

The London Institute of Banking & Finance
GUIDELINES FOR
EXTERNAL EXAMINERS

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1. INTRODUCTION

Thank you for agreeing to be an External Examiner for The London Institute of Banking & Finance. We appreciate the commitment you have shown in assuming the role and, in turn, will do all that we can to support you.

Your role as External Examiner is an integral part of our quality assurance and enhancement process, contributing to the enhancement and development of our programmes and helping us to ensure the quality and standards of awards and the validity of assessment processes.

These guidelines are designed to provide you with a summary of useful information relating to your appointment. They are intended to provide assistance in your role and responsibilities but not to replace the detailed guidance set down in [Chapter 8 \(External Examining\)](#) of our Code of Practice. Chapter 8 has been aligned to the QAA UK Quality Code for Higher Education, [Chapter B7: External Examining](#).

We operate a two-tier Assessment Board system whereby, at each level of award, separate Assessment Boards meet to make decisions about the outcomes of module assessment (module boards) and to confirm progression and make awards in respect of our higher education programmes (programme boards). Assessment Boards are held in respect of each level of award as determined by the Framework for Higher Education Qualifications (FHEQ). In most circumstances module boards and programme boards will run consecutively in the same meeting.

2. EXTERNAL EXAMINER RESPONSIBILITIES

The role of the External Examiner is critical in supporting the maintenance of the academic standards of our awards. Your principal responsibilities as External Examiner are to ensure that:

- Assessment (including examination) procedures have been fairly and properly implemented and decisions have been made after due deliberation (ie the Board is applying the correct pass marks, classification algorithms etc);
- The standards of awards and student performance are at least comparable with those in other higher education institutions and reflect the principles set down in the Framework for Higher Education Qualifications (FHEQ).

As an External Examiner you are ultimately responsible to the Academic Board. You will be responsible for satisfying yourself that the assessment arrangements allow students to be fairly assessed in relation to the learning outcomes of the modules for which you are responsible. In exceptional circumstances, you retain the right to refer matters of concern to the Principal – for example, if you feel that issues are not being fully addressed through the established channels.

Module External Examiner

A Module External Examiner is appointed in respect of each of our modules, with the role focusing on ensuring parity of standards within an individual module. Module External Examiners are required to review and approve the form and content of all assessment materials that contribute to the final assessment of their assigned module, eg examination papers, assignments and associated guidelines. As a Module External Examiner you will be expected to undertake the following:

- Comment on and approve examination papers (including resit papers) and associated marking guides for all relevant modules
- Comment on and approve summative assignments and associated marking guides for all relevant modules
- Sample students' assessed work (normally at least ten exemplars) agreed in advance to determine that internal marking is of an appropriate standard and consistent across student cohorts

You will be required to attend at least one Module Assessment Board meeting per session and will be invited to Programme Assessment Board meetings. An annual report (see section 7) must be submitted within four weeks of the final Module Assessment Board meeting(s) of the year.

Programme External Examiner

A Programme External Examiner is appointed in respect of each programme. The role will focus on ensuring parity of standards across modules, but will not normally entail review of draft question papers and marked assessments – unless on request or appointed also as a Module External Examiner. There is an expectation that the Programme External Examiner will be asked to review a sample of dissertations where appropriate.

Programme External Examiners will be required to attend meetings of the Programme Assessment Board at which recommendations are made in respect of progression and awards. Your role at the Assessment Board meetings will be to:

- Where appropriate, represent the views of Module External Examiners on the matters under consideration;
- Confirm that students have been assessed fairly and consistently in accordance with the regulations;
- Confirm that decisions regarding repeat assessment, extenuating circumstances, and academic misconduct have been consistent and in line with the regulations;
- Consider and discuss progression and the classifications of awards made to students;
- Ensure comparability of standards across the programme;
- Advise on matters relating to any proposed curriculum review;
- Confirm that the Assessment Board has been conducted in line with our regulations and the agreed procedures.

An annual report (see section 7) must be submitted within four weeks of the final Programme Assessment Board meeting of the year.

Further detail on the responsibilities and duties of External Examiners can be found in Chapter 8, point 8.4 of the Code of Practice.

