners' meeting and in any case by the 1st September for Progression and Award Boards held in June/July; otherwise within one month of the date after the Progression and Award Board meeting to which they apply. Where the Progression and Award Board meets more than once during the year, External Examiners are asked to provide the annual report after the final Progression and Award Board of Examiners for that academic year.
- If you are appointed as both a Module External Examiner and a Progression and Award External Examiner you will need to produce two separate reports. There is a separate report template for the Module Board role.
- External Examiners are asked not to name individuals, as annual reports will be made available to students and staff of the institution.
- Exceptionally, External Examiners are entitled to report any serious matter, particularly where it relates to academic quality and standards, directly to the Vice-Chancellor, in confidence.
- Payment will be made on the submission of the annual report.

| | | | |
|--|--|------------------------|--|
| Academic year to which the report applies: | | | |
| Name of External Examiner: | | | |
| Home Institution or Employer where not a HEI: | | | |
| Progression and Award Board: | | | |
| Any partner to which this report applies: | | | |
| Dates of Progression & Award Boards | | | |
| Date: | | Attended (Y/N): | |
| Date: | | Attended (Y/N): | |
| Date: | | Attended (Y/N): | |

Section 1: Administrative arrangements

Q.1. Were the administrative arrangements prior to the Progression and Award Board of Examiners satisfactory?

Items for consideration include whether:

- *you have received relevant information*
- *communications with the relevant school were satisfactory*
- *you have received sufficient notice of the meeting of the Progression and Award Board of Examiners*
- *there was sufficient time available for you to fulfil your duties.*

Section 2: Academic standards

Q.1 Please comment on whether the process of determining progression and award outcomes is transparent and fair

Items for consideration include whether:

- *sufficient evidence was received to enable proper scrutiny by you and by the Progression and Award Board of Examiners*
- *the Progression and Award Board of Examiners operated in fair and transparent manner and the University's assessment regulations were applied consistently and fairly*
- *methods of decision-making/calculation were properly applied*
- *appropriateness and coherence of the University's assessment regulations*
- *rigour of the overall process and how it compares with other institutions with which you are familiar.*

Please specify any element that you do not consider to have been satisfactory.

Q.2. Please comment on whether threshold standards are being maintained and the standards set for the award are appropriate for the level of the qualification

- *threshold standards are the minimum acceptable level of achievement that a student has to demonstrate to be eligible for the achievement of an award.*

Q.3 Where applicable, please comment on any issues relating to the requirements of relevant professional, statutory or regulatory bodies.

Section 3: Overview of the term of office

Q.1 If this is your final year as a Progression and Award External Examiner, please provide an overview of your term of office which will serve to inform the incoming Progression and Award External Examiner and assist the University in improving its practice.

Section 4: Previous annual reports

Q.1. Did you receive a satisfactory response to your previous report (if applicable)?

Section 5: Other matters

Q.1 Please use this section to include any other comments you wish to make.

APPENDIX 2: CANTERBURY CHRIST CHURCH UNIVERSITY POLICY ON THE PAYMENT OF EXTERNAL EXAMINERS' FEES

CANTERBURY CHRIST CHURCH UNIVERSITY POLICY ON THE PAYMENT OF EXTERNAL EXAMINERS' FEES

Introduction

1. The employment of External Examiners and the consideration of their reports are key elements of Canterbury Christ Church University's quality assurance framework, providing essential external confirmation that the standards of the University's awards are secure. At the same time, the University wishes to use External Examiners in a targeted and effective way to ensure clarity and cost-effectiveness.
2. It is important to the University that:
 - there is sufficient coverage of credit-bearing modules and awards by appropriately qualified External Examiners
 - External Examiners' terms of office are clear and unambiguous;
 - the University complies with legal requirements related to External Examiners' right to work in the United Kingdom;
 - External Examiners are not expected to take on an unreasonable workload;
 - the fees paid to External Examiners provide fair recompense for the work undertaken, and are regular and predictable
 - the fees paid to External Examiners are fair to the University, and not unduly difficult or expensive to administer.
3. The policy is to apply to all appointments of External Examiners for the University's taught provision whose term of office is approved to commence from September 2018. The policy has been revised to reflect the changes to Board of Examiner and associated External Examiner arrangements from September 2018. The revised arrangements include a move to a two tier Board of Examiner system and the introduction of Module External Examiners and Progression and Award Board External Examiners.
4. The fee status of External Examiners appointed to commence their duties prior to September 2018 will be reviewed by the Quality and Standards Office following an exercise to reallocate Programme External Examiners to Module External Examiners. Where the new fee calculation should result in a lower fee payment, the previously agreed fee payment will be honoured until the end of the External Examiner's term of office. Where the new fee calculation will result in a higher fee payment, the External Examiner contract will be updated to reflect the new higher fee payment.
5. A separate policy exists governing the payment of [External Examiner expenses](#).

Module External Examiners - Workload

6. All credit-bearing modules at levels 5 and 6 (for full degrees), at level 5 for Foundation Degrees and at all levels for other undergraduate and postgraduate taught programmes (with the exception of level 0) will be allocated a Module External Examiner and will be considered. Normally a single Module External Examiner will be appointed to each module and all instances of delivery of a module will be allocated to the same External Examiner, although there may be circumstances in which it may

be appropriate to appoint more than one External Examiner to a single module. All such modules will be classed as examinable modules.

