

1. Principles

- 1.1. We value our reputation as a higher education institution that delivers high quality academic courses and student experience. This section of the Academic Regulations sets out how we appoint and use External Examiners to confirm the standards of our awards and promote quality enhancements.
- 1.2. Appointing and appropriately engaging with suitably qualified External Examiners is critical to establishing the quality and standards of our awards by:
 - a. Evaluating the standards set for our awards against the [Framework for Higher Education Qualifications](#) and as measured against other Higher Education Institutions (HEIs) to ensure appropriateness and comparability.
 - b. Measuring the standards of our students' performance to ensure comparability with similar courses and subjects in other UK HEIs.
 - c. Ensuring the processes for assessment of student performance, the award of credit, and determination of awards are rigorous.
 - d. Ensuring assessments are fair and equitable, and that academic processes have been conducted fairly and in accordance with our Regulations, Policies, and expectations.
 - e. Identifying distinctive and innovative features of our delivery in the context of the broader academic discipline, knowledge, and experience.
- 1.3. Our approach to appointing and engaging with External Examiners is:
 - a. Clear and accessible. This means the standards and experience we require our External Examiners to meet is clearly explained and relates to sector-wide standards and guidance. Our processes for appointing and engaging with External Examiners meet the expectations of the [QAA Quality Code](#), and have been mapped against the UK Standing Committee for Quality Assessment (UKSCQA) [guiding principles for effective external examining](#). [We make sure the expectations and authority to act of External Examiners is clearly explained to our academic staff and to our External Examiners.](#)
 - b. Confidential, impartial, and fair. The process for appointing External Examiners has due regard for confidentiality in relation to handling personal and sensitive data. There is a single appointment process for all External Examiners to ensure fairness in how we consider nominations. Institutional oversight is maintained through the members of staff required to approve all nominations. We inform all our External Examiners that their name will be shared with students in the context of annual reporting.
 - c. Timely, flexible, and proportionate. This means that we will consider nominations as quickly as possible and provide comprehensive support and training material to induct them as one of our External Examiners. We aim to provide good, clear, and timely information regarding the roles, responsibilities, and expectations of our External Examiners.
 - d. Embedded and informative. This means we have robust mechanisms for meaningful engagement with External Examiner feedback and annual reports. We monitor feedback through our formal committees.
- 1.4. The applicability of these Regulations under the University's Collaborative Provision arrangements is detailed in Schedule A.
- 1.5. Registry holds and maintains an External Examiner database which contains contact details, length of contract and payment details for all External Examiners. This is

accessible to the Registry team. Registry monitors the appointments procedure and notifies the Quality Committee of progress regarding all External Examiner appointments.

- 1.6. Any designated role (e.g. Head of School or Director of Programme) will be taken to include 'or nominee'.

2. Nominations and Appointments

2.1. Nominations are made according to the [QAA UK Quality Code for Higher Education Advice and Guidance, External Expertise](#). This covers the expectations for seniority, credibility and relevant experience, knowledge and understanding of UK sector agreed reference points for the maintenance of academic standards and assurance and enhancement of quality.

2.2. Nominees' academic and/or professional qualifications must be appropriate and to at least the level of the qualification being externally examined, and/or have extensive practitioner experience where appropriate. This includes having an awareness of current developments in the design and delivery of relevant curricula and competence and experience of designing and operating a variety of assessment tasks appropriate to the subject and operating assessment procedures (either externally or internally).

2.3. External Examiner nominations are drawn from a variety of institutional and professional contexts and traditions ensuring the courses benefit from wide-ranging external scrutiny. Where a course leads to a professional award, at least one appropriately experienced practitioner should be included among the examiners.

2.4. All External Examiners will meet the applicable criteria set by professional statutory or regulatory bodies.

2.5. All External Examiners will have a familiarity with the standard to be expected of students to achieve the award that is to be assessed and the necessary experience to enhance the student learning experience.

2.6. All External Examiners will be fluent in English, and where courses are delivered and assessed in languages other than English, fluency in the relevant language(s) (unless other secure arrangements are in place to ensure that External Examiners are provided with the information to make their judgments).

2.7. Additionally, External Examiners will not:

- a. Normally hold more than two External Examiner appointments for taught courses/modules at any time.
- b. Have worked or studied at Regent's University London in the last five years. Retirees may be considered provided they have sufficient evidence of continuing involvement in the discipline area being examined.
- c. Be from the same institution as the previous External Examiner.
- d. Be an External Examiner from an institution which has been the source of examiners covering the same or cognate subject areas in the recent past (normally five years);
- e. Be a member of our staff, a governor, a student, or a near relative of a member of staff or student on the course, an examiner on a cognate course or a member of one of our collaborative partners.