3. ASSESSMENT BOARDS

Appointed External Examiners are required to attend our Assessment Board meetings as noted above. Further details regarding attendance at Assessment Board meetings can be found in Chapter 8 of our Code of Practice. A link to the Principles and Procedures for our Assessment Boards is available at the end of these guidelines.

Module Assessment Board

Module External Examiners are required to attend at least one meeting per session of the relevant Module Assessment Board.

The Module Assessment Board will manage and transact the following business:

1. Module Assessment Performance

Ensure that assessment results are appropriate, fair and equitable, including:

- a. Monitoring module assessment analysis;
- b. Approving assessment results;
- c. Ensuring External Examiners have sufficient opportunity to comment on assessment performance;
- d. Monitoring trend analysis of module assessment performance.

2. Exceptional issues

Manage issues that might have impacted upon student assessment performance, including:

- a. Monitoring reasonable adjustments;
- b. Monitoring special consideration of extenuating circumstances and considering any cases referred by the Concessionary Board;
- c. Monitoring cases of Malpractice;
- d. Taking appropriate remedial actions where necessary.

3. Module completions

Manage the achievement of module credits, including;

- a. Ensuring the application of all relevant assessment regulations and their supporting policies and protocols;
- b. Confirming the module completion results for publication.

Programme Assessment Board

Programme Assessment Board meetings must be attended by the Programme External Examiner (there is a standing invitation also to Module External Examiners) and will manage and transact the following business:

1. Regulations, Protocols and Standards

Ensure we adhere to the General and Academic Regulations, including:

- a. Managing the application of regulations and protocols when considering student progression;
- b. Managing the application of regulations and protocols when confirming student award completion;
- c. Monitoring the application of regulations when noting those students who cannot complete their award.
- d. Ensuring External Examiners have sufficient opportunity to comment on programme performance;
- e. Ensuring academic standards are maintained.

2. Student progression

Manage student progression, including:

- a. Approving student progression to the next stage of the programme;
- b. Approving student progression to the next stage of the programme with trailing credits;
- c. Approving student progression to the next stage of the programme with a condoned fail.

3. Programme Completions

Manage student programme completions, including:

- a. Approving final degree classifications and award grades;
- b. Confirming non-completers of an award and those eligible for an exit award;
- c. Confirming students eligible to complete their programme with a condoned fail;
- d. Ratifying all programme completions.

4. Exceptional Issues

Consider issues that might have impacted upon programme completions, including:

- a. Recommending to the Academic Board the award of posthumous degrees;
- b. Recommending to the Academic Board the award of aegrotat degrees;

- c. Taking appropriate remedial actions where necessary for consequent impact of special considerations / malpractice etc.

5. Student prizes

Consider awarding student and scholar prizes, including:

- a. Confirming any student prizes awarded.

Both Assessment Boards will act as key stages in the audit and quality assurance processes associated with the assessment of higher education programmes offered by The London Institute of Banking & Finance.

4. APPOINTMENT

External Examiner appointments are approved by the Academic Standards and Quality Committee (ASQC) in line with the criteria set down by the Academic Board (details of which can be found in Chapter 8 of the Code of Practice, point 8.3).

On receipt of your application and nomination form, your application will be referred to ASQC for approval. It is the responsibility of this committee to ensure that you satisfy the criteria for appointment and that you have appropriate academic expertise and experience. Once your application has been approved, you will receive a letter of appointment from the Vice Principal, Quality, Policy and Regulation, together with an agreement for your signature and a comprehensive pack of relevant documentation. Full details are available in point 8.7.3 of Chapter 8 of the Code of Practice. Details relating to the programme and / or module, for which you are appointed will be sent to you by your names point of contact.

External Examiners are appointed for a maximum period of four consecutive years. An extension for a further period of one year will be considered in exceptional circumstances. A period of five years should have elapsed before a former External Examiner is nominated for reappointment and this must be in respect of another programme offered by The London Institute of Banking & Finance. An External Examiner may only be reappointed once following the initial term.