7. All level 0 and level 4 modules that are not subject to External Examiner examination under the University regulations will be allocated to an External Examiner. However they will be classed as non-examinable modules and will not be counted as part of an External Examiner's permitted total number of examinable modules (see paragraph 9 below). The purpose of allocating External Examiners to non-examinable modules is to enable External Examiner consultation to take place where a module / programme modification is proposed.
8. Module External Examiners will be subject specialists. Normally an individual External Examiner will be appointed to a number of different modules. It is not anticipated that there will be any cases where a single External Examiner will be appointed to a single module.
9. When considering an External Examiner's module allocation, Heads of School will ensure that the number of modules allocated and the potential number of students is not too onerous. Factors to consider will be, for example, overall number of modules, student numbers on modules, student assessment workload and the extent of collaborative provision. With respect to collaborative provision, where a single module is taught at multiple locations of delivery, each instance of delivery will normally be counted as a separate module for the purposes of calculating the total permitted number of modules. This does not however permit a single module taught at multiple locations of delivery to be split across multiple External Examiners, rather it is intended to ensure a reasonable workload for the External Examiner. The maximum number of examinable modules that will normally be permitted to be allocated to a single External Examiner will be 20 modules (assuming 20 credit modules i.e. 400 credits in total).
10. The role of the External Examiner is to make informed comment on the standards of the award. The University considers that an exact match between an External Examiner's subject specialism and each individual module allocated to them is not required to be able to do this. The University encourages academic Schools to nominate, where appropriate, existing External Examiners to take on additional responsibility for new modules, provided that this does not result in a workload beyond the permitted maximum of 400 credits of module allocation. In considering the nomination of existing External Examiners, the External Examiner Appointments Panel will take into account whether the nominee is likely to have appropriate knowledge to perform the role.

Progression and Award Board External Examiners - Workload

11. A minimum of one Progression and Award Board External Examiner will be appointed to each Progression and Award Board. Progression and Award Boards will be convened at School or Faculty level.
12. The role of the Progression and Award Board External Examiner is to ensure that the written University regulations and procedures for progression, award and classification are observed. It will be a compulsory requirement that they attend the Progression and Award Board to undertake their duties. As Progression and Award Boards will have no authority to change module marks already agreed at a Module Board, the Progression and Award Board External Examiner will have a sound understanding of regulatory matters and will not be a subject specialist for all programmes being considered by the Progression and Award Board. However

Progression and Award Board External Examiners will normally be drawn from the School's Module External Examiners.

External Examiners' terms of office

13. The dates of an External Examiner's term of office are determined by the Academic Board.
14. In line with the *UK Quality Code for Higher Education, Part B: Assuring and Enhancing Academic Quality, Chapter B7: External Examining*, External Examiners will be appointed for a term of four years, with the possibility of a one-year extension to support continuity in exceptional circumstances. Where a current External Examiner agrees to a reallocation of duties, no automatic extension of his or her term of office will be agreed, and no extension will be permitted if, in consequence, the term of office will be extended beyond five years.

Fees for External Examiners

Module External Examiners

15. The fee for a Module External Examiner will be dependent on the total credit value of the examinable modules to which they are appointed. Modules, which are classed as non-examinable (see paragraph 7 above), will not be included in the fee calculation process. Where a module is taught at multiple locations of delivery, the module will normally be allocated to a single External Examiner. However for the purposes of calculating the fee, each location of delivery will be classed as a separate module.
16. The fee rates for Module External Examiners will be as follows:
 - a. £300 flat fee – where allocated examinable modules up to the total credit value of 240 credits
 - b. £400 flat fee – where allocated examinable modules with a total credit value of between 245 and 320 credits
 - c. £500 flat fee – where allocated examinable modules with a total credit value of between 325 and 400 credits
17. In instances where for Professional, Statutory or Regulatory Body (PSRB) reasons, a Module External Examiner also needs to be appointed to a programme, they will be additionally paid the Progression & Award Board fee and will be invited to attend both Module Boards and Progression and Award Boards. This will be an additional flat fee regardless of the number of programmes to which they are appointed.
18. The fee includes an expectation that a Module External Examiner will attend up to TWO meetings of the Module Board of Examiners per academic year of appointment. Attendance can be 'in person' or 'by electronic means' in exceptional cases.
19. The Module External Examiner's fee will be fixed at the beginning of the contract based on the number of modules they are appointed to, and will be included in the welcome letter sent by the Quality and Standards Office. Where changes to module appointments are made during the External Examiner's term of office, either due to modules being withdrawn or additional modules being added (up to the total permitted maximum), the fee will be adjusted accordingly.

Progression and Award External Examiners

20. The fee for a Progression and Award External Examiners takes in to account the fact that they will not be required to scrutinise samples of student work in advance of

attendance at Boards of Examiners (unless they are also a Module External Examiner for which they would additionally receive the fee articulated in paragraph 16 above).

21. The fee pay rate for a Progression and Award External Examiner is £100. This is an annual flat fee for each Progression and Award Board to which they are appointed. This fee will not change dependent on the number of programmes the Progression and Award Board oversees.
22. The fee includes an expectation that a Progression & Award External Examiner will attend up to TWO meetings of the Progression & Award Board of Examiners per academic year of appointment. Attendance can be 'in person' or 'by electronic means' in exceptional cases.
23. The Progression and Award External Examiner's fee will be fixed at the beginning of the contract based on the number of Progression and Award Boards they are appointed to, and will be included in the welcome letter sent by the Quality and Standards Office. Where an External Examiner is appointed to an additional Progression and Award Board during their term of office, the fee payment will be adjusted accordingly. It is not anticipated that Progression and Award duties would be removed from an External Examiner's contract during their term of office, unless at the request of the individual External Examiner or the University's early termination of External Examiner contract procedures are initiated. In both such instances the Progression and Award External Examiner would no longer be eligible for the Progression and Award External Examiner payment.