- f. Be in a close professional contractual or personal relationship with a member of

- staff or student involved with the course of study.
- g. Be a recent or current close working colleague of a key member of staff now teaching on the course to be examined.
- h. Be personally associated with the sponsorship of students on the course.
- i. Be closely associated with placements or training on the course or cognate area.
- j. Be required to assess colleagues who are students on the course.
- k. Be able to significantly influence the future employment of students on the course or likely to be involved with placements or training courses in their organisation involving students on the course.
- l. Be anyone involved in collaborative research activities with a member of staff.
- m. Be anyone who has been directly involved as an external member of the validation panel for the course.
- n. Be in a reciprocal external examining arrangement for the same subject area.

2.8. An External Examiner may be reappointed in exceptional circumstances but only after a period of five years has elapsed since their last appointment.

2.9. Any External Examiner may request a mentor. External Examiners that have minimal experience in the role may be appointed provided their experience and qualifications meets the other expectations set out above. Such inexperienced External Examiners will be appointed a mentor.

2.10. Where any potential conflict of interest cannot be satisfactorily resolved appointments will not be approved.

2.11. All External Examiner nominations must be submitted using the current nomination form.

2.12. Completed nomination forms should be signed by the Director of Programmes (or nominee) and the Head of School (or nominee) will be required to approve and sign the paperwork. The completed form should be passed to the Registry for scrutiny and subsequent approval at University level by the Head of Registry, or nominee from the Quality Office, on behalf of the Quality Committee.

2.13. The Quality Office will produce an updated report for each meeting of the Quality Committee on External Examiner approvals and changes.

3. Appointment Contract and Induction

3.1. The duration of an External Examiner's appointment will normally be four years, with a possible, exceptional extension of one year. Nominations should be timed to ensure a short overlap in tenure.

3.2. The courses and/or subject areas to be included in the External Examiner's role will be clearly communicated in the appointment letter, and this information will also be recorded at the Quality Committee.

3.3. An External Examiner's contract may be terminated where reports are not produced in a timely manner or to an appropriate standard, or due to failure to attend the relevant assessment Board(s), or a new conflict of interest arises, or due to the discontinuation of the course.

3.4. Upon appointment or shortly thereafter, External Examiners are given:

- a. Regent's University London Academic Regulations detailing all quality

- assurance procedures such as moderation process.
- b. Course specification for the course, including details of assessment.
- c. The previous External Examiner's report (where applicable).
- d. Dates for meetings of the relevant examining boards.
- e. The content and format required for the written annual report.

3.5. External Examiners are invited to an induction and annual briefing session and to meet the relevant academic and Registry staff.

4. The External Examiner's role

- 4.1. The Director of Programmes and/or Course Leaders or their equivalent maintain contact with External Examiners. External Examiners may be invited to observe the assessment of presentations or practical work and to sign off new ideas for the course assessment items or criteria and any other aspects of delivery.
- 4.2. External Examiners review proposed assignments and examination questions and any proposed changes in the course.
- 4.3. They are also informed when they will be able to view work. All completed assessment work can be made available to External Examiners, but they will normally be expected to review a sample across the marking range. Although External Examiners may not change individual marks within a sample, they may identify any error and recommend appropriate action.
- 4.4. External Examiners attend Assessment Boards of the course, at which they are required to sign off the outcomes and to endorse the outcomes of the assessment processes they have been appointed to scrutinise.
- 4.5. On all UK validated courses, no recommendation for the conferment of a validated award of the University may be made without the written consent of approved External Examiners prior to the confirmation of mark lists.
- 4.6. On any matter which the External Examiners have declared a matter of principle, the decision of the External Examiners shall either be accepted as final by the assessment board or shall be referred to the Quality Committee. Disagreements between External Examiners shall be referred to the Quality Committee.
- 4.7. An External Examiner will be selected to attend the Progression and Finalist Board.
- 4.8. One Chief External Examiner will be appointed to maintain oversight of the conduct and operation of the Board that determines progression and award classifications.
- 4.9. The role of the Chief External Examiner covers the conduct and operation of the UG Progression and Finalist Board, the appropriateness and application of regulations, student performance and standards.
- 4.10. The Chief External Examiner should satisfy themselves regarding the probity of the examination board processes in respect of the application of the regulations, (i.e. that there is fair and equal consideration of all students) and the robustness of the assessment systems and processes. In addition, the Chief External Examiner is asked to comment on the outcomes of assessment in relation to academic standards and student achievements based on data provided and to report annually on these matters.

