



# Senate Handbook

## Staff Handbook

## External Examiners (Taught Programmes)

This Handbook supplements Regulations governed by Senate.

It includes policies, procedures, advice and/or guidance that staff and External Examiners are expected to follow in the proper conduct of University business.

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## **Major changes to this document since version 3.3 (September 2018):**

- Amendment that Registry provide papers to external examiners
- Amendment that all reports should be submitted no later than 6 weeks after the final examination board meeting for that academic year.
- Amended guidance on raising an external concern
- Addition of Shrivenham contact details
- Updating of references to QAA, Quality code and OFS

# Glossary

The following terms are provided to external examiners to aid them in understanding Cranfield terminology:

<b>Academic Lead</b>	Academic responsible for the management of the course, normally known as the Course Director, Programme Director, Academic Leader or Course Chairman. (Different Schools use different terminology, depending on local programme structures.)
<b>Board of Examiners</b>	Group of internal and external examiners that convene to consider student progress and award outcomes. There is a Chair to lead the Board.
<b>Course Team</b>	Team dedicated to the delivery of a course, normally comprising the Academic Lead, module leaders and course administrators. The first point of contact for local external examining matters.
<b>Director of Education</b>	The senior academic responsible for quality and standards within a School.
<b>Education Services</b>	The central department that is the point of contact for external examining matters.
<b>Head of School</b>	The senior academic responsible for the management of a School.
<b>Link Tutor</b>	Where the University validates a programme with a trusted partner organisation Link Tutors are in place for each partnership to act as a key point of communication between the validated partner and the University.
<b>Module Leader</b>	Most taught courses at Cranfield are made up of shorter courses or modules (as outlined in the annual course structure document). The academic member of staff responsible for the management of an individual module.
<b>Pro-Vice-Chancellor (Education)</b>	The foremost member of academic staff responsible for standards and quality, who reports to the Vice-Chancellor and Senate.
<b>Vice-Chancellor</b>	The Chief Executive Officer of the University.

# 1 Selection and nomination

## 1.1 Selection

The course team will have contacted you informally to discuss whether you would be willing to act as external examiner for a specified period (typically four years). Cranfield has adopted the following criteria for selecting its external examiners; you will normally be expected to be able to demonstrate:

- i) knowledge and understanding of UK sector agreed reference points for the maintenance of academic standards and assurance and enhancement of quality;
- ii) competence and experience of the fields covered by the taught programme of study, or parts thereof;
- iii) relevant academic and/or professional qualifications to at least UK Masters level, and/or extensive practitioner experience where appropriate;
- iv) competence and experience relating to designing and operating a variety of assessment tasks appropriate to the subject and operating assessment procedures;
- v) sufficient standing, credibility and breadth of experience within the discipline to be able to command the respect of academic peers and, where appropriate, professional peers;
- vi) familiarity with the standard to be expected of students to achieve the award that is to be assessed;
- vii) fluency in English.

You will preferably also be able to demonstrate:

- viii) meeting applicable criteria set by professional, statutory or regulatory bodies;
  - ix) awareness of current developments in the design and delivery of relevant curricula;
  - x) competence and experience relating to the enhancement of the student learning experience.
- Cranfield recognises that you may not feel able to meet in full all of the above criteria, and you are invited to review these and discuss any points with the course team or with Education Services. Please note that Cranfield often appoints more than one external examiner to ensure that all of the points are covered for the course.

Although Cranfield does not divide external examiners into formal categories, the examiners we appoint can broadly be defined as academic or practitioner examiners. Academic examiners have extensive experience of Higher Education in the UK or further afield and are expected to comment on all areas of provision. Practitioner examiners are professionals who work in a sector relevant to the subject area of the course and are expected to comment on some or all areas of provision.

## 1.2 Nomination

Your appointment will have been made by the Director of Education in a School as a result of your nomination by the course team. You will likely have been asked to provide a CV (or other details of your academic credentials), contact details and confirm the number of external examiner appointments you hold currently and in the past. The course team may also have explored with you potential conflicts of interest (see section 2.2).

Your appointment will have included a formal letter from Education Services, and you should have confirmed in writing that you accept the appointment.

## 2 Appointment

On appointment, we would ask you to:

- review and read all of the source material and information provided to you;
- consider any conflicts of interest that may exist in relation to your role;
- make yourself aware of issues relating to privacy and data protection in relation to your role.

### 2.1 Source material and information

The formal letter of appointment will have included web links to University Regulations and guidance. You should familiarise yourself with these documents, now and throughout the duration of your appointment. If you have any questions concerning the University's Regulations you can contact the Registry team at [registrys@cranfield.ac.uk](mailto:registrys@cranfield.ac.uk) for Cranfield campus courses or [shrivregistrys@cranfield.ac.uk](mailto:shrivregistrys@cranfield.ac.uk) for courses based at the Shrivenham site. The website also provides downloadable templates for the Annual Report Form and the Expenses Claim Form.