Additional fees for visits made on University business

24. The University will make additional payments for approved visits on University business, over and above attendance at TWO meetings of the relevant Board of Examiners as indicated in paragraphs 18 and 22 above. These additional payments will be made at a rate of £50 per half day where the visit is UK-based or £100 per half day where the visit is overseas (working time only).
25. The number of visits for which an External Examiner will be paid will be fixed at the beginning of the contract, and will be included in the welcome letter sent to the External Examiner. Such visits may include attendance at additional meetings of Boards of Examiners, attendance at placement venues or visits to collaborative partner institutions where the Board of Examiners are taking place at the University (where there is a requirement for a Module External Examiner to visit the collaborative partner institution at least twice during their four-year term of office thus ensuring that Module External Examiners will have the opportunity to discuss their review of student work directly with partner staff).
26. The Director of Quality and Standards will have the authority to authorise further half day payments, in addition to those set out in the welcome letter, where there is a need, for example, to attend a University briefing event. Where this briefing coincides with a School induction, a further additional payment for the school induction may also be authorised.
27. Payment will not usually be approved, however, for attendance at programme meetings at other times, or for attendance at staff development events. Academic schools may choose to fund such activities themselves.

Exceptions to the above fee arrangements

28. There may be cases where exceptional considerations apply due to the particular nature of a module and/or programme of study. Variations to the above fee calculations may be made in specific instances, where these have been approved by External Examiner Appointments Panel. In approving such variations, the Panel may take into consideration:

- the needs and special circumstances of the module / programme;
- practice in other institutions on similar modules / programmes;
- the need to treat all External Examiners fairly;
- the need for efficiency.

Arrangement for the payment of External Examiners' fees

29. Payment will be authorised on the submission of the External Examiner's annual report. Advance payments will not be made without the express permission of the Director of Quality and Standards.

30. No payments of any sort shall be made to an External Examiner until evidence of his or her right to work in the United Kingdom has been provided.

APPENDIX 3: CANTERBURY CHRIST CHURCH UNIVERSITY GUIDANCE ON EXPENSES FOR EXTERNAL EXAMINERS

Introduction

1. External Examiners are entitled to the reimbursement of reasonable expenses incurred while on University business under the criteria outlined below.
2. External Examiner expenses are charged to School budgets, and should therefore be authorised by the head of the relevant academic school.
3. Academic schools may wish to consider the likely travel and subsistence costs involved when considering nominations of external examiners drawn from areas a long way from the University.
4. While heads of academic schools may exercise some judgement in the approval of External Examiner expenses, it is important that these guidelines are not exceeded in a way that may create a potential conflict of interest for the External Examiner.

Travel Expenses

5. In travelling on University business, External Examiners are requested to choose public transport and the most cost-effective fare tariff:
 - For rail travel, an off peak rail ticket, wherever possible; first class travel should not be approved under any circumstances;
 - London Tube, in preference to taxis, wherever possible;
 - Taxi fares: not normally more than 10 miles;
 - Internal air fares: Internal air fares are not normally reimbursed and should only be used when there is no alternative method of travel, or where the cost of the air ticket and connections would be less expensive than other methods of travel and/or extra hotel expenses. The cheapest air fare available must be obtained and prior authorisation must be sought from the Head of School before purchase;
 - Car: This form of transport should only be used in exceptional circumstances. If the External Examiner has to use his or her car for travel to and from the University a case for this must be made to the Head of School in advance of the visit. Petrol will be reimbursed at a rate of 45p per mile up to 200 miles and 25p per additional mile.
6. External Examiners may vary their method of travel to suit their individual needs where the total cost thus incurred does not add appreciably to the total amount claimed. In doing so, External Examiners should make only reasonable adjustments. For example, the use of taxis and internal flights to enable a visit to be undertaken in a single day is acceptable if it does not add appreciably to the cost of a train fare and an overnight stay. However, this must be off-set against an off-peak train fare rather than a full-fare, except where travel at peak time would normally be unavoidable.

Accommodation

7. Hotels should be selected from the University approved list only. This is available on the University website (<http://www.canterbury.ac.uk/quality-and-standards-office/external-examiners/external-examiners.aspx>).
8. Single room rates only, excluding telephone calls, bar bills, newspapers, etc, should be reimbursed.
9. The relevant academic school will normally be responsible for making a booking for accommodation on behalf of the External Examiner, quoting 'Canterbury Christ Church University Corporate Rate' as arrangements have been made for the hotels to invoice the University direct.
10. If, for any reason, an External Examiner chooses to reserve his / her own accommodation in a hotel which is not on the University's approved list, the head of the relevant academic school's permission must be sought prior to confirmation of booking. The school will then reimburse the single room rate, at the agreed corporate rate of £75 and reasonable cost of meals taken at the hotel.

Meals

11. Reasonable cost of meals incurred on the journey to and from the University and an evening meal when an overnight stay is required (which does not exceed £25) will be reimbursed. The University will not reimburse the cost of alcoholic drinks.
12. University staff should not pay for an External Examiner's meals, even if they subsequently make an expenses claim.
13. Academic schools may choose to reimburse staff members for accompanying external examiners to an evening meal. Funding in advance of an expenses claim, however, should not be provided.

Submission of claims

14. Expenses are cleared and paid following receipt of the expenses claim form. Claim forms for travelling expenses and subsistence should be submitted to the relevant academic school immediately following the visit to which they refer.
15. Expenses claims should normally be accompanied by receipts. Expenses claims unsupported by receipts should not normally be approved.
16. Claims for expenses may only be submitted for the External Examiner and not for spouses or partners accompanying them.
17. Fees and expenses are normally paid directly into the External Examiners' bank accounts. In order to facilitate payment, new external examiners should complete and return to the Quality and Standards Office the standard Bank Details form which is included in the External Examiners' welcome pack. To avoid delay in payment of fees and expenses, External Examiners are asked to ensure that their claim forms are completed in full, and that the University is informed of any changes of address, or alteration of information relating to bank accounts.