4.11. Where, exceptionally, the Chief External Examiner is unable to attend an Assessment Board, appropriate arrangements for confirmation of assessment outcomes should be made in consultation with the Head of Registry.

5. The Report and Response

- 5.1. External Examiners are required to submit an annual report by the end of July. The report includes comments on the following:
- a. The overall performance of the students in relation to their peers on comparable courses.
 - b. The strengths and weaknesses of students in relation to previous years (where applicable).
 - c. The quality of knowledge and skills demonstrated by the students, both general and subject specific and including any work-based or work-related aspects. This should be seen in the light of [QAA subject benchmarks](#) and the [Framework for Higher Education Qualifications](#) (FHEQ).
 - d. The quality of teaching as indicated by student performance.
 - e. The structure, organisation, design, marking and fairness of all assessments and their compliance with Regent's University London quality assurance procedures.
 - f. The organisation and operation of assessment boards.
 - g. Comments on their own involvement in the process and feedback on whether issues previously raised have been addressed.
 - h. Other recommendations arising from the assessments.
 - i. Developmental needs for the curriculum, syllabus, teaching methods and resources to support the course arising from the whole learning and assessment process.
 - j. Recommendations to enhance the quality of learning opportunities provided to students.
 - k. Any areas of good practice and innovation relating to learning, teaching and assessment.
- 5.2. The report is sent to the Head of Registry at Regent's University London. It is logged in the Registry and a copy sent to the Director of Programme for consideration by the Course Panel and the Head of School.
- 5.3. The University will make External Examiners' annual reports available in full to students, with the sole exception of any confidential report made directly, and separately to the Vice-Chancellor.
- 5.4. External Examiners have the right to raise any matter of serious concern with the Vice-Chancellor, if necessary by means of a separate confidential written report. The Vice-Chancellor will provide a response within a timely manner. If this response is not satisfactory to the External Examiner then they may invoke the QAA's concerns scheme or inform the relevant professional statutory or regulatory body.
- 5.5. The External Examiner's report is designed to enable the University to ascertain whether the course is meeting its stated objectives, and to make any necessary improvements. The Director of Programme and/or Course Leader will - in consultation with members of the teaching team - produce written feedback within one month in response to the issues raised in the report. The response will identify measures that are to be put in place and discussions to be had where recommended. The response is sent to the External Examiner by the Registry Team.

- 5.6. The Head of Registry will respond to all External Examiner reports, commenting on any institutional issues raised in the report.
- 5.7. The Registry team will produce a summary report on the general issues and themes arising from all the reports which is presented to the Quality Committee.
- 5.8. The University will ensure that student representatives are given the opportunity to be fully involved in the process, enabling them to understand all the issues raised and the University's response.

6. Schedule A

The applicability of these Regulations under the University's Collaborative Provision arrangements is detailed below.

Where the Regent's University London Regulations apply, collaborative partners may use different terminology, e.g. 'programmes' and 'units' instead of 'courses' and 'modules'.

Applicable to all Partners (Domus, Istituto Marangoni London, Istituto Marangoni Paris, Liverpool Media Academy, MACROMEDIA):

6.1. For all Collaborative Partners, the Regulations of Regent's University London will apply, with the following variations:

- A. **1.5** Responsibilities in relation to the appointment of External Examiners: In addition to the arrangements set out in the clause, collaborative partners may also hold details of External Examiner contact details and length of contract and can contribute to the search of External Examiners and nominate them.
- B. **2.12** Signing and approval of External Examiner nominations: Collaborative partners may have their own processes for reviewing and approving External Examiner nominations internally before submitting them to the University for review and approval. Nomination forms will be signed by the Partner's equivalent of the Director of Programme, in addition to the University's Director: Collaborative Provision and Study Abroad and the Head of School.
- C. **3.5** Induction: The Induction may be jointly hosted by the Regent's and Partner Registry teams.
- D. **4.1** Point of contact: The Partner's equivalent of Director of Programme and/or Course Leaders will maintain contact with External Examiners. Contact may also be maintained between the Regent's Link Tutors and the External Examiner for the courses within their remit.
- E. **5.3** Sharing reports with students: The Partner will make External Examiners' annual reports available in full to students.
- F. **5.2** Sharing of reports: Reports are logged in the Registry and a copy sent to the Regent's Link Tutor and Director: Collaborative Provision and Study Abroad, as well as the agreed point of contact within the collaborative partner, for circulation to Course Leaders and other relevant members of staff.
- G. **5.5** Responses are authored by the Partner's equivalent of Director of Programme and/or Course Leaders, in consultation with Regent's Link Tutors, and should be approved by the Regent's Director: Collaborative Provision and Study Abroad prior to being sent to External Examiners by Regent's.