Education Services will also send you any external examiner reports submitted in the previous academic year for your perusal.

The course team should also provide you with a range of information relating to the course and assessment. The information you can expect to receive from the course team is outlined below:

- aims and objectives of the course;
- details of the course curriculum;
- details of the course assessment methods;
- details of attendance requirements, including dates of meetings of the board of examiners;
- confirmation of the fee that will be paid to you and an indication of when this is likely to occur;
- key dates when you will be required to undertake specific tasks, i.e. approval of examination papers and sampling of assessments.

In cases where you are appointed for a course that has a partnership involving academic provision, the course team will ensure that you are fully briefed on the nature and extent of the partnership and who the Link Tutor for the partnership is, and that your role in relation to third party providers is clearly defined. This will include confirmation of whether you will be expected to visit partner sites either in the UK or overseas.

If at any point you believe that you have not received sufficient information from the course team to allow you to undertake your role please contact Registry using the above email addresses for clarification.

### 2.2 Conflicts of interest

The course team should have discussed with you the extent to which you are involved with Cranfield, or with individual members of staff or students associated with the course. Wherever possible, Cranfield ensures that there are no unintended or unknown conflicts of interest.

We would ask you to review the list below and, if you have any concerns that you contact the Director of Education, or Education Services, to discuss the potential impact. If any connections become apparent in the course of your duties, please raise them as soon as possible with the Chair of the board of examiners.

Wherever possible, Cranfield avoids appointments where the external examiner is, or becomes:

- i) a member of the Council of Cranfield University or a current employee of Cranfield;

- ii) someone with a close professional, contractual or personal relationship with a member of staff or student involved with the taught programme of study;
- iii) someone required to assess colleagues who have been recruited as students to the programme of study;
- iv) someone who is, or knows they will be, in a position to influence significantly the future of students on the programme of study;
- v) someone involved in any recent or current substantive collaborative teaching or research activities related to the delivery, management or assessment of the programme(s) or modules in question;
- vi) a former member of staff or student of Cranfield (unless a period of five years has elapsed);
- vii) someone who is directly connected to a Cranfield member of staff appointed as an external examiner at their own institution;
- viii) someone where the immediately previous, or other current, external examiners were or are colleagues from the same department in the same institution.

A conflict of interest may not necessarily preclude or curtail your appointment, but it is important that these are registered and reviewed.

## **2.3 Data Protection and Freedom of Information**

### **2.3.1 Your data**

The University collects and holds personal data about you for the specific purpose of facilitating and managing the external examination process. This includes your name, your contact details, your previous experience relating to your role and your current academic and/or professional credentials and affiliations. The University will share this information with appropriate staff within the University. The University will also share your name, and your current academic and/or professional credentials and affiliations with students, in line with national expectations relating to the transparency of the use of external examiners. Students, however, will be asked not to contact you in relation to your role as an external examiner, and you should politely decline any requests to engage with them outside of the examination process.

As part of your duties, you are requested to submit an annual report to the University on the quality and standards of the taught programme of study, its assessment and the performance of students. In addition to circulating your report to the course team and the School's Director of Education, the University may wish to make it available to a wider internal audience. There may also be circumstances where your report will be made available to groups external to the University for audit purposes, such as the Office for Students and Professional and Statutory Regulatory Bodies.

Your annual reports are not made publically available, but will be provided to students in full on request. You are asked to keep this in mind as you draft your report. If you feel it appropriate to report on specific issues relating to individual candidates or staff, please include these comments in a separate report, marked "Strictly Confidential": although we cannot guarantee that this separate report will not be more widely circulated, we will contact you specifically should such a request occur under either data protection or freedom of information legislation.

### **2.3.2 Our data**

In the course of your duties, you will receive information that can be considered the personal data of students of the University. You are expected to keep such information (including, for example, scripts, marks, and comments from other examiners) confidential and secure at all times as part of your data protection responsibilities. You should not share this information with people outside of the board of examiners without the express permission of the University (usually either the Chair of the board of examiners or a member of Education Services).

Upon the completion of your role as external examiner, you should destroy all information relating to individual candidates. You may also be asked during your appointment to undertake this for specific cohorts, in line with any data retention policies provided to you.

Further information can be found in the University's Privacy Policy:

<https://www.cranfield.ac.uk/about/governance-and-policies/policies-and-regulations/privacy-notice>

## 3 Conditions of appointment

### 3.1 Fees

Cranfield University's annual external examiner fees are calculated at the beginning of each academic year, and reflect the number of registered students on the courses you cover who are due to complete their award within that academic year. Fee levels from 2019-20 onwards are:

1 to 5 students:	£250
6 to 14 students:	£365
15 to 24 students:	£480
25 to 40 students:	£615
Over 40 students:	£730

Part-time courses at Cranfield Defence and Security, where student numbers are >70, attract a fee of £730 per student intake over 70 students.