APPENDIX 4: EXTERNAL EXAMINER'S EXPENSE CLAIM FORM

CANTERBURY CHRIST CHURCH UNIVERSITY

External Examiners Claim for Expenses

Please print details clearly on this form

| | |
|---|-----------------------------|
| NAME OF EXTERNAL EXAMINER: | |
| ADDRESS: | |
| EXAMINER FOR: | |
| NAME of the EVENT for which you are claiming e.g. Exam Board, school visits (Please complete a separate form for each visit) | |
| DATE of visit | |
| TIME VISIT STARTED: | TIME VISIT ENDED: |
| Bank Sort Code: | Bank Account number: |
| Bank name and address: | |

| | Amount | |
|--|--------|---|
| | £ | p |
| TRAVELLING EXPENSES | | |
| From: | | |
| To: | | |
| Bus / Tube / Rail (standard) | | |
| Other travel expenses (please specify) | | |
| Mileage, if by car 45p per mile for first 200miles 25 p thereafter | | |
| SUBSISTENCE | | |
| Meals (please specify) | | |
| Accommodation | | |
| Postage | | |

For Department use:

Department:

Account code:

Cost Centre:

Project Code:

I certify that this claim is correct

_____ Signature of claimant

_____ Date

Please attach *all receipts* for expenses incurred and return the completed form to the relevant School - 'School Name', Canterbury Christ Church University, North Holmes Road, Canterbury, Kent, CT1 1QU:-

Approved By
Head of School

_____ Signed

_____ Date

APPENDIX 5: EXTERNAL EXAMINER BOARD OF EXAMINER REPORT TEMPLATE



EXTERNAL EXAMINER BOARD OF EXAMINER REPORT

To be completed by an External Examiner following reviews of samples of assessment and before the scheduled Board of Examiners ONLY where they are not able to attend the Board of Examiners in person

The table section should be completed by CCCU prior to sending to the External Examiner for completion

| | |
|----------------------------------|--|
| Name of External Examiner | |
| Modules / Programme Reviewed: | |
| CCCU School: | |
| Date of Board of Examiners: | |

I hereby confirm that I have reviewed the samples of assessment for the above modules / programme and I can confirm that the marking is of an appropriate standard and the University procedures for marking have been adhered to.

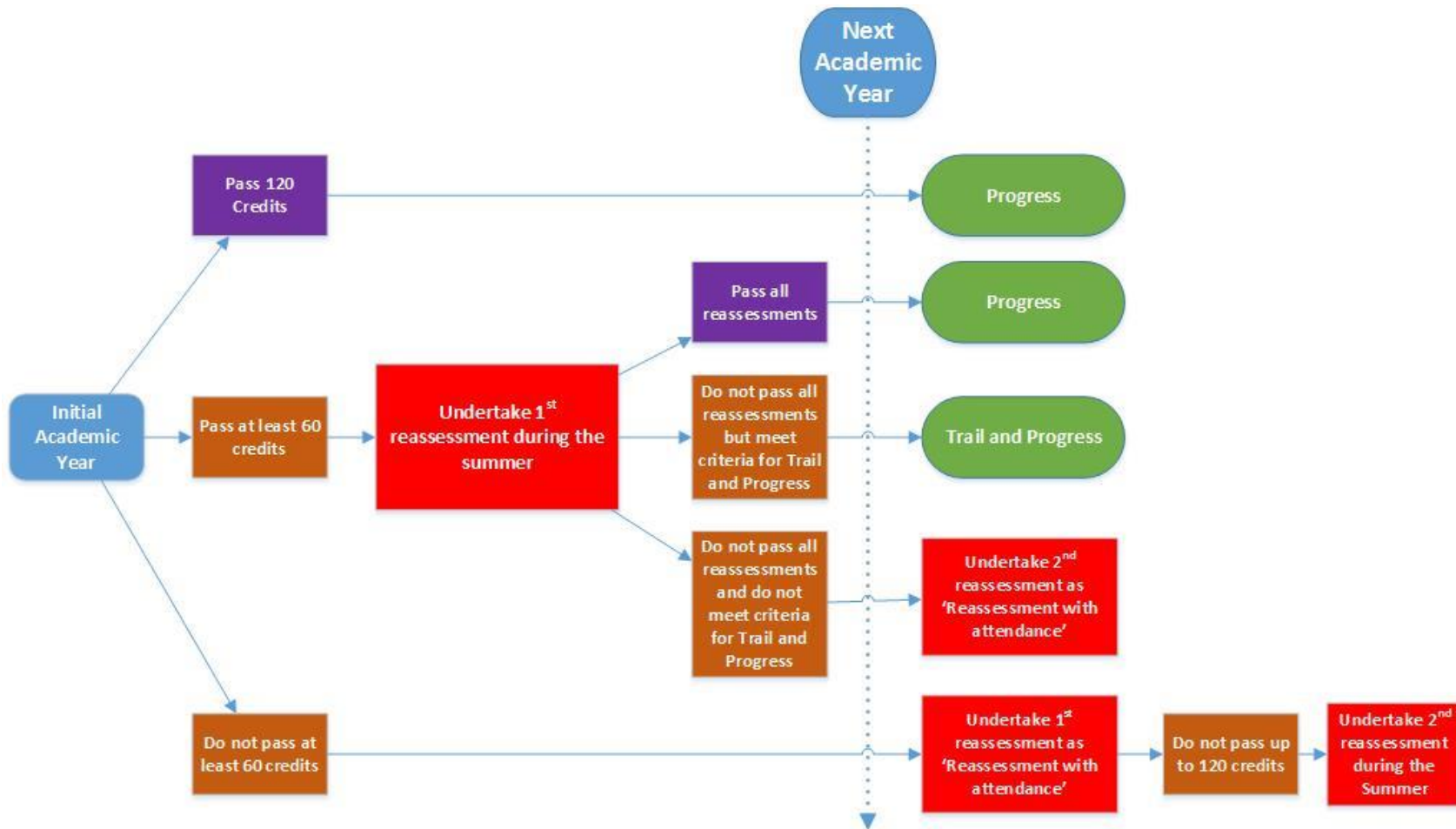
Signed:

Date:

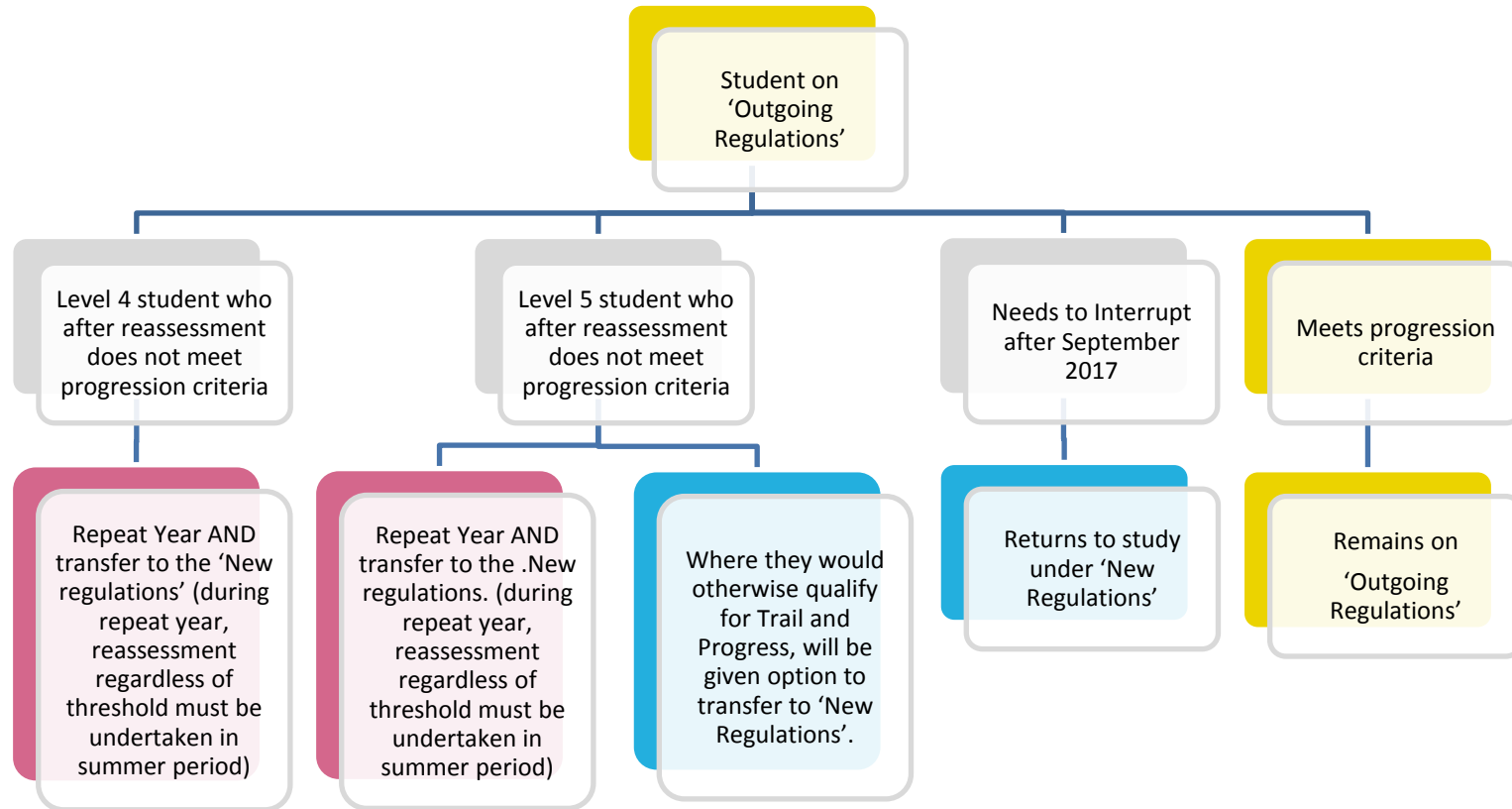
Additional Comments

Should you wish to provide any specific comments to be reported to the Board of Examiners in your absence, please provide them below:

APPENDIX 6: REASSESSMENT AND PROGRESSION DECISIONS UNDER THE NEW REGULATIONS (SEPTEMBER 2017 EDITION)



APPENDIX 7: TRANSITIONAL ARRANGEMENTS FOR STUDENTS ON THE OUTGOING REGULATIONS



APPENDIX 8: RIGHT TO WORK CHECK DOCUMENTS

| Lists of acceptable documents for right to work checks | |
|---|--|
| List A | |
| Acceptable documents to establish a continuous statutory excuse | |
| 1. | A passport showing the holder, or a person named in the passport as the child of the holder, is a British citizen or a citizen of the UK and Colonies having the right of abode in the UK. |
| 2. | A passport or national identity card showing the holder, or a person named in the passport as the child of the holder, is a national of a European Economic Area country or Switzerland. |
| 3. | A Registration Certificate or Document Certifying Permanent Residence issued by the Home Office to a national of a European Economic Area country or Switzerland. |
| 4. | A Permanent Residence Card issued by the Home Office to the family member of a national a European Economic Area country or Switzerland. |
| 5. | A current Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder indicating that the person named is allowed to stay indefinitely in the UK, or has no time limit on their stay in the UK. |
| 6. | A current passport endorsed to show that the holder is exempt from immigration control, is allowed to stay indefinitely in the UK, has the right of abode in the UK, or has no time limit on their stay in the UK. |
| 7. | A current Immigration Status Document issued by the Home Office to the holder with an endorsement indicating that the named person is allowed to stay indefinitely in the UK or has no time limit on their stay in the UK, together with an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer. |
| 8. | A full birth or adoption certificate issued in the UK which includes the name(s) of at least one of the holder's parents or adoptive parents, together with an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer. |
| 9. | A birth or adoption certificate issued in the Channel Islands, the Isle of Man or Ireland, together with an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer. |
| 10 | A certificate of registration or naturalisation as a British citizen, together with an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer. |
| List B | |
| Group 1 – Documents where a time-limited statutory excuse lasts until the expiry date of leave | |
| 1. | A current passport endorsed to show that the holder is allowed to stay in the UK and is currently allowed to do the type of work in question. |
| 2. | A current Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder which indicates that the named person can currently stay in the UK and is allowed to do the work in question. |
| 3. | A current Residence Card (including an Accession Residence Card or a Derivative Residence Card) issued by the Home Office to a non-European Economic Area national who is a family member of a national of a European Economic Area country or Switzerland or who has a derivative right of residence. |
| 4. | A current Immigration Status Document containing a photograph issued by the Home Office to the holder with a valid endorsement indicating that the named person may stay in the UK, and is allowed to do the type of work in question, together with an official |