5. FEES

Details of the fees payable to you are confirmed in your appointment letter and are payable on receipt of your annual report (see section 7). You may also claim reasonable travel expenses for attendance at any The London Institute of Banking & Finance meetings using the claim form sent to you on appointment. Fees and expenses are normally paid electronically; completed expenses claim forms and all queries relating to the payment of fees should be directed to Quality, Policy and Regulation.

Please keep us informed of any changes to your contact addresses, both postal and email, in order that we may keep in touch with you. This will also ensure that payment of fees and expenses is not hindered.

6. INDUCTION AND SUPPORT

As a newly appointed External Examiner, and prior to commencement of your duties, you will be invited to meet (face-to-face or via telephone) with your named point of contact. The purpose of this meeting is to ensure that you have knowledge and understanding of our assessment regulations and are provided with all necessary documentation, both with regard to your module and / or programme related duties and to the aims of the programme for which you act as an External Examiner. This will also provide you with the opportunity to discuss our positioning and clarify any queries or issues you may have about the role. Where possible, you will have the opportunity to meet relevant members of our academic community, eg lead tutors and internal examiners.

We are here to support you; for queries related to the module / programme or your role, please contact:

Head of Assessments Email: assessments@libf.ac.uk Telephone: 01227 818668

For queries related to your appointment and the payment of fees / expenses, please contact:

Quality, Policy and Regulation

Email: QAP@libf.ac.uk

Telephone: 01227 818620

7. ANNUAL REPORTS

Once appointed as External Examiner you will be provided with an annual report template. The annual report form is designed to seek independent, objective feedback from each External Examiner, allowing for free comment on the full range of issues within your remit. You are encouraged to comment in as much detail as you wish on the form, both on positive and negative aspects of your experience as External Examiner. The form is based around a framework comprising six sections:

- A. Academic and quality standards
- B. Module design
- C. Application of assessment / grading
- D. Involvement and engagement
- E. Administration
- F. Additional comments.

Your completed annual report must be submitted to the Quality, Policy and Regulation team within four weeks of the final Module or Programme Assessment Board meeting(s) of the year. The report is distributed to the Head of Assessments or Vice Principal, Degree Programmes as appropriate, highlighting any matters of concern / good practice. The relevant party will then respond to you in writing, providing a full commentary on issues raised and clearly showing the action taken in response and / or providing an explanation if action is not to be taken. The report and accompanying action plan will be presented to ASQC by the relevant party as part of annual monitoring.

The Quality, Policy and Regulation team prepares an annual report to ASQC on general issues of concern and / or examples of good practice raised by External Examiners in order that the committee can satisfy itself that issues raised have been fully considered. Any areas of serious concern identified by the Quality, Policy and Regulation team will be reported directly to the Principal and ASQC. External Examiners may also refer to the QAA Concerns Scheme should they have a serious concern about the academic standards and / or quality of the programme they are responsible for overseeing. This should only be necessary if no satisfactory action is forthcoming as a result of any issue or concern being highlighted within the annual report.

External Examiner reports will not be published in their entirety but will be presented to the higher education deliberative committees, namely ASQC and the Academic Board with any matters of concern and / or good practice highlighted. Membership of the deliberative committees includes those drawn from our academic community, external academic peers and student representatives. Summaries of examiners' reports and the action taken in response will also be made available across the academic and student community.

Please note that failure to submit your report within the deadline, or continuing late submission of reports, could lead to your appointment being terminated.

8. TERMINATION OF APPOINTMENT

Your appointment as External Examiner may be terminated by either party with six months notice. Should we wish to terminate your contract early, a recommendation by the Vice Principal, Quality, Policy and Regulation will be referred to the Academic Board for final decision. You will find details on the circumstances for early termination in point 8.6.5 of Chapter 8 of the Code of Practice.

9. SUPPORTING DOCUMENTATION

The following supporting documentation is available via the [External Examiner information area of the website](#):

- External Examiner application form
- Module External Examiner annual report form
- Programme External Examiner annual report form
- Principles and Procedures for The London Institute of Banking & Finance Assessment Boards Chapter 8 External Examining

You may also wish to refer to [Chapter 7 \(Assessment\)](#) of our Code of Practice for Quality Assurance.

You may also wish to refer to the [Higher Education Academy handbook for external examining](#).

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