As examiners are paid by Schools there may be occasions when a higher fee is agreed with you in line with increased responsibilities, i.e. high volumes of students, additional responsibilities over and above the normal duties included in this Handbook, specific duties for examiners of courses with third parties involving academic provision. Similarly, a separate fee for external examiners of part-time only courses may be agreed, depending on the number of registered students who are due to complete in an academic year.

The School will also pay reasonable travelling expenses.

### 3.2 Resignation of Appointment

Although the majority of our external examiners serve the usual terms of four years, a change of circumstances may mean that you can no longer fulfil your duties. If this does occur, please contact Education Services ([externalexaminers@cranfield.ac.uk](mailto:externalexaminers@cranfield.ac.uk)) in writing to confirm your resignation. Education Services will ensure that all necessary parties are informed of your resignation. Exceptionally, the University may request that you extend your appointment beyond four years (to an absolute maximum of five years), but this will be discussed with you before any extension is agreed.

### 3.3 Termination of Appointment

The University reserves the right to terminate the appointment of external examiners who fail to meet the requirements of their role as outlined in Sections 4 and 5. Any such decision will be taken by the School's Director of Education.



## 4 Key Tasks

### 4.1 Approval of Draft Examination Papers

Registry will send draft papers to you together with model answers (or outline solutions) and marking schemes. Registry will advise on timelines but as a general principle you should aim to return draft papers with any comments within ten working days.

At the start of your appointment the course team will confirm the times of the year when you can expect to receive draft papers. If you anticipate you may not be available at these times please inform the course team as soon as possible so that an alternative timeline can be agreed.

### 4.2 Sampling Assessments

As an external examiner you have the right to see any examination scripts, coursework, project work and theses (hereby known as assessments). Most often, the course team will provide a sample in the first instance. You should check that you have enough evidence to determine the internal marking and classifications are of an appropriate standard and are consistent.

At an early stage of your appointment the course team will agree with you the number of samples you will normally receive. As a guideline you should see a sample of scripts from the top, middle and bottom of the range, together with all assessments of borderline candidates and those assessed internally as failures.

If you are appointed to a course with a high volume of students it would be reasonable for the course team to suggest that you visit the University in advance of the board of examiners meeting to sample assessments *in situ*.

As an external examiner you are not required to mark assessments. On occasion and by prior arrangement you may agree to mark a particular assessment, or even a suite of assessments. However, your primary role in this capacity is to make judgements about the comparability of Cranfield's standards with those of other universities and check for the level, range and consistency in the internal marking of assessments.

### 4.3 Exceptional Assessment of Individual Examination Candidates

There are a number of rare circumstances that may result in individual students being required to take a different assessment to that of other candidates (e.g. specific learning needs adjustments, re-sit examination, legitimate and approved absence from a scheduled examination).

Where an assessment is created for an individual candidate, the course team will alert you about this and the reasons for it. The course team will also provide you with the opportunity to comment on the equity of the proposed alternative assessment with that scheduled for the other candidates.

### 4.4 Participation in Oral Examinations

From time to time, course teams might ask you to jointly conduct oral examinations with at least one internal examiner. Where oral examinations are only held for a proportion of the candidates on a course, the principles for the selection of candidates will be agreed by the internal examiner in consultation with you.

Cranfield University offers you the right to meet with any candidates you so wish, assuming that the candidates are available and/or content to attend a meeting.

*NB: The only exception to this may be if students are based overseas as part of an academic partnership arrangement. A decision as to whether you will visit an overseas site will be agreed when you are initially approached by the course team.*

## **4.5 Attendance at Meetings of Boards of Examiners**

You will be informed of the date of any meetings of the board of examiners you are required to attend at the start of each academic year. Attendance at the meetings is an important function of the external examiner role and assures the oversight of the function to enable the University to conduct fair and appropriate meetings.

Although every effort should be made to attend the board of examiners meeting, Cranfield University does recognise that in exceptional cases this is not possible. If you cannot attend in person the course team will explore with you whether you can be present via web or teleconferencing. If you cannot attend the meeting in any capacity you must at some point endorse the outcomes of the awards. The timing in which you will be required to do so will be agreed with the course team at the point when you indicate your intention to miss the meeting.

On occasion, it may not be possible to make a decision on an individual student's progression or award (i.e. if marks are missing or if a case of academic misconduct is still in progress). In these circumstances, the Chair of the board of examiners will facilitate a discussion to agree the nature of your engagement with decisions for these students. This may include attending a meeting remotely or signing off results of the individual student(s) at some future point.

# 5 Annual Reports

## 5.1 Schedule

Reporting is a crucial part of an external examiner's role and the University relies on the assurance the exercise provides for its taught course provision.