| | |
|---|--|
| | document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer. |
| Group 2 – Documents where a time-limited statutory excuse lasts for 6 months | |
| 1. | A Certificate of Application issued by the Home Office under regulation 17(3) or 18A (2) of the Immigration (European Economic Area) Regulations 2006, to a family member of a national of a European Economic Area country or Switzerland stating that the holder is permitted to take employment which is less than 6 months old together with a Positive Verification Notice from the Home Office Employer Checking Service. |
| 2. | An Application Registration Card issued by the Home Office stating that the holder is permitted to take the employment in question, together with a Positive Verification Notice from the Home Office Employer Checking Service. |
| 3. | A Positive Verification Notice issued by the Home Office Employer Checking Service to the employer or prospective employer, which indicates that the named person may stay in the UK and is permitted to do the work in question. |

APPENDIX 9: GUIDE TO ACCESSING WORK IN TURNITIN

External Examiners' guide to accessing work online in Turnitin 2018/19

Introduction

As part of growing provision of electronic feedback at Canterbury Christ Church University, External Examiners may be required to access Turnitin for the purposes of moderation. Students submit coursework to Turnitin via our Blackboard Virtual Learning Environment and, depending on the module, school or programme; receive electronic feedback on their work.

This is a guide for External Examiners on accessing Turnitin via Blackboard at Canterbury Christ Church University to access students' work and feedback.

Note: Moderation arrangements for Turnitin vary between modules, programmes and schools. **Please refer to your programme contact for advice about specific arrangements before accessing Turnitin.**


Accessing Blackboard

Access Canterbury Christ Church University's Blackboard VLE at:

<http://learn.canterbury.ac.uk>

Login using your Canterbury Christ Church University username and password.

▼ **Recommended Browser**



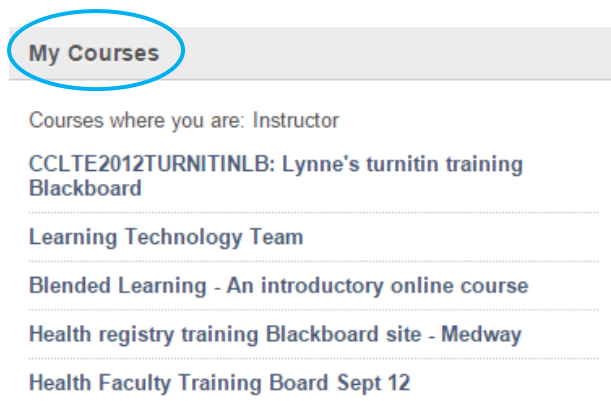
When accessing Blackboard, all users are recommended to use Google Chrome.

Why do we recommend Chrome?
Chrome supports more of Blackboard's key features and offers a more streamlined experience when opening documents, adding content, and uploading assignments.

If you don't have a login, your programme contact can arrange for a Canterbury Christ Church University computing account for you. If you have a password problem, contact the IT Service Desk at it-service@canterbury.ac.uk or 01227 782626.

Finding the Relevant Blackboard Site

In the **My Courses** section of the Blackboard homepage you will see the Blackboard site(s) that you have been given access to by the programme. This is where the work you will need to moderate is located. Your programme contact can advise further.



Click to enter the relevant Blackboard site.

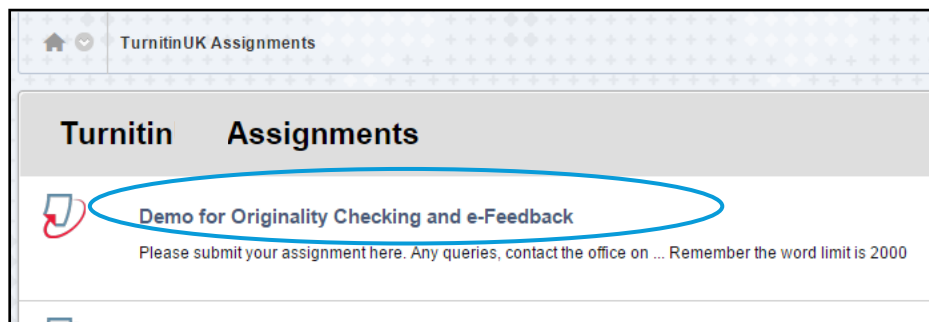
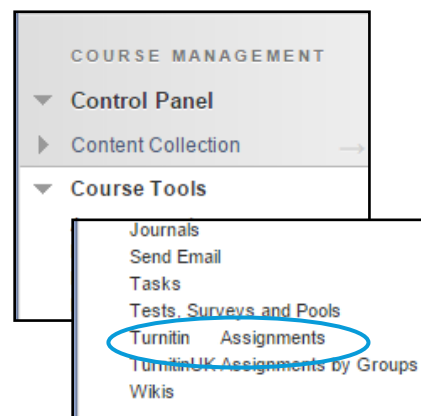
Access Turnitin in the Blackboard Site

Work submitted by students to Turnitin through the Blackboard site can be accessed via the **Control Panel**.

Open the **Course Tools** menu on the **Control Panel** and select **Turnitin Assignments**.

You'll see a list of all the Turnitin Assignments (submission points) in the Blackboard site.

Click the Turnitin Assignment you want to view.



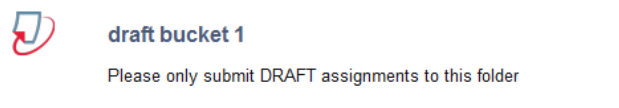
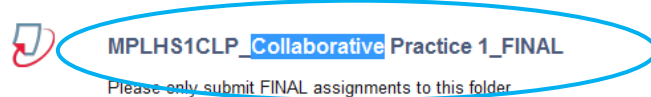
Finding the Relevant Turnitin Assignment

Check with your programme contact the exact name of the Turnitin assignment to look for. Some Blackboard sites contain many Turnitin submission points. If you have a long list of Turnitin assignments, you can find the one you need quickly by using the **Find option in your browser** by holding down the **Ctrl** key and pressing **F** on your computer keyboard.

A search box will appear that you can use to find the assignment that you are looking for.



Press the **Enter** key to search for the word you have put in the search box (e.g. 'collaborative'); the browser will highlight the words that match the search. Click on the arrows next to the search box to find the next occurrence of the word on the web page.




When you have located the assignment that you are moderating, click it for a list of students who have submitted their work to this assignment. This list can be ordered alphabetically by clicking on the grey bar for **Author** (student).



Viewing Students' Work and Feedback

To access a student's submission and feedback click on the **Grade**



| <input type="checkbox"/> | AUTHOR | TITLE | SIMILARITY | GRADE |
|--------------------------|--------------|--------------|--|-------|
| <input type="checkbox"/> | Stud Train11 | ODP registry | 20% | 72 |

The student's paper will open in a new window called the **Document Viewer**.

You can use the magnifier at the bottom of the screen to make the text larger



IMPORTANT

- 1. Your programme contact will provide a list of names for the moderation sample.**
- 2. Please do not alter any marks or comments online as this is the student's assessed piece of work and will affect the integrity of the paper.**

Different Types of Feedback in Turnitin

In addition to a **Grade**, there are various options for presenting feedback comments in Turnitin.

See below for examples of each. Please note, these refer to the new 'Feedback Studio' version of Turnitin from August 2017. If you are used to working with the previous 'Classic' version of Turnitin, please see the Annex for a summary of changes.

Check with your programme contact which of these types of feedback have been provided.

Written feedback can be on- or off-script. On-script comments may be **Inline Comments** written directly onto the script, **Bubble Comments** on highlighted passages which expand when clicked or pre-set, re-usable **QuickMark Comments** which also expand when clicked.

plagiarism detection software. Turnitin is one such system. Over 80% of UK universities have adopted it, as well as a number of schools, FE colleges, professional and awarding bodies (see <http://www.jiscpas.ac.uk/turnitinuk.php>).

Turnitin is an Internet-based plagiarism-detection service created by iParadigms, LLC. Institutions, typically universities and high schools, buy licenses to submit essays to the Turnitin website, which checks the documents for plagiarism. Students may be required by schools to submit essays to Turnitin, as a deterrent to plagiarism. This has been a source of criticism, with some students refusing to do so in the belief that requiring it constitutes a presumption of guilt. Additionally, critics have alleged that use of the software violates educational privacy and intellectual property laws. Parent company iParadigms, LLC, also offers a similar plagiarism detection service for newspaper editors, book and magazine publishers called iThenticate, and run the informational website Plagiarism.org. Other services marketed under the Turnitin brand are aimed at the education market such as GradeMark and Peer Review services. Turnitin released the WriteCycle Suite bundles the Originality Checking service with Peer Review tools.

Turnitin checks students' work for material which might have been included from other sources. It then reports back to academic staff as to the extent of any "original material" - this is text reproduced in students' work which is known to exist in these other sources. Turnitin itself doesn't make any judgement as to whether work has been plagiarised, rather it provides information on text matched elsewhere to support academic decision making. For more information, including an overview of Turnitin with an example "originality report" and the pilot evaluation report, see the Turnitin page on the University's Learning and Teaching Enhancement Unit (LTEU) website at: <http://www.canterbury.ac.uk/support/learning-teaching-enhancement-unit/tools/turnitin.asp>

Annotations include:

- QuickMark Comments (click to expand)**: Points to a URL.
- Bubble Comment (click to expand)**: Points to a highlighted paragraph.
- Inline Comment**: Points to a URL at the bottom.

Off-script feedback may include summary paragraphs of **Text Comments**:

Text Comment

up to 5000 characters
basic text formatting inc. links

A reason...
Turnitin...
background...
discussion leads to an interesting point about using it to help educate students. You might have expanded in places. For example, how does Turnitin check students' work? Google? I notice from the Originality

Off-script comments may also include assessment criteria-related comments as a **Rubric** using pre-set level descriptors for each assessment criterion (right) or a **Grading Form** with personalised comments within each assessment criterion (below).

Demo Grading Form

Referencing

Some personalised comments here around your referencing

Knowledge..

Some personalised comments here around the the content and range of knowledge you displayed ...

Annotations include:

- criteria**: Points to the 'Referencing' and 'Knowledge..' headers.
- marker's comment**: Points to the text boxes for each criterion.