All external examiners are required to submit a report on at least an annual basis, normally after a meeting of the board of examiners. Please note that you are required to submit a report on an annual basis, whether or not you have attended an examination board or received work samples. In an academic year we would expect you to have had some element of contact with the course team (including for part-time courses) and therefore produce at least a brief report. If you have had no contact with the course team during an academic year please contact Education Services to discuss.

## 5.2 Content of Report

You are free to comment in your report on any aspect of the course and its assessment, but you are invited to comment specifically on:

- a) whether or not the academic standards of the assessment processes and resulting assessed work are at Masters level, as defined by national guidelines, including the UK Quality Code for Higher Education, and related guidance issued by the University;
- b) whether or not the assessment processes measured student achievement rigorously and fairly against the intended learning outcomes of the course;
- c) whether or not the assessment processes were conducted in line with the policies, regulations and other guidance provided on appointment (or any subsequent revisions of);
- d) the extent to which standards are comparable with similar programmes in other UK higher education institutions of which you have experience;
- e) any good practice and/or innovation relating to learning, teaching and assessment;
- f) any opportunities to enhance the quality of the learning opportunities provided to students.

Please also outline in your report those areas where you do not feel able to comment, and why this might be.

To accompany your report you are asked to complete a cover sheet concluding whether you believe:

- a) the standards set for the course are appropriate for qualifications at this level;
- b) the assessment processes and the marking and classification schemes were appropriate;
- c) the meeting of the board of examiners (if attended) was conducted satisfactorily;
- d) whether you require a response to your report from the course team.

## 5.3 Submission of Report

We ask that all reports and cover sheets are submitted to [externalexaminers@cranfield.ac.uk](mailto:externalexaminers@cranfield.ac.uk) as this assists us in storing our reports electronically for ease of access.

If you prefer to submit your report in hard copy, please send it, along with the cover sheet to:

Registry Administrator – External Examiners  
Education Services  
Building 45  
Cranfield University  
Bedfordshire  
MK43 0AL

We ask that all reports are submitted no later than 6 weeks after the final examination board meeting for that academic year.

## 5.4 Consideration of Your Report

Education Services processes all external examiner reports on behalf of the Vice-Chancellor. If you have raised any of the following concerns, your report will trigger a written response to you from the course team, which will normally be provided within six weeks of receipt of the report:

- if you have indicated that “immediate action is required to ensure the future quality of the course”;
- if you have indicated the overall experience for the students is either “below average” or “very poor”;
- if you have otherwise requested a formal written response.

The report and response will also be reviewed by Senate’s Education Committee, which includes the Directors of Education of the University.

Otherwise, on receipt of your report Education Services will forward it to the course team and the School’s Director of Education for consideration. It will also be examined by Education Services with a view to collating identified good practice, or areas that require development, for dissemination and consideration within the wider community of the University.

## 5.5 Raising serious concerns

On rare occasions, you may feel that a standard report may be insufficient to address serious concerns or issues you would like to raise. You may at any point take up an opportunity to submit a private and confidential report to the Vice-Chancellor directly (marking any correspondence as such).

Where you believe your concerns to be of paramount importance, and you feel that the University is unable or unwilling to address those concerns, you may contact the Office for Students, the independent regulator of higher education in England, who consider concerns about quality and standards at publicly funded higher education providers in England. Details are available at: <https://www.officeforstudents.org.uk/contact/complaints-and-notifications/>.

Please note that this scheme should only be used if you believe all avenues of enquiry with the University have been exhausted.

## 6 Contacts and Other Resources

If you have any questions about your role during the term of your appointment please contact the course team in the first instance.

If you require further advice please contact Education Services:

### **Contact:**

#### **Cranfield Campus**

Registry  
Education Services, Building 45  
Cranfield University  
Cranfield  
Bedfordshire  
MK43 0AL

Tel: 01234 750111 Extension 2122  
Tel: 01234 754055  
Email: [externalexaminers@cranfield.ac.uk](mailto:externalexaminers@cranfield.ac.uk)

#### **Cranfield Defence and Security at Shrivenham**

Registry  
Slim Building  
Defence Academy of the UK  
Shrivenham  
Oxfordshire  
SN6 8LA

Tel: 01793 78 5220  
Tel: 01793 78 5714  
Email: [externalexaminers@cranfield.ac.uk](mailto:externalexaminers@cranfield.ac.uk)

#### **Other Resources**

- Senate Handbook: Student Handbook Assessment Rules (Taught Courses)
- Senate Handbook: Managing Taught Courses

These Handbooks are available on the intranet:

<https://intranet.cranfield.ac.uk/EducationServices/Pages/SenateHandbooksA-Z.aspx>

and on the Cranfield University web site: <https://www.cranfield.ac.uk/About/Governance-and-Policies/Quality-assurance>

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