Rubric

Referencing
59-50 Sound

Knowledge..
69-60 Good

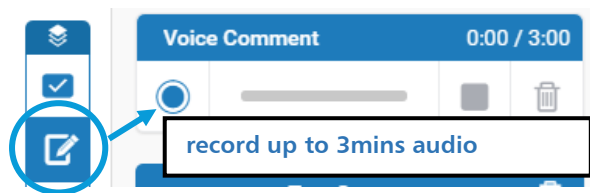
59-50 Sound

Attempts to follow systematic approach to the citation of sources, appropriate to the discipline. Entries in the bibliography/reference list are generally accurate/ appropriate.

Annotations include:

- scale point slider**: Points to the slider for 'Referencing'.
- scale point description (pre-set)**: Points to the '59-50 Sound' text.

Spoken feedback can also be recorded as off-script digital audio **Voice Comments**. Please see separate note below: *Special Arrangements for Using Audio Feedback*.



Identifying Second Marker Comments

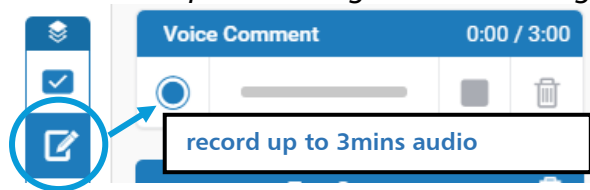
The form for recording of second marking comments is available on the University web site at:

<http://www.canterbury.ac.uk/quality-and-standards-office/docs/Record-of-Second-Marking-Template.doc>

Second marking comments may or may not be added directly in Turnitin depending on the module, programme or School arrangements. As an External Examiner, you will need to be aware of the type of method used. Check with your programme contact if in doubt. Where Turnitin is used to record second marker comments, they will either:

- in the **Text Comments** summary feedback section or
- as a specific on-script comment

Spoken feedback can also be recorded as off-script digital audio **Voice Comments**. Please see separate note below: *Special Arrangements for Using Audio Feedback*.



Identifying Second Marker Comments

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- in the **Text Comments** summary feedback section or
- as a specific on-script comment

Annex: TURNITIN CLASSIC –VS – FEEDBACK STUDIO LAYOUT

Classic Document Viewer: Originality Checking Mode:

The screenshot displays the Turnitin Classic Document Viewer interface in Originality Checking Mode. The document title is "The Goliath of the Sea" by STUD TRAIN20. The similarity score is 44%. The Match Overview sidebar shows the following sources:

| Rank | Source | Similarity |
|------|---|------------|
| 1 | www.blogkeen.com Internet source | 26% |
| 2 | animals.nationalgeogr... Internet source | 18% |

Annotations in the image:

- (1) %: Points to the 44% similarity score.
- (2) Submission: Points to the document title.
- (3): Points to the bottom toolbar.
- (4) All Sources: Points to the source list in the Match Overview sidebar.
- (5) Filter and: Points to the filter icon in the Match Overview sidebar.
- (6) Excluded: Points to the excluded icon in the Match Overview sidebar.

Classic Document Viewer: Feedback Mode:

The screenshot displays the Turnitin Classic Document Viewer interface in Feedback Mode. The document title is "The Goliath of the Sea" by STUD TRAIN20. The similarity score is 44%. The Composition sidebar contains the following tools:

- Comment
- Awk
- CutQ
- Float
- Frag
- Insert
- Needs topic
- P/A Agreement
- P/V
- Pos
- S/V Agreement
- Simp.
- Support
- Tense Shift
- Thesis
- Tone
- Transpose
- Vague
- Var.
- Weak Transition
- Wordy

Annotations in the image:

- (1) %: Points to the 44% similarity score.
- (2) Submission: Points to the document title.
- (3) Download/Print: Points to the bottom toolbar.
- (7) QuickMarks: Points to the QuickMarks icon in the bottom toolbar.
- (8) Feedback: Points to the feedback icon in the bottom toolbar.
- (9) Rubric / Grading: Points to the rubric icon in the bottom toolbar.

Feedback Studio: Combined Originality Checking and Feedback:

The screenshot shows the Feedback Studio interface for a document titled "The Goliath of the Sea" by Tessa Ruiz. The document content includes a title, a small image of a bird, and a larger image of a blue whale. The interface features a left sidebar with a document preview, a top navigation bar, and a right sidebar with various tool icons. Annotations with arrows point to specific features:

- *NEW* Toggle Page**: Points to the sidebar toggle icon.
- *NEW* Layers Navigation Show or Hide Originality Checking or Feedback**: Points to the top navigation icons.
- Feedback**: A bracket groups icons for feedback, rubric, and grading.
- Originality**: A bracket groups icons for similarity, filters, and excluded sources.
- (1) % Similarity**: Points to the similarity percentage (49%).
- (2) Submission Info**: Points to the submission icon.
- (3) Download**: Points to the download icon.
- (4) All**: Points to the filter icon.
- (5) Filter and**: Points to the filter icon.
- (6) Excluded Sources**: Points to the excluded sources icon.
- (7)**: Points to a green icon in the top navigation.
- (8) Feedback**: Points to the feedback icon.
- (9) Rubric / Grading**: Points to the rubric/grading icon.

At the bottom, it shows "Page: 1 of 2" and "Word Count: 517".

This screenshot shows the grading and editing interface. It includes a "Coherence.." section with a score of "69-60 Good" and a slider. A red circle highlights the slider, with an annotation ***NEW* Rubric slider**. Below it is the "Clarity.." section, also with a score of "69-60 Good" and a slider. The text below the sliders reads: "69-60 Good Language generally fluent. Grammar and spelling mainly accurate. 59-50 Sound Meaning clear, but language not always fluent. Grammar and/or spelling contain". At the bottom, there is an "Edit Text" bar with a character count of "94/5000" and a toolbar with icons for Bold (B), Italic (I), Underline (U), and Link. A red circle highlights these icons, with an annotation ***NEW* Text formatting**.